

Your Norfolk

Norfolk County Council's magazine for all residents



All aboard

Gt Yarmouth's Time & Tide Museum of the Year?

Royal Norfolk Show

29th/30th June, see centre pages for details...

Get Active!

at Whitlingham Country Park



first words

Welcome to the first edition of Your Norfolk following the May 5th election.

The election was hard fought and as always we said goodbye to some very talented and committed councillors from all parties. The resulting make up of the council following the election is

- Conservatives: 46
- Labour: 22
- Lib Dem: 14
- Green: 1

With a final seat being contested on May 26th

You can see the details of the councillor who represents you go to our website on www.norfolk.gov.uk or visit us at the Royal Norfolk Show at the end of June.

As we move into our second term of administration, one of our major themes for our next four years will be efficiency and value for money. We want to make sure that we can make every penny spent work harder for you. We are looking to cut waste, duplication and any inefficient practices. We are aiming to save £33 million over the next three years – 7.5% of our budget. Some of this will be re-

invested where it is needed most, and some will be used to reduce costs

We want to make sure your council tax is affordable, and that the services you want and need are provided in an even better way.

Another theme is listening harder to you. We want to make sure that Norfolk people have a real influence on how services develop and how Norfolk County Council works. We will be looking more closely at comments or complaints you make - and making changes to improve the service you receive.

Please come and see us at stand 259 at the Royal Norfolk Show to find out about the ways we are improving services, how we are working hard on your behalf and in particular finding things which interest you and you can get involved with.

Our theme is Local Heroes, and as well as playing our part in celebrating the Nelson bicentenary, we are celebrating the role of volunteers and key workers such as firefighters, social workers, teachers, adoptive and foster parents in our community.

Alison King

Alison King
Leader of Norfolk County Council

Cover Story

Front cover shows our museum Time and Tide in Great Yarmouth, one of four national museums shortlisted for the Gulbenkian Museum of the Year award. With prize money of £100,000 - the UK's largest single arts prize. Judges said "All are superb examples of museums listening to and working with their local communities." The winner was due to be announced on May 26th at the Royal Institution of British Architects.



- 4 School dinners
- 5 Spotlight on the North
- 6 Rekindle community
- 7 Spotlight on Norwich
- 8 Get active at Whitlingham
- 9 Spotlight on the East
- 10 Reduce waste, it's 'Second nature'
- 12-13 See us at the Royal Norfolk Show
- 14 Developments in travel



contents



- 16 Nelson's facelift in Yarmouth
- 17 Spotlight on the West
- 18 Democratic Norfolk - new film launched
- 19 Spotlight on the South
- 20 Preserving Norfolk's natural assets
- 21 Internet auction nets savings
- 22 What's on and competition winners
- 23 Norfolk Blurb
- 24 A to Z

a-z

contact us...

☎ 0844 800 8020 or email: yournorfolk@norfolk.gov.uk



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Norfolk County Council is the local authority for Norfolk. We provide a wide range of services for people who live, work, do business or visit here. They include children's services such as schools, adult social services, highway maintenance, waste disposal, libraries, museums, fire and rescue, economic development and trading standards. **For further details visit www.norfolk.gov.uk**

School Dinners



the Norfolk way

See more information about healthy meals in school in the Norfolk County Council tent at the Royal Norfolk Show

Jamie Oliver eat your heart out - that's the message from Norfolk schools where fresh ingredients, home cooking and healthy eating are always on the menu. Norfolk County Services - a not for profit company owned by Norfolk County Council - serves up thousands of school meals every week and has welcomed the interest in 'school dinners' that Jamie's TV series created.

The TV programme has provided Norfolk with the opportunity to shout about how it 'does different'. Thankfully in Norfolk it's all a far cry from the school meals service portrayed by the programme where staff didn't have the skills or time to do much more than open and reheat.

In fact Norfolk schoolchildren tuck into some of the healthiest lunches in the country - all locally cooked, using fresh local ingredients wherever possible.

In contrast to the 37p spent on ingredients in the schools Jamie Oliver visited, Norfolk spends 55p on primary school meals and 81p on secondary school meals.

NHS nutritionists work closely with Norfolk County Services and in primary schools seasonal set menus, which comprise 75% fresh local produce, are designed

to encourage children to eat a well balanced lunch. Traditional roasts remain an all time favourite and now feature twice a week. Chips are served just once a week, often with fish on Fridays.

In the 28 high schools served by Norfolk County Services, Oscars is a new café food court concept, designed to appeal to today's discerning teenagers with 'grab and go' choices such as salad bowls, speciality breads and pots of pasta, chilli and curry. And while a wider choice means it's harder to ensure everyone eats healthily, the new branded approach has ensured that even fruit platters fly off the shelves.

Norfolk County Services serves over 50,000 school meals a day, covering around 90% of the county's schools. The remaining schools make their own arrangements - some cook independently while others have contracts with commercial operators.

A typical menu at a Norfolk primary school

Monday: Baked sausages with tomato pasta, garlic bread and sweetcorn. Carrot and orange cake with ice cream.

Tuesday: Roast chicken with stuffing and gravy, roast potatoes, cauliflower and peas. Raspberry frozen yoghurt.

Wednesday: Cheese and tomato pizza, jacket potato wedges and mixed salad. Steamed chocolate pudding with chocolate sauce.

Thursday: Roast turkey with stuffing and gravy, roast potatoes, carrot and swede mix. Tutti frutti treat.

Friday: Haddock grill, chips and peas. Toffee cream tart.

Traditional home cooking helped Attleborough Junior School win a top award from Norfolk County Services last year.

After almost 20 years in school kitchens Cook Manager Colleen Goddard knows what goes down well. "The children love their roast dinners - it's something they don't all get at home. Sweetcorn and carrots are their favourite vegetables and we do sell quite a bit of fresh fruit.

"We do get children asking 'what's that?' and if it's something new I have plenty of teaspoons available to encourage them to have a try."

Pukka Tucker

Colleen and her team follow a set menu with plenty of fresh

vegetables, fruit and salads. Most things are cooked from scratch including pastry, stews, curries, pies and cakes.

Headteacher Roger Yaxley looks forward to his school lunches and is in no doubt that well nourished children make better students. "Proper nutrition makes a big difference, it really does impact positively on their behaviour and concentration levels - and there's a lot of research which backs that up.

"The kitchen has made great efforts towards healthy eating and it's certainly not chips every day. They are trying very, very hard to make meals healthy and more interesting."

Norfolk on the move

A delegation including representatives from Norfolk and Suffolk county councils met the Minister for Transport in London earlier this year to press for better transport links

The delegation followed the decision by the Department for Transport to classify trunk roads as either regionally or nationally important. All of Norfolk's trunk roads (A11, A47 and A12) have been classified as regionally important and will therefore be prioritised for funding by a regional board in competition with other local and regional schemes. Since the delegation, the government has agreed to move the Attleborough bypass scheme back to its original start date of 2006 to be finished by 2007.

Spotlight on the North...

A considerable amount of work is going on around the county to make our libraries more accessible.

Aylsham - Automatic door opener installed and inner lobby removed plus Aylsham Library is now open on Sundays for the first time.

Mundesley - New flooring laid, internal redecoration, new shelving fitted, new level access formed, new counter installed, toilet adapted for accessibility and new furniture.

Sheringham & Wroxham - New flooring at entrance.

Cromer museum is set to become an even better place to visit by the end of the year after £500,000 worth of improvements are completed. The work aims to improve access to the museum site and usage of the museum itself. The work will include:

- Developing an accessible visible entrance through the Henry Blogg Garden.
- Improving the new entrance building to include a lift, shop and reception area.
- Creating an Education Room inside the museum.
- Converting some outbuildings into a Geology Gallery.
- Better basic facilities for visitors and staff, including new offices and toilets.
- And employing an Education and Access Officer.

The work has been funded by Norfolk County Council, the Heritage Lottery Fund, European Objective 2 Funding, North Norfolk District Council and the Friends of Cromer Museum.

rekindle community

Norwich's new £2m fire station is taking shape as building work gets underway at Bowthorpe. Due to be completed by the end of the year, the new fire station will improve emergency cover, support the county council service's fire prevention work and provide extra back up for the city centre.

The North Earlham Fire Station - the first new fire station in the county for 30 years - is the largest of dozens of community based projects being funded by NELM (North Earlham, Larkman and Marlpit Development Trust), which secured some £35m for a ten-year regeneration scheme.

"It's wonderful. I definitely think that the community view it as a positive thing and appreciate that the fire service will be very involved in the community," said Chairman of the NELM Board, Louise Curtis.

Visit Norfolk County Council's fire service in the County Council tent at the Royal Norfolk Show, and see if you have the makings of a retained firefighter.

Pictured Firefighter David Lambard shoulder to shoulder with Louise Curtis (one of the volunteer NELM board members)

West Norfolk has been identified as an expanding area that will continue to grow. The new single storey fire station will house three fire engines, staff quarters, administration and fire training facilities.

It will form part of a wider development on the old Bowthorpe school site, which includes housing, a leisure centre, sports field, business development area, skate park, play area and outdoor seating.

"We welcome this opportunity to be among the community we serve and look forward to working with local people and making the NELM area a safer place to be. We will be actively working with local people to prevent fires and accidents in the area as well as providing a much quicker response if things do go wrong," said David Lambard, manager of the new fire station.

John Newby, NELM's Built Environment Manager said that the future of the site had been in the balance for many years and that the new fire station would provide jobs, support the wider regeneration of the old Bowthorpe school site and boost the fire service's local profile.

NELM is one of 39 multi-million pound community regeneration projects across the country, funded by the government's New Deal for Communities scheme. It is now half way through its ten-year plan which focuses on the development of sustainable projects to tackle issues such as reducing crime, unemployment and improving health and childcare facilities.

Other NELM projects include a community wardens scheme, the Marlpit Communications Centre, The Garage arts venue, play area improvements and the development of the Earlham Early Years Centre.

"People feel safer, they are more confident and better equipped in terms of accessing job opportunities. We've done some recent door to door surveys and the feedback has been very positive about NELM. Increasingly, people want to get involved and have some influence over how things change," added John Newby.

Did you know?

In 2003/4 Norfolk County Council's Fire Service attended over 11,000 call-outs - ranging from fires and rescues to transport accidents and incidents involving hazardous materials and explosives.

Norfolk County Council's Fire Service aims to respond to emergency calls within 20 minutes - anywhere in the county.

Spotlight on Norwich...

Norfolk County Council's £9.5m project to improve public transport in and around Norwich aimed at getting buses to and from the new bus station as quickly and reliably as possible while maintaining routes for other traffic is pressing on with the following improvements.

- New traffic lights at the junction of St Stephen's Street and Surrey Street in the city centre. Buses can now turn right out of Surrey Street into St Stephen's Street and on to Red Lion Street and Castle Meadow, cutting journey times and improving reliability.
- There are two new pedestrian crossings at this junction.
- New traffic lights are also being installed outside the new Surrey Street bus station on Queen's Road.
- Wider footpaths and a new pedestrian crossing, bus shelters and ticket vending machines planned for Surrey Street.

The County Council is working closely with Norwich City Council, which is overseeing the day-to-day operations, and contractors, CityCare.

A considerable amount of work is going on around the county to make our libraries more accessible and to improve fixtures and fittings to make visiting them an even more pleasant experience. For instance

- **Earlham** - Automatic door opener fitted.
- **Hethersett** - Automatic door-opener installed, new counter, relocation of some public PCs and part new shelving.
- **Plumstead Road** - New carpet to entrance and part of library and decoration of entrance. Automatic door opener installed and new counter fitted.
- **Taverham** - New flooring and furniture, inner lobby screen removed, automatic sliding door fitted and new counter.
- **Tuckswold** - New carpet, new furniture, computers repositioned, heating alterations and new shelving. Automatic sliding entrance door and new counter installed
- **West Earlham** - Removal of inner lobby and installation of automatic door opener.

Get Active!

Summer 2005 sees the opening of a spectacular new outdoor activities centre at Whitlingham Country Park, Trowse, near Norwich, part of Norfolk County Council's outdoor education service. The £2m centre will be open to everyone and will offer water based activities such as sailing, windsurfing, kayaking, canoeing and sculling together with land based activities available through the centre at other venues locally.

So, whether you fancy giving Matthew Pinsent a run for his money or simply want to try something new there's plenty on offer at the 280-acre country park. "It is for absolutely everyone, regardless of age, ability or experience. If there's something you've always wanted to try then here's the opportunity," explained Whitlingham OEC Development Officer Gary Winter.

All courses are designed to be as flexible and affordable as possible, to ensure everyone has the chance to use the centre. While those with experience will be able to 'pay and play' for around £6, there'll be taster sessions from around £20. A wide variety of longer courses, some leading to recognised levels of certification up to instructor level, will be run in the evenings, at weekends and during school holidays.

Multi activity courses will also run during school holidays, offering a choice of 'wettish' or 'dry' activities - including paddling, raft building, sailing, abseiling, problem solving, navigation and climbing.

And the centre is also open to those with their own craft: kayaks, canoes, windsurfers and dinghies - via a day, week or season launch ticket. Tailor made packages can also be put together for groups - friends, families and corporates are all welcome.

The project has been funded by Norfolk County Council, Sport England, the Big Lottery and in partnership with the Whitlingham Trust. Building began in autumn last year and the landmark building, complete with its sail inspired roof, will be completed around the end of June.

"Whitlingham Country Park is the ideal location - it's central, has natural resources and will enable many more people to access outdoor activities," added Gary Winter.

Danielle Hill 18yrs who is employed as a modern apprentice at the centre said **"The modern apprenticeship has given me a great opportunity to train in something I really enjoy and I am looking forward to getting on the water at Whitlingham."**

At a glance

What's on offer through Whitlingham Outdoor Education Centre

- Sailing
- Canoeing
- Kayaking
- Windsurfing
- Youth and adult sailing schemes
- Sculling
- Raft building
- Coaching courses

Also available locally at other venues

- Archery
- Abseiling
- Climbing
- First Aid
- Kiting (static and buggies)
- Off-road biking
- Off-road motor biking (MASHED project)
- Orienteering
- Skateboarding
- Team challenges

For more info call 01493 368129 (from June onwards 01603 632307) or log on to www.nccoutdooreducation.co.uk

See more information about Outdoor Education courses in the Connexions area at the Norfolk County Council tent at the Royal Norfolk Show

Spotlight on the East...

Norfolk County Council Library refurbishments in your area

- **Acle** - New carpet, part new shelving, minor back room alterations and ICT relocation. Automatic door opener installed and removal of inner lobby doors.
- **Brundall** - Part new shelving installed and some new furniture.
- **Martham** - New entrance ramp, automatic door opener fitted and inner lobby doors removed.

Norfolk County Council has committed £40,000 to continue running an evening and Sunday bus service between Belton, Bradwell and Market Gates in Great Yarmouth, which is currently run as a commercial service by First.

People in the area can get help and information about a huge variety of local council and police services by visiting their Council Information Centre

The centre, which is based in Gorleston library, is a partnership between Norfolk County Council and Great Yarmouth Borough Council, aiming to make it easier for people to find the information that they require, regardless of which council offers the service. Gorleston is also currently the only CIC which handles Police enquiries.

Your Norfolk

In May 2003 we ran an article about fostering and invited interested people to find out more at our stand at the Royal Norfolk Show.

As a direct result eight foster carers were recruited and this is already saving the council a minimum of £128,000 each year. The difference between the cost of placing a child locally or with a private fostering agency.

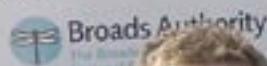
Find out more about becoming a foster carer in Norfolk, or providing short term breaks for children with disabilities at the County Council tent at this year's Royal Norfolk Show.



Whitlingham Water Activities Centre

Project Team

Client: Norfolk County Council Education Department
 Architect: Snell Associates
 Engineer: Buro Happold
 Cost Consultant: Davis Langdon
 Main Contractor: Jackson Building Services
 Project Manager: NPS Property Partners



Supported by



Pictured, left to right: Gary Winter, Mike Roper - Operations Manager, Dave Holden - Head of Centre, Danielle Hill - Modern Apprentice in Activity Leadership



Find out more about the Second Nature Campaign, and how you can reduce, reuse and recycle at the Norfolk County Council tent at the Royal Norfolk Show.

Norfolk County Council has launched a new campaign which it hopes will help make the three Rs part of everyone's daily routine. Second Nature is a call to action for the people of Norfolk to Reduce, Reuse and Recycle their waste. Norfolk residents dispose of around 400,000 tonnes of refuse every year. But more than 60 per cent of the contents of the average dustbin could be reused or recycled.

The order of the three Rs is very important. There is a tendency to go straight to the recycling bin, but this should actually be the final option once other opportunities to reduce or reuse your waste have been exhausted.

Mark Allen, Waste Resource Manager (Operations) at Norfolk County Council, said: "We want to change people's perception of reducing, reusing and recycling from laborious to something that's second nature. We also want to promote Norfolk as an environmental champion as we are adopting many best practice initiatives and dedicating important resources to improving the environment."

Practising the three Rs

Reduce:

- Look in the cupboard before you go shopping and buy only what you need. Buy loose or in recyclable packaging like glass and cans.
- Use refillable containers for cleaners and detergents.
- Take your own shopping bag to the supermarket or buy a bag for life.
- Trade in your old appliance when you buy a new one. Computers can be upgraded, which works out much cheaper than buying a new one.

Reuse:

- Freecycle is an online scheme which helps people get rid of unwanted items. To find out more, email norfolkukfreecycle-owner@yahoo.co.uk or visit www.groups.yahoo.com/group/norfolkukfreecycle
- Sell unwanted items on eBay, in the local paper or at a car boot sale.



- Take clothes, furniture, toys and household goods to your local charity shop.
- Don't throw out broken items before trying to get it fixed.
- Use rechargeable batteries instead of disposable ones. Try washable nappies or a laundry service instead of expensive disposable nappies.
- Use a composting bin to make your own compost from kitchen and garden waste. To find out more, call 0870 849 4857 or visit www.trycomposting.com/norfolk.

Recycle:

- Take recyclables to one of the County Council's 20 recycling centres, which are seeing improvements including better signage and staff training as part of the Second Nature campaign.

What you can take to the recycling centres:

- Cans and other metals
- Green, brown and clear glass
- Textiles
- Paper and magazines and cardboard
- Green garden waste

- Motor oil and vehicle batteries
- Household batteries
- Fluorescent light tubes
- Electrical equipment such as televisions, computers and fridge freezers
- A small quantity of DIY waste (one rubbish sack or one item such as a door or window) will be accepted once a week

Norfolk County Council is also working towards offering at least one site which can handle specialist and often hazardous waste such as asbestos and paint.

If your waste cannot be accepted at the recycling centres, there are alternatives:

- Reuse it within your own house or garden or pass it on for reuse by others.
- Use one of the waste bag services available at DIY stores.
- Hire a skip from a private contractor.

More details from the County Council's Customer Service Centre on 0844 8008004 or at www.norfolk.gov.uk (environment - waste).

Home Composter SPECIAL OFFER

In a continued effort to encourage recycling, we are again offering compost bins to residents at a fraction of usual prices.

ONLY £15
R.R.P. 49.95

It's easy to recycle your kitchen and garden waste at home. Compost it and over time it will break down and become a rich compost that you can use to make your garden bloom. Why not give it a try, you'll be surprised how easy it is.

ALSO AVAILABLE

Compact 220 litre Composter

ONLY £12
R.R.P. 39.95

Height 90cm
Diameter 74cm

Made from black recycled plastic and guaranteed for 10 years.

Composter Base

ONLY £8.95
R.R.P. £12.95

Provides secure composting environment • Fits both sizes

The composters are also available for Home Delivery, however this does incur an extra charge. For further details call: **0870 849 4857** or visit www.trycomposting.com/norfolk

Norfolk County Council
at your service

Garden Centre Collection

Complete the coupon below and take to the garden centre of your choice

North Walsham Garden Centre
Norwich Road, North Walsham

Fakenham Garden Centre
Mill Lane, Hempton

Breckland Garden Centre
Dereham Road, Yaxham

Blooms of Bressingham
Thetford Road, Bressingham

Downham Garden Centre
Railway Road, Downham Market

Moulton Nurseries
Reedham Road, Acle

Product	Price	Qty	Total
Converter 220	£12.00		
Converter 330	£15.00		
Composter Base	£8.95		

Your details will be held by Blackwell Ltd and Norfolk County Council. They will not be disclosed to any other third parties. If you do not wish to receive details of future offers please tick the box.

Name: _____

Address: _____

Postcode: _____

Tel: _____

Offer closes 31st December 2005.



This year's Royal Norfolk Show will have a Nelson theme

"Nelson's Farewell" to Norfolk pageant, featuring a cast of 80, will include a Norfolk actor playing the part of Nelson bidding his official farewell to the county as he leaves for Portsmouth to join HMS Victory.

Sarah de Chair, Show Manager said: "It is still very much an agricultural show with thousands of farm animals and horses but we are constantly trying to ring the changes with new exhibits and activities. With around 700 trade stands there really is something for everyone."

Family History

See the heavy horse jousting by Chevalerie Initiatique, a group from Normandy

Norfolk County Council and the BBC Celebrate Local Heroes

For the second year Norfolk County Council, BBC Radio Norfolk and Look East team up at stand 259 in a marquee offering something for everyone and celebrating 'local heroes'.

Live on stage -you'll get to see the stars of BBC Radio Norfolk such as breakfast show presenter Stephen Bumfrey and Roy Waller. They'll be joined by television presenters from BBC East, local bands, and some of the main ring attractions. You'll even get the chance to try your hand at a little television magic and find out all about the BBC website for Norfolk. And watch out because Doctor Who's TARDIS and a couple of his arch enemies the DALEKS will be putting in a special appearance.

Local hero Nelson will be commemorated in the marquee by information about walks around the 'Nelson Trail', a competition run by NPS Property Consultants Ltd (a company wholly owned by Norfolk County Council) to design a school playground with a nelson theme, information about Nelson



Look for the Maasai warriors from Kenya

Cookery Theatre will again feature top chefs from around the region

Last year 100,021 people visited the show

See us on stand 259

Rare Breed Pigs

Advance Prices	Prices on the Day
Adults £12.50	Adults £15.00
Child (5 -16) £5	Child (5 -16) £5
Senior Citizen (60 and over) £10.50	Senior Citizen (60 and over) £12.00
Family Ticket (2 adults & 3 children) £32	Family Ticket (2 adults & 3 children) £36
Under 5's FREE	Car Parking £5 (not available in advance)
Disabled £10.50 (carer £5)	Motorbike £2 (no hard standing provided)
	Cycles FREE
Other Concessionary Tickets sold in advance only. Tel: 01603 748931	
Farm workers (for RNAA and NORMAC members only) £10.50	
College Students £10.50	
Party bookings of 20 or more are entitled to a 20% discount. Please apply by 15th June. Schools please apply direct to the Show Office: 01603 731966.	
Tickets may be purchased from:	
● Online from the Show Website http://www.royalnorfolkshow.co.uk/tickets.php	
● Archant (ECN) offices	
● Supermarkets and stores around the county	
● Credit Card Hotline 08707 87 88 89	
Tickets in supermarkets and other stores will be on sale from 14th June.	

loded in the county's archive centre and by the county council's trading standards team with competitions and historic weights and measures which Lord Nelson would have known.

Local heroes in the form of volunteers will be sought, during this 'Year of the Volunteer'.

There will be information about some unsung heros - new councillors elected to Norfolk County Council following the May 5th election to serve local people. Find out who represents you and their role.

And if you fancy becoming a 'local hero' to children in Norfolk - why not check out information about fostering and adoption, short term care, becoming a nursery or playgroup leader or school governor. Or see if you can pass the test to become a retained firefighter

Other things to see and do in stand 259

- Rare breed pigs
- Update on the Eastport Project
- Take part in an archaeological dig
- Find out more on family history research
- Design a lunchbox and reduce waste
- Learn about 'real' nappies
- Story telling and construction for kids
- Search for 'treasure' on our website www.norfolk.gov.uk
- Try on a firefighter's kit
- Find a career in trades - check out building, carpentry and plumbing
- Give us your views on improving the lives of children in Norfolk
- Take part in interactive maths games
- Plan for emergencies
- Award winning school music
- Road safety tips and competitions

Music

Maths Games

Major construction finished in Cringleford

Ceremonies were held to mark the completion of two major construction schemes in Cringleford. Work started on the Cringleford link road and the Thickthorn Park & Ride site last summer. The park and ride site opened to the public on Easter Monday and the link road opened to traffic in May.

The new link road, which has cost £3.4m to build, is an important part of the County Council's plans to improve access to the hospital and research park. The road has been built because, despite repeated requests, the Highways Agency has refused to allow direct access to the hospital from the A47 southern bypass.

Both schemes have been delivered by the County Council's Partnership with locally-based construction services firm May Gurney and engineering and management consultants Mott MacDonald. This

partnership has allowed construction to proceed to timescales which could not have been achieved by conventional means.

The County Council and Consortium of Landowners are also paying for planned improvements to Thickthorn roundabout. The work, costing around £1.4m, is due to start later this year and includes new traffic lights and the widening of some carriageways.

We asked: How should to improve public transport, as part of a consultation on the City Council's City Centre Transport Plan in 2001.

You said: The biggest priority was improving the bus network as buses often get caught up in general traffic.

We have: Launched a £9.5m Public Transport Major scheme to provide a new bus station, a public transport interchange at the railway station and a better bus network.

Norwich's £4.2m bus station is due to open to the public later this summer

Colour-coded Park&Ride

Buses serving the park and ride sites in Norwich have undergone a major face-lift. It's part of a programme of improvements by Norfolk County Council, which includes colour-coding the services to make them easier for people to use.

The newest park and ride site at Thickthorn offering 786 spaces is colour-coded pink and this colour will be reflected in all on site fixtures and fittings, publicity material and city centre bus stops to make them instantly recognisable.

The other Norwich park and ride sites have also been colour-coded: Airport - yellow, 620 spaces; Costessey - green, 1,100 spaces; Harford - blue, 1,088 spaces; Postwick - red, 525 spaces; Sprowston - purple, 788 spaces;

Sam Ralph, Director of Planning and Transportation, said: "Norfolk County

Council's park and ride scheme is a great success story. Norwich park and ride sites now offer almost 5,000 parking spaces; if all those cars were queuing to get into Norwich, the traffic jam would be 14 miles long.

"Colour-coding the buses and sites is just one of a number of improvements to make the service even more accessible. Buses now start earlier every day."

All Norwich park and ride sites charge just £2.80 per vehicle to park and ride from Monday to Saturday; this cost includes a return bus fare into the city centre for a maximum of five adults and three children. Passengers can also return to their car and drop off shopping before going back into the city on the same ticket. There is also an innovative afternoon fare of £1 to park and ride after 12.30pm (Monday to Friday).



New Bus Station for Norwich

Norfolk County Council
at your service

Norfolk County Council's work on the new Norwich Bus Station is nearing completion and on course to be finished in summer 2005.

The new bus station will be open seven days a week. The innovative design will offer 12 bus bays and a state-of-the-art information centre with toilets, catering and other modern facilities expected by bus passengers in the 21st century.

The long-awaited new gateway to Norwich will be a dramatic improvement on the old bus station, which had deteriorated over many years. Soon, Norwich will boast one of the best bus stations in the country.



More information is available on our website www.norfolk.gov.uk or visit us at the Royal Norfolk Show on 29 and 30 June 2005!

Artists impression showing the bus bays and state-of-the-art sheltered area and the inside information area

Nelson's Monument in South Denes, Great Yarmouth is getting a £1m facelift, which will see the historic building conserved for future generations, in time for celebrations to mark the bicentenary of the Battle of Trafalgar later this year.

The grade one listed building has been on the register of 'buildings at risk' for some years, but now thanks to the determination of historians across the county the future of the monument is looking up.

The Norfolk Historic Buildings Trust has taken the monument under its wing and has managed to secure enough money to transform the tower.

Part of the funding is for an Interpretation and Access project to engage the community of Yarmouth with this building and its history, and to make the building more accessible for visitors by providing seating and

Facelift for Nelson

interpretation panels on site. Look out for exhibitions and events at the Time and Tide Museum and other locations and a website set up for people to find out more about the building, Yarmouth's Naval connections and Nelson's links to Great Yarmouth. Contact: Ruth Battersby (pictured) at the Time and Tide Museum on 01493 743941 for further details.

"It is very special - to start with, apart from royal palaces and castles there are very few grade one listed buildings," explained Michael Knights (pictured), Norfolk County Council's heritage and landscape manager.

"It was built by a nationally renowned architect and as far as we know it was the first monument erected to the memory of this great man - predating the one in Trafalgar Square by about 20 years."

Originally known as the Norfolk Pillar, the monument commemorates Nelson's battles and heroic, valiant deeds. It was designed by William Wilkins and paid for by public subscription.

However, time has taken its toll on the monument and a team of highly skilled craftsmen has now begun a 12-month programme of restoration. The project will include re-pointing, cleaning, restoration of inscriptions and replacement of the cast iron railings and stone pillars. The first task was to remove the lead roof of the podium to allow things to dry out prior to re-leading.

"Monuments are meant to be inspiring and we hope that when the restoration is complete it will give the people of Great Yarmouth real civic pride. We want the monument to provoke an interest in Nelson and in the history of Great Yarmouth and encourage people to find out more," said Ruth.



Spotlight on the West...



Nice one NORA

Pictured above: There is progress aplenty this month in the West with the access road to the Nar-Ouse regeneration area (NORA) built by Norfolk County Council due to open.

NORA is a partnership between King's Lynn and West Norfolk Borough Council, English Partnerships, the East of England Development Agency, Norfolk County Council and developers Morston Assets.

Norfolk County Council Library refurbishments in your area

Dersingham - Repositioning of glazed screen wall and removal of canopy over entrance. Installation of automatic sliding doors and new counter with low section.

Gaywood - New carpet, some new shelving, new counter, new furniture and relocation of PCs.

Visit the Council Information Centre in the Priory Centre, Downham Market.

West Norfolk mentor appeal

A bus driver, a chef and a retired teacher are among volunteers who are helping young people in West Norfolk, who have been in care, to live independently. The Leaving Care Mentor Scheme was set up last year and has proved so successful that more volunteers are now needed.

Lesley Nurse, co-ordinator of the scheme run by the Prince's Youth Trust, said that they were looking for volunteers of all ages, from all walks of life.

"Everyone has different qualities and different skills. What most young people need is a bit of help and guidance with everyday living skills".

At 21 Matt is getting used to living on his own, managing his money and sorting out his future. His long-term aim is to work with young people and he's found having a mentor a real benefit: "We get on really well. It's really good if you have a problem or just need someone to talk to."

Mother-of-two Lyndsey Grimwade finds mentoring immensely rewarding: "It's about using your life experience and talking about the sorts of things you'd discuss with your own kids. The rewards are ten fold, I really enjoy it.

"These are not social misfits or wrong 'uns, they just need a bit of what most parents give their kids at home - just that little bit of extra adult input, without it being 'official'."

The Prince's Trust is working alongside Norfolk County Council and Norfolk-based charity BREAK for the scheme, which is part funded by Norfolk Learning and Skills Council and the European Social Fund.

Are you mentor material?

- Do you live or work in West Norfolk?
- Can you spare an hour a week (daytime or evening)?
- Are you interested in helping young people?

Call Lesley Nurse on 01553 772853

Highest turnout for Norfolk vote

The results are in and the votes have been counted, with Norfolk recording its highest ever turnout for the UK Youth Parliament elections.

Over 11,000 11 to 18 year olds across the county came forward to vote for candidates who were standing to become a Member of the Youth Parliament (MYP), who will go on to represent their views both locally and nationally as part of the UK Youth Parliament.

Young people had a week to cast their votes to decide which four candidates in total would represent the four respective constituencies, of Central Norfolk, West Norfolk, North Norfolk, and South Norfolk. Deputy Members of the Youth Parliament (DMYP) were also elected for each of these four areas, with the whole elections overseen by Norfolk County Council's Youth and Community Service.

The winners for the four areas are:

South East Norfolk

MYP Tom Allen, Great Yarmouth High School.

DMYP Jennifer Clutton, Wymondham College.

Central Norfolk

MYP Thibault Jeakings, Norwich School.

DMYP Shane Frank, City College.

North Norfolk

MYP Melvyn Gilmore, North Walsham High School.

DMYP Polly Bryant, Acle High.

West Norfolk

MYP Janneke Dobben, Downham Market Sixth Form.

DMYP Kyle Clarke, Hammonds High.



Pictured: YMP's Tom Allen (front right) and Thibault Jeakings, plus Deputy YMP Jennifer Clutton joined with Vibe FM to help Norfolk County Council launch an awareness campaign for the May 5th County Council elections.

Drama focuses on local democracy

Norfolk County Council held the premiere of a pioneering drama documentary, produced by a group of young people from Methwold High and deals with the issue of local government in Norfolk.

A-level students teamed up with professional film company, Shelly Telly, to create the film, which follows a group of young people from the fictitious

town of 'Methwich' who are campaigning for a skateboard park in their village. The film features interviews with Norfolk County Councillors, district and parish councillors, Norfolk Youth MPs and even a real-live cabinet member.

The 'Methwich Project' video will be used with an accompanying study pack to teach the Citizenship Curriculum throughout Norfolk's high schools, and will also be used as the students' real life A-level media studies coursework.

2,100 people

recently used the voucher in the magazine to borrow three videos or DVDs for the price of two at our libraries - already a more affordable service than renting from many video shops and which many people weren't aware existed. This voucher was particularly well used by older people.



E-Map Explorer Update

There was a tremendous response to the article in the March edition 'Mapping out the County'. We have replied to all of you who provided contact details.



You said: You really liked the website. However, some felt the maps were too small or did not show a large enough area on screen.

So we have: developed a new version which features a larger map window option, the ability to zoom out to 5 kilometre squares, whilst continuing to allow zooming in to around 150 metres before the clarity is lost.



E-Map Explorer remains free to use and accessible at any time, from anywhere in the world. **You can find E-Map Explorer at www.historic-maps.norfolk.gov.uk**

Hearing back from you...

Thank you to the 575 people who took the time and trouble to respond to the questionnaire in the last edition of Your Norfolk. We asked you to rate a number of things in the magazine on a scale of 1 to 10 with 1 being low and 10 being high

We asked: How good is our standard of writing and design?

You said: Pretty good with the majority of respondents giving these a score of 8 or above (67% for writing and 62% for design)

So we will: Continue to design the magazine in house and write accessibly.

We asked: Are the articles relevant to you?

You said: Quite relevant, with the majority (52%) scoring this at 7 or above.

So we will: Try and make sure that there is an even better spread of articles aimed at different people.

We asked: Is Your Norfolk value for money?

You said: Yes, with 66% of respondents scoring 8 or higher and 35% of these scores a maximum of 10.

We did get some written comments on this question from some of the 18% of people who felt Your Norfolk was not value for money and rated it at under 5. We have reduced the cost to 12p a copy by cutting versions and negotiating a better print deal and will continue to look at savings.

Frequency and distribution

67% of people wanted Your Norfolk to continue to be issued four times a year

Who responded

There was an even split of respondents from seven districts around Norfolk. The majority of you (82%) were aged 50+ and 57% of respondents were women.



Spotlight on the South...

Norfolk County Council library refurbishments in your area

Diss library has had a new carpet fitted, new furniture, inner lobby removed and dark glazing on North elevation replaced.

Long Stratton - We have part funded a resurfaced car park.

Watton - Installation of new counter.

South Norfolk's first SMART house opened in April. The SMART House in Diss features a range of equipment from flood alerts which go off when sinks and baths overflow to memory clocks and voice prompts.

All are designed to support older people with memory or mental health problems, part of Norfolk County Council's drive to develop services that help people stay independent. Equipment is loaned and fitted free of charge. There is a charge to connect to the alarm service.

The project is funded by the European Union. Norfolk County Council, South Norfolk Housing Partnership, Norfolk and Waveney Mental Health Partnership NHS Trust, South Norfolk Primary Care Trust and Contact Care.

See assistive technology in action at Norfolk County Council's marquee at the Royal Norfolk Show.

Preserving Norfolk's natural assets



Rare birds and plants are being encouraged to thrive at an important wildlife site in North Norfolk, thanks to the work of Norfolk County Council specialists.

Salthouse Heath near Holt is particularly valued as an important habitat for species such as the nightjar and nightingale. And with lowland heath such as this now rarer than virgin rainforest, the county council is helping to preserve this unique site.

Some £55,000 of Heritage Lottery funding was won by conservationists to help turn back the clock and restore the 235 acre Salthouse Heath. Species which are expected to benefit include numerous wild flowers, plants, reptiles, butterflies and rare birds.

"Since the early 19th century, North Norfolk has lost around 90 per cent of its heathland, through afforestation, agriculture, development and lack of management," explained Norfolk County Council Countryside Officer Raz Woollacott.

He explained that unless heathland was managed it would be gradually overcome with woodland and bracken. Salthouse Heath has been designated as a County Wildlife Site and a detailed plan has been prepared to guide its conservation and restoration.

Restoration work was carried out by the county council, working closely with the landowners The Salthouse Heath Trustees.

Today Salthouse Heath is popular with walkers and nature lovers and the county council tried to ensure that users were kept informed about the work that was being carried out.

"People have said how thankful they are that the work has been carried out to the heath. It's back to how they remembered it as children," added Raz Woollacott.

In Norfolk it is recognised that the county's biodiversity is part of what makes the county special and the county council is a member of the Norfolk Biodiversity Partnership. This is a group of local authorities, government agencies and voluntary organisations that has developed individual action plans to protect nine important habitats and almost 30 different species.

Norfolk County Council also has a biodiversity action plan for its own land and assets - which range from historic buildings to schools, nature reserves, farms, gardens and landfill sites. This helps to protect and support species such as bats, owls, garden and farm birds, otters, newts and lizards, along with hedgerows, ponds, orchards and woods. **Pictured with Raz is Ivan Large, Chairman of the Trustees.**

Fact Box

Rare species found at Salthouse Heath include:

Burnet Rose, Dodder (strangle weed), Heath milkwort, Woodlark, Nightjar, Stonechat, Nightingale, Tree pipit

For more information on Norfolk's biodiversity, log on to www.norfolkbiodiversity.org.

Computer auction saves £230,000

A novel approach to buying computer equipment by Norfolk County Council has seen us and our partners secure savings of more than £230,000 during a first-ever reverse auction held on the Internet.

Staff from our Corporate Procurement Unit at County Hall netted the savings during an Internet auction to provide 1,000 desktop computers.



The principle is the same as that used on e-Bay - except that the price steadily falls instead of rising as the auction continues and companies with goods to sell compete to provide the most cost-effective service.

By the time bidding ended, almost 60 bids to provide four separate lots of equipment had been tabled, with the savings shared between Norfolk County Council, NPS Property Consultants Ltd, King's Lynn & West Norfolk and Broadland District Councils.

Goala active

Exercise doesn't just have a great affect on the body, it also helps your mind

This is the reason that Goala active, based in Norwich, was set up almost two years ago, specifically to improve peoples football skills, personal levels of fitness, confidence, motivation and teamwork.

Recently awarded a grant from Norfolk County Council's sports development fund, Goala active offers regular weekly pay-to-play five-a-side football and activity sessions, Monday to Saturday, for both men and women of all ages, abilities and backgrounds. Specific sessions are aimed at people with mental health needs.

Both the daytime and evening indoor and outdoor sessions are supervised by a team of experienced volunteers, healthcare and physical fitness professionals from Norfolk and Waveney Mental Health Partnership NHS Trust and from the private sector The sessions are run and administered by their users, like Colin.

"I'd always been very happy go lucky, always in work since I was 16. But a long period of stress at work led to depression and eventually I had to leave my job," he said. "I had an NHS physio who recommended I get involved in some exercise and told me about Goala."he said.

Colin volunteered to help manage the sessions when the main voluntary facilitator left. "I sort out the venues, notify players when the sessions run, keep an eye on the safety aspects and that sort of thing."

James joined a session last November, "It has improved my trust in people," he said. "After a while I asked what I could do to help,"

"It's voluntary work for me and James," said Colin "But you can't let people down and that gets you out of bed in the morning when otherwise you might not."

To find out more about Goala active phone 01603 421352, fax 01603 421414 or email info@goala.org

Holt Hall our educational resource centre for schools, relies on running weekend courses to supplement its income and keep its week day courses for schools affordable. They have sold out two of their recent weekend events from a very small item in Your Norfolk.



Do you have children between 5 and 14 years old? Do you spend the summer holidays juggling your childcare arrangements? Help is at hand! The Childcare Information



Service has produced a booklet listing all the summer playschemes and holiday clubs in your area.

Please call the Childcare Information Service for further information and a free copy on 01603 622292 or email child.care.info@norfolk.gov.uk Alternatively visit our website www.norfolkchildcare.info

And the answer is...

Time and Tide was the museum featured in the mystery photo in the March edition of Your Norfolk. More than 321 of you got the answer right.

The ten lucky winners of our competition to win a voucher for five museum visits for five people during 2005 are....

A Plane, Great Yarmouth; S Bobby, Long Stratton; Mrs J Wilcox, Hetherset; Mrs R Brown, Old Hunstanton; Mr C Jackson, North Walsham; Megan Laurar, Lingwood; C Chesters, Horsford; Mrs H Sharman, Diss; Sherry Grief, King's Lynn and Mrs S Dinnebier, Hevingham

Holt Hall Weekends

15, 16, 17 July

Landscape Painting for Beginners.
More of Theo's Norfolk History.
Landscape and Wildlife
Photography for Beginners.

9, 10, 11 September

Art in the Environment.
The Life of Mammals.
A Taste of Norfolk.

All courses £130 per person, includes weekend accommodation, all meals, tuition/entertainment

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

Looking for a better working life?

Ever considered working for Norfolk County Council?

Why not visit our stand at the Archant Careers Fair on 23 and 24 June, in the Forum, Norwich. As the largest employer in Norfolk, we can offer an unrivalled range of career opportunities, both full and part time, temporary and permanent, in locations throughout Norfolk. You will have the opportunity to meet some of our employees to find out what working for Norfolk County Council is really like.



Your Norfolk publicising services which help the community

Magistrates service

Did you get any calls?
"Yes, 75 in the first two weeks".

Home call offering a directory of approved services to help vulnerable people arrange help for themselves at home.
"Response was overwhelming".
Call 01603 223243 for details.

Real Nappy week

From the 20th of June

At the Forum in Norwich Mon, Tues, Sat and Castle Mall Weds, Thurs, Fri, supported by smaller events across the county, take the 'cloth nappy challenge'. Parents are invited to see a wide display of nappies, get expert advice and take away samples. There is a changing facility for parents to take a cloth nappy and put it on their baby there and then with other mothers on hand to advise.

More information on 'real' nappies at the County Council tent at the Royal Norfolk Show.



Welcome to the best of www.norfolkblurb.co.uk the county's young people website!!

Lisa Christensen does Blurbchat!

Lisa Christensen, head of Children's Services took part in a live web chat on Wednesday 6th April to talk to young people from across the county...

Lisa: "Do you want to tell me anything about what I should do in my new job?"

Moderator: "Lisa is in charge of the world, so let's hear your ideas"

Lisa: "I wish! But I do want to do some good stuff to improve things for you!"

Young person: "Give us lots of choc n cake cos claire + bernie r mean n gives us carrots"

Lisa: "Yeah Right! Carrots r good! What do you think about Jamie Oliver and the school dinners thing?"

Young person: "I think Jamie is on the right track"

Lisa said she enjoyed doing it and hopefully will get a chance to do it again and that she might get quicker at typing if she has some more practice!

County Blurbchat is every Wednesday from 8 -9pm. To access Blurbchat you must first complete a registration form, which is available to print from the website.

Blurb Peer Reporters

Blurb is looking for young people from across Norfolk to recruit as Peer Reporters!

The Peer Reporters project is an exciting new project that Blurb have set up to get young people to become Peer Reporters and report on issues and events that are happening near them. The reports/articles will be produced in a range of accessible formats using Widget, video, images and audio. The reports/articles will be published on the website and in the Best of Blurb magazine.

Norfolk County Council Youth & Community Service

The project's main focus is to empower young people with a disability to become Peer Reporters. Recruitment is going well and the project has funds to be able to pay the young people's expenses.

If you are interested in becoming a Peer Reporter or have an event that you would like the Peer Reporters to cover then please email tom@norfolkblurb.co.uk or call 0786907966.

Blurb to host workshops at National Conference!

The Blurb team have been asked to run workshops at the Rural Youth Network Conference in May. The workshops will be about using technology to communicate with young people and will look specifically at Blurbchat and Aunty Blurb.

Hosting workshops at these types of events are always exciting and the team always do a great job.

If you would like the Blurb team to come to any events that you are running in the future, contact Tom Gaskin, Norfolk Blurb's Project Co-ordinator on the above contact details.





Business

- Economic Development **0844 800 8020**
- European Funding **0844 800 8020**
- Trading Standards **0844 8008013**
 - Animal Health & Agriculture **01603 224400**
 - Business Advice & Calibration Services **0844 800 8013**

Communities and Living

- Consumer Advice **0844 800 8013**
- Registrars of Births, Deaths & Marriages **0844 800 8020**

(for your local registrar check online or in phone book under Norfolk County Council)

Council and Democracy

- Councillors info / committee dates **0844 800 8020**
- Consultation Helpline **0844 800 8010**

Children's Services

- Children's Social Services **0844 800 8014**
- Childcare information **01603 622292**
- Education / Schools information **0844 800 8001**
- School transport **0844 800 8003**

Environment

- Building Conservation **0844800 8020**
- Countryside / Public Rights of Way **01603 223284**
- General waste/recycling **0844 800 8004**

Jobs and Careers

- Jobs and recruitment **0844 800 8007**

Leisure and Culture

- Adult Education **01603 222322**
- Archives (Norfolk Record Office) **01603 222599**
- Arts information and grants **0844 800 8020**
- Countryside / Public Rights of Way **01603 223284**
- Library general enquiries **0844 800 8020**
- Library renewals **0844 800 8006**

(for your local library check online or in phone book under Norfolk County Council)

- Museums and Archaeology **0844 800 8020**

(for your local museum check online or in phone book under Norfolk County Council)

Adult Social Services

0844 800 8014

(for individual residential homes or day centres check online or in phone book under Norfolk County Council)

Safety, Emergencies & Accidents

(in an emergency always dial 999)

- Fire Safety Advice **01603 819777**
- Fire Service enquiries **01603 810351**
- Major Incidents eg school closures **0844 800 8019**

Transport and Streets

- Consultation helpline **0844 800 8010**
- Highway safety and maintenance:
 - Aylsham **0845 7581762**
 - Hethersett **0845 7581761**
 - King's Lynn **0845 6021930**
- Park and ride **0844 800 8003**
- Public Transport: Traveline **0870 608 2608**
- Street light faults **0844 800 8008**
- Traffic light faults **01603 624923**

Customer Enquiries for all other Services

- Telephone **0844 800 8020**
- Text phone **0844 800 8011**
- Fax **0844 800 8012**

To make enquiries about Social Security benefits please look under Benefits Agency in your phone book.

To make enquiries about housing, rubbish collection, pest control, planning applications and council tax please contact your District Council.

Our main customer care standards

- Answer within 15 seconds
Respond to enquiries within 3 working days
- Respond to letters and faxes within 5 working days
- Respond to e-mail or text phone enquiries within 3 working days
- Meet visitors within five minutes of appointment time
- When visiting, agree a time in advance and show identity card

* For mobile subscribers costs will vary