

Sports and Social Club

- events for your diary

April 2nd @ 8.00pm

Children's Easter Party

With Freddie's Disco

April 23rd @ 8.30pm

St. George's Day celebrations

3 Course Meal £7.50 (Book in advance)

May 7th @ 8.30pm

Tony Cann

Back by Popular Demand

May 14th @ 8.30pm

Toccata

Female Duo with Donna Duval

3 Course meal £7.50 (Bookable in advance)

May 28th @ 8.30pm

Marc James

Singer/Entertainer

Holt Hall Weekends 2005

18, 19, 20 March

Sculpture for Beginners

(Mike Hitchens)

Some More Norfolk Church Histories *(Theo Fanthorpe)*

Decorative, Painted and Stained Glass Work for Beginners

22, 23, 24 April

Victorian Murder Weekend

(Dreamstone Productions)

£130 per person to include all accommodation, tuition and refreshments. Please contact David or Louise, Holt Hall Field Study Centre, Kelling Road, Holt NR25 7DU 01263 713117 or fax 01263 712396 or email office@holthall.norfolk. edunet.gov.uk for full details and booking form.

If you need 'Norfolk Agenda' in an alternative format please contact the Communications Unit on (01603) 222843 (minicom 223833) and we will do our best to help.



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Norfolk Agenda

The newsletter for Council Staff

An exciting era **begins**

An exciting new era for services for children, young people and vulnerable adults in Norfolk began in February, with the creation of new Children's Services and Adult Social Services departments at Norfolk County Council.

The new arrangements bring education and children's social services together within Children's Services, led by Director Lisa Christensen, in a new, 'joined up' way of working, focused firmly on the needs of children and young people.

Adult Social Services is currently led by Acting Director Harold Bodmer and will support vulnerable older people, people with physical disabilities, sensory impairments and learning difficulties, and also buy services to support people with substance misuse and mental health problems.

It includes Norfolk Learning Difficulties Service, a partnership of the County Council and Norfolk's six NHS primary care trusts.

Continued on page 2

On your bike....

Since 1 February employees of Norfolk County Council based at County Hall, have been able to borrow a pool bike to travel between workplaces and for meetings.

There are ten bikes in total available for loan, four electrically assisted and six manual, of varying sizes.

To borrow a bike, please contact NCS in the Facilities Office, Room 011 or call extension 4318. The handbook and booking form for use are available from the HR@Norfolk site, by clicking on 'Getting to Work' and 'Pool Bikes'.



Children's Services

Over the coming months you will see further changes with signs, stationery, publications, on the internet and intranet.

Staff will be consulted on proposed changes to senior management structures that reflect the new ways of 'joined up' working. The new structures will be implemented over the summer.

Customer Services Centre

For the time being we keep the different Education and Social Services numbers for the Customer Services Centre: 0844 800 8001 for Education, 0844 800 8014 for Social Services (includes Access Team and out of hours, the Emergency Duty Team).

Internet and Intranet

Changes will be made over time to the Internet and Intranet web sites to reflect the changes.

Want to find out more?

There will be new Children's Services and Adult Social Services newsletters with lots more information in. We will also make sure you are kept up to speed with what is happening through Norfolk Agenda.

To find out more about the Every Child Matters project, go to the County Council's corporate intranet site, look under Corporate and click on Every Child Matters.

Library Corners

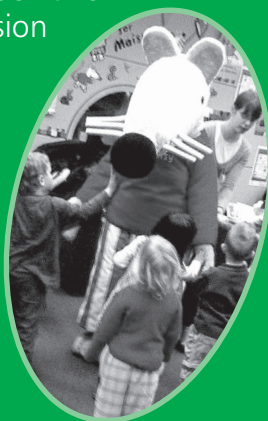
it's a love thing

Norfolk's Library service celebrated love throughout February. Libraries all over Norfolk were involved in a Love your Library promotion which aimed to encourage new members to join the library. The Norfolk and Norwich Millennium Library also celebrated "It's a Love Thing" for the third successive year with writing workshops, internet taster sessions about planning a Las Vegas wedding, card making, storytimes and poets writing individual poems for valentines cards. Age Concern held a session on living and loving in later life.

There have been a number of "visitors" to the library. Elvis and Priscilla made appearances and handed out chocolates to library visitors. Maisy, the very successful mouse character, joined in three story times. Maisy proved to be very popular with staff willing to wear the costume and library users wanting to give Maisy a cuddle!

The regular tiny tots session attracted 70 little 'uns instead of the normal 40-50.

Did you know you can reserve and renew your library books online at www.norfolk.gov.uk



An exciting era begins cont.

Lisa Christensen, Director of Children's Services, said:

"We are already doing some wonderful work together and breaking down old barriers to enable us to focus on individual children's needs. Our new children's service will make it easier for us to build on this and continue to improve the services we can offer children, young people and their families."

There will of course be 'joined up' working between Children's and Adult Social Services, particularly around work to support families and when young people become adults.

Harold Bodmer, Acting Director of Adult Social Services, said:

"By concentrating all services for adults together we can build on the best of our practice and develop innovative services for vulnerable adults that clearly focus on people as individuals."



Staff will be consulted on proposals for changes to the senior management structures in Children's Services and Adult Social Services in the coming months. The finally agreed changes will then be implemented over the summer.

For now, former Social Services Performance and Resources staff remain in Adult Social Services, but will continue to also work with former Children and Families staff, who are now part of Children's Services. Further changes may be considered by the County Council Support Services Review.

Tim Byles, Chief Executive, stressed:

"This is a transition process but we must not lose sight of why we are doing this. It's about developing new and better ways to deliver effective services."

"Throughout this process of change, it is of course



vitaly important that we continue to focus on the most important task - providing excellent services."



"I do not regard this simply as a badge which we have won," said Keir Hounsborne, Head of Legal Services, pictured being presented with the quality mark by Richard Rackcliffe, Chairman of Norfolk County Council.

"What is important is the improvement in the way we do our work which our preparations for Lexcel accreditation have brought about."

Meeting the standards

The Legal Services Unit has recently been awarded the Law Society Lexcel Quality Mark. Lexcel was launched by the Law Society in the late 1990s and is awarded to both private firms and in-house legal departments who meet the Law Society's Practice Management standards.

The award recognises that Legal Services have in place practices and procedures which require in particular:-

- effective client care arrangements
- the proper supervision and staff and their files
- effective risk management arrangements

and which overall are designed to give confidence to those for whom we work. It is also reassuring to Legal Services to know that our practice management arrangements are nationally accredited.

Peter Weavers

Asset Management Director
NPS Property Consultants Ltd



Q How long have you worked for NCC?

A I joined NCC in 1980 as a valuation surveyor

Q What have been your proudest achievements working for the authority?

A Delivering record levels of capital receipts to meet the authority's capital programme requirements, and developing the NPS Estates Division into a more customer orientated and commercially aware organisation

Q What inspired you to follow your career path?

A It was not really a conscious decision to follow this path from the start. The work of a valuation surveyor seemed generally to suit my interests, and this turned out to be the case, but then career opportunities arose in the relatively new fields of property review and strategic property management

Q What do you consider the best/worst thing about Norfolk?

A The best thing is the quality of the environment and the worst is the distance to the even better quality of environment in the upland areas of the UK.

Q Which person in public life do you most admire?

A Although not currently in public life, I greatly admire Ernest Shackleton. His exceptional courage and leadership when his ship the Endurance was crushed in Antarctic pack ice resulted in the entire crew being rescued.

Q What really makes your blood boil?

A Inconsiderate and selfish behaviour generally, including a lack of courtesy to other people.

Q What is your idea of happiness?

A Spending time with my family, hill walking or exploring areas of impressive natural scenery.

Q What do you never leave home without?

A A torch, which sounds quite sad really! This goes back to my student days when I spent a great deal of time potholing in the UK and Europe and spare lighting was a vital piece of safety equipment.

Q
&
A

Fundraising **Fireman** gets city thanks

A Norfolk fire officer has received an official thank you from the city of Norwich for his many fund-raising efforts during his career.

Station Officer Andy Forth retired at the beginning of February after 30 years with Norfolk Fire Service.

During his time with the service Andy has



helped raise in excess of £200,000 for various charities including many in Norwich itself. So in January he and his wife Jenny received an invitation to have tea with the Lord Mayor on Norwich Joyce Divers at City Hall.

Andy said: *"It was obviously nice to be recognised in this way and the Lord Mayor was very interested in and appreciative of the work of Norfolk Fire Service. I'd like to just add that while I may have been the catalyst on a number of occasions there is no way we would ever have raised so much without the efforts of many other people from across the brigade."*

Did you know that there is a world of learning at your fingertips.....?!

The Ashridge Management College, online Virtual Learning Centre offers Career Development, Journals, Software Guides, Research Summaries and E books. For example in Career Development, there is an excellent mixture of reading lists on career related issues such as career planning, selection and interviewing skills and redundancy. These are all prepared by information professionals and are set out together with access to over 40 recommended websites for people wishing to know more.

Sue Simpkin the Senior HR Officer recently held a lunch time seminar in January 2005, to promote learning and development within the work place and for our own personal development, introducing the Ashridge On line Virtual Learning Centre.

Planning and Transportation's HR Team will be rolling out the Ashridge message to Senior Managers over the next month or so.

The good news is that all local authority personnel can have free access the Ashridge Virtual learning Centre, by logging on to IdeA web site first and simply registering using our corporate e mail address.

<http://www.ideaknowledge.gov.uk>

We hope you will find lots of interesting subjects on the site, which are of interest to you. Should you need any further information on the Ashridge Virtual Learning Centre please do not hesitate to Contact Sue Simpkin on 01603 222748

Norfolk Consultation Finder

Interested in finding out what consultations are taking place in Norfolk? Now information about Norfolk County Council consultations, as well as from organisations across the county, is available in one place online at Norfolk Consultation Finder.

You can use Consultation Finder to search for past, present and future consultations. You can find out what consultations are happening in your area and how you can get involved, as well as finding out what has happened as a result of past consultations.

Consultation Finder will help reduce duplication of effort as agencies will be able to share consultation findings on the system. You can get to Consultation Finder from the home page on the intranet.

If you want to find out how to get your consultation on to the system contact Anne Tansley Thomas on 01603 222844

anne.tansleythomas@norfolk.gov.uk

Norfolk Agenda Questionnaire

We want to make a number of changes to Agenda to make it more useful, more relevant and more readable, and by filling in and returning this questionnaire you can help us.

As a further incentive, all questionnaires returned on paper or online (find the survey on the home page of the corporate intranet at <http://intranet.norfolk.gov.uk/>) will be entered into a prize draw for a bottle of wine if you include your name and department at the end of this survey.

Please rate the quality of Norfolk Agenda from 1 - 10 on each criteria where **10** is high and **1** is low

Standard of writing 1 2 3 4 5 6 7 8 9 10

Design 1 2 3 4 5 6 7 8 9 10

Are the articles relevant? 1 2 3 4 5 6 7 8 9 10

Would you to change the frequency of Norfolk Agenda

More than 6 times a year ☐ Less than 6 times a year ☐ Same ☐

How do you normally receive Norfolk Agenda

Individual paper copy ☐ See a general copy in office/library ☐ Online ☐

How would you prefer to receive it

Individual paper copy ☐ One per team ☐ Online ☐

What items would you like to see more/less of more less

Information about NCC	<input type="radio"/>	<input type="radio"/>
Information about policies	<input type="radio"/>	<input type="radio"/>
Information about changes at NCC	<input type="radio"/>	<input type="radio"/>
Information about your job	<input type="radio"/>	<input type="radio"/>
Information about the work of others in NCC	<input type="radio"/>	<input type="radio"/>
Information about changes/improvements	<input type="radio"/>	<input type="radio"/>
Information about celebrating achievements	<input type="radio"/>	<input type="radio"/>

Would you like the following included in Norfolk Agenda

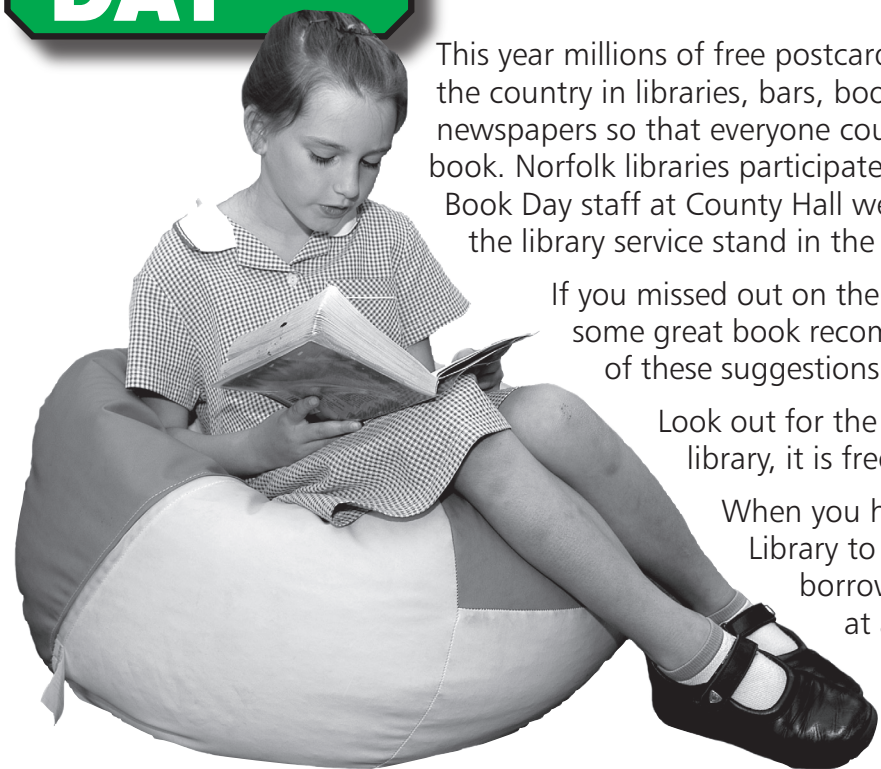
Letters page	<input type="radio"/> Yes/No
Quizzes/competitions	<input type="radio"/> Yes/No
Links to online discussions	<input type="radio"/> Yes/No

Name Dept Location

Return to Communications, Room 520, by April 15th

Cut along dotted line

World BOOK DAY



Thursday 3rd March was World Book Day - an annual celebration of books and reading. Schools, colleges, libraries, bookshops get involved in talking about books, meeting authors, online book chat and much more...

This year millions of free postcards were made available across the country in libraries, bars, bookshops, and in magazines and newspapers so that everyone could Spread the Word about a great book. Norfolk libraries participated in this promotion and on World Book Day staff at County Hall were able to pick up a postcard from the library service stand in the foyer.

If you missed out on the postcards or are just looking for some great book recommendations then why not try some of these suggestions from colleagues around the County.

Look out for the recommended books at your local library, it is free to join.

When you have joined you can use any Norfolk Library to borrow up to 10 books for free, borrow the latest CD's, videos and DVD's at affordable rates, use our PC's - office software, email and the internet are all free and much more. To find out more visit www.library.norfolk.gov.uk

Simon Kett, Tier 3 Substance Misuse Worker, Norfolk Youth Offending Team - my book recommendation is *'Spanish Steps'* by Tim Moore.

Jacquie Wills, Health and Safety Adviser, Fire Service - my book recommendation is *'The Journeyer'* by Gary Jennings. Not for the faint hearted, this epic embroiders history, culture and heroism onto known fact. The journey takes you from medieval Venice via magnificent wild landscapes, exotic sexuality, battles, conspiracies and dreadful torturings to the sumptuous court of Kublai Khan.

Lisa Christensen, Director of Children's Services - I would nominate *'The Colour'* by Rose Tremain (who lives in Norfolk as it happens). Absolutely amazing book about the New Zealand gold rush - and much much more.

Helen Lee, School Improvement Administrative Officer - Northern Area. I would like to recommend James Patterson's *'Suzanne's Diary for Nicholas'* - an emotional gripping, page turner. The themes of life and love have been uniquely intertwined to touch even the most cynical reader.

Donald Pinnock, school crossing patrol on the Yarmouth Road outside the Langley/Thorpe House Schools. My choice of a good read is: *'Alistair Cooke's America'* by Alistair Cooke and *'Himalayas'* by Michael Palin.

Rachel Everest, Crew Manager of Red Watch at our Fire Service Control Room recommends *'Captain Correlli's Mandolin'* by Louis de Bernieres - I read this a few years back mainly because I knew it was set in Kefalonia, which is my second home. It is a story of a young Greek woman during the war when the Germans and Italians occupy Kefalonia, and the love story between her and an Italian soldier.

Library Corners

There was a "Girls Night In" at Loddon Library which attracted about 12 or so teenagers and they had a lovely time - staff from Great Yarmouth college did nails and make-up, Jill Stringer made pretty cards and Jaynew Whitwell brought along her guitar and snowboard to demonstrate - not together! Add in some girly mags and chocolate with marshmallows and cream, what more could you want - well maybe Brad Pitt would have brought in a few more!

There is a real need for something in Loddon as all teenagers seem to hang around the car park.

Building our corporate identity

Each year we are responsible for spending almost £1 billion of public money on behalf of local people.

It is vitally important that people know the services we provide or fund, and that we communicate well

- With local people - to increase awareness, interest and participation
- With partners - to promote Norfolk as a county we can all be proud of
- With members and staff - to harness knowledge, energy and enthusiasm to further develop the County Council.

Full and updated information about the correct way to use the Norfolk County Council logo, our corporate colours, using photographs in publications, templates for power point presentations and much more is available now on the Corporate Design Guide - available from the main corporate intranet page or <http://intranet.norfolk.gov.uk/guidelines/index.html>

A paper copy of the guidelines is also available, and if you need one please contact the Communications Unit on 01603 228899 for a copy.



Norfolk County Council successes

★ **Great Yarmouth** is set to become Britain's new gateway to Europe after the Government gave its backing to the EastPort outer harbour project in January which will allow bigger ships than ever before to dock at Great Yarmouth. A ferry link to Ijmuiden in Holland is planned to be running by 2008. The port project is expected to create around 1,000 jobs.

We were instrumental in setting up East Port Great Yarmouth Ltd (EastPort) during 2000, with Great Yarmouth Borough Council and Great Yarmouth Port Authority to campaign for the project, and will contribute £2 million to the £12 million of public funds underpinning the project.

★ **Time and Tide**, part of the Norfolk Museum and Archaeological Service launched to tell the story of Great Yarmouth through the lives of the people who lived there, has been so successful that it has been shortlisted for the Gulbenkian Museum of the Year Award which will be announced later this year.

★ **Amanda Reynolds**, Norfolk's Joint Director of the Learning Difficulties Service has been selected to be part of a national 25 member forum which will promote partnership working between the Department of Health, the NHS, social care sector and the voluntary and community sector.



Our new financial information management system (FIMS) went live last October.

We are consolidating early progress, as users become increasingly familiar with the new business processes and the Oracle system.

Thanks again to all staff who have been involved in the system's implementation and to FIMS users for their patience and support over recent months.

The Current State of Play

- All FIMS modules are operational and staff are using the new business processes in their daily work.
- Budget monitoring reports are available to departments on a monthly basis.
- We are giving departments the ability to run their own report schedules and are

establishing departmental 'reporting champions' to help develop reporting and improve understanding of the facilities available.

- We are raising and despatching invoices to our customers on a daily basis and have largely overcome difficulties in transferring data from some departmental systems into FIMS.
- We are paying our supplier invoices promptly.
- The rollout of i-Procurement continues. Around 750 users have now been set up, including a selection in every department. By April 1400 users will be able to order electronically via i-procurement.

The Year Ahead

- We are preparing for 'year end' and closure of the accounts.

- We are working on the integration of FIMS with the new Oracle Human Resources and Payroll system, which will be going live in 2005.
- We are developing facilities to help with the preparation of the 2006/07 budget.
- Customers will be able to order and pay for some goods and services over the internet.
- We will be extending direct debit facilities to a wider range of customers.
- We will be introducing electronic matching of purchase orders and invoices.

For more information see: http://intranet.norfolk.gov.uk/new_fims. For support and queries contact the FIMS Helpdesk, tel. 01603 495850, fimshelpdesk@norfolk.gov.uk

Customer Care Standards News

We are six months into the new corporate **Customer Care Standards (CCS)** that cover many of our customer contacts like the time we take to answer the phone or respond to e-mails and letters.

The **CCS** are the same across all our services to ensure that customers get consistent treatment, no matter who they contact and how.

Now that the intensive work of introducing **CCS** is over, our focus is shifting to effective delivery. We need to show that we meet or exceed the standards as often as possible and that our performance is improving or if

not that we have taken remedial action.

We have agreed definitions for the core standards and a framework for measuring them by using information from systems or monitoring a sample of contacts.

Later this year the focus will turn to monitoring how well we are doing against the standard. Do we answer phone calls in 15 seconds? Do we meet expectations in dealing with letters and emails?

We also want to build on the 'mystery shopping' exercise carried out two years ago, when independent survey staff tested

us by acting as customers.

The success of **CCS** depends on you, the staff who are in daily contact with our customers. It is all about treating people the way that you would like to be treated yourself!

For general information about the **Customer Care Standards**, contact Susanne Anderson tel. 01603 223254, susanne.anderson@norfolk.gov.uk

For advice about performance management, contact Alison Smith in the Policy and Performance Team on 01603 223047, alison.smith@norfolk.gov.uk

Delivering Efficiency

Nick Raynsford (Minister for Local and Regional Government) has tasked Local Government throughout the UK with making 7.5% efficiency savings totalling £6.45 billion over the next three years.

Delivering efficiency is not about cutting the essential services we provide. It means us working smarter with the resources we have and purchasing things in a more cost-effective way. It will release money to help us balance our budget and deliver the services that matter most.

Alan Tidmarsh, director of e-services and efficiency is leading the County Council's programme. His initial task is to produce an Annual Efficiency Statement to highlight planned efficiency gains for 2005/06 and reflect on 2004/05 achievements that can be counted to our 7.5% target.

We have the added bonus of hosting the Centre of Excellence East (CoEE), led by former County Council head of trading standards, Steve Holland. CoEE's role is to develop best practice initiatives, gather information and agree priorities with the East of England's local authorities and support them as they work to create efficiency savings.

Tim Byles leads a regional management board overseeing the work of CoEE. He is also the National Procurement Champion with the additional responsibility of promoting the benefits of high quality procurement performance to improve services and increase efficiency to local government.

We will be planning the first three years of the efficiency programme this year and getting on with action to deliver immediate targets. We have a head start in 2005/6 as departments are already implementing efficiencies from the recent budget round and corporate projects are in hand that will also lead to efficiencies. Planned initiatives in procurement will also plan a big part. However we will need a lot of consolidated work to achieve the £10m target each year, set by the Leader of the Council.

For more information on the Centre of Excellence East see www.eastspace.net/eecpe

For more information on the County Council's efficiency programme contact Sandra Eastaugh, Project Manager Service Improvement e-Service & Efficiency Directorate, tel. 01603 223856, email sandra.eastaugh@norfolk.gov.uk

The Fun Team

The **Customer Service Centre is a fun place to work** thanks to the inspiration and energy coming from its own resident Fun Team.

"Our job is to keep morale and motivation high and inject fun into the daily grind," said Meredith Wakely, a member of the four-strong Fun Team.

"We had a Pink Day for breast cancer research, then we did a penny train for BBC Children in Need and gathered in £200. (Pictured: director Alan Tidmarsh lends a hand).

Dress down days on the last Friday of the month, a birthday book and a five-a-side football squad, all fall within the Fun Team's orbit.



"Valentine's Day was a bit different," explained Meredith. "Each operational team was given materials to make hand made Valentine's cards. They also had pink chocolates and balloons." CSC Operations Manager, Clare Metcalf added: "It is very important that the staff own the activities. They are free to do what they want to do."

Fun Team is definitely working for Meredith Wakely: "I used to sell mobile phones and hated it. But I have made my nest here. I will not be moving on."

Better Ways of Working II



Susanne Anderson, Service Improvement Manager explained: *"Better ways of working is all about identifying the bureaucratic nightmares, all the red tape*

that causes frustration for both staff

and customers. With the help of consultants, we started tackling these nightmares and built up internal skills and knowledge to improve our business processes and work more efficiently. The benefits are potentially enormous, not only does the programme aim to improve job and customer satisfaction, but it also enhances our capacity for change and takes forward work to meet efficiency targets."

The first part of the programme focussed on Social Services. Staff workshops identified the problems and worked out possible improvements. Now business cases are being developed and implemented to deliver the changes.

"It was so successful," said Susanne, "that we decided to apply the programme to other areas of our work. This time all departments were asked to nominate other processes. The nominations had generally been recognised by staff for some time as processes ripe for improvement."

Four areas of our work have been chosen for the next programme. Cultural Services is looking at

Tackling our bureaucratic nightmares, the fight continues.....

the customer experience in libraries. Planning and Transportation is working on the 'back office' impact of new systems implementation. Children's Services is working on the processes associated with looked-after children and assessing children for special educational needs support.

Staff involved attended a business process improvement course in early February. *"The course also included staff who might lead other improvement projects in future,"* added Susanne. The programme's next phase is a series of workshops for staff. Participants map out the current state of play, then focus on how they would like their process to be delivered in future, before finally working on a business case for change, that has top-level support.

Better ways of working is a very interactive experience that is creating a new bank of skills and knowledge for the County Council. One of the highlights of the second business process improvement course was a get-together that was also attended by participants of the first initiative. *"It was a very successful evening,"* concluded Susanne. *"Everyone was swapping notes and readily sharing their experiences in developing better ways of working, forming a network of skilled staff across the organisation who can take forward similar projects in future."*

For further information contact Susanne Anderson, Service Improvement Manager, e-Services, tel. 01603 223254, susanne.anderson@norfolk.

Customer Service



Centre Round Up

Contact Report

Last year the CSC had 191,912 customer contacts comprising 188,760 telephone calls and 3,152 emails.

Services routed through CSC are Trading Standards, Social Services, Emergency School Closures, Street Lighting, School Transport, General Waste, Adult Education Brochure Line, Library Renewals, Consultation Line, Education General Enquiries and general enquiries.

New Services

Visitor ID Verification came online at the beginning of March. This allows a customer to check the credentials of a County Council visitor. Planning and Transportation highway maintenance will be transferred to CSC later this year.

Year of the Customer

This is the 'Year of the Customer' at CSC. Operations Manager, Clare Metcalf explains: *"All our Customer Service Agents have a real passion for delivering good customer service. But to ensure that we continuously improve our performance, each team has been tasked with reviewing their individual and group skills then working out how they can be combined to produce an even better response to our customers. During our 'Year of the Customer' each group will review progress at regular intervals."*

Snow Plans

The CSC works very closely with the Emergency Support team, IT support, Social Services and Education to make sure there is a co-ordinated response to the impact of heavy snow falls.

"In mid January and in February the forecasters predicted that we were going to be greeted with snow," said Clare Metcalf. *"I spent Sunday evenings on my mobile making sure I had teams in at 5am. each day. There was a great level of commitment; one of my team walked in to make sure he could be with us on time. The snow falls were never as heavy as expected and it was a McDonalds breakfast all round at 7.30am once the immediate threat had passed."*



Adri takes Information Centre Helm - New CIC Project Manager

Adri van der Colff joined the e-Services & Efficiency Directorate in January as Project Manager for Council Information Centres (CICs). She is responsible for the running and development

of existing CICs as well as the introduction of new CICs and local government information points across the county.

No stranger to the County Council, Adri was project manager responsible for the transfer of staff and services from temporary locations to the newly built Norfolk & Norwich Millennium Library at The

Forum in 2001. She then moved to UEA, where she managed the implementation of a series of building, renovation and facilities improvement projects, before returning to County Hall.

We currently have six CICs at Aylsham, Downham Market, Fakenham, Gorleston, Norwich and Wroxham. During 2005 further CICs will be opened

in Diss, Dereham, King's Lynn and North Walsham.

Adri said: *"I look forward to the challenge of developing the existing information centres and opening new CICs to increase the provision of face-to-face local government services in the county. The CICs offer a great opportunity to improve accessibility to joined-up public services across Norfolk."*

Contact Adri on 01603 222739 or adri.vandercolff@norfolk.gov.uk