

WEST NORFOLK DISABILITY FORUM
ANNUAL GENERAL MEETING

**Thursday 19 July 2012 at 2.30 pm in the Committee Suite, King's
Court, Chapel Street, King's Lynn**

AGENDA

1. Welcome by the Deputy Mayor of King's Lynn and West Norfolk, Councillor Garry Sandell.
2. Election of Chairman – To elect a Chairman of the Forum for 2012/2013 (Borough Councillor).
3. Election of a Vice Chairman – To elect a Vice Chairman of the Forum for 2012/2013 (non Borough Councillor).
4. Apologies for Absence – To note any apologies for absence.
5. Minutes – To confirm as a correct record, the minutes from the Annual General Meeting held on 28 July 2011, as attached at Appendix 1.
6. Matters Arising and not covered elsewhere on the Agenda.
7. Hate Free Norfolk – presentation by Abraham Eshetu, Corporate Equality & Diversity Manager, Community Safety, Norfolk Constabulary.
8. West Norfolk Disability Forum Annual Report for 2011/2012 – To receive the Annual Report as attached at Appendix 2.
9. Issues of Concern and interest.
10. Budget.
11. Secretary's Correspondence.
12. Schedule of future meetings – To agree the draft schedule of meetings for 2012/2013, as attached at Appendix 3.
13. Any Other Business
14. Date of Next Meeting
15. Thanks and Close

BOROUGH COUNCIL OF KING'S LYNN AND WEST NORFOLK

**WEST NORFOLK DISABILITY FORUM –
ANNUAL GENERAL MEETING**

Notes of a Meeting of the Annual General Meeting of the West Norfolk Disability Forum held on Thursday 28 July 2011 at 2.30pm in the Committee Suite, King's Court, Chapel Street, King's Lynn.

PRESENT:

Representing the Borough Council:

Councillors Allen, Bubb, Harwood, Johnson, Langwade, Sandell.
Allison Bingham

Representing Disabled People:

C Anderson, C P French, T Gilder, S Smith, T Smith,

By Invitation:

A Bentley, S O'Hara, P May.
The Deputy Mayor Councillor Elizabeth Watson

Apologies for absence were received from:

W Blades, G Darling, S Pomeroy, L Tree, K Warner

		ACTION
1.	<u>WELCOME BY THE DEPUTY MAYOR OF KING'S LYNN AND WEST NORFOLK</u> The Deputy Mayor, Councillor Mrs Elizabeth Watson welcomed those present to the meeting and thanked them for her invitation. She commented that it was nice to see a wide representation of people present at the meeting and commended the work of the group.	
2.	<u>ELECTION OF CHAIRMAN FOR 2011/2012</u> AGREED: That Councillor David Harwood be elected as Chairman to the Forum for the period 2011/2012.	

3.	<p><u>ELECTION OF VICE CHAIRMAN FOR 2011/2012</u></p> <p>AGREED: That Pat French be elected as Vice Chairman to the Forum for the period 2011/2012.</p>	
4.	<p><u>MINUTES</u></p> <p>The minutes from the West Norfolk Disability Forum's Annual General meeting held on 15 July 2010 were agreed as a correct record.</p>	
5.	<p><u>MATTERS ARISING</u></p> <p><u>(i) RNIB React System</u></p> <p>Councillor Smeaton asked if there were any statistics available on the take up of key fobs for the RNIB React system situated along the pilgrimage trail in King's Lynn.</p> <p>Allison Bingham explained that the system was proving popular with just under 100 hits on each box in the last two months. One box situated at Hillington Square had been underused so it was likely that this box would be moved to a more prominent location. Allison Bingham anticipated that the box would be moved towards the Quay and the Saturday Market Place. It was also hoped to install a further box in the Tuesday Market Place.</p> <p>The group was informed that the key fobs that had been used with the system had all been allocated from the Tourist Information Centre.</p> <p>The Chairman felt that the system had been working well and proved a success, he thanked the group and Allison Bingham for all their hard work in taking this forward.</p> <p><u>(ii) Pavement Opposite St James Pool</u></p> <p>Sue Smith explained that issues regarding the state of the pavement opposite St James Pool had been raised at the annual general meeting in 2010 and the Secretary had passed details of the issue on to Norfolk County Council. Sue Smith explained that no improvements had been made to this area and the Chairman asked the secretary to ask Norfolk County Council Highways to investigate the issue.</p>	RP

6. NORFOLK POLICE DISABILITY FORUM

Anna Bentley and Sara O'Hara from Norfolk Police Disability Forum provided those present with an overview of the work carried out by the group.

The forum consisted of fifteen volunteer members from the disabled community who worked with the police to share their opinions and personal experiences to assist the Constabulary in making decisions.

The group provided advice on the work of the police and provided a forum for consultation on policing issues affecting the local community.

The forum was also involved in the development of the Constabulary's disability equality schemes.

The group met three times a year at Norfolk Constabulary's headquarters.

Anna Bentley and Sara O'Hara provided the group with an outline of some of the work they had recently been involved with/consulted on including:

- Development of a mobility scooter safety DVD
- Emergency 999 text and email service
- Replacement of Braille ID card policy

Anna Bentley provided the group with an overview of what it was like to be a member of the forum.

In response to a question from the Chairman, Anna Bentley explained that the forum consisted of representatives from other groups who could feedback information as appropriate and act as a link between the groups.

Sue Smith asked how the police dealt with people who had speech impediments. Anna Bentley explained that the police recognised that all speech impediments were different and the forum had worked with the police to introduce a recognised identification card system which the person could present to the police and it would explain their individual situation and outline the best means of communicating. She explained that the police had also introduced a system where people could text or email an emergency 999 message. If members of the forum wanted further information on

	<p>setting this up they should look on Norfolk Constabulary's website.</p> <p>Councillor Sandell asked if it would be appropriate to invite a representative from Norfolk Police Disability Forum to come along to meetings of the West Norfolk Disability Forum.</p> <p>The Chairman explained that the West Norfolk Disability Forum was open to all and a representative of the Norfolk Police Disability Forum was welcome to come along to a future meeting.</p> <p>The Chairman thanked the representatives from Norfolk Police Disability Forum for coming along to the meeting.</p>	
7.	<p><u>CONSTITUTION AND TERMS OF REFERENCE</u></p> <p>The Secretary outlined the proposed amendments to the Constitution and Terms of Reference as attached to the agenda. The changes related to the change of name of the group and a change in reporting arrangements now that the West Norfolk Partnership's Healthier Communities and Older Persons Partnership had been disbanded.</p> <p>AGREED: That the amendments to the Constitution and Terms of Reference as set out in the agenda are agreed.</p>	
8.	<p><u>WEST NORFOLK BEFRIENDERS</u></p> <p>Pippa May from West Norfolk Befrienders was present at the meeting and provided the forum with information on the service provided by the Befrienders.</p> <p>She explained that the service was established in 2002 by Age Concern, West Norfolk Deaf Association and West Norfolk Carers and existed to assist elderly people, carers and people with disabilities.</p> <p>Pippa May explained that the service was in place to try and reduce situations of social isolation. Social isolation could occur if people had no living relatives or had recently moved to the area with their spouse who may have then died.</p> <p>The service aimed to link people into local groups and help them maintain independence by matching them with a volunteer who would visit them every so often.</p>	

	<p>The volunteers were trained and CRB checked and invited to monthly support meetings.</p> <p>Currently West Norfolk Befrienders had 30 volunteers and one full time and one part time paid member of staff. A board of trustees oversaw the work of the organisation.</p> <p>West Norfolk Befrienders received funding from Norfolk County Council and the Borough Council and had sufficient funding in place until March 2012. The organisation had also received one off funding from businesses such as Tescos and Lloyds TSB.</p> <p>Pippa May explained that the organisation worked on a referral basis and referrals could be received from any organisation but the majority came from Social Services.</p> <p>She referred to the forums recent discussions regarding contacting vulnerable people during periods of bad weather. She explained that although some of the volunteers were unable to go out and conduct visits when the weather was bad, they still maintained telephone contact.</p> <p>The Chairman asked if West Norfolk Befrienders had contact with West Norfolk Homeshield as over 160 organisations had now signed up to Homeshield. Pippa May agreed to investigate.</p> <p>If members of the forum were interested in finding out more information about West Norfolk Befrienders they could visit the website www.wnbefrienders.org.uk.</p> <p>The Chairman thanked Pippa May for coming along to the meeting.</p>	
<p>9.</p>	<p><u>ANNUAL REPORT</u></p> <p>The Secretary presented the Forum’s Annual report for 2010-2011 which had been circulated with the agenda.</p> <p>The Chairman felt that the report showed the increase in activity over the last year and explained that the benefits of the work were now starting to become apparent.</p> <p>The Deputy Mayor, Councillor Mrs Elizabeth Watson asked how members of the public could raise issues relating to the installation of dropped kerbs. She explained that she was aware of a few locations in Hunstanton where there were disabled car parking</p>	

	<p>bays, but no dropped kerbs nearby. The Chairman explained that issues relating to dropped kerbs in Hunstanton had been raised at previous meetings and the Secretary had forwarded details of the issue onto Norfolk County Council Highways.</p> <p>Councillor Johnson explained that he had been aware of a similar situation in Snettisham which had been raised with Norfolk County Council Highways and had been resolved.</p> <p>The Chairman explained that the Forum also hosted a Public access planning applications working group, led by Allison Bingham, who were consulted on planning applications requiring public access.</p>	
<p>10.</p>	<p><u>ONLINE ACCESS GUIDE</u></p> <p>Allison Bingham informed those present that the online access guide was now two years old.</p> <p>The site was averaging approximately 460 hits per month up until recently when an advert had been placed in the KL Magazine when hits had averaged over 800 per month.</p> <p>Allison Bingham thanked Councillor Smeaton, Pat French and Kathy Warner for their help in assisting with updating the guide by composing an up to date list of businesses.</p> <p>The group was informed that Allison Bingham was hoping to expand the area included within the guide to include Gaywood and South and West Lynn, she hoped that rural areas could then start to be included.</p> <p>Allison Bingham informed the group that she had recently received several articles which she had included on the front page of the guide, but asked the group to forward any items of interest or details of forthcoming events to her so that she could advertise them on the front page of the access guide.</p>	<p>All</p>
<p>11.</p>	<p><u>ISSUES OF CONCERN AND INTEREST</u></p> <p>There was none.</p>	
<p>12.</p>	<p><u>BUDGET</u></p> <p>Allison Bingham informed the group that the Forum needed to agree to commit its reserve funds before March 2012 or they</p>	

	<p>would be lost.</p> <p>It was hoped that an Opportunity Awards Ceremony would be arranged to take place early in the new year to utilise part of the funds and another Celebrate-ability event would take place in the future.</p> <p>Allison Bingham asked the Forum for their thoughts on other events or activities which the Forum could organise to promote the Forum and provide opportunity for people with disabilities.</p> <p>If members of the Forum had any ideas they were to email allison.bingham@west-norfolk.gov.uk</p>	All
13.	<p><u>SECRETARY'S CORRESPONDENCE</u></p> <p>There was none.</p>	
14.	<p><u>SCHEDULE OF FUTURE MEETINGS</u></p> <p>AGREED: The schedule of meetings for 2011/2012 were agreed as follows:</p> <p>Wednesday 21 September 2011 – 2.30pm – Committee Suite</p> <p>Wednesday 16 November 2011 – 2.30pm – Meeting Rooms 1,2,3</p> <p>Tuesday 10 January 2012 – 2.30pm – Committee Suite</p> <p>Wednesday 7 March 2012 – 2.30pm – Committee Suite</p> <p>Tuesday 22 May 2012 – 2.30pm – Committee Suite</p> <p>Thursday 19 July 2012 – 2.30pm – Annual General Meeting – Committee Suite</p>	
15.	<p><u>ANY OTHER BUSINESS</u></p> <p><u>(i) Bus Stop in South Wootton</u></p> <p>Pat French informed the group that she had received a complaint from a lady in South Wootton who had difficulty walking from the Swan to South Lane bus stop in South Wootton due to how uneven the path was. She also asked if it would be possible to install a seat at the bus stop as she found it difficult to stand whilst waiting for the bus to come.</p>	

	<p>The Secretary agreed to investigate this issue.</p> <p><u>(ii) Blue badges</u></p> <p>In response to a query regarding previous concerns of the Forum, Allison Bingham explained that Parking Attendants would use their discretion when issuing excess charges to vehicles displaying blue badges. She explained that they would wait for an extra half an hour after the expiry of the ticket before issuing an excess charge.</p> <p>The Chairman felt that this measure should be advertised to inform blue badge holders of the additional time and asked the Secretary to raise this issue with the relevant officer.</p> <p><u>(iv) Disabled Swimming Sessions</u></p> <p>Councillor Bubb explained he was disappointed that the disabled swimming sessions at St James Pool weren't more widely advertised as he felt that this would increase attendance at the session.</p> <p>The Chairman requested that the Secretary pass on the concerns of the Forum to the relevant officers and ask if they would be able to include details of the sessions in their promotional material.</p>	<p>RP</p> <p>RP</p> <p>RP</p>
<p>16.</p>	<p><u>DATE OF NEXT MEETING</u></p> <p>The next meeting of the West Norfolk Disability Forum would be held on Wednesday 21 September 2011 at 2.30pm.</p>	
<p>17.</p>	<p><u>THANKS AND CLOSE</u></p> <p>The Chairman thanked everyone for coming and looked forward to another productive year. He encouraged those present to promote the work of the Forum and where possible encourage other people with an interest to attend.</p> <p>The Deputy Mayor thanked the Forum for her invite as she had enjoyed attending the meeting.</p>	

The meeting closed at 4.24pm.

Borough Council of
**King's Lynn &
West Norfolk**



West Norfolk Disability Forum -
Annual Report for 2011/2012

Presented to the
Annual General Meeting of the
West Norfolk Disability Forum on
19 July 2012

1. **Introduction**

The Forum had dealt with a wide range of issues throughout the last year.

The Forum have no set reporting arrangements, but will report and recommend as necessary, to whichever body, organisation or committee as required, dependent on the issue involved.

The Chairman reported back on activities of the West Norfolk Disability Forum in his Outside Bodies feedback report to the Regeneration, Environment & Community Panel on 30 May 2012.

2. **Meetings**

During the year, five full meetings had been held:

- Tuesday 20 September 2011
- Wednesday 16 November 2011
- Tuesday 10 January 2012
- Wednesday 7 March 2012
- Tuesday 22 May 2012

Working Groups of the Forum have met on an ad hoc basis.

3. **Matters of Concern & Key Issues/Discussions From Throughout The Year**

The Forum have dealt with a wide range of issues this year, some of which are detailed below:

(i) **Consultations/Presentations/Updates**

Throughout the year the Forum have received presentations on the following:

- Norfolk Police Disability Forum (28 July 2011, AGM).
- West Norfolk Befrienders (28 July 2011, AGM).
- Handyperson Service (20 September 2011).
- Safe use of Scooters – King's Lynn Mobility Centre (20 September 2011).

- Free Resources and Opportunities Available from Norfolk Library and Information Service (16 November 2011).
- Mobility Scooter Safety – Norfolk PACT (16 November 2011).
- Disability Facilities Grant – Borough Council representative and Freebridge Community Housing representative (7 March 2012).
- Blue Badge Scheme from Norfolk County Council (22 May 2012).

(ii) Visit to the Vancouver Quarter

The Forum undertook a visit to the Vancouver Quarter and noted down their concerns in the form of the report, which was provided to the Vancouver Quarter Manager. The Secretary would invite the Vancouver Quarter Manager to attend a future meeting of the Forum to discuss any issues, as required.

(iii) Online Access Guide

With the assistance of 8 colleagues from Corporate Scanning, the King's Lynn information on the website had been wholly reviewed and updated. Further amendments had been made on an ad hoc basis.

Allison Bingham was undertaking investigation into the possibility of a laminated card, with sponsorship from local businesses, which could be distributed to venues to display in their tourist information box, eg in hotels.

(iv) Promotion of the Work of the WNDF

Various methods of promoting the work of the West Norfolk Disability Forum had been discussed and the following are some of which were being investigated:

- Articles for inclusion in Parish magazines.
- Widen awareness of the Forum via Doctors surgeries, Forward Futures, Norfolk Voluntary Transport Service, services provided at the Queen Hospital Hospital (Occupational Therapy, Physiotherapy, Wheelchair Clinic).

- Getting involved in Lynnsport's 'Live Life Better' events in March and June, prior to the Olympics.
- Working with PACT regarding a safe scooter event.
- Articles on the front page of the Online Access Guide.

(v) RNIB React

The RNIB React system was officially launched in October 2010.

The System had been installed along the King's Lynn Pilgrimage Trail and involved boxes along the trail which are linked to key fobs. The fobs, which were available for a small deposit from specified Tourist attractions, would trigger the installed boxes and provide the user with details of where they were along the pilgrimage trail. The system was designed for blind and partially sighted people, but the system could also be used to provide information in other languages.

The box at Hillington Square would be relocated to College Street/South Quay to point users to the Quay.

Allison Bingham had contacted the Kult Theatre Group regarding recording the message for the new box, and further revised messages for existing boxes.

(vi) Opportunity Awards 2012

The Opportunity Awards 2012 were held on 24 April at the Corn Exchange. The outstanding efforts of 13 organisations and individuals were recognised at this special awards ceremony.

The Opportunity Awards are designed to celebrate the work that people in the community do to ensure that disability is not a barrier.

The Borough Mayor Councillor Colin Sampson presented the awards and the various winners really appreciated their recognition for services rendered and really enjoyed the whole evening.

Next on the agenda is making arrangements for the Celebrate-Ability event to be held on 3 September 2012 at the Corn Exchange.

(vii) General Issues

- Various highways issues, including dropped kerbs, pavements, crossings etc.
- Various Car Parking issues – blue badge, decriminalisation of parking.
- Problems with food being dropped in the Town Centre and guide dogs eating food off the floor.
- Accessible toilets.

4. Working Groups

The Forum had established four working groups which meet on an ad hoc basis:

- Opportunity Awards Working Group – to make arrangements for the awards ceremony
- Celebrate-Ability Working Group – to make arrangements for the Annual Disabilities Forum
- Visiting Working Group – to visit attractions and assess their facilities prior to inclusion on the West Norfolk Access Guide
- Planning Applications Working Group – to discuss the implications of public access planning applications

5. Next Year

Over the next year the Forum will continue to progress issues, as raised by the members of the Forum.

The Forum will also request investigation of issues through the secretary on an ad hoc basis.

Jo Crown
Secretary to the West Norfolk Disability Forum
July 2012

WEST NORFOLK DISABILITY FORUM

Proposed Schedule of Meetings 2012 - 2013

Wednesday 12 September 2012 – 2.30 pm – Committee Suite

Thursday 29 November 2012 – 2.30 pm – Committee Suite

Wednesday 23 January 2013 – 2.30 pm – Committee Suite

Wednesday 20 March 2013 – 2.30 pm – Committee Suite

Wednesday 22 May 2013 – 2.30 pm – Committee Suite

Wednesday 17 July 2013 – 2.30 pm – Committee Suite – **AGM**