



Feedback Sheet

Neighbourhood Area East Date 03/11/2015

Community & Neighbourhood Manager Carol Jones

Walkabout Area Lothian Street

Issue One – Trees in the area

You told us that there were trees in the area that were overgrown and leaning over towards properties nearby.

These comments were passed on to our Trees Officer. They have been to the area and inspected the trees in the vicinity. At this time it is not felt that any of the trees pose any immediate cause for concern, as such they are unable to carry out any remedial action, however the Trees Officers will continue to monitor the situation on a regular basis.

For further information around work completed on trees in Norwich and the work of our Trees Officers please visit the website at www.norwich.gov.uk and click on 'trees' on the A-Z section.

Issue Two – Communal bins unclean

You informed us that the communal bins, especially those on Lothian Street are unclean and have not been cleaned for a couple of months which was encouraging maggots, flies and other pests.

The local Contracts Officer was made aware of this issue. The bins themselves are cleaned by our partner organisations as part of the contract held between the Council, Norwich Norse and Biffa. General waste bins (grey/black in colour) are cleaned twice annually. Food waste bins, due to the nature of the waste placed in these, are cleaned more regularly at a rate of once a month.

Issue Three – Motorcycles in the area

We were told about the issue of motorcycles speeding along Orchard Street, ignoring the bollards and continuing on to Derby Street. Furthermore we were told about a quad bike in the area which is using the pathways to get around the area causing a hazard to pedestrians.

All of these details have been passed on to the local Safer Neighbourhoods Team as traffic matters of this nature would be dealt with in a Policing capacity. However the Housing Officer for your area has been made aware of the issues as well to approach the matter from the Council perspective.

If you witness further incidents such as this Norfolk Police should be contacted on 101 or 999 if there is an emergency.

Issue Four – Anti-social behaviour in the area

You told us about various forms of anti-social behaviour (ASB) being experienced in the area. This included youths banging around communal bins and making lots of noise late at night, drug use and alcohol consumption, especially in the doorways of the factory units along Lothian Street, an area also unfortunately being used by individuals as a toilet.

If you witness ASB in the area you can report this to our Neighbourhood Wardens by calling 0344 980 3333 or visiting www.norwich.gov.uk. If the behaviour you witness is of a criminal nature you should contact the Police on 101 (or 999 in an emergency).

We have made the Safer Neighbourhoods Team for this area aware of the local ongoing issues. The area is part of the Control of Alcohol in Public places Order 2003, which has been carried over to a Public Spaces Protection Order under the Anti-social Behaviour, Crime and Policing Act 2014. Police are therefore able to confiscate alcohol from those who continue to drink after a warning not to.

We have also passed details of these issues on to our Licensing Officers who have been carrying out visits to local alcohol merchants and offering advice on street drinking.

Regular patrols of the area are being carried out to monitor the cleanliness of Lothian Street and taking remedial action where necessary and able. This is being assisted by the local businesses that are also contributing and making good efforts to keep the area clean.

If you come across a syringe/needle please do not attempt to move it. If there is something nearby you can carefully place over the needle (like a cone or a box) then please do so, this will also help our contractors to locate it. We aim to remove needles within one hour of notification. Call 0344 980 3333.



Thank you for attending this event and/or taking the time to read the feedback regarding the matters brought up.

If you wish to contact Norwich City Council you can do so by:

Tel: 0344 980 3333

Website: www.norwich.gov.uk

Email: info@norwich.gov.uk
