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Debbie Gates
Executive Director

To: Borough Councillors
People with Disabilities and Voluntary
Organisations concerned with People with Disabilities in West Norfolk

Central Services

21 June 2010

Annual General Meeting of the Advisory Committee for People with Disabilities – 15th July 2010, 7.00pm

You are invited to the Annual General Meeting of the Advisory Committee for People with Disabilities, which will be held on **Thursday 15th July 2010 at 7.00pm in the Committee Suite, King's Court, Chapel Street, King's Lynn.**

Please find attached a formal agenda for the event. There is scope within the agenda for issues of specific concern and interest to people with disabilities to be raised. If you have any specific issues that you would like to be raised, it would be very much appreciated if you could inform me by as early as possible in order for us to begin initial investigations.

If you have any queries about the meeting or if you have specific needs, please would you contact me on the above telephone number or email address.

Yours sincerely



Rebecca Parker
Secretary to the Committee



ADVISORY COMMITTEE FOR PEOPLE WITH DISABILITIES
AGENDA

ANNUAL GENERAL MEETING

Thursday 15th July 2010

at 7.00pm in the Committee Suite, King's Court, Chapel Street,
King's Lynn, Norfolk

1. Welcome by the Mayor/Deputy Mayor of King's Lynn and West Norfolk.
2. Apologies for absence
3. Presentation from RNIB on the REACT System
4. Minutes – to confirm as a correct record the minutes of the last Annual General Meeting held on 9th July 2009 (attached at appendix 1).
5. Review of Constitution (attached at appendix 2).
6. Election of 3 Members to the Committee who shall be people with disabilities or representatives of voluntary organisations concerned with people with disabilities.

Positions up for election: Robert Bunting, Pat French, Kathy Warner.

7. To receive the Committee's Annual Report for 2009/2010 (attached at appendix 3).
8. Report on the first year of the West Norfolk Access Guide (attached at appendix 4).
9. Annual Disabilities Forum
10. Issues of concern and interest to people with disabilities.
11. Schedule of Meetings 2010/2011 – to approve the schedule (attached at appendix 5).
12. Any other business.
13. Thanks from Chair and close.

BOROUGH COUNCIL OF KING'S LYNN AND WEST NORFOLK**ADVISORY COMMITTEE FOR PEOPLE WITH DISABILITIES –
ANNUAL GENERAL MEETING**

Notes of the Annual General Meeting of the Advisory Committee for People with Disabilities held on Thursday 9th July 2009 at 7.00pm in the Committee Suite, King's Court, Chapel Street, King's Lynn.

PRESENT:**Representing the Borough Council:**

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

Representing People with Disabilities:

Wendy Blades, Ruth Carroll, Pat French, Genene Henshaw, Sylvia Pomeroy, Susan Smith, Trevor Smith.

By invitation:

The Deputy Mayor, Councillor Sampson and the Deputy Mayoress, Susan Sampson. Jonathan Langman (NCC).

Apologies for absence were received from: Sue Lowe, Chris Maule-Oatway, Kathy Warner and Councillor G Sandell

		ACTION
1.	<p><u>LAUNCH OF THE ONLINE ACCESS GUIDE</u></p> <p>Prior to the Annual General meeting, the Online Access Guide had been demonstrated and launched by the Deputy Mayor.</p> <p>Those present were able to trial the system and were impressed with the results.</p> <p>Officers involved in implementing the system were congratulated on the system and the turn around of setting it up.</p> <p>In the absence of Allison Bingham who led on creating the guide, the Secretary advised that a further press release would be issued publicising the successful launch of the guide and other ways to publicise the guide would be investigated</p> <p>Comments made on the guide would be taken into account such</p>	<p>AB</p> <p>AB</p>

	as adding instructions on using 'Browsealoud'.	
2.	<p><u>WELCOME</u></p> <p>The Chair welcomed all those present to the Annual General Meeting and thanked those that had previously attended the launch of the online access guide. He welcomed the Deputy Mayor and Deputy Mayoress to the meeting and thanked them for attending.</p>	
3.	<p><u>ELECTION</u></p> <p>The Secretary informed the Committee that at the Council Meeting on 25th June 2009 appointments were made to the Advisory Committee for People with Disabilities. The Council body membership for the Committee was now as follows:</p> <p>A Clery-Fox D Harwood M Langwade J Legg J Murphy G Sandell S Smeaton</p> <p>The Committee were informed that the only change was that Councillor Daniel had come off the Committee and Councillor Legg had replaced him.</p> <p>Five members of the Committee who were people with disabilities or representatives of voluntary organisations concerned with people with disabilities had served their two year term on the Committee and their positions were up for election. There was also one vacancy to be filled.</p> <p>RESOLVED: That the following be elected unopposed to the Advisory Committee for People with Disabilities to represent people with disabilities and voluntary organisations concerned with disabilities for the next two years:</p> <p>Wendy Blades – Arthritis Care Ruth Carroll – Park House Hotel Tess Gilder – Park House Hotel Genevieve Henshaw – Age Concern Sylvia Pomeroy – Phobbies Trevor and Susan Smith – Individuals</p>	

4.	<p><u>MINUTES</u></p> <p>The Minutes of the Advisory Committee for People with Disabilities Annual General Meeting held on 10th July 2008 were agreed as a correct record and signed by the Chair.</p>	
5.	<p><u>GUEST SPEAKER – JONATHAN LANGMAN, ASSISTIVE TECHNOLOGY OFFICER, NORFOLK COUNTY COUNCIL</u></p> <p>The Chair welcomed Jonathan Langman, Assistive Technology Officer at Norfolk County Council, to the meeting.</p> <p>Jonathan Langman gave a presentation to the Committee on the types of Assistive Technology available and the Services provided.</p> <p>A copy of the slides from the presentation are attached at Appendix 1.</p> <p>Following the presentation the Committee was invited to ask questions and make comments, as summarised below:</p> <p>The Chair commented that he would like to see an Independent Living Centre in West Norfolk. Jonathan Langman advised that this was being investigated and a possible site for locating the centre had been identified.</p> <p>Susan Smith enquired about the range that the fall detector operated at. Jonathan Langman advised that a fall detector could be situated within a house and would cover the whole house to detect if the user had fallen over.</p> <p>In response to a question Jonathan Langman explained that the organisation was very ‘person specific’ and created unique packages to suit individual users. Often the equipment required was already on the market, and new equipment went through a trial process. If equipment was bought in bulk, deals would also be negotiated with the manufacturer.</p> <p>He informed the group that details of some of the equipment provided were published on the Norfolk County Council website at www.norfolk.gov.uk/assistivetechology</p> <p>Councillor Ann Clery-Fox explained that a new Surgery had been opened in Terrington St Clement and asked if any information was available for the surgery. Jonathan Langman explained that his team would be willing to provide a demonstration of equipment to the surgery and was happy for his contact details to be passed on</p>	

	<p>to them.</p> <p>The Chair thanked Jonathan Langman for his interesting and informative presentation.</p>	
6.	<p><u>ANNUAL REPORT 2008/2009</u></p> <p>The Secretary presented the Annual Report of the Advisory Committee for People with Disabilities for 2008/2009. A copy of the Annual Report was circulated with the Agenda for the meeting.</p> <p>The Chair thanked the Secretary for the report.</p>	
7.	<p><u>OPPORTUNITY AWARDS 2009</u></p> <p>The Secretary reminded the Committee that this event was taking place on 15th October 2009 at Lynnsport. Publicity had been sent out for the event and completed nomination forms had been received.</p> <p>If any members of the Committee needed more posters or nomination forms they were to contact The Secretary. The Committee were reminded that the deadline for receipts of nominations was 31st July 2009 and there was no limit on the amount of nominations per nominator.</p>	
8.	<p><u>ISSUES OF CONCERN AND INTEREST TO PEOPLE WITH DISABILITIES</u></p> <p><u>(i) First buses</u></p> <p>Trevor and Susan Smith informed the Committee that they had recently encountered problems with accessing a First Bus service.</p> <p>They had tried to catch the bus to Hunstanton, but when the bus arrived at the bus stop, although it had low level access, it did not park close enough to the kerb. The driver then told Trevor and Susan Smith that he already had one passenger in a wheelchair on board and could not accept another, even though the bus was not full.</p> <p>Trevor and Susan Smith were unable to get on the bus, so went to the Bus Station in King's Lynn to register a complaint. A member of staff apologised to them but told them that there was no means to make an official complaint. Instead they were provided with a telephone number which they were advised to call if the situation ever happened again.</p>	

	<p>The Secretary agreed to write, on behalf of the Committee, to First Buses to raise the concerns mentioned and ask what training was provided to drivers regarding parking close to the kerb to provide disabled access and their policies on accepting wheelchair passengers. A copy of the letter would also be sent to Norfolk County Council Highways for information.</p> <p><u>(ii) Assistive Technology</u></p> <p>Sylvia Pomeroy made reference to the presentation given earlier at the meeting. She explained that she had recently had some assistive technology installed in her home which had helped her immensely. She informed the Committee that the equipment had made a huge difference to her life and independence.</p>	RM
<p>9.</p>	<p><u>SCHEDULE OF MEETINGS 2009/2010</u></p> <p>The Schedule of Meetings for 2009/2010 were agreed as follows:</p> <p>Thursday 17th September 2009, 6.00pm</p> <p>Monday 16th November 2009, 3.30pm</p> <p>Wednesday 13th January 2010, 2.30pm</p> <p>Tuesday 23rd March 2010, 2.30pm</p> <p>Tuesday 25th May 2010, 6.00pm</p> <p>Annual General Meeting – Thursday 8th July 2010 at 7.00pm</p>	
<p>10.</p>	<p><u>ANY OTHER BUSINESS</u></p> <p><u>(i) Open Britain Guide</u></p> <p>Tess Gilder informed the Committee that a guide book and website was due to be launched in the next few days which provided a fully searchable database of accessible accommodation, places to eat and drink and service providers.</p> <p>More information on the ‘Open Britain’ guide was available at www.openbritain.net</p> <p><u>(ii) Mayor’s Charity</u></p> <p>The Deputy Mayor informed the Committee that the Mayor’s Charity this year was the Alzheimer’s Society.</p>	

	<p>He thanked Jonathan Langman for his presentation at the meeting and explained that he would pass on details of the service provided at his next meeting with the Alzheimer's Society.</p> <p>Jonathan Langman informed the Committee that the Assistive Technology Team were in the process of organising a County-Wide campaign to raise awareness of the service available.</p>	
11.	<p><u>DATE OF NEXT MEETING</u></p> <p>The next ordinary meeting of the Advisory Committee for People with Disabilities would take place on Thursday 17th September 2009 at 6.00pm.</p>	
12.	<p><u>THANKS AND CLOSE</u></p> <p>The Chair thanked those present for attending the meeting. He commented that over the last year, the work of the Committee had improved greatly and a positive and innovative approach was being taken.</p> <p>He thanked all those involved for their assistance over the past year.</p>	

The meeting closed at 8.37pm

DRAFT VERSION**Advisory Committee for People with Disabilities****Aims and Terms of Reference****1. Introduction**

- 1.1 The Committee was initially established by the Borough Council of King's Lynn and West Norfolk. In 2009 it was agreed that the Committee report to the West Norfolk Partnership's Healthier Communities and Older Persons Partnership.

2. Membership

- 2.1 The Committee 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 Committee will be elected at the first meeting following 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 Committee will receive administrative support from Secretary who shall be an officer of the Borough Council and advice and support from the Council's NRAC Auditor.

- 3.2.1 The Committee will provide regular reports and make recommendations if necessary to the West Norfolk Partnership Healthier Communities and Older Persons Partnership.

- 3.3 The Committee's Aims and Terms of Reference shall only be changed with the formal agreement of the Advisory Committee for People with Disabilities and the West Norfolk Partnership's Healthier Communities and Older Persons Partnership.

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

4. Meetings

- 4.1 Meetings of the Committee shall be held in public unless the Committee resolve otherwise.
- 4.2 The Committee 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 Committee will hold its annual general meeting in July. The schedule of future meetings and the Committee'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 people with disabilities
- 5.2 To provide a meeting place at which people with disabilities 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 people with disabilities in the Borough and bring these to the notice of the Borough Council and other organisations.
- 5.4 To determine measures by which the Partnership, in conjunction with the Borough Council 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 Advisory Committee's Opportunity Awards Scheme.
- 5.9 To support, promote and develop the West Norfolk Access Guide.

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



Annual Report for 2009/2010

Presented to the Annual General
Meeting of the Advisory Committee
for People with Disabilities on
15th July 2010

1. Introduction

The Committee have dealt with a wide range of issues this year.

The past year has seen a change in the Committee's reporting arrangements. They now report to the West Norfolk Partnerships Healthier Communities and Older Persons Partnership.

More notably the Committee have held their Opportunity Awards in 2009 and are now working on arrangements for the Annual Disability Forum 2010.

The Committee have also assisted to develop and promote the new Online Access Guide, which is continuing to be a success.

2. Meetings of the Committee

During the year six full Committee meetings have been held and attendance at those meeting is shown in the schedule attached to this report.

3. Matters of Concern and Key Issues/ discussions from throughout the year

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

(i) West Norfolk Access Guide

The West Norfolk Access Guide was officially launched at the Committee's Annual General meeting in 2009. This month celebrates the first year anniversary of the guide.

The Committee have been proactive in suggesting ways to promote the guide and have assisted in visiting businesses and attractions to assess their facilities before their inclusion in the guide.

Allison Bingham has kept the Committee updated on progress and has led on promoting and maintaining the guide.

Web hits are continuing to increase with an average of 731 hits per month. KLFM have run a campaign to promote the guide which ended in July 2010. Further ways to continue to promote the guide are being investigated.

The Committee, through Allison Bingham, are now able to populate the front page of the online access guide with articles of interest and details of forthcoming events.

(ii) Consultations/Presentations/Updates

Throughout the year the Committee have been consulted on/received presentations on the following:

- Presentation from Chris Maule-Oatway on the work of Norfolk and Norwich Association for the Blind.
- Presentation from Julie Bruinsma, Freebridge Community Housing on Adaptations.
- Presentation from Jonathan Langman on Assistive Technology.
- Consulted on the Borough Council's Disability Equality Scheme.
- Visit to RSPB Titchwell to comment on the newly installed hide and designs for future development.
- Updated on facilities in the Walks and future plans by the Walks Parks Manager.

Regular updates are also provided from Committee representatives on Freebridge Community Housing Board and the Neighbourhood Management Board.

(iii) Royal National Institute for the Blind – REACT System

This system is to be installed along the pilgrimage trail in King's Lynn.

The Committee will receive a presentation on the system at the AGM.

The system involves boxes being installed along the trail. The boxes would be linked to key fobs which would be available for a small deposit from specified tourist attractions. The fobs, when within a certain distance from the boxes, would trigger the installed boxes, which would give the user details of where they were along the pilgrimage trail. The system is designed for blind and partially sighted people, but the system can also be used to provide information in other languages.

The system is expected to be up and running late 2010.

(iv) General issues

Committee members are able to raise issues of concern through the Secretary at meetings. These have included issues relating to accessibility, highway issues, car parking etc. Over the past year the Committee have discussed and had the following issues investigated:

- Dropped kerb to the rear of Boots which has now been scheduled for repair by Norfolk County Council.
- Various highways issues, including dropped kerbs and crossings, pavements etc.
- Comments made on facilities at St James Pool, all of which were resolved quickly.
- Car Parking issues.

4. Working Groups

The Committee presently has established four working groups which meet on an ad hoc basis:

- Visiting Working Group – to visit attractions to 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.
- Opportunity Awards Working Group – to make arrangements for the awards.
- Celebrate-Ability Working Group – to make arrangements for the Annual Disabilities Forum.

5. Opportunity Awards 2009

The Opportunity Awards ceremony was held on 15th October 2009 at Lynnsport. The event which is held bi-annually, on alternate years to the Annual Disabilities Forum, was a success.

Fourteen awards were presented at this event by the Borough Mayor in categories including; Disabled Achievement in Sport, Carers, Volunteering and Helping Others, Service Providers and Charity Work. As well as the Mayor's Award which was presented to Mr and Mrs Smith who are members of the Advisory Committee.

In 2009 nominations were sought for individuals or organisations in West Norfolk who had demonstrated innovation, imagination and commitment in ensuring equality of opportunity for people with disabilities in the local community; or for people who have

overcome the challenges that a disability can present with determination and spirit.

The Opportunity Awards Scheme was instituted by the Advisory Committee for People with Disabilities in 1989 and seeks to recognise outstanding contributions, including innovation, imagination or commitment, which have enabled people with a disability to lead an ordinary life.

Over 70 people attended the ceremony which was hosted by the Mayor of King's Lynn and West Norfolk.

6. Celebrate-ability

This will be the second 'Celebrate-ability' event and will be held at the Corn Exchange on 8th September 2010 from 1.00pm to 4.00pm.

Preparations for the event are now underway and publicity will be circulated soon.

It is hoped that this event will mirror the success of the event held in 2008.

7. Next Year

The next year could see some further changes to the Committee, with amendments to the Constitution being considered at this Annual General Meeting.

The Committee will also continue to progress arrangements for the Annual Disabilities Forum in 2010 and the Opportunity Awards in 2011 as well as working to assist with progress and development of the West Norfolk Access Guide.

Attendances at Meetings since the last Annual General Meeting

Committee Member	No of Meetings	No of Meetings attended
Robert Bunting	6	0
Pat French	6	4
Mr and Mrs Smith	6	6
Kathy Warner	6	3
Sylvia Pomeroy	6	2
Rick Cotton	6	0
Wendy Blades	6	6
Tess Gilder	6	4
Councillor D Harwood	6	6
Councillor Mrs A Clery-Fox	6	5
Councillor G Daniell	6	3
Councillor M Langwade	6	6
Councillor Mrs J Murphy	6	5
Councillor G Sandell	6	4
Councillor Mrs S Smeaton	6	6

REPORT ON PROGRESS ON THE FIRST YEAR OF THE WEST NORFOLK ACCESS GUIDE

The West Norfolk Access Guide celebrated it's first birthday on the 9 July 2010.

In its first year it has attracted over 10,000 hits from searches on the website for accessible activities, venues and accommodation throughout West Norfolk.

The website has its own jingle on KLFM the local radio station, which has been running for the last six months. This has increased the visits to the website.

The website has also been advertised on the Borough Council's website, in various newsletters throughout Norfolk such as the NNAB and the West Norfolk Partnership. Outside Norfolk it has been a news item on the Tourism for All website and will be shortly seen in the Open Britain publication.

Since the original surveys that were undertaken over 18 months ago, various attractions and hotels have been added through visits from the Advisory Committee Members. These have included Norfolk Lavender, The Lodge Hotel in Hunstanton and the Knights Hill Hotel.

Advertisement on the website has been slow to be taken up, but we have helped ticket sales to Something for Everyone! by the Lavender Hill Mob, the Valentines Concert at Park House as well as help raise the profile of the Opportunities Awards 2009.

We also requested a subscription fee this year from those listed on the website. This started off well, but has slowed down in the last month. Enough businesses subscribed to run the advertisement of KLFM for another month.

Advisory Committee for People with Disabilities**Schedule of future meetings 2010/2011****Draft**

Thursday 2nd September 2010 at 3.00pm

Wednesday 10th November 2010 at 3.00pm

Tuesday 18th January 2011 at 3.00pm

Monday 21st March 2011 at 3.00pm

Wednesday 18th May 2011 at 3.00pm

Thursday 28th July 2011 at 3.00pm – Annual General Meeting