



## Sponsored walk a great success

Staff at Norfolk County Services put their best foot forward by organising a sponsored walk to raise money for the Weybourne Day Unit at the Norfolk and Norwich University Hospital.

The walk, which was organised by Catering Key Account Managers, Ella Hopper and Ros Storey on behalf of their staff, was well supported, and around 30 to 40 people took part in the walk, raising a total of £1,685.

The money, which went towards cancer care at the Weybourne Day Unit, was warmly received, and a presentation evening took place at the unit on June 3. Ros Storey said, *"It felt so good to be able to help people, and we hope to make this an annual event"*.

She added, *"The money is for all the strong people who are affected by cancer, both themselves, friends, and relatives"*.

## Feel the need ... ...to unwind??

Want to be able to relax and feel more in charge of yourself?

Then, come and join us at CTD's first Well-being Workshop

To understand what makes you stressed and take action to:

- Avoid getting worked up
- Become more assertive
- Practise relaxing
- Experiment with lots of practical methods that really work for you
- Chill out for a day

### Well-being Workshop

Wednesday, 13th of August

Venue The Training Annexe

9:30 - 4:30 (Comfy clothes a must) Cost £130

Talk to your manager or training representative now!

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



Launching social club web site on  
[www.nccsocialclub.co.uk](http://www.nccsocialclub.co.uk)

NCC Staff Sports  
and Social Club

## Forthcoming events

- **Saturday July 19th 9 p.m.**

### Play Your Cards Right

*Jackpot must be won tonight, if not won during normal games there will be a draw for shares of the loot.*

- **Saturday August 16th 8.30 p.m.**

### Stu Thompson

*Male vocalist 'Phil Collins' tribute.  
Food will be available*

- **Saturday August 30th 8.30 p.m.**

### Indoor Beach Party

*Entertainment for Adults and Children, games, competitions and dancing to Freddie's Disco*

- **Saturday September 13th 8.30 p.m.**

### Neville Rowe Male Vocalist

- **Saturday September 20th 8.30 p.m.**

### 'Still Rocking' 60's evening with live band.

*Back by popular demand. Food will be available.*

# Norfolk Agenda

The newsletter for Council Staff

## Seeing Stars

### Our Planning and Transportation

Department is seeing stars - Best Value stars - after its waste management, minerals and waste planning services got a good rating from the Audit Commission.

We are making good progress on recycling and composting, which helped us to get two stars out of a possible three. According to the inspectors we also have "promising prospects for improvement". Only a few weeks ago, our Minerals and Waste Planning Team were celebrating the award of a Charter Mark.

There was more good news on the environment front when P&T heard that it was the first NCC department and the first county council department anywhere to achieve the international environmental standard ISO14001.



## Witnesses for the prosecution

**Head of Trading Standards** Steve Holland poses with some of the cuddly characters that have put toy counterfeiter Philip Butterworth in jail. Butterworth fled to Spain after being caught importing thousands of fake Bob the Builder, Tweenies and Rugrats toys. They were first spotted by our staff in a north Norfolk amusement arcade, and the long arm of our Trading Standards team became only the second in the country to undertake an extradition.

## Is Norfolk County Council *really* 'at your service'?

**Every three years** all councils in England and Wales have to ask their residents how satisfied they are with our services.

The results of the survey get fed straight back to Government, who then look to see how we compare with each other.

We all want the public to value what we do and it is important for us to do well in this survey, as the Government looks closely at what members of the

public think about their local authority, when they consider issues such as freedom from red tape, grant allocation and other benefits.

It is now time for us to do our second survey. We have joined forces with market research company MORI who will run the survey for us in September.

Our last survey in 2000 showed 55% of people in Norfolk were satisfied or very satisfied with us.

That doesn't sound too bad, until you learn that this puts us in the

bottom 25% of all councils.

Questionnaires will be sent out to 3,000 people living in Norfolk during September.

It helps us to get as many completed questionnaires back as possible, so if someone asks you about the questionnaire please encourage them to fill it in and send it back.

If you want to find out more get in touch with Anne Tansley Thomas (01603) 222844 or

[anne.tansleythomas@norfolk.gov.uk](mailto:anne.tansleythomas@norfolk.gov.uk)

Have you got a story for the next issue?

If so phone 01603 222843, or email: [christine.birchall@norfolk.gov.uk](mailto:christine.birchall@norfolk.gov.uk)



Norfolk County Council



# Language revolution in Norfolk Schools

Primary school children in Norfolk may be far removed from the Channel ports but they are now right at the forefront of a languages revolution in the classroom.

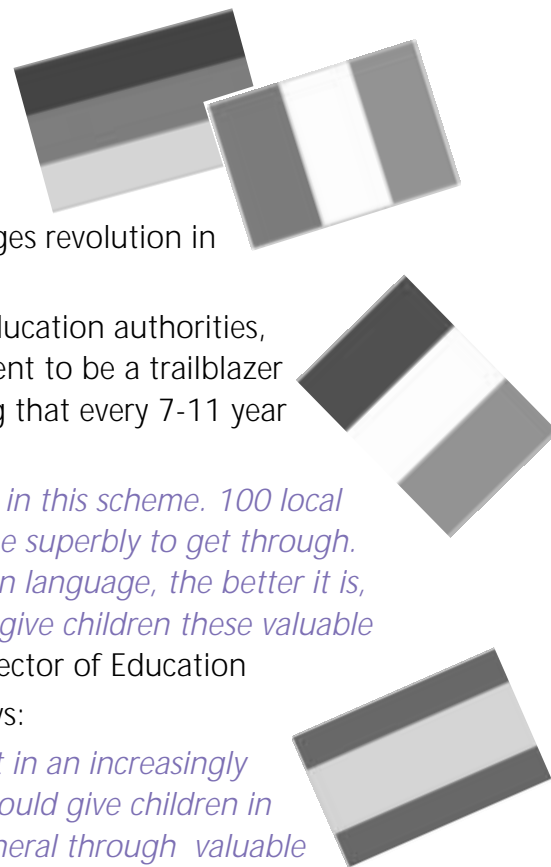
We have beaten off stiff competition to be one of only 19 local education authorities, and the only one in the East of England, selected by the government to be a trailblazer for a new national pilot. It is described as the first step to ensuring that every 7-11 year old has the opportunity to learn a foreign language.

*"This is brilliant news for Norfolk. There was a lot of interest in this scheme. 100 local education authorities wanted to be part of it so we have done superbly to get through. There is no doubt that the younger you start learning a foreign language, the better it is, and the more fun it can be. I am right behind this initiative to give children these valuable skills in the primary classroom."* said Bryan Slater, Director of Education

Alec Byrne Cabinet Member for Education also welcomed the news:

*"Foreign language skills are becoming increasingly important in an increasingly competitive world. Being in on this scheme from the start should give children in Norfolk a real advantage, as well as enriching their lives in general through valuable insights into other cultures and ways of life."*

Norfolk will be working closely with Kent on the scheme. The county's three specialist language colleges (Cromer, Dereham Neatherd and Notre Dame) and one beacon primary school (Rocklands) will act as four hubs through which languages will be delivered to 22 primary schools initially. Because of the diversity of primary schools in Norfolk, the County Council is looking at innovative ways of supporting teaching in schools and each hub will develop and implement different ways of teaching modern foreign languages in primary schools.



# What's your view of the coast

*"Everything drains away and you feel as though you're in a different world; all your worries go and you're in paradise..."*

Suzanne Mcknespiey, Cookies Crab Shop, Salthouse.

**Have you got a favourite part of the Norfolk Coast?** This Area of Outstanding Natural Beauty is special to many people for many different reasons.

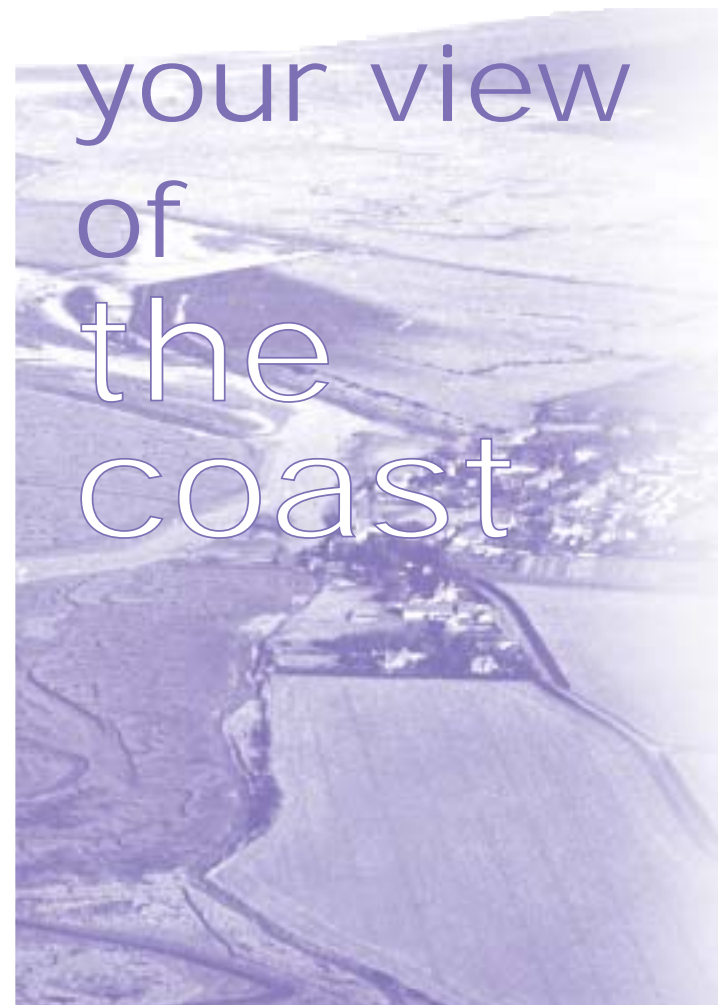
Locals and visitors cherish its rare saltmarsh wilderness, picturesque villages, big skies and seascapes, peaceful woods and heaths.

If you care about the coast, you can be part of the plan for its future.

The Norfolk Coast Partnership looks after the AONB. It is funded by Norfolk County Council, the Countryside Agency, North Norfolk District Council, Borough Council of King's Lynn and West Norfolk and Great Yarmouth Borough Council.

Working with the people and organisations of the area, the Norfolk Coast Partnership has pulled together a vision for the future of the coast, tackling issues like road traffic, lack of affordable housing, sea level rise and farming.

Find the plan at [www.norfolkcoastaonb.org.uk](http://www.norfolkcoastaonb.org.uk). Comments can be made until 14 August 2003.



# Intran success at local school

**The Park High School**, King's Lynn is one of the county's schools to take advantage of the INTRAN service, John Belfield, who teaches at the school, says about the service: *"We have found INTRAN to be incredibly helpful. Without it, much of the work we do with people visiting the school who need an interpreter, would be impossible. It has made us feel more professional as we know that we can offer the hugely important benefit of this service to our pupils and their parents."*

The school has used INTRAN to set up

standard letters in different languages to send to parents when the need arises. It also uses them for Parents Evenings, where one interpreter is booked for a special evening for all parents speaking a specific language making the service more cost effective.

To find out more, visit the INTRAN link from the main corporate intranet page, and talk to your own departmental contact, or contact INTRAN Development Manager Valerie Gidney on (01603) 767477.



# Communication for All

*Need an interpreter in an emergency?*

*Have a document to translate?*

*Must find a signer for a deaf client or customer?*

Most staff will be aware of the INTRAN project which involves 15 statutory agencies in Norfolk, led by Norfolk County Council.

It gives us access to professional foreign language interpreters, on the phone or face to face, deaf signing interpreters and lipspeakers, and translations of letters, leaflets and other documents.

The INTRAN symbol has been widely promoted to ethnic minority and Deaf communities in Norfolk so that they know translation interpretation services are available.

Each department within the county council has a contact who can give an access code to use the service.

For those who haven't yet gone on the free INTRAN training, or as a reminder there is now an INTRAN website, which can be found on the main **Corporate Intranet** or directly at <http://www.itsupport.com/intran/>

The website takes you through how to use INTRAN, reminds you who your departmental contact is, gives information on how best to use an interpreter, the most cost effective way to arrange translations and sessions with an interpreter, and information about booking the services available.

If you need more information - you might want to ask your departmental contact to put you on the next training session.

# Thorpe Hamlet

## Sure Start Local Programme

Sure Start Local Programmes (SSLPs) were first introduced back in 2000.

Until early this year Thorpe Hamlet Sure Start were located up at St Leonard's Road, where they were housed in two converted shops.

There they established a strong team of multi-agency workers, among them, two health visitors - responsible for visiting every child under 4 years old, in the area; a midwife, three speech and language therapists, a fathers' worker, social workers, three project workers, a team of administrators and

following a successful funding bid, an Education Development Worker.

However the sessions and services needed more space and so in late March 2003, Thorpe Hamlet SSLP finally moved in to their brand new building at Wolfe Road, in the grounds of Thorpe Hamlet Middle School. This new centre gives them the opportunity to consolidate and extend their existing provisions and also to provide extra services, such as baby clinics and establish a learning centre for parents. The new building also has a brand new Neighbourhood Nursery, providing the equivalent of 29 Full Time Day Care places.

For more details on Thorpe Hamlet SSLP or for information on the range of services they offer, please contact Liz Chapman and her team on 01603 307680 or email them on [info@surestartthorpeh.co.uk](mailto:info@surestartthorpeh.co.uk)



## Archive Centre opens

### All steam ahead for the Archive Centre.

The £6.7 million project to build Britain's most modern Archive Centre is on course to open to the public next month.

Keys to the building, attached to County Hall, have been handed over by builders RG Carter following the 18 months construction work and many years of planning for what is a state-of-the-art facility for the Norfolk Record Office, the new Norfolk Sound Archive and the East Anglian Film Archive.

The project is a partnership between Norfolk County Council, the University of East Anglia and the Heritage Lottery Fund who awarded it a £4.2 million grant.

Architects Bernard Johnson and Michael Cant of NPS Property Consultants Ltd, with advisor David Bernstein, designed the building which

has to meet stringent standards for conservation and preservation.

At the moment, it is the largest archive project under construction in western Europe.

Dr John Alban, County Archivist, said " *The Archive Centre itself is the key to many things: it is the key to a promising future for Norfolk's unrivalled archives, which span the past millennium; it is the key to greatly improved services, through the join-up of the Norfolk Record Office, the East Anglian Film Archive, and the new Norfolk Sound Archive; and, most importantly, it is the key to giving the people of Norfolk - and, indeed, our customers right across the world - greatly improved access to The Archive Centre's outstanding collections.*"

## UTC thanks

Our Urban Traffic Control centre, part of the Planning and Transportation Department, has been thanked by the Norfolk and Norwich Group of Advanced Motorists.

Their members came to learn about the work of the UTC and wrote afterwards to express appreciation. *"There is an enormous logistical exercise going on behind the signals controlling the junctions in the county,"* says the letter.

In Norwich at the moment, the UTC is coping with the effects of the Chapelfield redevelopment site, which is generating many more movements of heavy lorries in the very heart of the city.

Want to visit HMS Norfolk when she docks at Ipswich 18th -20th July?  
Email: [344@a.dii.mod.uk](mailto:344@a.dii.mod.uk) for details.

## Grantfinder

**Grantfinder** is a searchable web-based database of grants and other funding sources. It is a useful starting point if you want to know if government or charitable funding might be available for a project.

NCC is a corporate subscriber and all our staff are entitled to use Grantfinder to support any project in which we have an interest.

The Grantfinder web site has had a recent re-vamp, with a variety of search options, and a facility which means your results can be summarised and e-mailed to you; particularly useful if you have a slow internet connection:

Additional services are provided by the Grantfinder Research Help Desk. Their research assistants are at our disposal to respond to technical queries and queries on grants information. They also produce timely alerts when there are new developments in the sector.

Grantfinder is password protected web-based service, found at <http://www.grantfinder.co.uk>.

For access to the service, or to subscribe to the alert service, please call Howard Jones, External Funding Manager, Floor 4 County Hall on 01603 222832.

## NOTICEBOARD

I work in P&T Registry (Room 322). I am raising money for Unicef (United Nation's Children's Fund) to help feed, clothe and provide emergency medical aid to war torn children, specifically in Iraq. In August, I aim to cycle from Hull to Harwich in 5 days, my backpack laden with everything I need to survive, including a tent, stove, food, bicycle supplies, etc. If you are able to help with sponsorship please contact me on [joel.henderson@norfolk.gov.uk](mailto:joel.henderson@norfolk.gov.uk)  
Thank you, Joel Henderson

Well done to Sue Smith, Clerk at Sprowston High School who named Eastern Regional Finalist for the National Association of Governors and Managers Award for Outstanding Clerks

My husband and I are hoping to complete a charity trek in New Zealand this Autumn for the Children's Society. We have pledged to raise £6,000.  
After a successful Inca Trail Trek I have compiled a leaflet of fundraising ideas, their successes and failures and will forward these to fellow fundraisers for a minimum donation of £2. Cheques should be made payable to The Children's Society Trading Ltd, and sent to me at 88 Norwich Road, Costessey, Norfolk, NR5 OEG. Personal sponsorship is also welcome. Many thanks Veronica Potter - Education Department.



# Partners in Crime

## Working to Improve Your Safety

Most people have a view about crime and the causes of crime and what should be done to reduce it.

We know that reducing crime and disorder is a key national issue and that it is far too important to leave to the police alone to solve. Prevention is clearly better than cure. It is better to prevent young people from drifting into offending behaviour than to rely on catching them after the event.

Norfolk County Council is a key player within the crime reduction agenda. Not only do we have unique access to young people through Education and Social Services we are also required by law to consider and take account of crime and disorder implications in all of our work. As well as elected members considering the crime and disorder implications of their decision making, our many services should be actively identifying and seeking to maximise their crime reduction activity. We are currently undertaking a Best Value Review to assess just how well we are performing these tasks.

Our external activity is channelled through the 7 Norfolk Crime and Disorder Reduction Partnerships (CDRPs). The CDRPs are based on district council areas, and we are an equal partner on each of them. The CDRPs are also the subject of a Best Value Review, which will be inspected in November by the Audit Commission, Social Services Inspectorate, Her Majesty's Inspectors of Constabulary and OFSTED. The inspectors are keen to assess the CDRPs effectiveness and a key aspect of the

inspection will be in relation to their impact on children at risk of offending.

Research has shown that there are key social issues known to increase the likelihood of criminal behaviour, such as:

### Social

- Poor parenting
- Low achievement
- Truancy & exclusion
- Lack of opportunity
- Social isolation
- Substance misuse
- Stagnant communities

### Economic

- Parental unemployment
- Low income
- Low skills
- Low aspirations

### Environmental

- Community deprivation
- Physical degradation
- Lack of facilities

We are well placed to influence attitude and behaviour of young people to reduce the likelihood of them drifting into offending behaviour and to maximise their life chances. In the next issue there will be more information on what we are doing in different service areas to reduce crime and disorder. We will be looking for ideas on what more we can all do to make Norfolk safer.

## Workplace harassment and bullying

We want everyone to experience a climate where the dignity and rights of each employee are recognised and protected.

- If you are harassed or bullied at work you should feel empowered to deal appropriately and at an early stage with all the instances of bullying and harassment.
- To help you with this initial informal approach we have a group of trained Personnel Support Officers. We suggest you contact one from a department other than your own and discuss the issues you are facing with him or her.
- If the informal approach is ineffective you are able to make a formal complaint against the perpetrator.
- The County Council does not tolerate harassment and bullying in the workplace, and deals with all such complaints very seriously.



## Personnel Support Officers

Look out for posters around your workplace publicising the scheme, together with the names and contact telephone numbers of Personnel Support Officers to help you. Further details and employee guidance leaflets are available from departmental personnel sections, and the Harassment in the Workplace policy is available on the HR Intranet or from your Personnel department.

The Harassment in the Workplace Policy, the Norfolk Support Line and the Personnel Support Officers are here to ensure that any issues you have are tackled quickly, effectively, sensitively and confidentially.

### Personnel Support Officers

<b>Carol Bayes</b> Social Services	(01603) 224342
<b>Tracey Bennett</b> P & T	(01603) 222630
<b>Sandra Boyce</b> Chief Executive's Department	(01603) 222065
<b>Ruth Hassall</b> Chief Executive's Department	(01603) 222913
<b>Carole Human</b> Education	(01603) 223836
<b>Marion Parslow</b> Fire Service	(01603) 819755
<b>Stewart Shaddock</b> Education	(01603) 223477
<b>Steven Strike</b> P & T	(01603) 222340

**Norfolk Support Line** 24 hours a day, 365 days a year **Freephone 0800 169 7676**

**"It helped me to clear my mind with someone who was completely impartial."**

Dealing with things that happen to us is not always easy. Sometimes, discussing these issues with someone who doesn't know you, can help in a way that talking with your family, friends or colleagues may not.

**"It allowed me the time and space to reflect properly on the issues I was facing."**

Help can be sought on any problem, including bullying and harassment, relationship issues, stress and depression. It can help with all sorts of problems at work and at home. No problem is too large or too small to benefit from professional counselling.

The service is confidential. You do not need to tell your manager or anybody else that you have used the service or are attending counselling unless you wish to do so.

**Managerial Advice Line** 8 am - 9 pm weekdays **Freephone 0800 169 7676**

You may not be aware that Norfolk Support Line service operates a helpline which is especially for managers.

If your work for Norfolk County Council means that you have responsibility for others, you can contact a trained advisor to seek advice on dealing with "people issues".