

**WEST NORFOLK DISABILITY FORUM**  
**ANNUAL GENERAL MEETING**  
**Wednesday 2 July 2014 at 2.30 pm in the Committee Suite, King's**  
**Court, Chapel Street, King's Lynn**

**AGENDA**

1. **WELCOME**
2. **ELECTION OF CHAIRMAN**  
To elect a Chairman of the Forum for 2014/2015(Borough Councillor).
3. **ELECTION OF VICE-CHAIRMAN**  
To elect a Vice Chairman of the Forum for 2014/2015 (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 1 July 2013, as attached at Appendix 1.
6. **MATTERS ARISING AND NOT COVERED ELSEWHERE ON THE AGENDA**
7. **ANNUAL REPORT FOR 2013/2014**  
To receive the Forum's Annual Report for 2013/2014 as attached at appendix 2.
8. **REVIEW OF CONSTITUTION AND FUTURE OF THE WEST NORFOLK DISABILITY FORUM**  
Current constitution attached at appendix 3.
9. **BUDGET**
10. **SECRETARY'S CORRESPONDENCE**
11. **SCHEDULE OF FUTURE MEETINGS**  
To agree a schedule of future meetings
12. **ANY OTHER BUSINESS**
13. **DATE OF NEXT MEETING**

**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 Monday 1 July 2013 at 2.30pm in the Corn Exchange, King's Lynn.**

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

Councillors A Lawrence (*left the meeting at 4.20 pm*), T Bubb, M Chenery of Horsbrugh, C Sampson, Mrs S Smeaton

**Officers:** A Bingham, H Howell, W Vincent

**Representing Disabled People:**

G Henshaw, P French (*left the meeting at 4.08 pm*), S Pomeroy,

**Apologies for absence were received from:**

Councillors L Allen, G Sandell and L Scott, C Bond, K Warner

**By Invitation:** The Mayor of King's Lynn and West Norfolk  
Councillor Mrs Elizabeth Watson

Helen Sismore – Guide Dogs Campaign

|           |   | <b>ACTION</b> |
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| <b>1.</b> | <b><u>WELCOME</u></b><br><br>The Mayor of King's Lynn and West Norfolk, Councillor Mrs Elizabeth Watson, welcomed everyone to the meeting and thanked them for her invitation. She thanked the Forum for the valuable work which they undertook throughout the Borough. |               |
| <b>2.</b> | <b><u>ELECTION OF A CHAIRMAN</u></b><br><br><b>AGREED:</b> That Councillor Mrs S Smeaton be elected as Chairman of the Forum for the period 2013/2014.  |               |
| <b>3.</b> | <b><u>ELECTION OF A VICE CHAIRMAN</u></b><br><br><b>AGREED:</b> That Pat French be elected as Vice Chairman of the Forum for the period 2013/2014.  |               |

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| 4. | <p><b><u>MINUTES</u></b></p> <p>The Minutes from the West Norfolk Disability Forum meeting held on 19 July 2012 were agreed as a correct record.</p>  |  |
| 5. | <p><b><u>MATTERS ARISING AND NOT COVERED ELSEWHERE ON THE AGENDA</u></b></p> <p>There was none.</p>   |  |
| 6. | <p><b><u>CONSULTATION – REDESIGN OF THE FRONT LOBBY OF KING’S COURT</u></b></p> <p>Honor Howell, Council Information Centre Manager at the Borough Council presented the Forum with the proposals for the redesign of the front lobby at the main Council Offices at King’s Court. A copy of the plans were displayed on the screen and hard copies circulated to those present.</p> <p>She sought the views of those present on the accessibility of the design proposals.</p> <p>The following comments were made:</p> <ul style="list-style-type: none"> <li>• Clear signage was required to inform the public of the press button to activate the doors.</li> <li>• Colours used for signs was important. Advice and guidelines could be sought from the RNIB website. It was normal practice to use a white background with black writing.</li> <li>• A visually impaired person could not always tell if glass doors were shut and would require some form of etching, or a bright colour logo displayed on the glass.</li> <li>• It was suggested that the Borough Council logo be displayed on the glass doors. However, it was appreciated that there were strict rules regarding the use and colour of the Borough Council logo.</li> <li>• Importance of correct time delay for opening of doors to allow wheelchairs, guide dogs and those with pushchairs to enter and exit safely.</li> <li>• Consideration of an audible aid being placed near the doors to make those with disabilities aware of the doors.</li> </ul> <p>The Council Information Centre Manager advised that the works would be carried out over a weekend in August/September 2013.</p> |  |

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|    | <p>Councillor Bubb stated that when evening meetings were being held, intruders were able to enter the building. In response, the Council Information Centre Manager explained that the security on the Ground Floor at King’s Court was currently being considered.</p> <p><b>AGREED: H Howell to feedback the above comments to the Working Group on 3 July 2013.</b></p>  | HH |
| 7. | <p><b><u>GUEST SPEAKER – GENENE HENSHAW AND HELEN SISMORE – LIFE WITH A GUIDE DOG</u></b></p> <p>Genene Henshaw gave an overview of life before and life with a guide dog.</p> <p>Helen Sismore gave an overview of the work carried out by the Guide Dogs Association, which included the four campaigns set out below, that helped to improve people with sight loss ability to get around safely and with ease (a copy is attached at Appendix 1):</p> <ul style="list-style-type: none"> <li>• Streets Ahead.</li> <li>• Talking Buses.</li> <li>• Dog Attack.</li> <li>• Safe and Sound.</li> </ul> <p>Comments and questions were invited from the Forum, some of which are set out below.</p> <p>In response to questions regarding the application form for a guide dog, Helen Sismore explained that there was a speech software package and also the document could be enlarged to enable the form to be completed.</p> <p>Following questions on Dog Attack, Helen Sismore explained that this was now considered as a hate crime and work had been undertaken with the Police and Parliament, as a result all puppies would now be micro-chipped. Guide dog owners could now report the crime to the Police. The Forum was advised that the Police, MPs fully supported the initiative.</p> <p>In response to comments and questions regarding audio installations on buses, Helen Sismore explained that she had recently held a meeting with B Colson and that he was not intending to install audio equipment on his fleet of buses, mainly because he was a small operator and the cost involved. However, Mr Colson was a member of the Shadow Meeting and training was</p> |    |

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|     | <p>being investigated for bus drivers assisting those passengers with sight loss.</p> <p>Following questions relating to the training period for Guide Dogs, it was explained that it took 18 months to train a dog before it was matched with its owner. Genene Henshaw informed those present that she had stayed in a hotel to receive the necessary training for three weeks, after which she was visited regularly by a Guide Dog Mobility Instructor.</p> <p>The Chairman on behalf of the Forum thanked Genene and Helen for an interesting and informative presentation.</p>   |  |
| 8.  | <p><b><u>ANNUAL REPORT 2012/2013</u></b></p> <p>Allison Bingham presented the Forum's Annual Report for 2012/2013 which had been circulated with the agenda.</p> <p><b>AGREED: The Forum's Annual report for 2012/2013 be approved.</b></p>  |  |
| 9.  | <p><b><u>BUDGET</u></b></p> <p>Allison Bingham presented the Forum's budget and advised that there was some budget remaining to be spent within the remit of the Forum.</p>  |  |
| 10. | <p><b><u>SECRETARY'S CORRESPONDENCE</u></b></p> <p><u>St James Pool – Swimming Sessions for Disabled Users</u></p> <p>Allison Bingham read out the following response from the Operations Manager after the last meeting of the Forum:</p> <p><i>St James Pool caters for a wide range of disabled users throughout the week, the majority of whom are happy to use the facilities alongside other users. The numbers at this session have declined over the years and when the club folded, the venue continued to give the time for these users. This session is advertised in the programme along with the other sessions at the centre, but posters would be produced and sent to relevant groups in the local area.</i></p> |  |
| 11. | <p><b><u>SCHEDULE OF FUTURE MEETINGS</u></b></p> <p><b>AGREED: The Schedule of meetings for 2013/2014 were agreed</b></p>  |  |

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|                   | <p>as follows:</p> <p>Wednesday 4<sup>th</sup> September 2013 at 2.30pm<br/> Wednesday 20<sup>th</sup> November 2013 at 2.30pm<br/> Wednesday 5<sup>th</sup> February 2014 at 2.30pm<br/> Wednesday 23<sup>rd</sup> April 2014 at 2.30pm<br/> Wednesday 2<sup>nd</sup> July 2014 at 2.30pm – Annual General Meeting</p> <p>All meetings to be held in the Committee Suite, King’s Court, King’s Lynn.</p>   |           |
| <p><b>12.</b></p> | <p><b><u>ANY OTHER BUSINESS</u></b></p> <p><u>Lynnsport</u></p> <p>Genevieve Henshaw reported that she was attending Lynnsport on 2 July for her gym induction session.</p> <p>Helen Sismore explained that following the visit to Lynnsport, a number of actions had now enable the facility to be full accessible to those people with a disability which was a result of input from the Forum.</p> <p>Allison Bingham advised that this issue was on the Corporate Equalities Group Agenda to include the other Council owned sports venues.</p> <p><u>Winter Warmer</u></p> <p>Allison Bingham informed the Forum that the event would be held on 20 September 2013 in The Town Hall, Downham Market. A number of organisations had expressed an interest in participating and invitations and posters would be sent out in August advertising the event. All vulnerable groups were welcome to attend.</p> <p><u>Audit of Venues within the Borough</u></p> <p>The Forum was invited to put forward suggestions of venues which Members could undertake an audit as previously done at Sandringham.</p> <p>Genevieve Henshaw suggested Houghton Hall.</p> <p><u>Attendance at Forum Meetings</u></p> <p>Councillor Bubb commented that he was conscious that not all</p> | <p>AB</p> |

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|                   | <p>representatives of disabled groups attended meetings and perhaps a reminder could be sent out to such groups. Allison Bingham undertook to send out a covering note with the Winter Warmer invitations in August.</p> <p><u>Obesity</u></p> <p>Councillor Bubb enquired if obesity could be considered within the remit of the Forum. Helen Sismore commented that there were a number of Health and Well Being groups available since the structure changes that had been made to the PCT. Allison Bingham agreed to liaise with the Clinical Commission Group based at King's Court as to whether it was appropriate for a presentation to be made to a future meeting of the Forum. Councillor Lawrence referred to the Do Something Different Initiative. Allison Bingham agreed to discuss this further with the Project Manager.</p> <p><u>Changes to entrance of Lynnsport</u></p> <p>Allison Bingham advised that because of the design of the front entrance, Lynnsport suffered from a significant amount of heat loss from the building. It was therefore proposed to install sliding doors at each end of the automatic doors. No change to the structure would occur. Drawings would be presented to the next meeting of the Forum.</p> <p><u>Membership of the Forum</u></p> <p>Helen Sismore indicated that she would like to become a member of the Forum.</p> | <p>AB</p> <p>AB</p> <p>AB</p> <p>AB</p> |
| <p><b>13.</b></p> | <p><b><u>DATE OF NEXT MEETING</u></b></p> <p>The next meeting of the West Norfolk Disability Forum was scheduled to take place on Wednesday 4<sup>th</sup> September 2013 at 2.30pm in the Committee Suite, King's Court, Chapel Street, King's Lynn.</p>   |   |

**The meeting closed at 4.28 pm**

West Norfolk Disability Forum -  
Annual Report for 2013/2014

Presented to the  
Annual General Meeting of the  
West Norfolk Disability Forum on  
2 July 2014



## 1. INTRODUCTION

The West Norfolk Disability Forum report directly to the Borough Councils Regeneration, Environment and Community Panel and the Panel can request update reports as required.

## 2. MEETINGS

During the year five full meetings have been held:

Wednesday 4<sup>th</sup> September 2013 at 2.30pm  
Wednesday 20<sup>th</sup> November 2013 at 2.30pm  
Wednesday 5<sup>th</sup> February 2014 at 2.30pm  
Wednesday 23<sup>rd</sup> April 2014 at 2.30pm  
Wednesday 2<sup>nd</sup> July 2014 at 2.30pm

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

## 3. MATTERS OF CONCERN AND KEY ISSUES/DISCUSSIONS THROUGHOUT THE YEAR

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

### (i) Consultations and Investigations

- Baby changing facilities in the accessible toilets at King's Court
- Front lobby of King's Court
- Dealing with obstructions on the highway
- King's Lynn Transport Interchange Project

### (ii) Presentations

- Presentation from Helen Sismore on Assistance Dogs
- Foodbank
- West Norfolk Deaf Association
- Blue Badge Application Process
- BUILD Charity

### (iii) Updates

The Forum receive regular updates on items of interest and concern and the Secretary has investigated issues raised by the Forum as appropriate.

The Forum have an annual work programme, and Forum members are given the opportunity at each meeting to suggest future agenda items to be investigated by the Secretary.

## 4. WORKING GROUPS

The Forum have established the following working groups which meet on an ad hoc basis:

- Opportunity Awards Working Group
- Celebrate-ability Working Group
- Visiting Working Group – to visit attractions and assess their facilities prior to inclusion in the West Norfolk Access Guide
- Planning Applications Working Group - to discuss the implications of public access planning applications.

## 5. **NEXT YEAR**

The Forum will receive proposals at the Annual General Meeting on the future of the West Norfolk Disability Forum and how the Forum can be proactive and become more of a consultative body.

Rebecca Parker  
Democratic Services Officer  
June 2014

**West Norfolk Disability Forum****Constitution and Aims and Terms of Reference****1. Introduction**

- 1.1 The Forum was initially established by the Borough Council of King's Lynn and West Norfolk.

**2. Membership**

- 2.1 The Forum will consist of:

- Representatives of people with disabilities or people concerned with disabilities in the Borough.
- Individuals with disabilities.
- Seven Borough Councillors, appointed bi-annually by full Council (who can send substitutes to meetings if they are unable to attend).
- Statutory organisations such as: Borough Council; Norfolk County Council; Health Authorities; Disability Employment Services; Education Services; Any other relevant organisations.

- 2.2 The Chair of the Forum will be elected at the Annual General Meeting and will be elected to stand annually from the seven Borough Councillors. The Vice-Chair will be a representative of people with disabilities, or a person concerned with disabilities in the Borough and will be elected to stand annually.

**3. Operation**

- 3.1 The Forum will receive administrative support from the Secretary who shall be an officer of the Borough Council and advice and support from the Council's NRAC Auditor

- 3.2.1 The Forum will provide reports and make recommendations to the Regeneration, Environment and Community Panel.

- 3.3 The Forum's Constitution and Aims and Terms of Reference shall only be changed with the formal agreement of the West Norfolk Disability Forum.

- 3.4 The Forum can appoint working groups comprising of Councillors and other members which shall be authorised to meet between meetings of the Forum for the purpose of providing, the Forum, the Borough Council and its Committees with advice on matters.

**4. Meetings**

- 4.1 Meetings of the Forum shall be held in public unless the Forum resolve otherwise.

- 4.2 The Forum will hold not less than five meetings a year in addition to its annual general meeting in accommodation provided by the Borough Council.
- 4.3 The Forum will hold its annual general meeting in July. The schedule of future meetings and the Forum's Annual report will be presented to the Annual General Meeting.
- 4.4 Agendas for the meetings will be published on the Borough Council's website five clear days in advance of the meeting.

## **5. Objectives**

- 5.1 To promote equality for disabled people
- 5.2 To provide a meeting place at which disabled people and other representatives can meet with and discuss with representatives of other organisations matters of interest or concern.
- 5.3 To identify the needs and requirements of disabled people in the Borough and bring these to the notice of the Borough Council and other organisations.
- 5.4 To determine measures by which the Forum might address those needs.
- 5.5 To communicate its views and findings to relevant bodies and agencies.
- 5.6 To raise disability awareness.
- 5.7 To seek improved access in the Borough.
- 5.8 To support and promote the West Norfolk Disability Forum's Opportunity Awards Scheme.
- 5.9 To support, promote and develop the Borough Council's online access guide.