

## **WEST NORFOLK DISABILITY FORUM**

**Wednesday 16 November 2011 at 2.30pm**  
**In the Committee Suite, King's Court,**  
**Chapel Street, King's Lynn**

### **AGENDA**

1. **APOLOGIES FOR ABSENCE**
2. **MINUTES**  
To confirm as a correct record the minutes of the meeting held on 20 September 2011 (attached at Appendix 1).
3. **MATTERS ARISING AND NOT COVERED ELSEWHERE ON THE AGENDA**
4. **FREE RESOURCES AND OPPORTUNITIES AVAILABLE FROM NORFOLK LIBRARY AND INFORMATION SERVICE**  
To receive a presentation from Linda Tree, Community Librarian.
5. **MOBILITY SCOOTER SAFETY**  
To view a DVD on the safe use of mobility scooters from West Norfolk Mobility Centre.
6. **BUDGET AND FUTURE EVENTS**
  - (i) Opportunity Awards
  - (ii) Celebrate-Ability
  - (iii) Promoting the work of the group
7. **UPDATE ON RNIB REACT SYSTEM**  
To receive an update from Allison Bingham
8. **ONLINE ACCESS GUIDE**  
To receive an update from Allison Bingham
9. **SECRETARY'S CORRESPONDENCE**
10. **ANY OTHER BUSINESS**
11. **DATE OF NEXT MEETING**  
To note that the next meeting of the West Norfolk Disability Forum will take place on Tuesday 10 January 2012 at 2.30pm in the Committee Suite, King's Court, Chapel Street, King's Lynn.

**APPENDIX 1****BOROUGH COUNCIL OF KING'S LYNN AND WEST NORFOLK****WEST NORFOLK DISABILITY FORUM**

**Notes of a Meeting of the West Norfolk Disability Forum held on Tuesday 20 September 2011 at 2.30pm in the Committee Suite, King's Court, Chapel Street, King's Lynn.**

**PRESENT:****Representing the Borough Council:**

Councillors T Bubb, D Harwood, M Chenery of Horsbrugh (substitute for Cllr G Sandell), M Langwade, D Johnson, S Smeaton.  
Allison Bingham.

**Representing Disabled People:**

P French, S Kirman, S Pomeroy, K Warner

**By Invitation:**

Keith Mawson, Handyman Co-ordinator – Care and Repair

**Apologies for absence were received from:**

Councillors L Allen and G Sandell.  
W Blades, G Darling, T Gilder, S Smith, T Smith.

		ACTION
1.	<p><b><u>MINUTES</u></b></p> <p>The minutes of the meeting held on 21 March 2011 were agreed as a correct record.</p>	
2.	<p><b><u>MATTERS ARISING</u></b></p> <p><u>(i) Blue Badge Scheme</u></p> <p>Councillor Harwood explained that the Blue Badge scheme would be undergoing some changes early 2012 in that a centrally co-ordinated scheme would be introduced.</p> <p>Norfolk County Council would still be involved in issuing the badges but applications would be made centrally. Charges for the issue of the badges would be set by individual issuing authorities and charges per application would cover administration and</p>	

production costs and could be set up to a maximum amount of £10.

The group discussed the application process for blue badges and concern was raised regarding the current online application system. Several members were aware of incidents when people had been rejected online, but approved through a hard copy application. Councillor Harwood hoped that the new scheme would introduce a better application process.

He hoped that Norfolk County Council, who would be the issuing authority, would work with district councils so that badges could be issued locally as necessary so that people did not have to travel all the way to Norwich.

Councillor Harwood explained that issues regarding misuse of the badges would be addressed through the new centralised scheme and people who misused the badges would be penalised appropriately.

Councillor Langwade queried if the decriminalisation of car parking would have implications on the blue badge scheme and Councillor Harwood explained that the implications were unknown at this stage but the Borough Council would be responsible for car park enforcement and people who were abusing parking measures would be targeted.

### **3. PRESENTATION ON THE HANDYPERSON SERVICE**

The Chair introduced Keith Mawson, Handy Person Co-ordinator, Care and Repair, who had attended the meeting today to provide the group with an overview of the Handyperson service.

Keith Mawson explained that the Handyperson Service was part of the Care and Repair Service. Care and Repair had been up and running for about eleven years and the Handyperson Service was set up in 2008.

He explained that alongside the Handyperson Service a special de-cluttering project had been awarded funding. This project involved a case worker working with people who hoarded items. Keith Mawson felt that the project had been successful.

A copy of the presentation is attached at appendix 1.

4.	<p><b><u>SAFE SHOPPING IN THE TOWN CENTRE</u></b></p> <p><u>(i) Safe use of mobility scooters in the town centre</u></p> <p>Steve Kirman from King's Lynn Mobility Centre was present at the meeting and provided those present with an overview of his service.</p> <p>He explained that mobility scooters were available in two different speeds, 4mph and 8mph. Scooters limited to 4mph were not required to have insurance.</p> <p>Steve Kirman informed the group that King's Lynn Mobility Centre encouraged the safe use of scooters, but ultimately once the user had left the centre they could not control this. He explained that if they saw a scooter user going too fast in the town centre they would try and have a quiet word with them to encourage them to be safe. Even though certain scooters were limited to 4mph, he still felt that this was too fast for a pedestrianised area.</p> <p>A DVD had been produced by Norfolk Constabulary and Halfords regarding the safe use of scooters and King's Lynn Mobility Centre offered this DVD to their clients. The group felt it would be useful to view the DVD and the Secretary agreed to add this to the agenda for the next meeting.</p> <p>The Chair thanked Steve Kirman for coming along and providing the group with information.</p> <p><u>(ii) Safe Shopping in the Vancouver Quarter</u></p> <p>The Secretary reminded the forum that prior to the previous ordinary meeting, the group had conducted a visit of the Vancouver Quarter. This was carried out at the request of the Vancouver Quarter Manager who had attended a previous meeting of the group and had requested that the forum note their concerns regarding safe shopping and present to him in the form of a report.</p> <p>The Secretary explained that she had presented the report to the Vancouver Quarter Manager who had responded to the concerns raised. She outlined the response received to those present.</p> <p>Councillor Harwood asked members of the forum to monitor any improvements made in the Town Centre and report any problems or issues as necessary.</p>	<p>RP</p> <p>All</p>
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<p><b>5.</b></p>	<p><b><u>BUDGET</u></b></p> <p>Allison Bingham reminded the group that they had discussed the Forum's budget at the previous meeting and it was agreed that the following events be planned to utilise the available budget</p> <ul style="list-style-type: none"> <li>- Opportunity Awards – to take place March/April 2012</li> <li>- Celebrate-Ability Event – to take place September 2012</li> <li>- Other events to raise the profile of the group</li> </ul> <p>It was suggested that Allison Bingham make contact with the editors of Parish magazines to promote the group and see if any of the magazines would be able to include information on the work of the group.</p> <p>Allison Bingham agreed to keep the group informed with progress.</p>	<p>AB</p> <p>AB</p>
<p><b>6.</b></p>	<p><b><u>UPDATE ON RNIB REACT SYSTEM</u></b></p> <p>Allison Bingham informed those present that the REACT system along the Pilgrimage Trail in King's Lynn had now been up and running for just over a year. She explained that the recent summer school holidays had seen an increased visitor flow between the Red Mount Chapel and the Southgates. She explained that this could have been because visitors to the Red Mount Chapel using the system had been made more aware about the southgates and visited both venues.</p> <p>So far all of the key fobs used on the trail had been purchased from the TIC. Although fobs were also available from the Borough Council, take up had not been great, so the fobs would be moved and in future would be available from Lynn Museum.</p> <p>Allison Bingham informed those present that in February 2012 the underused box at Hillington Square would be moved to a more prominent location at St Margaret's Lane.</p> <p>Allison Bingham agreed to keep the group informed on progress.</p>	<p>AB</p>
<p><b>7.</b></p>	<p><b><u>ONLINE ACCESS GUIDE</u></b></p> <p>Allison Bingham explained that she was constantly checking the online access guide to try and keep it up to date, however this was proving difficult due to the amount of shops which were closing, opening or moving. She asked for the group's assistance by notifying her via email when they were aware of any changes.</p>	<p>ALL</p>

	<p>Allison Bingham also asked the group to forward her any items of interest or details of upcoming events which she could publicise on the front page of the website.</p>	ALL
8.	<p><b><u>PHOTOGRAPHY AND INCLUSIVE ACCESS TO THE COUNTRYSIDE SURVEY</u></b></p> <p>Allison Bingham explained to the group that she had been contacted by a student from the University of Salford who was carrying out a research project. The project explored how information was taken from photographs and how mobility-restricted walkers could use photographic information to help with advance decision making when visiting the countryside.</p> <p>If any members of the group were interested in assisting in the project all they had to do was to complete a short online survey at <a href="http://www.walkcolchester.org.uk">www.walkcolchester.org.uk</a>.</p>	ALL
9.	<p><b><u>SECRETARY'S CORRESPONDENCE</u></b></p> <p><u>(i) Potholes on the Tuesday Market Place</u></p> <p>The Secretary explained that at the previous meeting the forum had raised concern regarding the surface of the Tuesday Market Place. She had contacted the Executive Director for Leisure and Public Space who explained that regular checks were conducted and repairs made as appropriate. Norfolk County Council Highways were currently putting together a report on the surfaces of all car parks that had not been resurfaced in the last five years so that they could plan capital works accordingly.</p> <p><u>(ii) Extra parking time for blue badge holders</u></p> <p>At the Annual General Meeting queries were raised regarding allowing blue badge holders extra time on their parking tickets. The Secretary had passed on the queries to the car parking section who had responded confirming that blue badge holders will be permitted an extra half an hour parking time after expiry of their ticket. The car parking section was to publicise this by sticking notices onto the parking machines in the near future.</p> <p><u>(iii) Bus stop at South Lane, South Wootton</u></p> <p>At the Annual General Meeting, concern was raised regarding the state of the pavement near South Lane Bus Stop. The Secretary explained that she had contacted Norfolk County Council Highways on this issue who responded by saying that they were</p>	

	aware of the area in question.	
<b>10.</b>	<p><b><u>ANY OTHER BUSINESS</u></b></p> <p><b><u>(i) Multi-storey Car Park in King's Lynn</u></b></p> <p>Sylvia Pomeroy reported that the lighting in the accessible toilet at the Multi-storey Car Park had recently been changed and the new lighting was so dim it was difficult to see.</p> <p>Allison Bingham explained that she was aware of the change and reported that this was due to unsociable behaviour in the toilet. Incidents of drug use in the toilets had been reported and subsequently the lighting had been changed to make it more difficult for drug users to see their veins and shoot up in the toilets. The bins had also been removed so that needles were not left in them.</p> <p>Sylvia Pomeroy suggested that the accessible toilets were kept locked and only available by using a RADAR key. Allison Bingham agreed to pass the suggestion on to the appropriate officer.</p>	AB
<b>11.</b>	<p><b><u>DATE OF NEXT MEETING</u></b></p> <p>The next meeting of the West Norfolk Disability Forum will take place on Wednesday 16 November 2011 at 2.30pm in the Committee Suite, King's Court, Chapel Street, King's Lynn.</p>	

**The meeting closed at 4.25pm**