

BOROUGH COUNCIL OF KING'S LYNN AND WEST NORFOLK

ADVISORY COMMITTEE FOR PEOPLE WITH DISABILITIES

Notes of a Meeting of the Advisory Committee for People with Disabilities held on Wednesday 13th January 2010 at 2.30pm in Meeting Rooms 1, 2 & 3, King's Court, Chapel Street, King's Lynn.

PRESENT:

Representing the Borough Council:

Councillors Harwood (Chair), A Clery-Fox, M Langwade, J Legg, J Murphy, S Smeaton

Representing People with Disabilities:

A Bingham, W Blades, R Carroll, J Darling, P French, S Pomeroy, T Smith, S Smith, A Sylvester, K Warner

By invitation:

J Bruinsma

Apologies for absence were received from:

A Chu, G Henshaw, S Lowe, Councillor G Sandell.

	ACTION
<p>1. <u>MINUTES</u></p> <p>The minutes of the meeting held on 16th November 2009 were agreed as a correct record and signed by the Chair, subject to the following amendments:</p> <p>Allison Bingham referred to the item on the RNIB React System and explained that she would be liaising with local blind community groups rather than affiliated RNIB organisations as stated in the minutes.</p> <p>The following members were to be added to the list of those present at the meeting:</p> <p>Councillor Murphy Syliva Pomeroy Kathy Warner</p>	

2. MATTERS ARISING AND NOT COVERED ELSEWHERE ON THE AGENDA

(i) Disability Equality Scheme

Allison Bingham reminded the Committee that they had previously been given the opportunity to comment on the draft Disability Equality Scheme, prior to its submission to Cabinet.

She confirmed that the Scheme had now been considered by the Community and Culture Panel and the Cabinet. The Scheme would be considered for final approval by Full Council at its next meeting on 28th January 2010. Allison Bingham confirmed that the Scheme would be published on the Borough Council's website once finalised.

3. FREEBRIDGE COMMUNITY HOUSING - PRESENTATION

The Chair welcomed Julie Bruinsma, Senior Scheme Manager from Freebridge Community Housing to the meeting.

Julie Bruinsma provided the Committee with an update on disabled adaptations carried out by Freebridge Community Housing.

A copy of the slides from the presentation are attached as Appendix 1.

The Chair commented that the Borough Council's waiting list for Disabled Facilities Grants had also reduced considerably in the past year or so, mirroring Freebridge Community Housing Grants. He explained that this was due to a change in practice, resulting in works being carried out by Care and Repair instead of outsourced to contractors.

Changes in practice were also being considered to the way that assessments were made to speed up the process of delivering Disabled Facility Grants at the Council.

Julie Bruinsma explained that for adaptations to Freebridge Community Housing properties it was not always necessary to send an Occupational Therapist to assess what was needed, this could sometimes be carried out over the telephone.

Sylvia Pomeroy requested that representatives from Freebridge Community Housing were invited to a future meeting of the Advisory Committee for People with Disabilities so that the Committee could

RP

<p>receive information on the fully accessible bungalow which had recently been built by Freebridge Community Housing.</p> <p>The Chair thanked Julia Bruinsma for her informative presentation.</p>	
<p>4. <u>NEIGHBOURHOOD MANAGEMENT BOARD UPDATE</u></p> <p>This item was deferred to the next meeting as Sue Lowe had sent her apologies for the meeting.</p>	
<p>5. <u>ONLINE ACCESS GUIDE</u></p> <p>Allison Bingham provided the Committee with an update on the success of the Online Access Guide. She explained that on average the site received over 900 hits per a month. Web hits peaked in October 2009 following on air publicity on KLFM. Allison Bingham explained that KLFM had put a link from their website to the Online Access Guide.</p> <p>She informed the Committee that she had received interest from several places that would like to be included in the guide and was taking these forward. She had also received interest from places just over the West Norfolk border, including the Butterfly Park in Long Sutton and Holkham Hall. She asked the Committee to give consideration to allowing these to be included on the guide in a separate section detailing places of interest just outside of the West Norfolk. She explained that there would be no cost implications in allowing these additional attractions to be included.</p> <p>Allison Bingham reminded the Committee that at their last meeting she had asked them to consider taking ownership of the Guide and explained the implications of this:</p> <ul style="list-style-type: none"> • Maintenance of the site would still be carried out by the Borough Council. • Allison Bingham would continue to update the site and add attractions as necessary. • The Advisory Committee would be asked to submit articles of interest and details of community events which would populate the home page of the site. • Ongoing costs would be met from the Advisory Committee's budget. Allison Bingham confirmed that the Committee had sufficient budget to cover maintenance costs of the site up to March 2011. Budgets beyond this date had not yet been agreed. 	

<ul style="list-style-type: none"> The Committee could consider charging a yearly registration fee of £10 for attractions currently on the guide and a £20 initial registration fee for new attractions. She confirmed that these fees would be used to maintain and enhance the site and no profit would be made. The introduction of fees could be introduced in July 2010 to coincide with the first anniversary of the guide. 	
<p>Councillor Murphy queried if the guide could be entered into any awards schemes. Allison Bingham explained that the guide had been short listed for an IT award but unfortunately was not successful. She agreed to research if there were any other awards schemes that the guide could be entered into.</p>	AB
<p>Councillor Langwade and Councillor Murphy explained that they were aware of a meeting with one of the European Members of Parliament for the Eastern Region regarding social funding. Allison Bingham agreed to prepare a briefing note on the Access Guide and submit to Councillor Murphy who would raise it at the meeting in an attempt to identify potential funding routes.</p>	AB
<p>Allison Bingham confirmed that she had liaised with the Tourism Department of the Borough Council regarding potential publicity of the guide.</p>	
<p>Allison Bingham explained that she had not received any negative feedback on the guide. She had received one letter asking how the guide could be accessed if people did not have a computer and would respond accordingly.</p>	
<p>Councillor Langwade mentioned a BT campaign aimed at providing computer access for elderly people and Allison Bingham agreed to look into this.</p>	AB
<p>AGREED:</p> <p>(i) That the Advisory Committee for People with Disabilities take ownership of the Online Access Guide.</p> <p>(ii) That members of the Committee submit articles of interest and details of community events to Allison Bingham for inclusion on the website.</p> <p>(iii) Allison Bingham to investigate the introduction of a small yearly fee for attractions on the online access guide.</p>	All AB

6. SECRETARY'S CORRESPONDENCE

(i) Accessible toilet at Sainsbury's, King's Lynn

At the previous meeting Sylvia Pomeroy commented that she was disappointed with the state of the disabled toilet outside Sainsbury's.

The Secretary confirmed that she had reported this issue to the Executive Director, Leisure and Public Space who had responded explaining that the regular lady toilet attendant, who had very high standards, had been off sick for a couple of weeks and the staff covering for her were Street Cleaners. The Executive Director, Leisure and Public Space had asked the charge hand to increase his checks of all facilities at the bus station in the meantime.

(ii) Disabled Toilet at Gaywood Library

The Secretary reminded the Committee that at their last meeting an issue was raised regarding clutter in the disabled toilet at Gaywood Library. She had contacted Norfolk Library Services to report this issue and had received a response explaining that the library did not have toilet facilities for use by the general public. They did however have staff facilities which had disabled access. Out of courtesy, the library allowed parents with young children to use these on occasions. Norfolk Library Services agreed to take on board the issue and agreed to remove any potential hazards from the toilets.

(iii) Give it a Go event – Evaluation Report

The Secretary reminded the Committee that Andy Chu, from the Improving Neighbourhoods Team had provided information regarding the 'Give it a Go' event at the previous meeting.

This event was held on 10th December 2009 and an evaluation report was circulated to those present.

The Secretary informed the group that any further feedback could be emailed to andy.chu@west-norfolk.gov.uk.

All

(iv) Improving Neighbourhoods Board – Information Sheet

The Secretary reminded the Committee that Andy Chu, from the Improving Neighbourhoods Team had previously informed the Committee that his team would be creating a newsletter which would

<p>be circulated to residents in the St Margaret's with St Nicholas Ward. The Secretary informed the group that circulation of the newsletter would take place in the next couple of weeks.</p>	
<p>7. <u>FUTURE ACTIVITIES</u></p> <p>The Chair referred to the recent bad weather and the effect it had on elderly and disabled people who lived on their own, especially in rural locations.</p> <p>He suggested that a system could be set up so that in bad weather volunteers could contact vulnerable people to check that they were alright. He accepted that volunteers would need the consent of the people that they were to call under the Data Protection Act.</p> <p>Ideally, he explained, he would like a database of all disabled and elderly people who lived on their own in West Norfolk. The list could then be divided up between volunteers who would be responsible for making contact with the people when the weather was bad.</p> <p>Sylvia Pomeroy explained that Age Concern had a similar system where people could telephone a free phone number if they needed anything and could not leave their house.</p> <p>Reference was made to the Night Owls and Swifts scheme which was running in other parts of Norfolk. This scheme consisted of a team of workers who went out and visited vulnerable people during the day and night.</p> <p>The Secretary agreed to make contact with representatives from the scheme with a view to inviting them to a future meeting of the Committee to provide an overview of the work they carried out.</p> <p>The Chair requested that a working group of the Committee be formed to take this idea forward with a hope to have the scheme up and running ready for next winter.</p> <p>The item would be considered further at the next meeting.</p>	<p>RP</p> <p>RP</p>
<p>8. <u>ANY OTHER BUSINESS</u></p> <p><u>(i) Pavements outside of St James Pool</u></p> <p>Mr and Mrs Smith explained that the pavements surrounding St</p>	

<p>James Swimming Pool were uneven and difficult to manoeuvre a wheelchair over.</p>	
<p>The Secretary agreed to contact Norfolk County Council on this issue.</p>	RP
<p><u>(ii) RNIB REACT System</u></p>	
<p>Allison Bingham provided the group with an update on current progress of the installation of the REACT System:</p>	
<ul style="list-style-type: none"> • A project manager had been appointed by the RNIB to oversee the project. • Site visits would soon take place to agree locations of the boxes. • It was hoped that installation of the boxes for the pilgrimage trail would be carried out in August 2010. 	
<p>She agreed to keep the group updated on progress.</p>	AB
<p><u>(iii) Disability Forum</u></p>	
<p>Allison Bingham reminded the Committee that they ran this event on alternate years to the Opportunity Awards. The last Disability Forum was held in 2008 at the Corn Exchange.</p>	
<p>She asked the Committee to consider suitable dates and venues for this year's forum. The Committee agreed that the Corn Exchange was an ideal venue and thought that September would be the best time of year for the event.</p>	
<p>The Committee encouraged wide publicity of the forum to ensure maximum attendance.</p>	
<p>Allison Bingham agreed to keep the Committee updated on progress.</p>	AB
<p>Councillor Harwood suggested that this would be an opportune time to get people to sign up for the scheme he was trying to introduce for times of bad weather as discussed earlier in the meeting.</p>	
<p><u>(iii) Pathways in the Walks</u></p>	
<p>Mr and Mrs Smith queried who was responsible for gritting the paths in the Walks when it was icy. It was suggested that they contact the Walks Park Manager in the first instance.</p>	

<p><u>(iv) Petrol Station on Wootton Road</u></p> <p>Ruth Carroll informed the Committee that she had recently used the Petrol Garage at Wootton Road, Gaywood. She explained that on the pumps there were signs saying that if people needed assistance they were to push a call button and someone would come to help them fill up with petrol. She explained that although the signs were displayed there was no call button and when she asked staff in the petrol station they did not know anything about it.</p> <p>The Chair requested that the Secretary write to the Manager of the petrol station informing them of the situation.</p> <p>Sylvia Pomeroy informed the Committee that she had recently had a flat tyre and was stuck on the car park at Tescos in Gaywood. She told the Committee that the staff at Tescos were very helpful and one member of staff came out and fixed her tyre and bought her a hot drink. She requested that a letter of thanks be sent to the Manager of Tescos for the assistance she received.</p>	RP
<p>9. <u>DATE OF NEXT MEETING</u></p> <p>The next meeting of the Advisory Committee for People with Disabilities would take place on Tuesday 23rd March 2010 at 3.30pm in Meeting Rooms 1, 2 & 3, King's Court, Chapel Street, King's Lynn.</p>	

The meeting closed at 3.38pm

DISABLED ADAPTATIONS

Developing Homes and Creating Opportunities for People within West Norfolk

Who are the Adaptations Team?

Jan Mitchell

Housing Manager (Welfare & Support)

Julie Bruinsma

Senior Scheme Manager
(7 hours every Thursday on adaptations)

Ciaran and Owen

Adaptation Installers for Property Services

Freebridge tenants survey

Disabilities

Diversity Strand	Base line	Tenants 1/2/09 (1400)	Tenants 18/2/09 (2615)	Tenants 31/3/09 (3895) 47%	Tenants 9/6/09 (4189) 51%	Tenants 29/9/09 (4950) 60%	Tenants 4/1/10 (5712) 69%
Disability							
<ul style="list-style-type: none"> Limiting Long Term Illness (Hearing) 7% (Visual) 3% (Mobility) 12.1% (Learning) 1% (Mental Illness) 2% 	20.4%	14.5%	18.2%	22.4%	22.6%	22.6%	25.1%

Developing Homes and Creating Opportunities for People within West Norfolk

Properties with Alterations

Total FCH stock	Fully Adapted property	Adapted Kitchen	Hoists	Stairlifts	Level Access Showers	Ramps/ External access	Internal access
6,734	1	2	8	153	647	453	553

Percentage of stock having some form of alteration as of Dec 09 = **26%**

Improved Ramps

Freebridge
COMMUNITY HOUSING



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Improved Bathing

Freebridge
COMMUNITY HOUSING



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Before



After

Developing Homes and Creating Opportunities for People within West Norfolk

Regular Partnership meetings with DFG Team and Social Services.

Learn from Tenant Satisfaction which is carried out after completion we then try to improve service.

One year on questionnaire

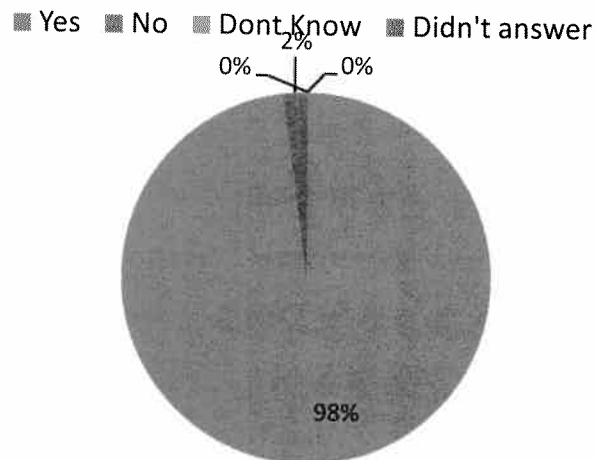
98 customers who last year had adaptations undertaken were contacted to find out what value the work has been to them.

Performance indicators

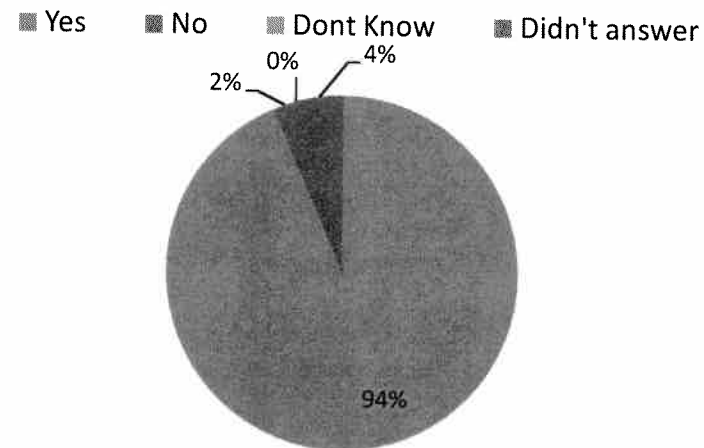
Do you feel that the adaptation we have given you has:

1. Helped improve your health or well being?
2. Reduce the likelihood of you having a fall or accident

Question 1



Question 2



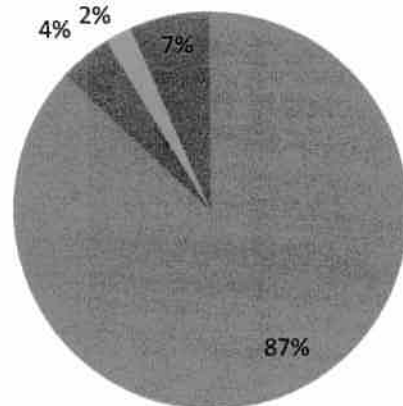
Performance indicators

Do you feel that the adaptation we have given you has:

3. Helped you stay independent
4. Would you recommend the adaptation team?

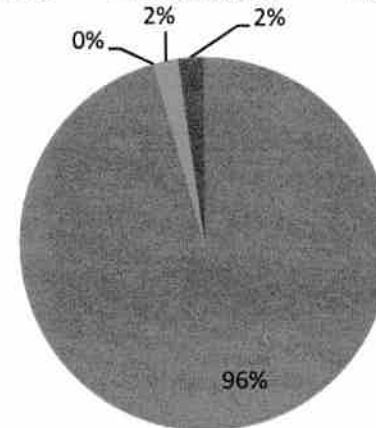
Question 3

■ Yes ■ No ■ Dont Know ■ Didn't answer



Question 4

■ Yes ■ No ■ Dont Know ■ Didn't answer



Developing Homes and Creating Opportunities for People within West Norfolk

Local Area Agreement 3.6 Adaptation Measure

Measure	Year 2 target	Year 3 target
DFG - Priority One	90% within 170 working days (5 days from receipt of query to receipt of DOT(2) assessment by Housing Authority)	90% within 155 working days (5 days from receipt of query to receipt of DOT(2) assessment by Housing Authority)
DFG - Priority Two	90% within 230 working days (10 days from receipt of query to receipt of DOT(2) assessment by Housing Authority)	90% within 200 working days (10 days from receipt of query to receipt of DOT(2) assessment by Housing Authority)
DFG - Priority Three	90% within 350 working days (40 days from receipt of query to receipt of DOT(2) assessment by Housing Authority)	90% within 300 working days (30 days from receipt of query to receipt of DOT(2) assessment by Housing Authority)
Other aids and adaptations (usually under £500)	95% within 30 working days	95% within 25 working days

Developing Homes and Creating Opportunities for People within West Norfolk

Average timescale in days 2009



	From first enquiry to completion of OT assessment	From completion of OT assessment to FCH receiving it	From receiving to acceptance of application	From application of acceptance to work order	From work order to completion	From first enquiry to practical completion
P1	70	24	16	19	28	234
P2	99	13	30	100	36	46
P3	119	6	24	73	22	303

Developing Homes and Creating Opportunities for People within West Norfolk

Freebridge Current Waiting List

Date	P1	P2	P3
2008/09	0	6	17
2009/10	0	41	30

Longest waiting P2 = 5/2/09

Longest waiting P3 = 12/8/2008

Thank you
Any Questions?