

New Neighbourhoods Project Report: Clover Hill (NR5), Hall Road / Queens Road (NR4), Suffolk Square (NR2)

*Carried out by Norwich Community Land Trust Limited for The Norwich
Good Economy Commission, January – April 2022.*

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Executive Summary

Methodology

Modified (due to Covid-19) Community-based Participatory Research. Printed flyers delivered to 1500 dwellings across three areas (Clover Hill, NR5; Hall Road / Queens Road, NR4; Suffolk Square, NR2), 500 in each area. Flyers provided links to a customised PlaceCheck — allowing people to register anonymous comments via a web application or as part of a guided ‘walkabout’. An additional email address was provided for people to leave more detailed comments. Researchers also made organic contact with people in the area, and kept an observational study record.

Response Rates

Across the three areas there was an overall response rate of 1.8% to the PlaceCheck (across the web app and ‘walkabouts’) — within the expected range of response rate typical to these types of surveys (according to the National Centre for Social Research). Researchers also made a number of organic contacts, and took part in several hours of observational study.

Findings

1. There is a general mistrust of research projects.
2. Investment is required for maintenance (litter, green space, etc).
3. Parking regulation, and provision of more parking spaces, would be very welcome.
4. There is concern about substance abuse.
5. There is desire for better green space.
6. There is a desire for the re-generation of hospitality and retail units.

Conclusions

The key to real change in the areas of Clover Hill, Hall Road / Queens Road, and Suffolk Square will be balancing the desire for short-term, immediate ‘fixes’ (e.g. parking, or a stronger police presence), against the need for long-term creative and cultural change (e.g. development to prevent ‘car-based cultures’, or the creation of vibrant, friendly public spaces).

To achieve this, Norwich Community Land Trust suggests a long-term research approach in the three areas, with built-in self-sufficiency. It is recommended that Bildung principles are incorporated into community building efforts, with a commitment to progressive employment and recruitment practices. Economic resilience support should also be provided for any initiatives or organisations developed.

Ultimately, realising meaningful boosts to a sense of community, and improvements to services for residents, will require city-wide, municipal culture change. Norwich must become a place where innovation, creativity and change are welcome — and, to some extent, seen as inevitable.

The Brief

Norwich Community Land Trust (NCLT) was asked to carry out work that related to three separate areas of Norwich: Cloverhill, the area around the junction of Hall Road / Queens Road, and the area around Suffolk Square. Specifically, NCLT was asked to find out what people thought of the green and open spaces in those areas — and what, if any, improvements to those they may want.

The project was to run between January-April 2022.

Methodology

NCLT proposed using the methodology of Community-based Participatory Research (CBPR)¹, an approach that emphasises diversity, equality and inclusion. Central to CBPR is the notion of democratic participation. The model of “experts” explaining to people what is needed is replaced with a model where researchers work *with* people: uncovering and recognising power structures, encouraging active learning for all participants, and including time and energy for continuous reflection. As such, an emphasis on personal trust and the integrity of the researchers is critical to CBPR. When the changes people want to make are identified, the aim is to then encourage some form of collective action, together.

NCLT’s approach to CBPR is further informed by an Oral History methodology² (with its focus on the in-depth recording of individual contributions) and the pioneering work of William Helmreich³, which emphasises making contact with people in an organic fashion, listening to their stories, and recording them (with permission).

In addition, NCLT places great emphasis on the importance of both naturalistic observational study and participant observational study, research techniques commonly used across sociology, anthropology and psychology⁴. Naturalistic observational study involves careful, repeated study of people’s natural behaviour within an environment to uncover insight that may be lost in self-reported research. With participant observational study, the researchers also observe their *own* thoughts and actions towards to the research environment. As such, NCLT researchers planned to not just observe the behaviour of the general public around Clover Hill, Suffolk Square and Hall Road / Queens Road, but also take notice of the team’s own responses to the three areas.

Research in a time of Covid-19

Before March 2020, the research for this project would have consisted of creating some form of public meeting (or meetings), or attending local groups to explain what the project was and what it

¹ *Community-based Participatory Research. A Guide to ethical principles and practices*. Centre for Social Justice and Community Action, Durham University, National Centre for Public Engagement (November 2012). <https://www.durham.ac.uk/media/durham-university/research-/research-centres/social-justice-amp-community-action-centre-for/documents/Community-based-participatory-research---A-guide-to-ethical-principles-and-practice.pdf>. Accessed 28/03/22.

² <https://www.ohs.org.uk/>. Accessed 04/04/22.

³ *The New York Nobody Knows*, Helmreich, W, Princeton University Press, 9780691169705 (2013).

<https://www.nytimes.com/2013/12/08/realestate/an-authors-legwork-6000-miles-on-new-york-streets.html>. Accessed 01/04/22.

⁴ https://en.wikipedia.org/wiki/Observational_study. Accessed 12/04/22.

was seeking to do. However, with Covid-19 (c-19) still prevalent in January 2022, different approaches had to be considered to keep the risk of transmission to a minimum.

In response, NCLT came up with a hybrid CBPR approach. This involved using PlaceCheck⁵, a free-to-use, anonymous, map-based web-app that allows people to easily make comments about their local area in their own time, wherever they are (without putting themselves at risk of c-19). NCLT worked with PlaceCheck to create custom drawn maps for the three areas of concern to the New Neighbourhoods Project, accessible through html links and scannable QR codes.

NCLT was aware, however, that not everybody has access to, is able to use — or in fact wants to use — online systems. To deal with that issue, it offered in each area the opportunity to gather outside and in-person for a ‘walkabout’: at promoted pre-arranged times, people could meet with NCLT researchers to walk around the area, discussing their ideas and concerns, ‘dropping’ comments on a PlaceCheck map as they go. It was proposed that such events would use the tried-and-tested prompts from the PlaceCheck system to stimulate discussion⁶.

Each area was given three ‘walkabout’ opportunities, each one 90 minutes in length. The times and days of the three ‘walkabouts’ in each area varied to attract different people (for example, day-time and evening slots, as well as weekday and weekend slots). In total, there were nine walkabouts for the whole project (amounting to 13.5 hours of research time).

NCLT also offered a third way of making contact with the project by providing an email address on all promotional material.

An A5 Flyer was produced for each area (appendix 1) detailing what the project was, the details of the PlaceCheck System, the details of the ‘walkabout’ times and places, and how people could contact the project. 1500 flyers were printed, 500 to be distributed in each area (posted through letterboxes).

Effect of Covid-19 on the project

The research team became infected with c-19 at the end of January 2022. Using the advice from the local hospital -- based on the recommendations of the World Health Organisation -- NCLT went into isolation for 28 days from 28th January 2022. This resulted in the delivery of the flyers being delayed until early March 2022. However, all flyers were successfully delivered to each area in time for the advertised walkabouts.

Details of the areas

Cloverhill Area

Cloverhill was originally developed in the mid-1970s as an expansion of Norwich City. The original marketing enticed people with the slogan “move to Clover Hill, a pleasant community”. It is a separate and distinct area from Bowthorpe. It has its own community centre/village hall, with an area of open space next to it. Additionally, what is now the commercial area was once thriving with many different shops and services. Originally there was a pub which was situated in what is now

⁵ <https://placecheck.info/en/>. Accessed 04/04/22.

⁶ <https://placecheck.info/en/21-questions-for-the-placecheck-walkabout/>. Accessed 04/04/22.

the children's centre. From the many different businesses that did exist there is only one remaining, the local 7-11 shop.

The area is linked to the Bowthorpe Centre by a pathway which takes about 15-20 minutes of gentle strolling. While there are transport links via no 22/21 bus service, there is limited provision for bicycle and walking use. As a result, many/most residents own and/or use a car.

Hall Road / Queens Road Area

This an area with two main roads running through it. The first, Hall Road, stretches from the junction of Queens Road to the A146 Ipswich Road. It thus acts as a route in and out of the city centre. The second, Queens Road, forms one of the main arteries from the outer ring road to the inner ring road. Consequently, it has traffic on it 24 hours a day.

There is no obvious 'focal point' to this area -- though the parade of shops of Queens Road does provide some 'centre of gravity' for each group of people who use them. There is also a small collection of businesses on the junction of Hall Road and Trafalgar Street. However, the nearest open space is to be found at Lakenham Recreation Ground, which is on City Road, about a 10 minute walk away. A larger park can be found at the Jubilee Park, further down City Road. A further green space can found at Carrow Hill, which is about 10-15 minute walk away.

The main areas of housing contacted as part of this project were in/around Hobart Square, Gordon Square, Hollis Lane, Alderson Place and Queens Road.

Suffolk Square / Vauxhall Street Area

This area has a high density of council housing -- predominately flats. The 'focal point' here is The Jenny Lind Park (named after the Victorian opera singer). The park includes a set of gates that originate from the Jenny Lind children's hospital that stood on the site where The Coleman Hospital now stands.

The park includes a separate children's playground, two hard courts that can be used for football, basket ball, etc, and an open space that is regularly used by dog walkers. There are some public lavatories on site, but these appear to be out of use.

The area also has a parade of businesses that includes a retail unit, a fish shop, a very popular cafe, a well-used laundrette and a couple of charity shops.

The area has through-routes for cycling and walking to and from the city centre.

Access for delivery of flyers

All three areas contain properties that use door entry security systems. NCLT had no means to gain entry to these, inevitably affecting the reach of the publicity flyers. The alternative to this method of delivery would be to use direct mail to every address in the specified areas; however this would have raised the cost beyond the budget of the project.

Results

Response rates

The most notable response came from Clover Hill. The flyers were delivered on a Saturday and within 48 hours there were 17 responses using the PlaceCheck system. There was a further response using the email address that was provided. During the course of the 'walkabout' events, a further two people made contact and gave their opinions about the area.

The Hall Road / Queens Road area produced one PlaceCheck response, with two people making contact via the 'walkabout' events, and a further three people were contacted by visiting some of the local small businesses in the area.

Suffolk Square was the area with the lowest rate of response, with no replies to the PlaceCheck system -- although two people did make contact using the 'walkabout' events.

This equates to a 3.8% response from Clover Hill, a 1.2% response from Hall Road / Queens Road, and a 0.4% from the Suffolk Square area. Overall, the average response rate for all three areas was 1.8%. Having cross checked our findings with the National Centre for Social Research⁷, we are confident that this level of response is in keeping with similar such surveys that use leaflets as a way of disseminating information and well within the parameters of a successful survey.

Concerns / Points Raised in Responses

Broadly speaking, responses and observational study revealed two types of concern:

Short-term, practical concerns

Such as issues with parking, maintenance, or litter.

Longer-term, community- and culture-minded concerns

Such as desire for better green space or the re-generation of retail units.

Clover Hill

Concerns in this area were mostly about the general state of the surroundings. For example:

Some trees in a dangerous condition. These are the responsibility of the Council but overhang private properties. Need an inspection and possibly some attention.

Overgrown weeds on pathways.

Foot path very dangerous. It seems all foot paths and walk ways are overgrown and poorly maintained.

The next most popular concern centred around car parking, and the associated problems that arise from it (such as the state of existing car parks and the provision of car parking for new housing). For example, the emailed response from Clover Hill focused on a problem that has been ongoing

⁷ <https://www.natcen.ac.uk/methodology-and-innovation-hub/>. Accessed 29.03.22.

for several years (involving various communications with city councillors, county councillors, and more).

Several comments were made about the empty retail units. There may be room for exploring how best to use these in ways that create a sense of positivity, rather than abandonment. In a similar vein, there was also a comment about how some areas of disused green space could be used for community gardens / horticulture.

Queens Hill / Hall Road

Parking was also a concern in the Queens Hill / Hall Road area. One response received through PlaceCheck centred on how the parking area outside their property is frequently abused on football match days. Further damage is caused to their car by inattentive drivers hitting wing mirrors.

From the two people who made contact in the street, the main concern raised was about the lack of police presence -- the idea of having a police officer living in the area was suggested, to both reassure people and prevent the low level of local criminal activity.

On a related note, one of the businesses also mentioned that the existence of an enclosed stairwell next to their shop allowed for drug use and anti-social activities. Importantly, residents felt as that, historically, concerns about such issues were not heard, nor paid attention to.

Suffolk Square

In the Suffolk Square area, the one in-person contact raised the idea that some form of cultural / arts input into the area may help to increase a sense of community well-being.

Insights and Discussion

Key Issues Across the Areas

The survey and observational study highlighted the following across all three areas:

1. Importantly for The Norwich Good Economy Commission, there is a general mistrust of research projects like our survey.

There is a general sense of cynicism and scepticism towards community research efforts, due to perceived bureaucracy, and/or people feeling unheard or ignored in the past. There is a lack of trust in the existing mechanisms for 'getting things done', with evident confusion and frustration over the lack of unity of approach.

2. Investment is required in all areas to ensure that roads, pavements and green spaces are better maintained.

This is very likely to have a direct impact on the local peoples' wellbeing, safety, and sense of pride in their community.

3. More parking regulation, and provision of more parking spaces, would be very welcome.

A lack of local facilities means many people require a car for work, shopping etc —

residents are forced into a 'car-based culture', and without adequate rules and space, parking is causing community friction and damage to property.

4. There is concern about substance abuse.

The survey suggests a bigger police presence would curb some illegal activity and foster a sense of security.

5. There is desire for better green space.

A number of people actively suggested things like community gardens, or children's play areas, to aid with physical, mental, and social well-being.

6. There is a desire for the re-generation of retail units.

Many people lamented the closing of (or simply lack of) retail and hospitality units — this has not only led to a 'car-based culture' and the parking problems mentioned above, but has also resulted in a diminishing sense of community, social cohesion, security and positive energy in the area. Local people feel isolated, underappreciated, and uninspired.

A Foundation to Build From

However, it is not all bad news. It is clear people do feel attached to the three areas. The dog walkers of Suffolk Square would miss the open space that they frequent, and green area next to Clover Hill Community Centre is well-used during the summer by local children and community groups. This is a foundation to build from; it is clear community-minded initiatives would be welcome, and these green spaces present obvious focal points for activity.

Without the same clear 'centre of gravity', the Queens Road/ Hall Road arguably presents more of a challenge — though there are signs of some changes taking place. The parade of shops on Hall Road opposite the junction of Trafalgar Road is to be the site of a new branch of The Feed, a not-for-profit organisation that already has successful business in other areas of Norwich. It will be interesting to see how this develops and how it contributes to creating new connections.

Opportunities and Suggestions

Based on this research NCLT believes it is possible to address the needs of each area — but this will likely require a commitment of time more than money. Time to listen to the local people, time to support them, and then time to considerately develop.

We are aware, of course, that the local city council has limited resources, and that the county council is even more financially constrained. Overcoming this potential barrier will require innovation, creativity, and problem solving. While we know that what works in one place may not work in another, we do believe some broad approaches can be used across all three areas.

A Long-Term Approach

We believe that research and development over a 5-10 year period is not unrealistic. A consistent, listening presence will build trust, and from trust will stem true insights into the needs of the local people, and such insights can then act as a spring board for activities that are evidence-based and co-created with the community.

Such an approach does require a realistic acceptance of certain challenges. For example, the priorities of the local people may change over this time frame. As a result, all initiatives would need to be approached creatively and iteratively, understanding that ideas may need to be trialled, assessed, refined or even scrapped. The initiatives themselves should be regarded as an extension of the research, and vice versa.

Importantly, with such a long-term project, it would be vital to archive all research and initiative activity as thoroughly as possible for future reference. Transparency of such information would be paramount, as it should be assumed (in the interests of trust and co-creation opportunities) that all materials would be publicly available without qualification.

Research With In-Built Self-Sufficiency

All ideas, initiatives and organisations for the community born out of the long-term research approach — and the research process itself — would, by necessity, have to be self-sufficient in terms of income generation (even if a not-for-profit entity). Such concepts can no longer rely simply on grant funding. This self-sufficiency aspect would need to be ‘baked-in’ to any ideation process.

There are ‘classic’ examples of in-built self-sufficiency in community initiatives — such as when a research enterprise uses a café or shop model to provide a product or service. This not only provides an organic, trust-building way for local people to encounter researchers and voice their concerns. It also generates a stream of income, maintaining the possibility of long-term listening but also (potentially) funding future development activities born out of the research.

Such an approach seems particularly relevant to the Clover Hill, Hall Road / Queens Road and Suffolk Square areas — our research strongly suggests that local people in all three areas would welcome new hospitality / retail activity to give the places a renewed sense of positive energy and community.

Community Building Using Bildung Principles

A Bildung approach to community is one which is rooted in giving people control and agency of their own learning, emotional, and ethical development. The origins of the approach are in the nineteenth century university extension movement in the UK. It then travelled to Germany and the Nordic states. Today it has all but died-out in the UK, but continues to exist in those other areas. Applied in a community setting it can be summed up as “walking with people”, rather than trying to lead them⁸.

As such, NCLT would recommend embracing Bildung in the modern world, trialling small-scale activities to engage the community — allowing local people to take their time, voice their feedback, build up trust in the initiatives, and jointly steer them with researchers over time.

Economic Resilience Support for Initiatives

⁸ European Association for the Education Adults (2022). <https://eaea.org/project/bildung/?pid=15007>. Accessed 24.04.2022.

As mentioned previously, it is unlikely that local government will be able to directly fund activities over time (other than, perhaps, start funding). As such, any projects need to be economically self-sufficient — and must carefully consider how they deal with any surpluses, as this will be what sets them apart from a straight-forward commercial activity.

NCLT therefore recommends a complimentary stream of activity to support community initiatives and enterprises as they spring up out of the research activity. This would involve offering training opportunities or apprenticeships in social economy — helping local people to development specialist support service skills, such as accountancy that goes beyond a traditional commercial approach. A stand-out example of this is Triple Bottom Line Accountants, who take a very wide and creative approach to ensure environmentally-conscious and socially fair book-keeping⁹.

Progressive Employment and Recruitment Practices

A long-standing example of innovation in this area is Open Hiring — a recruiting method where the first person to apply gets the job. First-in, first-hired — no questions asked, no resumes, no interviews, no background checks. Regardless of people's past, educational background, or experience. The idea behind Open Hiring is to give people who usually face barriers to employment a chance to work¹⁰.

Such practices were pioneered by The Greyston Foundation in the USA¹¹, and are also used by The Start Foundation, in Eindhoven, the Netherlands¹² (who match workers to employers with open non-technical roles). Crucially The Start Foundation also provides life coaches to the new workers — for example, someone who has a history of being late for work is given support to set an alarm, wake up, etc.

NCLT actually made contact with The Start Foundation in 2020, and were told that they have been successful in getting people into employment who had previously struggled. In fact, the results have been so good that employers were asking for more people to be put through the scheme.

NCLT would therefore recommend progressive employment and recruitment practices such as Open Hiring when looking for researchers or staff for development projects. In this way, activity could provide jobs for local people while listening to them (e.g. workers in the self-sufficient café research model) or creating initiatives in response to their concerns.

Health and Well-Being

NCLT takes an approach that puts all aspects of health at the centre of its work. Consequently, it seeks to encourage such an approach in other groups that it works with.

Giving people control over how, where, and when they work (and live) is an important aspect of this approach. This encompasses everything from the number of hours worked, to embedding education into the workplace with life-long learning opportunities.

⁹ <https://triplebottomlineaccounting.com/>. Accessed 24.04.2022.

¹⁰ <https://www.aihr.com/blog/open-hiring/>. Accessed 24.04.2022.

¹¹ <https://www.greyston.org/openhiringjobs/>. Accessed 24.04.2022.

¹² <https://www.openhiring.nl/>. Accessed 24.04.2022.

We would therefore recommend that any research or development initiatives in the three areas of concern apply similar principles to their structure and practice. This would ensure ‘strategy as execution’ (and vice versa) — all activity would be offering and demonstrating the aspects of Bildung, economic resilience, etc. that we would hope, long-term, that local people would organically adopt self-sufficiently, fostering a healthy, happy, creative community.

Muti-faceted Methodology

Ultimately, we must accept that no one approach will solve everything. A multi-faceted methodology (or ‘Swiss Cheese Approach’) will ensure that what is missed by one stream may be caught by another. By honing each stream over time, it will be possible to fine tune such approaches.

City-Wide Culture Change

In many ways, to enable all of the above would require a city-wide culture change. Norwich must become a place where innovation and change are welcome — and, to some extent, seen as inevitable. Creative municipal change is not a ‘nice to have’, but integral to transformation: a recent three-year research project funded by the Bloomberg Harvard City Leadership Initiative revealed that such culture change meaningfully boosted services for residents in US cities (better maintained parks and streets in Louisville, Kentucky; more inclusive community engagement in Somerville, Massachusetts; and a more vibrant downtown economy in Kansas City, Missouri)¹³.

It is clear from this snapshot of research that NCLT has taken across three diverse areas that people feel very strongly about the areas in which they live. The key to real change will be balancing the desire for short-term, immediate ‘fixes’ (e.g. parking, or a stronger police presence), against the need for long-term creative and cultural change (e.g. development to prevent ‘car-based cultures’, or the creation of vibrant, friendly public spaces).

An integral part of the work that NCLT undertakes is helping people to see the future as a state of possibility and positive change, something that can be crafted together — rather than a ‘blind force’ that inevitably drags people along with no agency. If the opportunities and suggestions in this document are acted upon, NCLT believes this shift in thinking is perfectly possible in the three areas researched.

¹³ <https://www.bloomberg.com/news/articles/2022-03-31/to-fix-urban-policy-mayors-must-fix-culture-first>. Accessed 24.04.2022.

Appendix

Flyers for New Neighbourhoods Project



What do you think about where you live?

What makes Clover Hill great? What could make it even better?

This is your chance to tell Norwich council what **YOU** like about this area, to have **YOUR** concerns heard, and explain **YOUR** ideas.

Take part in a quick and easy 'PlaceCheck'. Use the free, secure web app to walk around Clover Hill and share opinions as you go (just tap the map and drop a comment).

There's nothing to download, and it works on all smartphones, tablets and computers.



To get started, scan the QR code, or visit
www.placecheck.info/app/maps/cloverhill

You can do a 'Placecheck' yourself, in your own time. Or you can join us for a guided group 'walkabout', starting and ending at Clover Hill Community Centre:

11th March 2022:	10:00am	-	11:30am
12th March 2022:	12noon	-	1:30pm
14th March 2022:	10:30am	-	12noon

If you have any questions, feel free to email us with
info@norwichclt.org.uk

We're looking forward to finding out what you think!
The Norwich Community Land Trust team

This PlaceCheck is being run by Norwich Community Land Trust, on behalf of Norwich City Council, with funding from The Norwich Good Economy Commission. For more information, visit www.norwichgoodeconomy.com

What do you think about where you live?

What makes Hall Road great? What could make it even better?

This is your chance to tell Norwich council what **YOU** like about this area, to have **YOUR** concerns heard, and explain **YOUR** ideas.

Take part in a quick and easy 'PlaceCheck'. Use the free, secure web app to walk around Hall Road and share opinions as you go (just tap the map and drop a comment).

There's nothing to download, and it works on all smartphones, tablets and computers.



To get started, scan the QR code, or visit
www.placecheck.info/app/maps/norwichsoutheast

You can do a 'Placecheck' yourself, in your own time. Or you can join us for a guided group 'walkabout', starting and ending at the bike racks opposite the junction of Queens Road/ Hall Road:

15th March 2022:	10:30am	-	12noon
16th March 2022:	1:00pm	-	2:30pm
19th March 2022:	10:00am	-	11:30am

If you have any questions, feel free to email us with
info@norwichclt.org.uk

We're looking forward to finding out what you think!
The Norwich Community Land Trust team



What do you think about where you live?

What makes Suffolk Square great? What could make it even better?

This is your chance to tell Norwich council what **YOU** like about this area, to have **YOUR** concerns heard, and explain **YOUR** ideas.

Take part in a quick and easy 'PlaceCheck'. Use the free, secure web app to walk around Suffolk Square and share opinions as you go (just tap the map and drop a comment).

There's nothing to download, and it works on all smartphones, tablets and computers.



To get started, scan the QR code, or visit
www.placecheck.info/app/maps/norwichsouthwest

You can do a 'Placecheck' yourself, in your own time. Or you can join us for a guided group 'walkabout', starting and ending at The Jenny Lind Gate, in the Park:

21st March 2022:	10:00am	-	11:30am
23rd March 2022:	1:00pm	-	2:30pm
26th March 2022:	10:00am	-	11:30am

If you have any questions, feel free to email us with
info@norwichclt.org.uk

We're looking forward to finding out what you think!
The Norwich Community Land Trust team

This PlaceCheck is being run by Norwich Community Land Trust, on behalf of Norwich City Council, with funding from The Norwich Good Economy Commission. For more information, visit www.norwichgoodeconomy.com

Responses via PlaceCheck

Clover Hill PlaceCheck Responses

Some trees in a dangerous condition

These are the responsibility of the Council but overhang private properties. Need an inspection and possibly some attention.

17 Mar 2022, 10:40

Area so overgrown and uncared for.

It's becoming an eyesore and embarrassing to invite people to the area

12 Mar 2022, 16:50:02

Raised planting bed

The brickwork is fractured and in a danger of collapse. Unsightly and potentially dangerous.

17 Mar 2022, 10:38:42

Sheltered housing complex

The sheltered housing complex is very poorly maintained and a support worker who appears for about an hour a week if we are lucky

12 Mar 2022, 11:55:25

Remove cycle gates

The barriers to slow cyclists can be easily steered around, making the side of the path muddy and thus only slowing pedestrians and making it difficult for the disabled. Signs telling people to slow down would be more suitable.

14 Mar 2022, 14:15:34

Bus lane

Should be open for everyone to use

13 Mar 2022, 10:26:25

Un-used green area

Needs a childrens play area on the poorly planned, and money consuming, development. Never build anything like this again, it's appalling.

17 Mar 2022, 10:48:30

Illegal and antisocial parking on junction of clover hill road and Humbleyard

Dangerous parking by residents of the new estate who dont want to pay for parking permits as per the planning regulations for the estate.

15 Mar 2022, 20:25:4

Bushes. Tree.

I think this should be turned into more parking spaces Total parking wars in this close

13 Mar 2022, 10:12:08

Overgrown weeds on pathways

12 Mar 2022, 11:00:43

Nice neighbourhooed

12 Mar 2022, 11:05:00

Street light not working

12 Mar 2022, 10:59:40

To many alcoholics and drug addicts in the area

Makes it dangerous for families

12 Mar 2022, 11:40:54

Car park needs resurfacing

12 Mar 2022, 11:04:21

Litter everywhere and drinkers on street and benches

12 Mar 2022, 11:01:48

Village centre (?)

Looks tatty an ill kept. Perhaps brightening it up might attract another business to the area.

17 Mar 2022, 10:44:4

Foot path very dangerous

It seems all foot paths and walk ways are overgrown and poorly maintained

12 Mar 2022, 11:49:17

Unusued Building

Should be turned into a Cafe or All night restraunt, not a mcDonalds. Lived here close to 15 years & never seen a single person at this building....

14 Mar 2022, 01:55:18

Roy's shop

I'd like a tescos or Aldi or Lidl ... anything rather then Roy's ... the shop is dirty , dull , dreary, it used to be a vibrant shopping centre... we had a butcher's, newsagents, post office, fish n chip shop , green grocers , shoe shop , newmark chemist .. Norwich & Peterborough, Halifax, saltans

restaurant...

13 Mar 2022, 10:22:30

Bakery

Excellent service, excellent products, friendly staff

13 Mar 2022, 10:23:55

This Parcel of grass land

This parcel of Grassland is a complete waste of space & could easily be converted into a community Fruit & Vegetable patch, with raised beds for fruit trees using old railway sleepers or Used car tyres.

14 Mar 2022, 01:39:06

Hall Road / Queens Road PlaceCheck Responses

Permit parking

Limited permit parking outside own home. Runs until 6.30pm weekdays but is regularly swamped by football spectators on match days and in evenings (as kick-off is 7.30pm) could the enforcement times be extended to 7.30pm and include Sundays please? Also regular damage to parked car wingmirrors on this stretch due to overzealous traffic and speeding.

16 Mar 2022, 19:20:44

In-Person Contacts

Clover Hill In-Person Contacts

Female Dog walker, lives in Cloverhill

“We need more bins for dog poo. The green is good for walking the dog but the rest is streets and there aren’t enough bins for the poo.”

Male, volunteers at the Clover Hill Community Centre

“I moved here when it was first built so that is about 45 years ago. The slogan that they had then was ‘Clover Hill, a pleasant community.’ Then we had shops, a pub, a real thriving little centre. Now we only have Mr Khan’s shop. Even the hairdressers is boarded up, the pub went down hill and moved to The Bowthorpe Centre. It used to be the Sure Start Centre then that closed and its now a child care centre. In my opinion if everybody just looks after their own front garden then you quickly get a whole area looking nice.

I’ve got the original plans from when they were developing this. I’m interested in local history so I have done a bit of research. This is the area where Robert Kett and his followers stopped over on their way from Wymondham , before they marched on Norwich. There is not much to show it though. Also when they were first building this area they came across at least one Saxon Burial site with a skeleton in it but rather than excavate it the builders did not want any delays so they simply built over. There is also the story that pub was built on the site of a burial ground.”

Hall Road/ Queens Road

Male. Spent all his working life as a gas fitter living in the area but has moved away since retirement.

“This area has gone down. It used to be that people had jobs down at Carrow Works, Laurance and Scott or Boulton and Pauls. They took some pride in where they lived. Now they are apathetic. The people who have bought their council houses are like born again Christians. They never stop talking about it. It was better when we had a copper who lived the area. Everyone knew who they were, where they lived and where you could go if there was any trouble. Now if you phone them there is no guarantee they will turn up.

Living in a council estate is like being in an open prison. You can move around but you can never leave.”

Male. Lives in the complex of bungalows of Hollis Lane.

“Nobody really cares about the area. What would make it better would be if we had a policeman who lived in the area. The nearest park that people use is that one just down the hill on the way to Carrow Hill. That’s used by mums with toddlers.”

Female. Runs The International Food Store on Hall Road.

“People don’t care about this area. They simply come and go from their homes. We have problems with drugs and drinks next door. There is a covered stair area and they get in there to use their drugs and use it as a toilet. I find syringes and other things. I clear them up and put them in the bin. I have told the police and the council but no-one wants to know. I have asked why they can’t put a door on the entrance, there used to be one but it was smashed off. I don't live round here, I live in Brundall and want to move to Norwich so my children can go to a good school but I would not live around here.”

Suffolk Square

Female Dog walker.

“I used to live in Brighton until we moved here for my husband’s work. He is now dead and I decided to live around here. I walk my dog and soon got to know the other dog walkers. We support each other and if someone has not been seen for a few days then someone will check on them.

I think we could with something like a fete or festival that celebrates Suffolk Square. Another thing that I want to know is the local history, what was the area like before Square Square flats were built? I can’t seem to find anyone who can tell me.”