

The Open Learning Centre,

Development
zone

in County Hall's Annexe has now been re-vamped and re-named as the Development Zone. However we don't just have a new name we also have a new look, a brand new suite of computers, new videos and books and new staff.

One of the new staff is Lorenza Peachey, the Development Zone assistant:

"I have worked in the Development Zone for a couple of months now and there have been some dramatic changes since I first started. The layout of the old centre wasn't too good but we have now been able to make the room more open plan and user friendly. Our ultimate goal at The Development Zone is to ensure all employees have the opportunity to develop themselves and their career .

Come up and have a look at the changes we have made and if you need specific help, don't hesitate to call on (01603) 22 2085.

People's Network is Live in Norfolk

Norfolk Library and Information Service is celebrating the end of the latest phase of a £1.3m project to bring better, county-wide access to IT and the internet.

The installation of a new broadband network and the addition of an extra 126 PCs means that there are now a total of over 400 PCs across the county's network of 48 libraries, giving even more people the opportunity to log on for fun, for learning, or to keep in touch with friends and family.

Jennifer Holland, Head of Libraries says that availability of better electronic resources have helped to attract more people into the county's libraries.

The People's Network is part of a national drive to help everyone in the UK make the most of the internet. Norfolk has been in the forefront, being amongst the early authorities to have internet access in all our branches.

CAN YOU HELP?

In October Dave Pearson from Planning and Transportation travelled to Kenya to visit an orphanage on the shores of Lake Victoria. This was Dave's third visit to the home, which is run by a Norfolk grandmother from Diss, Pat Botwright. Pat started out helping street children in Kenya 10 years ago and now provides housing and education for some 150 children. Pat is completely dependent on support from donations and sponsorship.

Dave wants to raise funds to support one of the urgent needs of the home - transport.

Pat recently told Dave ... "Our Land Rover, which is almost 20 years old, has now had to be taken off the road. We desperately need a pick up for bringing in supplies and transporting the children to schools several miles away."

Dave has set himself a target of raising £5,000 to buy Pat a new vehicle and is seeking help from his colleagues in the County Council. If you can help by making a donation, please contact Dave on 01603 223223 or e-mail him through the Council's email system.



If you would like 'Norfolk Agenda' in an alternative format please contact the Communications Unit on (01603) 222964 (minicom 223833) and we will do our best to help.

Norfolk Agenda

The newsletter for Council Staff

After the Storm

Norfolk County Council took more than 1,000 calls in the immediate aftermath of the gale which hit the eastern region on October 28th.

Departments bearing the brunt of the calls were Planning and Transportation, Social Services and the Fire Service - who were called out to both incidents in the county where fallen trees caused deaths.

Staff from the County Council took reports of more than 250 trees down, and had 45 staff out with cutting gear clearing roads.

41 schools were closed at the peak of the power problems, with two still shut at the end of the week following the bad weather.

Nineteen elderly residents moved out of their housing with care flats into an empty hospital ward because of the continuing power blackout in the Holt area.

The residents, all tenants at the new Lloyd Court housing with care scheme, run by Broadland Housing Association and our Social Services Department moved to the unused Pineheath ward at Kelling Hospital after power failed.



Inside this issue: Health & Safety..Education Top Marks..Sports Development.. plus pull-out and keep guide to the new County Council Logo.



The new Director of Social Services Lisa Christensen is pictured with outgoing Director David Wright.

Wright off!

Friends, colleagues and staff from partner agencies - local and national - combined to bid farewell to David Wright, who retired at the end of October.

David was the longest serving chief officer at Norfolk County Council, and the longest serving Director of Social Services anywhere in the Country.

His 33 year career in Social work began in his home county of Essex, where he qualified as a Mental Welfare Officer . He moved to Norfolk County Council in 1985, becoming the Director in 1990.

Tributes were paid to David's tireless work on behalf of those people who survive on the margins of our society and depend heavily on the caring services to help them live dignified and secure lives.

Examples of David's humour and leadership featured in a great number of speeches made at both a formal Chairman's reception, and a packed staff farewell party during his final afternoon.



Norfolk County Council

Have you got a story for the next issue?

If so phone 01603 22843, or email: christine.birchall.cex@norfolk.gov.uk

Health and Safety Week

Building Safety into our Culture

What happened?

Just a taste of some of the things that took place for during this year's Health and Safety Week.

"I think it was an excellent idea and applaud the County Council for setting it up".

"It was very reassuring to be given the feedback and to be given advice in how to improve my energy levels".

Throughout H&S Week week personal health 'MOTs' were carried out at locations around the County. Special thanks must go to Social Services homes for older people in Cromer, Attleborough, Great Yarmouth and Kings Lynn for providing facilities for these sessions to take place. In total around 150 people received an MOT.

Visible difference

£400 worth of hi-visibility badges, belts, vests and dog collars were ordered when during each lunchtime staff from Road Safety and Health & Safety were on hand in the County Hall foyer to take orders for a wide range of hi-visibility items.

"An excellent, skilled and very easy-going masseur. Would very much like further sessions like this.

Book me in for the next one!"

Another event in great demand was the massage sessions. Sessions were held around the County in locations such as Planning and Transportation's Alysham Depot, the Youth Offending Team offices in King's Lynn and the Millennium Library at the Forum

Pictured above is one of the masseurs, Claire, who came to County Hall on the Wednesday of H&S Week.

"It was brilliant, I honestly felt more motivated to going back to work!".

"It was well worth while".

"It was fab. Any possibility they could be run every week? Very calming, good to combat stress".

Although only held at County Hall, the lunchtime session also proved very popular. Nearly 90 people attended the Yoga, Dietary Stress, T'ai Chi, Relaxation and Stretch & Tone sessions. Special thanks go to Norfolk Adult Education Service for providing the trainers and instructors for these events.

Congratulations to our Education department whose Well-Being project won the The Chief Executive's Health and Safety Trophy for 2002.



Wellbeing Team from Education - David Saunders, Hilary Clutten and Paula Amis receiving the trophy and a certificate from Tim Byles. Also pictured is James Royston, Corporate Health and Safety Manager.



Planning for Disaster?

Norfolk County Council is developing a corporate approach to our plans to make sure that in the event of a disaster or serious incident hitting the county or any one of our services, we can continue to provide services to those who need us. Situations such as major floods, the storm which hit Norfolk in October, or something as simple as power or water cuts can all affect our ability to continue working. In the New Year, a 'business impact' analysis will be sent to section heads for completion. It is designed to capture information vital to the development of Norfolk County Council's business continuity plans. It will identify the timespan within which different services need to be re-instated following an incident. Contact Diane Mortimer, Business Continuity Development Officer
diane.mortimer.cex@norfolk.gov.uk
Telephone (01603) 224404

Top marks for Education

Education staff have had good cause to celebrate recently, following their latest Ofsted report.

In a very positive report, the Local Education Authority's work on school improvement was hailed as *'exemplary, amongst the best nationally.'*

Inspectors also remarked on the intelligence, determination and good judgement of education leaders in Norfolk and concluded that *'the work of the education service is clearly defined, appropriately focused and well understood by officers. There is a common vision, which focuses strongly on improving schools, but goes beyond this to an explicit commitment to learning for all as a means to increasing social cohesion and inclusion.'*

The report was seen as a particularly good achievement as Ofsted were invited in two years earlier than normal, as part of a Whitehall pilot of 'joined up' inspection, looking at all Norfolk County Council services simultaneously.

Both Alec Byrne Cabinet Member for Education, and Bryan Slater, Director of Education have sent their personal thanks to all education staff for their superb achievement, praising their professional expertise, experience and commitment.

You can find the Ofsted report on the education intranet.

Intro for Websites

There are some new internet pages available which give you a lot more information about the Council's strategic planning role, including the Norfolk Structure Plan review which is now underway.

You may well have personal views about how Norfolk should change and develop over the next twenty years or more, so

why not take a look?

Strategic Planning Web-site
http://www.norfolk.gov.uk/planning_policy/strategic_planning.htm

Norfolk Structure Plan Review Issues Report: Looking Towards 2025
http://www.norfolk.gov.uk/planning_policy/issuesrep.htm

Recognising us at our best -

introducing the new Norfolk County Council logo and design guide



Do you recognise the businesses and organisations which are represented by these logos

Of course you do. And you don't even need an explanation of what they are, what they do and what they offer you.

Norfolk County Council represents the interests of the many communities in Norfolk, providing essential services and each year we are responsible for spending £900million of public money on behalf of local people

So it is vitally important that we communicate well

- With local people - to increase awareness, interest and participation
- With partners
- With members and with our staff .

Our identity needs to re-inforce our aim to deliver modern, accessible, customer focussed services at a price which offers real value for money.

We know from our Citizen's Panel that the majority of Norfolk people don't associate many of the very good services we provide with the County Council.

This means that many people - who pay towards receiving our services - don't know who to approach when they need our help.

It also means that when they are

questioned about our services they sometimes criticise us for services provided by others.

We know one of the reasons for this is that we have no consistency about the way we identify ourself as a County Council - different logos and designs exist for different departments, teams, initiatives and special projects.

We need people to recognise us at our best - and also know who to come to if our services don't come up to scratch. That is the reason we have agreed a new, modern, more eye catching logo which replaces all departmental logos.



This form of the logo will be used on:

- external signs,
- working in partnership with other organisations
- on inside pages of documents
- on business stationery for sensitive legal and financial services

Our new logo has a strapline which will be used on some but not all occasions,



and it has two versions.

to be used on :

- all stationery (except legal and financial),
- internal signs,
- vehicles
- front pages of publications



to be used on :

- materials which deal with e-government or electronic publications or services
- websites.

Our strapline will also be used, with their own logo, by NPS and NCS.

Our logo must be used on all newly produced materials where the former County Council logo, or any departmental or team logos would previously have been used. It should be used in colour, or a special black and white version, or reversed out of a strong background colour - but the format and design cannot be changed.

Our design guide outlines how to use the logo, and how not to use it. For instance:

Leaving enough space around it



The minimum size to use it.



We have also introduced an approved colour palette which will be used in future for any publications to help us build a 'family look' for all our printed and web based information materials.



New designs have been produced for business stationery, business cards, compliment slips and internal and external signs. Templates will be produced shortly for vehicles.



The old NCC logo or departmental logos must NOT be used on new materials from now on.

A design guide is available to help staff involved in producing information materials and signage. It will be on the intranet soon.

For further help and advice

Contact: Christine Birchall, Corporate Communications (01603) 222843
christine.birchall.cex@norfolk.gov.uk.

or Henry Marshall-Nichols, Graphics Unit Manager (01603) 222624. henry.marshall-nichols.nps@norfolk.gov.uk

On your marks, get set , go...!



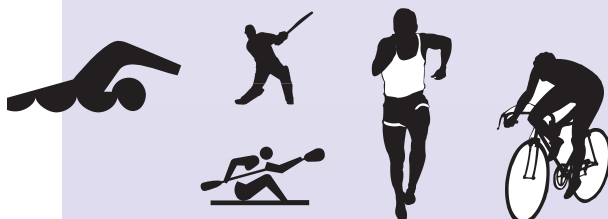
Did you know that Norfolk County Council has a **County Sports Development Officer**? Liz Delany (pictured) was appointed in May 2000, and can be found at County Hall -

when she isn't out and about at the county's schools. Her remit is a broad one - to develop a coherent and co-ordinated service for sports development in Norfolk

Sport is enjoying a high profile nationally, with increased investment from various sources such as the Lottery and government departments. There is also a growing recognition of the role that sport can play, not only in raising levels of physical activity, but also as a 'tool' to address the well being of communities - helping to reduce crime, raise educational standards and address inclusion, lifelong learning, health and employment issues.

With all this in mind, Liz has developed a sports development strategy for the county. She describes it as a live document, offering a framework on which to develop the County Council's action and contribution for the benefit of everyone. Over to Liz: "It is about a new beginning, not about finishing with another old strategy!"

Liz is based at the Science and Technology Centre in Turner Road and can be contacted via the Education Advisory Service on 01603 433276.



Why not make a difference ?

There is a way in which you can contribute to your favourite charity directly from your pay - and until next April all payroll giving attracts an additional 10% donation directly from the Government. Give as you earn is a scheme which Norfolk County Council supports. You can down-load a form from www.giveasyouearn.org .

To arrange the donation on the form you need to include the County Council's contract number CY003454, and your national insurance and employee number which you can find on your payslip. Volunteering opportunities are also well supported through Norfolk County Council, school governors magistrates and special constables are entitled to reasonable amounts of time with pay to spend on their duties with your manager's approval.

For further information phone the Communications Unit on (01603) 222843

Norfolk County Council picked up a clutch of awards, and tributes at the Archant (formerly Eastern Counties Newspapers) Norfolk Recruitment Awards this month. Best Human Resources and Training Team went to Norfolk County Services where 'a great team spirit exists'. Rosemary Warboys, Norfolk County Services staff clerk in the healthcare division was the joint winner in the Unsung Hero category for 'going that extra mile, giving personal attention to detail with people.' NCS also won the Best In-House Training and Development Programme Award giving staff opportunities to further their development . We also picked up a 'highly commended' certificate in the Recruitment Website category.



'Reading the Game' at Carrow Road!



Paul McVeigh took time out from terrorising defenders to become Norwich City's Reading Champion, launching a new scheme 'reading the game', with pupils from Heartsease Middle School who are among some of the first pupils to benefit. As part of the scheme 60 students using the Norwich City Study Centre this Autumn term will benefit from three free books as well as the opportunity to find out about the reading habits of top players.

- **Details of Paul McVeigh's reading interests are on the Reading the Game website www.readingthegame.org.uk**



Remembering Little Plumstead - 70 years on.

By Katie Weavers



More than 300 people turned out for a presentation buffet in the marquee at Little Plumstead Hospital in July as part of a month of celebrations to mark its closure.

Residents, former residents, relatives, carers and staff were there. Presentations were made to staff and residents, including Damerus Todd, who been a resident for 70 years. More than 150 people with learning difficulties have moved into their own homes in the community over the last two years. The remaining 84 will move by the end of 2002.

Chris Price, Chief Executive of Norwich Primary Care Trust, said: "There are mixed feelings with the closure of Little Plumstead. I think we under estimate the potential of our residents. We already know from past residents who have moved that it is possible to have new experiences."



Katie, a pupil at Framlingham Earl High School undertook this assignment whilst on a work experience placement with the Communications Unit and NPS Graphics this summer. Other departments and many of our primary schools also participated by welcoming Year 10 pupils from around the county to experience different work environments.



Norfolk's £1 billion Pension Fund has picked up a prestigious award for the active role played in monitoring the activities of the 400 firms around the world in which it invests. Investment Managers acting on the Fund's behalf regularly meet top companies and discuss issues of concern and also vote at company Annual General Meetings Bob Summers, Norfolk County Council's Finance Director, recently attended the 9th Annual Public Treasurer National Awards ceremony and received the Corporate Governance Award on behalf of the Fund.

Key milestones

December 02 - June 03



New County Hall 'switch' is in place to make it easier to transfer phone calls to offices around the county .
Audit completed of other improvements needed to the telephone system



June 03 onwards

A single information base which holds all the county council's information is in place



July 2003 - Feb 2004

The Contact Centre is opened and will handle upto 80% of our general enquiries



from December 03 onwards

FIMS - the Financial Information System which replaces our old financial management system in progress

PIMS - the Personnel Information System which replaces our ageing personnel management system in progress

ISSIS - the replacement of the old social services information management system which looks after client records in progress.



Jan 03 - March 04

Work underway on any changes necessary within departments so that they can operate well within the new system.

End March 04

Norfolk County Council is 100% e-enabled.



How Change is being managed



Setting the direction of Norfolk County Council's change to e-government

Alison King, Leader of NCC, Derek Turnbull, deputy leader and Cabinet E-gov Champion, and Tim Byles, Chief Executive

Responsible for strategic development

Joint member group, comprising leaders of all three political parties

Overall accountability for Norfolk County Council achieving e-Government

Alan Tidmarsh, e-Service Director



Management of operational and ICT projects such as

PIMS and FIMS
Karen O'Kane, Head of ICT



Management of the service improvement agenda and relevant projects such as the contact centre and development of the info base
e- Service Manager - currently Bethan Rees on secondment until permanent appointment made.



Corporate management of E-government

E-Government team which includes senior corporate and departmental managers and the programme manager David Goode.





Norfolk County Council @ your service

Nov 2002

61% and rising



Our vision for e-government is to deliver

- * first class services first time, and
- * to provide customers with ready access to Norfolk County Council and its services through modern, efficient responsive and integrated means.

Norfolk County Council has entered into an agreement with the government to make sure that 100% of our services can be delivered electronically - through websites, or telephone operators linked to a single electronic data-base - by March 2004.

The good news is that the work we have been doing to measure where we are now, shows that 61% of our services can already be delivered electronically, and that we are on target to reach 100% target by 2004.

The 'prize' we are working for is both the modernising and improvement of the way we deliver our services and £5million worth of funding from the Government for reaching our target a year early.

Those involved in the interlinked projects which are working to achieve the whole e-government programme are outlined in this special supplement, and more information about them and their work will follow in future issues.

Keeping people involved

Working together at Norfolk County Council

Departmental e-government champions are working with teams in their departments to test the vision for e-government and the change which needs to come about to achieve it. We know that many people are not aware of the programme and what it means to them and their working life. More work is now being done to raise this awareness particularly in areas where the staff attitude survey showed particular knowledge gaps.

Working with partners

The Norfolk Connect Partnership group (County and District Councils) have worked to develop the vision and joint projects. Authorities all have their own e-champions who sit on a project board for joint projects reporting to the Norfolk Chief Executives group and Local Strategic Partnerships

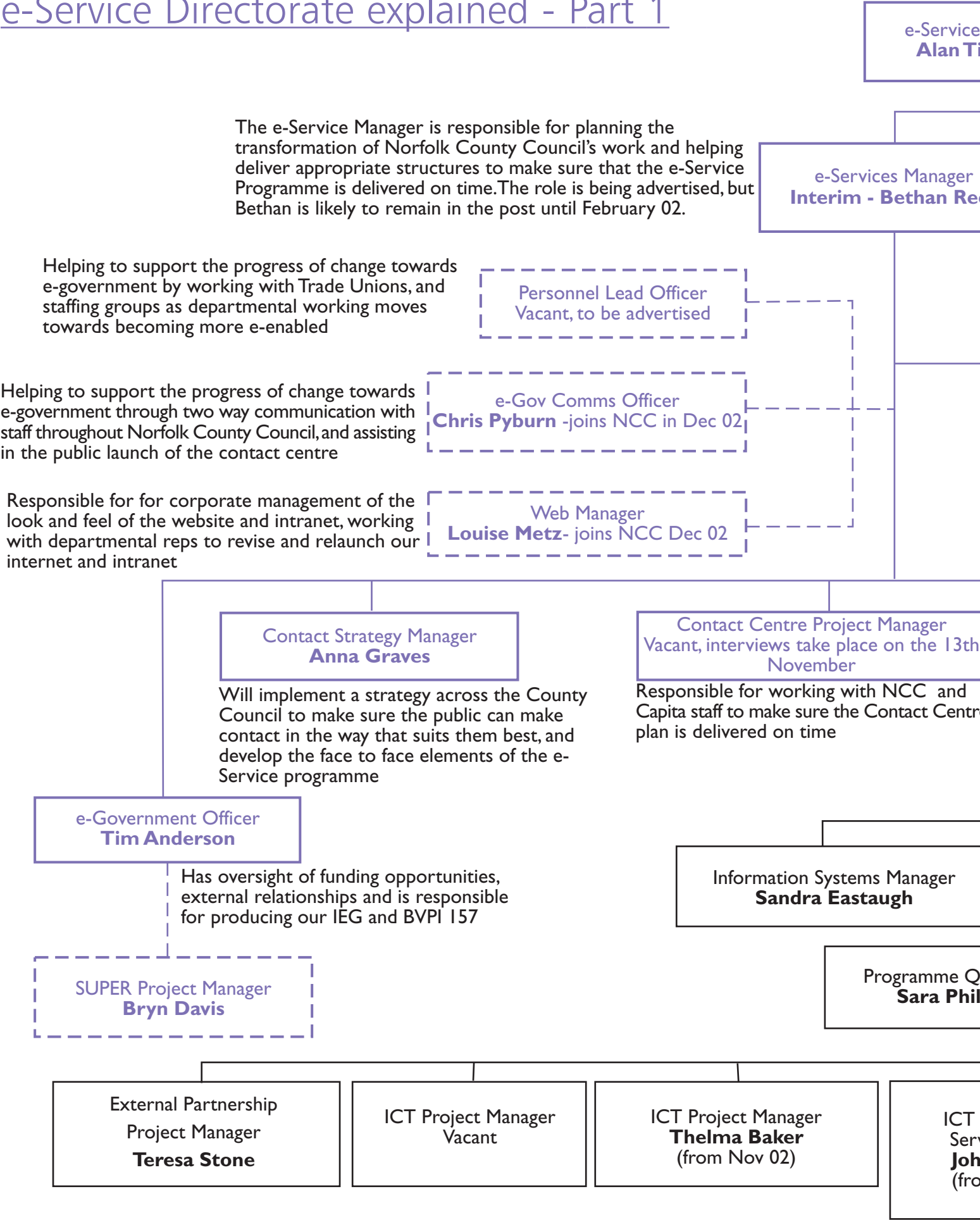
Working with the public

How the public want to contact us and receive services has been extensively tested through the Norfolk Citizens' Panel, a major household survey and face to face discussions as part of the Market Towns review. This work has been compared with the survey we conducted internally about the actual patterns of contact made to us by the public, and against national surveys and consultation



Chief Executive's Department

e-Service Directorate explained - Part 1



See the other posts explained in the January edition of '@ your service'.

