

Your **Norfolk**

Norfolk County Council's magazine for all residents

**Competition to
win a
smoke alarm**



Special Offers

3 Videos/DVDs for price of 2 in Norfolk Libraries

Design a school dinner



first words

There has been a tremendous response to our first edition of 'Your Norfolk', which came out in May.

More than 70 people called the freephone fostering and adoption information line for details. All of these calls will be followed up by our staff.

100 people have already taken up the offer of £30 off real nappies - a real boost towards our targets to reduce the amount of waste we send to landfill.

We had several hundred requests for the Norfolk Home Call directory, which prevents vulnerable people falling prey to rogue traders, and requests from getting on for 50 new businesses who would like to be included in the next edition.

The special offer on visiting the 'Roots of Norfolk' at Gressenhall is proving very popular, and we will know by the end of the year how many people have used their voucher to visit this excellent museum.

Many of you have got in touch to make further suggestions about items to include in future editions. These suggestions included more features explaining how people can receive our services, information for older people, stories about things happening in different parts of the county and more information about whether places and events we feature are suitable for people with disabilities.

We have listened and included stories you have suggested - along with some other features about major improvements we are making to help you get in touch with us.

Please continue to let me know what you think about our magazine by calling or emailing us using the contact details opposite.

Alison King

Alison King

Leader of Norfolk County Council

Cover Story

Uncovering our Roman heritage with NOAH

Almost one million sources of information about our heritage, which together comprise a fascinating 'treasure trove' of photos, images and references held by Norfolk County Council's libraries, museums and archives are now available to everyone via a simple click of a button.

The ground-breaking launch of NOAH - Norfolk On-line Access to Heritage - sees a huge range of information available to you which has never been readily available or



on public display - but now, thanks to NOAH, it can be called up simply by visiting

www.noah.norfolk.gov.uk

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contact us...

☎ (01603) 222843 or email: yournorfolk@norfolk.gov.uk



If you would like this magazine in large print, or in an alternative version, please contact Norfolk County Council Communications Unit on (01603) 224471

Your **Norfolk** is produced four times a year at a cost of 12p per edition. The next edition will be published in November 2003. Your **Norfolk** is printed in Norfolk on paper from managed forests on chlorine free paper.

Pictures on p8, 11, 17 courtesy: www.johnbirdsall.co.uk



A Lucky Break

When Jenny's mum had an accident, little did she know it would change her life - for the better

The experience of helping her mum adjust to life with a plaster cast helped Jenny find her real vocation in life and gave her the opportunity to swap life behind a shop counter for a 'fantastic career'.

Jenny is one of Norfolk County Council's Home Care Assistants, giving a helping hand to a wide range of people to help them manage better at home and retain their independence.

Every client and every visit is different so home care assistants have to be flexible.

Many of those receiving regular visits are elderly; others are coping with life after a stroke, sight loss, a serious illness or disability.

Depending on individual circumstances, visits can last from 15 minutes to a couple of hours, with some people receiving up to four visits a day.

"You are there to assist someone, not to take over. It's about giving people their independence back. If you didn't visit some people they would be stuck in bed all day."

Because people need help throughout the week and at various times of the day, it's a job which offers plenty of flexibility, with shift patterns to suit everyone, working full time or part time across the county.

"If you want to just work Monday to Friday you can. I know others who only do evenings. Someone else might just work on a Sunday. And it's not essential that you have transport - some walk their rounds, others cycle or drive."



Day in the Life...

7.15am A short hop from home and Jenny's at her first call to help an elderly lady with a history of strokes and heart attacks. Once she's washed and dressed, and Jenny's sorted out tea and toast for breakfast, she pops upstairs to make the bed.

8am On to the next village for a similar call to another 'very determined' elderly lady.

9am Next stop is to help a lady in her 80s who's had a stroke. She lives with her husband but appreciates an extra pair of hands around when she takes a bath.

9.45am Back into the town to help a 92 year old have a strip wash.

10.30am Jenny's next visit is to a lady in her 40s who suffers from arthritis in her joints.

Soon it's lunchtime and Jenny pops back to one of her morning clients to make sure she's had lunch.

Jenny generally has an afternoon break before her evening round at **6.30pm** - more tablets and sandwich teas followed by pyjamas and getting people ready for bed.

The hidden costs of caring

Caring for a family member with dementia can be very isolating. It can also involve costs to the carer that have never been fully investigated. A study by researchers from the University of East Anglia and partner organisations is investigating the hidden costs of caring, both financial and social, and would like to hear from carers of people with memory problems in Norfolk and Suffolk.

Each carer will be interviewed four times over two years by an experienced interviewer with knowledge of dementia. Half of those interviewed (chosen at random) will be offered a 'befriender' - a trained volunteer to talk to about the problems they face as a carer.

If you would like to know more about the study, contact Sylvia Morley on 01603 591109 or email sylvia.morley@uea.ac.uk

● Befriending and Costs of Caring (BECCA) is a joint project between UEA, University College London, Norfolk and Suffolk County Councils and local organisations including the Alzheimer's Society and Age Concern.

There are more than 2,000 home carers working in Norfolk, providing a vital service. They provide personal care which might include washing, dressing, helping to get someone up in the morning, or go to bed at night, helping with their household budgeting or shopping, or keeping kitchens or bathrooms hygienic.

Work can be arranged so people can combine it with studying for a GNVQ in Health and Social Care. To find out more, phone Norfolk County Council social services ☎ 01603 223321

If you're not eligible for help from Social Services, you can arrange support to keep yourself independent

Home care

For an up-to-date list of private home care agencies, contact either Norfolk Carers Helpline ☎ 0808 808 9876 or your local Social Services office.

Food Delivery

Some corner shops and supermarkets will deliver food or you may order over the Internet.

Prepared foods are also available from

- Care Fayre Service ☎ 01603 436502
- Wiltshire Farm Foods ☎ 01362 699049

Aids & Adaptations

There are many aids and adaptations designed to make life easier. See under Mobility and Access Equipment/Vehicles in your local Yellow Pages.

Other useful contacts are:

- British Red Cross ☎ 01603 426361 - Operate a short term medical equipment loan service.
- Disabled Living Foundation ☎ 0845 130 9177
- Disability Equipment Register ☎ 01454 318818
- Norfolk Association for the Disabled ☎ 01603 219600 - Free advice and equipment loan service.
- REMAP - a charity which exists to design and modify items for disabled people. www.remap.org.uk or ☎ 01603 451942 or 01508 538117

Top Consumer Tips

Just back from the holiday from hell?

Your holiday should be: as described, of a reasonable standard and arrangements should work reasonably well - taking into account what you paid and how the holiday was sold to you. Your rights lie with the tour operator and not the travel agent who sold you the holiday.

Just bought something which broke as soon as you used it?

When you buy anything, your rights lie with the shop, not the manufacturer. Goods should be as described, of satisfactory quality and fit for the purpose for which they are sold. These are your "Statutory Rights". If the shop breaks them, a recent change in the law means you can now choose one of two options:

Option 1: If you act quickly, you can claim a refund. If you've had goods for some time, you can claim compensation (usually a free repair). You have to prove the goods are faulty. OR

Option 2: You can ask for a repair or replacement. If this isn't fair (it costs too much or will take too long) you can ask for money off or give the goods back. You can then claim a refund, but the trader can knock something off the price for fair use of the goods. You don't have to prove your claim - goods are considered to have been faulty from the start for up to six months.

By the way

If you buy goods from a shop and just don't like them, you don't usually have rights for refund or exchange, but the shop might help out of goodwill.

Did you know....?

You don't need a receipt to take goods back. A copy of a credit slip or bank statement would do as proof of purchase.

If you buy goods privately, for example from the classified adverts, they only have to be as described and you have very little come back.

If you have a problem with goods or services, contact Norfolk County Council Trading Standards Customer Service Centre on

☎ 08457 444466



Witness for the prosecution
Head of Norfolk County Council trading standards Steve Holland poses with fake goods seized in Norfolk, which put a toy counterfeiter in jail earlier this year.

Making it easier to contact us? It's your call



It can be incredibly frustrating when you are trying to contact someone to find out about your local services and are passed from pillar to post without getting the information you need.

From October, you will find it much easier to get the information you need about our services thanks to a revolution in the way we handle some of your phone calls.

The launch of Norfolk County Council's Customer Service Centre means you can get information about particular services far more quickly than ever before.

To reduce the amount of time callers spend being passed between departments to find the information they need, the Customer Service Centre will have specially trained operators handling calls.

There will be no numbered options to choose from and no 'Greensleeves' playing while you wait to get through. A highly trained person will deal with your call to make sure that you are given the information you need, or will make sure that more complicated enquiries are passed to the right place.

At first, the Customer Service Centre will handle specific Trading Standards calls as well as general enquiries and the enquiries to our general e-mail address. It will also take the initial calls for the Social Service reception and referral teams making it easier for people to make contact with this department. Over time, more services will be included so that people can get the information they need by dialling one number for groups of services rather than the many they were faced with before.

Look out for further details about how the Centre is shaping up in our next edition.

This new way to contact us is part of a radical overhaul to improve the different ways in which you can contact us and get the service you need - in person, by phone or through email or our website www.norfolk.gov.uk



Who does What in Norfolk

Norfolk County Council's services for you:

- Collecting and protecting **archives and public records**
- **Arts** - proving funding for a range of creative arts
- **Countryside access and conservation**
- **Economic Development**
- **Education** - providing early years education, over 450 schools, 3,000 adult education classes
- **Emergency planning** for major disasters
- **Fire and rescue**
- **46 Libraries** and 14 mobile libraries
- Maintaining 6,000 miles of **roads** and maintaining **public rights of way**
- **Museums** (joint service with district partners)
- **Social Services** - supporting 35,000 vulnerable people and their carers through residential and home care, aids and adaptations in the home, adoption and fostering, blue badge scheme for disabled drivers
- **Planning** - major roads, housing, land development throughout Norfolk
- **Public transport** - development and subsidies for rural bus routes
- **Trading Standards** to protect consumers and businesses
- **Youth Justice Services**
- **Waste Management** and disposal, but **NOT** collecting your rubbish. See next page for who does this.



Norfolk County Council
at your service

Your District/Borough/City Council's services include:

- Benefits - Housing and Council Tax
- Burials and Cremations
- Car Parking
- Concessionary Travel
- Council Tax - Administration and Collection
- Electoral Registration
- Environmental Health (includes Domestic and Commercial Premises, Food Safety and Hygiene Complaints, Noise Pollution and Pest Control)
- Housing
- Licensing eg Taxis, Caravan Sites
- Planning Applications, Advice and Appeals
- Public Conveniences
- Recreation Centres
- Refuse Collection (emptying bins) and Recycling
- Street cleaning - including litter, dog fouling and graffiti
- Tourism and Visitor Information

Your Town / Parish Council responsibilities may include:

- Management of village hall or social centre
- Local planning applications

Upkeep of:

- Cemetery
- Children's play areas
- Some allotments
- Bus stops
- Seats
- Public toilets
- Litter bins
- Dog fouling bins

Watch out, there's a survey about
Every three years, all councils in England and Wales survey their residents to find out how satisfied they are with services provided for them. The results of the survey get fed straight back to Government.

Norfolk County Council and some of our district partners have joined forces with market research company MORI to run the national survey in Norfolk. During September, several thousand people randomly selected in Norfolk will receive a questionnaire about local government services. If you get one please fill it in and return it, as it is important to us to get your views so we can continue to improve.

Walks on the Website Circular Walk Marsham

This is a circular walk, which follows the quiet tracks and footpaths around Marsham. The waymarked route passes through meadows, heathland, woodland and farmland covering about six miles. You can encounter a range of habitats on this walk that are becoming rare in Norfolk.

For more walks and information about them, plus an opportunity to read comments from other walkers about the routes and add your own, **Visit: www.countrysideaccess.norfolk.gov.uk/**
Or you can buy a copy of the map from any Norfolk County Council library.



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Community Grants

Shake your hips to the Sounds of Samba

There's nothing quite like a samba band to get people dancing in the streets - and the sounds of South America have arrived in Norfolk.

Norwich Samba is well on its way to becoming one of the county's favourite groups to liven up carnivals, parties and street celebrations.

It's a community group made up of people from all backgrounds - you don't even need a musical background to join. Regular rehearsals at Waterloo Park's pavilion have paid off, and this summer the bookings ranged from the Lord Mayor's Procession in Norwich to Centre Parcs and carnivals in Lowestoft, Cromer and Sheringham.

Now thanks to a grant from Norfolk County Council's Arts Service the group's newly formed dance team really look the part.

A £350 grant has enabled the group to get kitted out in carnival colours, helping to make the band even more attention-grabbing than before.

"The dancers are a really important part of the group - they give the band extra energy and get everyone dancing. Samba helps to break down barriers. People start to smile, they have some fun, dance and loosen up a bit," explained Marcus Patteson.

"The money was very important - dancers in their boxer shorts really don't quite do it."

"The grant application was very straightforward. I'd recommend groups to go for it - it's made a real difference to us."

Information about grants is available from www.arts.norfolk.gov.uk or by calling Julie Hewitt ☎ **01603 222941**

Anyone interested in joining Norwich Samba as a dancer or drummer should call Marcus Patteson on 01603 455702.



"The grant application was very straightforward. I'd recommend groups to go for it - it's made a real difference to us."



Above: A production of 'David Copperfield' by Eastern Angles Theatre Company, which is supported by Norfolk County Council arts funding. Photo credit: Mike Kwasniak

Broads & Rivers

Grant aid is available through a project called LEADER+ to improve the economic prosperity and quality of life for people who live in rural communities in and around the Norfolk Broads.

LEADER+, part funded by Norfolk County Council, wants to regenerate traditional industries that benefit the landscape and encourage tourists to enjoy what the area has to offer.

Most grants are likely to be for up to £60,000.

All applications must show how they meet the needs of their local community and benefit people who are unemployed or underemployed.

For more information contact Malcolm Hackett,

☎ **01603 228960**

email: malcolm.hackett@norfolk.gov.uk

Further information is also available at: www.broadsanddrivers.org.uk

Sports

Norfolk County Council's Sports Development Unit operates a grant system to support both individuals and organisations:

i) Sponsorship for Excellence for individuals - operates throughout the year for performers, coaches or officials who are participating at county standard or above.

ii) Sport Development Grants for organisations - operates on an annual basis.

The focus of this funding is to support the development of new opportunities/activities for sporting participation within the community.

For further information and an application form please contact Debbie Barr,

☎ **01603 727882** email debbie.barr@norfolk.gov.uk



Acorn Grants

Grants for small groups in Norfolk

This is a programme funded by the European Social Fund (ESF), Norfolk County Council and other public bodies in Norfolk.

What can the money be used for?

- A new activity that improves people's skills or confidence.
- The start of a community business such as community creche or food co-operative.
- New revenue projects.

Who can bid?

- Small and independent voluntary and community groups.
- We would welcome more applications from West Norfolk, Great Yarmouth and NELM area of Norwich.

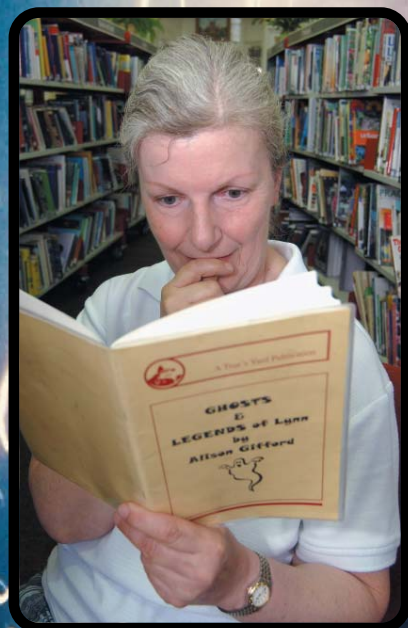
What can I bid for?

- Projects costing between £500 to £10,000
- Revenue and small items of equipment, to a maximum of £1,000.

Deadline October 2003.

For further information and deadline dates contact Fay Sheldon, Acorn Grants Co-ordinator, ☎ **07775 695975** email: fay.sheldon@norfolk.gov.uk

An Architectural Oddity with a Ghost...



Visitors to King's Lynn are often puzzled as to why no mention is ever made in any guidebooks about 'the castle' or 'the cathedral'. The answer is simple: there isn't one - it's a library!

Thanks to the generosity of industrialist and philanthropist Andrew Carnegie, the library was built in the early 1900s, of local carstone. The library was considered one of the best of its time and Andrew Carnegie himself was at the official opening in 1905.

The site on the corner of tower field was chosen because of its 'central location' and because it would link to the history of the town by its proximity to the Greyfriars Tower, the last surviving remnant of the once-thriving Franciscan Friary. But not only is King's Lynn Library built on the site of the Franciscan, or Greyfriars, Friary, it is actually on their graveyard. Little wonder that it has a resident ghost!

Reputed to be a friar, he has not been encountered by any of the current staff, but previous staff have felt his presence. Certainly, the basement has a distinct and rather chill atmosphere....

In fact a few years ago, half a dozen or so staff stayed late for a meeting. Suddenly they were disturbed by the sound of the library's automatic doors opening and

closing just as if someone had walked through. But the doors were locked and there was no-one near the automatic doors.

Today, the library houses almost 89,000 items, ranging from books to DVDs, videos, CDs, books on tape, language courses, maps, CD-ROMs, microfilm and microfiches.

There are 12 computer workstations offering everyone free internet access and e-mail. An additional two are reserved for children.

On an average day King's Lynn library may issue or renew some 850 items, welcoming about 600 visitors through its doors, to borrow, study, research, surf the net - or just sit comfortably and read a newspaper or magazine.

Internet taster sessions are held regularly and recent sessions on local and family history have proved especially popular.

From the outside it may look like 'an architectural oddity', but inside it is a bustling community providing a library and information service of the 21st century to the people of King's Lynn.

Ask at your local library for details of forthcoming events such as internet taster sessions, story times and school holiday activities.



Archive Centre Opening for Business

Norfolk's fabulous £6.7 million Archive Centre is opening for business this autumn next to County Hall in Norwich.

Britain's most modern archive centre, supported by a £4.2 million Heritage Lottery Fund grant, combines the Norfolk Record Office, the East Anglian Film Archive, which has moved from UEA, and a brand new Norfolk Sound Archive.

The old central library building destroyed by fire in 1994 used to house the Record Office. Fortunately

none of the material was lost. Dr John Alban, County Archivist, explained what's on offer at his new headquarters. "The centre is a state of the art facility for storing archives and preserves 1000 years of the county's history."

"I hope lots of people will come to enjoy the records. They'll also eventually be able to do catalogue searches on <http://archives.norfolk.gov.uk>. It's free to consult the archives, but we do make a charge for copies and transcripts."



The centre's entrance is through the former police training wing at County Hall. This has been transformed to include an exhibition gallery and a conference and education suite. The launch exhibition will be 'Treasures of the Archive Centre' - a great opportunity to get face to face with our ancestors!

No food is allowed in the search rooms, but visitors are very welcome to bring their own refreshments and relax in a special picnic room.

David Hayman, Programme Manager, said: "The building is the modern equivalent of a medieval keep. It's very secure. For the first time the film archive has a viewing room and the digitised sound archive is an exciting additional development."

East of England films and videos from 1896 to the present day are in the Film Archive Director David Cleveland added: "This is the most up to date moving image archive in Europe. Many of the films can be viewed on the premises for research, nostalgia and enjoyment."

The Archive Centre will be open Monday to Friday 9am to 5pm (open 9.30am on Tuesdays) and Saturday 9am to 12 noon.

01603 222599

Three videos/or DVDs for the price of two from any Norfolk Library

You can borrow three videos or three DVDs for a whole week for the price of two from any Norfolk library by producing this voucher - a saving of £2 (Videos) or £2.50 (DVDs).

Conditions: Offer for registered library users. No photocopies, all videos/DVDs to be borrowed at the same time. Offer ends December 31st 2003.

Become a registered Norfolk library user. Just take one proof of your address to any library and sign the registration form (under 16s must have signature of parent/carer).

Help us fight the fly tippers!

It's a crime...offenders can be sent to prison and fined up to £20,000.

If you see fly-tipping REPORT IT IMMEDIATELY. Make a note of dates, times and vehicles if you see it happening.

Call your district council or call the Environment Agency hotline
☎ 0800 807060 (anywhere in Norfolk).

Fly tipping is anti-social, potentially dangerous, ugly and unacceptable. It damages our environment - and council tax payers have to meet the cost of clearing it up.

How you can help fight this menace...

If you use a builder or other people to carry out work, or ask someone to get rid of your waste, make sure they are going to dispose of it properly. Ask to see a Waste Carriers Licence and ask where the waste is going to be disposed of. If in doubt, call the Environment Agency:

West of Norfolk ☎ **01480 414581**

East of Norfolk ☎ **01473 727712**

Beware of anyone who offers to get rid of your waste on the cheap - they may be going to fly tip it.

Getting rid of your rubbish - what have you got?

Think...can it be sold, re-used for recycled instead of just being thrown away? We must reduce the amount of waste that goes to landfill sites and there are financial penalties for Norfolk if we fail to meet strict targets.

Household Waste

eg kitchen waste, furniture, house and garage contents, grass cuttings and prunings, recyclables such as glass or paper

Some recyclables are collected from your home by

your District Council, so ring them to find out more.



You can also take these to a Household Waste Recycling Centre, where there are separate bins for glass, paper etc.

If your waste cannot be recycled, use the normal household waste collection service provided by your District Council or take it to a Household Waste Recycling Centre.

District Councils also have services for bulky waste items and some may collect green waste - there could be a charge for these services.

DIY waste such as rubble, windows, doors and building materials is not household waste and only single items or the equivalent of a single black sack-full can be accepted at Household Waste Recycling Centres. You should always budget for the cost of getting rid of the waste created by DIY projects.

For more information about disposing of DIY waste, or if you are not sure what kind of waste you have, call

☎ **01603 224497**

Household Waste Recycling Centres

There are 21 of these, provided by Norfolk County Council and managed by contractors. To find out which is nearest to you and what the opening hours are, call ☎ **01603 224497**. They are not open to business or trade waste.

Why not compost?

One way you can help reduce waste is to compost all your bio-degradable rubbish such as vegetable peelings and garden prunings. Composters can cost as little as £10.95 - call ☎ **0845 1308686**

Fact File

Household Waste Recycling Centres

Norfolk residents can use any of 21 centres around the county to get rid of waste from their homes for free.

For advice on where the sites are, their opening times and the type of waste they accept, please ring the Waste Management Section of Norfolk County Council
☎ (01603) 224497

Charities and the organisers of events such as jumble sales should contact their district council for a collection service for waste from a charity.

You can't use the sites to dispose of waste from your business.

Design a dinner and get yourself on the menu



Norfolk County Services Ltd cooks 50,000 meals each day for schools in Norfolk. These meals feature fresh ingredients where possible, are nutritious and aim to appeal to their audience - Norfolk's school population. This is your chance to get your meal on the menu at Norfolk primary schools. Our competition invites you to submit a menu for a main meal and a sweet - featuring at least two vegetables in the main course and a fruit based sweet.

Five finalist will be chosen and their creators will be invited to watch cooks from NCS prepare their meals - to be judged by a panel of school children. The winner will have their meal - and their name - featured on Norfolk school menus.

All meals should: be beef free, free from e-additives, not include GM products and be practical for mass production and transportation. Ingredients for your meal should cost no more than 60p. Your meal can be based on a local speciality, themed by the area you live in, vegetarian or for a special diet. You decide.

Please send your full menu - with a list of its ingredients - to **Alison Allen, Catering Services Manager, NCS Ltd, The Annex, Martineau Lane, Norwich, NR1 2UQ**
Closing date for entry: October 15th 2003

Going Green

Norfolk County Council is doing its very best to 'go green' and encourage everyone else to do the same. Looking after the environment has benefits for all of us - and for future generations too.

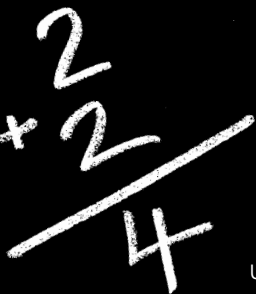
Testing cars that run on alternative fuels is just one of the initiatives that has helped our planning and transportation services reach a high international environmental standard - known as ISO 14001.

Over the next 12 months, you will see over 30 special County Council vehicles on the roads of Norfolk, running on fuels that are more environmentally friendly than petrol or diesel. These include Liquefied Petroleum Gas (LPG), Bio-diesel and electricity.

These trials will let us test claims about the performance and economy of different fuels and we can then pass this information on to anyone who would like to think about running one of the new generation of green vehicles.



Making Ends Meet in the Classroom



Balancing the books is a familiar challenge for most of us, whether it's at home or at work. And Norfolk's 450 schools are no exception.

The county's schools are pretty diverse, ranging from rural schools with a handful of pupils to large urban secondary schools with multi-million pound budgets, but they all have one thing in common - finding ways of making ends meet.

And this year has been no exception. Across the country schools have felt the squeeze.

Here in Norfolk schools manage their own budgets, which are based on pupil numbers. Annual budgets range from less than £70,000 to around £5m. While there was more money in the pot than ever before this year, inflation and new spending pressures like the increase of National Insurance contributions have meant that costs rose more than income, leading to tough decisions for those responsible for managing budgets - our headteachers and governors.

Typically the county's schools spend more than 80% of their budget on staffing and as anyone in business will testify, employing people is a costly business.

Centrally too, Norfolk's education service runs a tight ship, with more than £300 million of its annual budget of almost £400m handed over directly to schools. (The remaining budget covers other costs such as school transport, special needs education, nursery education, the youth service, school crossing patrols and community study support.)

Norfolk is not suffering in silence. Strong links with central government have provided schools with a voice and the opportunity to tell it how it is. By working together more closely government education officials, local authorities and schools hope that lessons have been learned and next time the sums will add up.

Term Dates

School term dates could change as Norfolk, along with the rest of the eastern region, considers changing the pattern of the school year.

Not as drastic as it may sound, the aim is to create terms of equal length. This would be achieved by 'fixing' the Easter holiday and adjusting the length of some other breaks. The total number of schooldays and holidays would not change.

Bryan Slater, Norfolk's Director of Education, explained the benefits:

"It's better for education - children get tired and performance dips during longer terms."

Schools across Norfolk have been consulted on the proposals and, for the school year 2004/5, parents will see that the October holiday is slightly longer.

Cut out and keep school term dates

Monday September 1st 2003 is a staff development day

Autumn Term 2003

1st September - 19th December
Half term 27th - 31st October

Spring Term 2004

5th January - 2nd April
Half term 16th - 20th Feb

Summer Term 2004

19th April - 19th July
Half term 31st May - 4th June
May day 3rd May 2004

1st September 2004, 4th January 2005 and 11th April 2005 are staff development days

Autumn Term 2004

1st September - 17th December
Half term 21st - 29th October

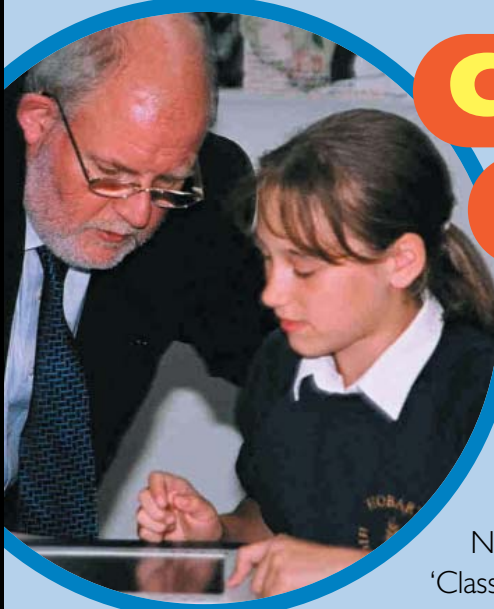
Spring Term 2005

4th January - 24th March
Half term 14th - 18th February

Summer Term 2005

11th April - 22nd July
Half term 30th May - 3rd June
May day Monday 2nd May 2005

Classroom of the Future



Students at Hobart High School in Loddon are at the technological forefront, working in Norfolk's first 'Classroom of the Future'.

Secretary of State for Education,

the Rt Hon Charles Clarke MP, opened the new classroom whose features include:

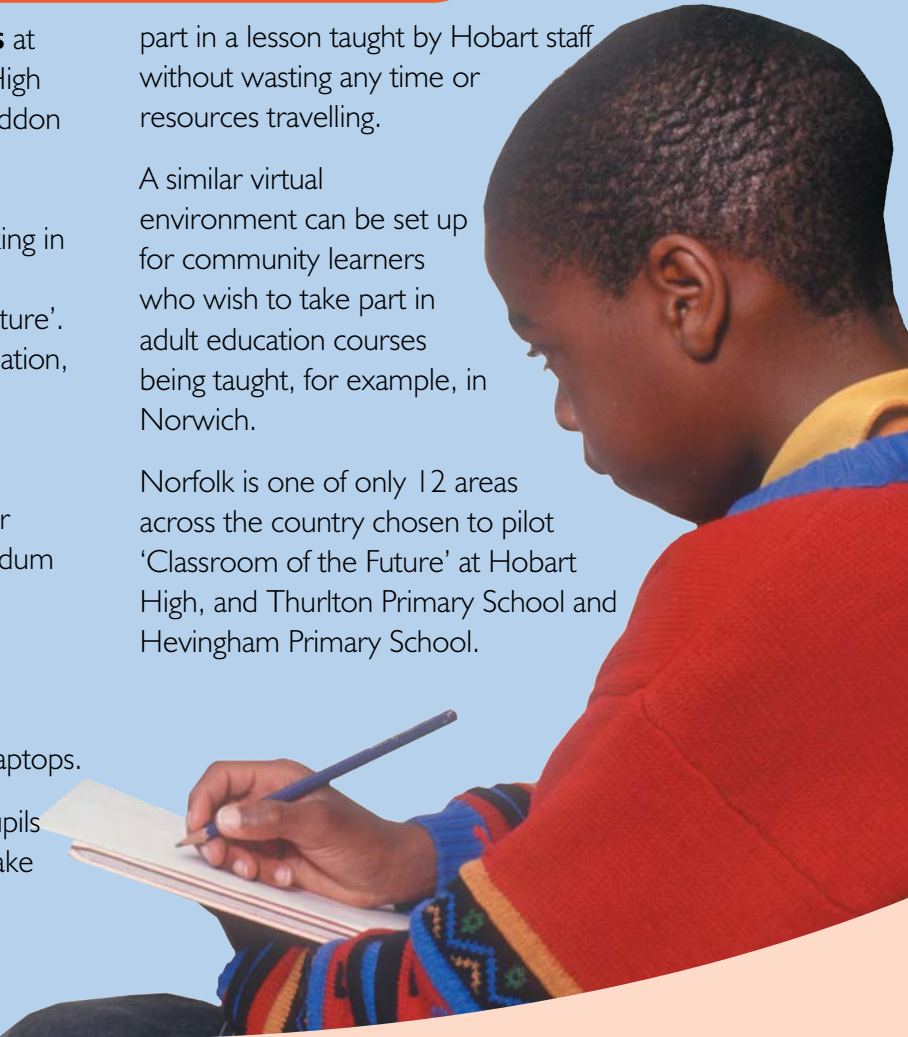
- recycling rainwater to flush the toilets
- 'breathing' walls, insulated with old newspaper
- roof covered with environmentally friendly sedum
- solar panels to heat water
- reclaimed telegraph poles as columns in the construction
- videoconferencing facilities
- tablets, not of stone, but wireless interactive laptops.

The 'virtual' learning environment means that pupils from feeder primary schools should be able to take

part in a lesson taught by Hobart staff without wasting any time or resources travelling.

A similar virtual environment can be set up for community learners who wish to take part in adult education courses being taught, for example, in Norwich.

Norfolk is one of only 12 areas across the country chosen to pilot 'Classroom of the Future' at Hobart High, and Thurlton Primary School and Hevingham Primary School.



Applying for school places for 2004/05

Although the current new school year has only just started, if your child is due to start school or transfer from one school to another you will need to apply in the current school year.

High schools

If your child is due to transfer to high school in September 2004, their current school will send you an information pack in October. The pack will contain: 'A parents guide to secondary schools in Norfolk' and a form to fill in to apply for a place.

The Government has changed the law on applying for high school places and, for the first time, you will be able to put down three preferences for a high school place.

The closing date for applications to high schools is 14 November 2003. You will get your offer of a place on 1 March 2004.

Junior/middle schools

Schools will send packs to pupils in their last year at infant and first schools in early January 2004. The closing date for applications is mid February 2004, with offers of places coming to you in mid March 2004.

Starting school

For first admission to year R (Reception) the closing date for applications is 19 March 2004. You must apply direct to the school you want your child to go to. You will get your offer of a place in May 2004.

For more information about school admissions ring 01603 222146

A Better Future for **Older People in Norfolk**

Did you know that for the first time ever there are more older people living in Norfolk than young people! More than a quarter of the county's population are now 60 plus and this is going to have a big impact on services provided by Norfolk County Council. We support more than 13,500 older people with social care services every week. And with a growing older population, that number is sure to increase.

Chris Mowle, Cabinet Member for Social Services, said: "Norfolk is a wonderful place to live and what we have to do is make sure we have the services to match. People are living longer and at the same time people want to move here to retire."

So how is Norfolk County Council rising to the challenge of a growing older population?

Harold Bodmer heads the community care part of the social services department.

"Over the next few months we're having a fresh look at all our services for older people. For instance, home care, day care, residential care, and housing with care schemes," he said.

"We shall be asking whether the services are good, if they are what people want, how we can make them better, are there other services we should be providing and do some parts of the county suffer through lack of services?"

This will help us come up with a new Strategy for Older People for Norfolk.

Individuals and groups like the Older Peoples Forum and Age Concern Norfolk will be able to have their say in helping to draft the strategy, which should be ready for wider consultation by the end of the year.

What is...?

Housing with care Individual flats within a bigger complex with a range of communal facilities. Full care and support available 24 hours a day. For very dependent people who can no longer live at home.

Residential care Individual or shared rooms within a residential home. Full care and support

available 24 hours a day. For very dependent people who can no longer live at home.

Nursing care Individual or shared rooms within nursing home. Full care and support available 24 hours a day. For very dependent people who can no longer live at home and who need nursing care.

Day Care Ranges from lunch clubs to activities at day centres - provided by Norfolk County Council and voluntary organisations.

Home care Care provided in your own home - eg getting washed and dressed.

Respite care Short term stay in a care home to give your carer a break.

Reablement care Care where help is given to re-learn skills in independent living after a stay in hospital or serious illness.

- Did you know**
Norfolk County Council provides:
- **Housing with care, residential and nursing home care to around 5000 people**
 - **Day care for nearly 5,000 people**
 - **Respite care and subsidised holidays - 5,500 stays a year**
 - **Meals on wheels to 2,000 people every week**
 - **Home care for about 6,100 people every week**
 - **Equipment / adaptations to property - 10,000 people every year**



For the love of



Lily

By John Hamond - her son.

When my father Jack Hamond suffered a minor stroke, my mother Lily cared for him daily, attending to his every need, bathing, feeding, dressing etc. After thirteen years, at the age of 80, Lily found it physically impossible to give my father the care she wanted to give him. The British Legion and Social Services both worked hard to find sheltered accommodation for them both.

They were taken to see St. Augustines in Gorleston and were overwhelmed by the self contained flats and the wonderful caring staff that they met. They could not wait for a vacancy to occur so they could move in. Eventually a flat became available and my parents moved in, bringing with them their own furniture and belongings accrued over a lifetime together. Their lives changed overnight. My mother was able to feel relaxed as the staff of St. Augustines took over caring for Jack.

When my father died, the trauma of his death was eased for Lily and the rest of us by the care and support given by the staff of St. Augustines. Now two years have passed and my mother suffers from Parkinson's Disease. However, she continues to be surrounded by her own belongings and the tireless support from the staff. With the onset of her illness, she could no longer cook her own meals but is able to join the other tenants in the dining room for lunch. St. Augustines is exactly the type of residence anyone would want for their parents. However, I think its true asset is the staff all of whom show a quite exceptional, cheerful, caring and considerate attitude to the tenants.



A smoke alarm with batteries guaranteed for 10 years

Question 1

You are woken by a smoke alarm in the night, should you:

- a. Search for the cause of the alarm?
- b. Get out, Call the Fire Brigade out, and Stay out?
- c. Go back to sleep?

Question 2

If you discover a fire in your home, should you:

- a. Look for the nearest extinguisher?
- b. Look for the nearest exit and leave?
- c. Raise the alarm before leaving?

Question 3

If you have to leave your home in an emergency because of fire, should you:

- a. Ring the fire brigade and get the pets out?
- b. Get out and call the fire brigade out from somewhere else?
- c. Get the pets out and leave?

Question 4

If you can't get downstairs because they are blocked by heat, fire or smoke, should you:

- a. Cover your head with a blanket and make a dash for safety?
- b. Go to a safe room, close the door, block the gap at the bottom and call for help from the window?
- c. Jump out of the nearest window?

Question 5

If your clothes catch on fire, should you:

- a. Scream for help and look for a pond or river?
- b. Run around and try to take your clothes off?
- c. Stop at once, drop to the floor and roll over to put the flames out?

Question 6

If a smoke alarm keeps activating when there is no fire, should you:

- a. Disconnect it from the battery or mains electricity supply?
- b. Seek advice on the alarm type and the place it is fitted?
- c. Get a new alarm?

Answers to Freepost NFK County Council, by October 15th 2003. Please include your name, address and day time telephone number.

Winners will be the first three correct answers drawn. Names of the winners will be announced in the March edition of Your Norfolk.

Check out more fire safety information on the Norfolk County Council Fire Service website - www.norfolkfireservice.gov.uk It includes all sorts of interesting facts and advice plus a fun and games section with an interactive hazard kitchen!



Wild Life

Some people call John Goldsmith the bat man - but that's only a tiny part of it.

As manager of the Norfolk Biological Records Centre, John Goldsmith looks after data on Norfolk's natural world - that's everything from bugs to bats, otters to orchids.

Set up just two years ago, the Records Centre is one of the top ten of its kind in the country, already home to around half a million records. Working closely with wildlife groups and specialists across the county, John and assistant Pat plan to build the record collection to over two million, providing a unique database of Norfolk wildlife.

This means that for the first time all the available data on our wildlife will be available in one place, accessible at the click of a mouse.

"We intend to provide a very large computer database of the county's wildlife to share with everyone," explained John.

"It's a real opportunity to do something positive for local wildlife.

"Norfolk is still a relatively undeveloped county and we are fortunate to have so many uncommon species."

And with some 36 years' natural history

experience under his belt, there's not much that stops John in his tracks: "If we can't answer a question then we usually know someone who can."

This means that, for instance, planners have up to date information about wildlife populations, ensuring that the impact of proposed development can be accurately judged.

Bat Man

It may seem an unusual hobby for some, but John really is a bat man. One of the country's leading experts, John spends much of his spare time tracking bats and helping the rest of us to live alongside them.

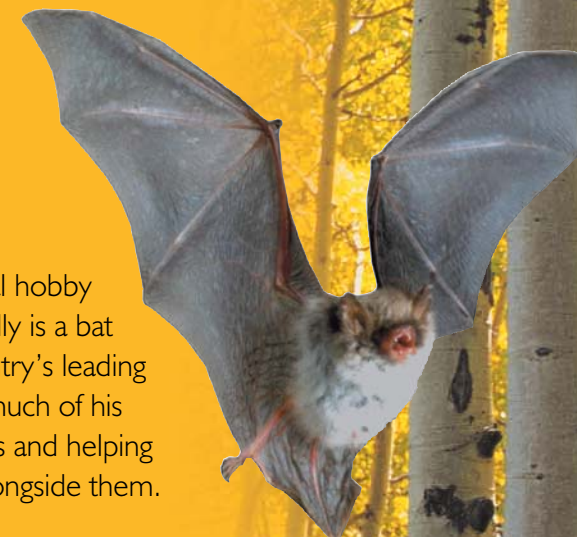
"People are scared of them. The calls I get in the office are usually from people who have found a bat or their cat has got one." he said.

Norfolk has 13 of the UK's 16 known species of bat, the most common being the brown long eared bat and the pipistrelle. Breeding colonies of the rare barbastelle bat have only been identified at three locations in the UK - one of which is in Norfolk. As all bats and their roosts are protected, it is against the law to do anything which might disturb them.

Contact John Goldsmith at Norfolk Biological Records Centre on

☎ 01362 869293

or via e-mail on john.goldsmith@norfolk.gov.uk



Bat photographs: Left © Kevin Simmonds
Above © Tony Tilford

Could you 'share the care' 22 - 26th September

Could you care for a child with disabilities in your own home or theirs for regular short periods? Displays in Norfolk during national Share the Care Week in Norwich, Great Yarmouth and King's Lynn Or contact Short Break Team on ☎ **01553 773332, 01603 423429 or 01493 335610**

Autumn Birdwatching Weekend or Fungus Foray Weekend

10/11/12th October Holt Hall Field Study Centre £125 per person, per course, including accommodation, food and tuition

Contact ☎ **01263 713117** or email office@holthall.norfolk.edunet.gov.uk

Apple Day Sunday 19th October 10am - 5pm

Roots of Norfolk Museum - Gressenhall nr Dereham. The biggest Apple Day in the Eastern Region. Bring apples of your own for identification. Details <http://www.norfolk.gov.uk/tourism/museums/nmasevents.htm>

International Education Week 10 - 14th November

Exhibition at The Forum in Norwich on Thursday 13th and Friday 14th November to celebrate the wide range of international activities that take place in Norfolk schools. **For more information contact Alison Cunningham on** ☎ **01603 223480**

Transport "soapbox"

So what do you think about transport?

We asked people in King's Lynn and Swaffham market place for their views.



Brenda Nelson - Ringstead

"I always use the car. It's very difficult to use public transport cross-country. If you live in a village you need a car. But I worry, as I get older, what will happen when I can no longer drive."



Ann Edwards King's Lynn

"I don't have a car and walk everywhere in King's Lynn. It's good that there are cycle routes in town, but cyclists need to be more aware of pedestrians."

But overall we need a more comprehensive public transport network."



James Donaldson Beachamwell

"It's important that we have better public transport, because if you don't have a car and live in a village you are stuck."



Stephen Birchall Swaffham

"I use my bike around Swaffham a lot. I think the town needs to be far more bike friendly to make it safer for cyclists. This will get people to use their bikes."



John Collins - King's Lynn

"Car sharing is one way forward in rural villages or smaller community buses to help people without cars. Then we should have park and rides on the outskirts of King's Lynn to keep cars out of the town centre. Mind you I used to work in London and the rush hour here is like a Sunday morning in Watford!"



Patricia Simpson Longham nr. Gressenhall

"The people who live in Longham have to go to North Elmham to the Doctor's. Older residents who can't drive have to rely on lifts. A more formal car sharing system would help, as it's generally retired people who sort out the lifts."

Park and rides are a good idea. I think the ones around Norwich are excellent."



Coming to a town near you in future editions!

“Norfolk Citizens' Panel” 7,000 'advisors' help shape services

Norfolk's Citizens' Panel is made up of 7,000 people living across the county of different ages and from different backgrounds.

Twice a year we ask these people questions designed to help us and some of our district council and other partners such as health and police, to improve our services.

Previous surveys have collected information about improving access to our services by phone or online, the way we keep and display historic information, how people want to carry on learning and improving their skills, and what improvements should be made to recycling and waste services in Norfolk.

The most recent survey has been looking at improvements that people would like to make to travel and transport in Norfolk - including whether car sharing is a popular option in different parts of the county. This information will be fed into the Norfolk Local Transport Plan.

● If you would like to find out more about the Norfolk Citizen's Panel look on our website www.norfolk.gov.uk/citizenspanel

● For more information about car sharing in Norfolk go to: www.carshare.to or phone 08700 111199

If you don't see the number you need, phone the appropriate enquiry desk below or our main switchboard 01603 222222/textphone 01603 223833.

A

Adoption 01603 617796
Adult Education 01603 222322
Arts Grants & Other
Arts Queries 01603 222269
Archaeology 01362 860528

B

Business - Economic Development Unit 01603 222633

C

Child Care Information 01603 622292
Councillors & Committees Date Information 01603 222387

D

Departmental enquiry desks

- Chief Executive's Department 01603 222001
- Education 01603 222146
- Fire Service 01603 810351
- Finance 01603 223488
- Legal Services 01603 223812
- Library and Information 01603 222049
- NCS Ltd 01603 222596
- NPS Ltd 01603 223456
- Planning and Transportation 01603 222143
- Social Services 01603 222141
- Youth and Community 01603 228982

E

European Funding Enquiries 01603 222598

F

Fire Safety advice 01603 819777
(in an emergency dial 999)
Footpaths/countryside access 01603 223284
Fostering(see Social Services)

G

Grants - Education 01603 222146
General Enquiries 0845 7444466

H

Home Care (see Social Services)
Household Waste Sites 01603 224497

L

Libraries

- Great Yarmouth 01493 844551
- King's Lynn 01553 772568
- Norfolk & Norwich Millennium Library 01603 774774
- Thetford 01842 752048

(There are 46 Libraries in Norfolk, please check the phone book for your nearest one)

M

Mobile Libraries 01603 222267
Museums

- Cromer Museum 01263 513543
- Gressenhall Rural Life Museum 01362 860563
- Norwich Castle 01603 493625
- The Lynn Museum 01553 775001
- Thetford Ancient House Museum 01842 752599

(for other Museums please check the phone book)

N

Norfolk Record Office/ Archive Centre 01603 222599

P

Public Transport

- Printed Timetables and School/ College Transport Application Forms 01603 228888
- Traveline - Public Transport Enquiries 0870 608 2 608

R

Refuse/bin collection
 (contact your own District Council)
Rights of Way 01603 223284
Road & Pavement Maintenance
 Aylsham office 0845 7581762
 Hethersett office 0845 7581761
 King's Lynn office 0845 6021930
Road Safety 01603 223348

S

Schools

- Admissions 01603 222146
- Buses 01603 223800
- Governors Support 01603 433276
- Term dates 01603 222146

Student Support 01603 222333
Social Services

- Eastern District 01493 850317
- Western District 01553 669300
- Norwich District 01603 223500
- Southern District 01603 224100
- Northern District 01692 500550
- Emergencies out of hours 01603 614022

T

Trading Standards

- Consumer & Business advice 0845 7444466

Traffic light faults 01603 624923
Travellers' Liaison Officer 01603 222473

V

Village of the Year 01603 222810

More information about Norfolk County Council services can be found on our website www.norfolk.gov.uk
Free internet access is available at any library to registered users.