

**BOROUGH COUNCIL OF KING'S LYNN AND WEST NORFOLK**

**ADVISORY COMMITTEE FOR PEOPLE WITH DISABILITIES –  
ANNUAL GENERAL MEETING**

**Notes of a Meeting of the Advisory Committee for People with Disabilities Annual General Meeting held on Thursday 15<sup>th</sup> July 2010 at 7.00pm in the Committee Suite, King's Court, Chapel Street, King's Lynn.**

**PRESENT:**

**Representing the Borough Council:**

Councillors Ann Clery-Fox, David Harwood, Michael Langwade, John Legg, Garry Sandell, Stephanie Smeaton

**Representing People with Disabilities:**

Wendy Blades, Ruth Carroll, Jill Darling, Pat French, Geneve Henshaw, Sylvia Pomeroy, Susan Smith, Trevor Smith

**Present by invitation:**

Mayor and Consort (Councillor Zipha Christopher & Baron Chenery of Horsbrugh), Jenny Parker (RNIB)

**Apologies for absence were received from:**

Councillor Janet Murphy, Tess Gilder, Kathy Warner

		ACTION
1.	<p><b><u>WELCOME</u></b></p> <p>The Mayor welcomed those present to the meeting and thanked them for her invitation.</p> <p>She explained that she felt that although the general public were sympathetic towards disability issues, they did not always realise how much of an affect it had on people with disabilities and their families.</p> <p>She recognised that living with a disability, or a disability in the family was a life altering situation.</p> <p>She thanked the Committee for all the work they had been doing.</p>	

## **2. PRESENTATION FROM RNIB ON THE REACT SYSTEM**

Jenny Parker from the RNIB provided the Committee with a presentation on the RNIB React system which was soon to be installed in King's Lynn along the Pilgrimage Trail.

She clarified that the system consisted of a number of strategically-placed speaker units sited around the town. When a blind or partially sighted person carrying a 'trigger fob' is within range of an RNIB React speaker unit it activates to tell the person where they are and can be used to give further orientation information.

The Committee were provided with a demonstration of how the unit worked.

Jenny Parker explained that situating the units along the pilgrimage trail would allow everyone to explore the heritage of King's Lynn. Ten standard React units were to be purchased by the Borough Council (including one spare unit) and would be mounted on lampposts or the side of buildings. Messages were being recorded in multiple languages including: English, Portuguese, Russian and Lithuanian.

The units would be located at the following:

- Train station
- Lynn Museum
- Red Mount Chapel
- Greyfriars
- All Saints Church
- St Margaret's Church
- Town House Museum
- The Purfleet
- St Nicholas' Chapel

Following the presentation, questions were invited from the Committee, answers to which are summarised below.

Jenny Parker explained that the key fob had been ergonomically designed to be user friendly and tactile.

When installing the product the Council would be provided with user notes and guidelines including information on the length of messages that could be emitted from the speaker units. Jenny

	<p>Parker explained that the messages needed to provide useful information, but if they were too long the user would lose interest.</p> <p>The Committee were informed that the Council would purchase a supply of key fobs directly from the RNIB, these would then be made available for use for a small deposit. The fobs were universal and would work anywhere else in the UK that had the React system in place.</p> <p>Jenny Parker explained that a computer could be used to log in to the speaker units to download statistics on their usage and to change settings such as the trigger range. This was useful because if statistics showed a unit was not being utilised it could be moved to a more useful location.</p> <p>The Committee were informed that they were the first Council in East Anglia to use the system and the first in the Country to use it for Heritage and Historical purposes.</p> <p>The Chair thanked Jenny Parker for her informative presentation.</p>	
3.	<p><b><u>MINUTES</u></b></p> <p>The Minutes from the Advisory Committee for People with Disabilities Annual General Meeting held on 9<sup>th</sup> July 2009 were agreed as a correct record and signed by the Chair.</p>	
4.	<p><b><u>REVIEW OF CONSTITUTION</u></b></p> <p>The Secretary reminded the Committee that it now reported to the West Norfolk Healthier Communities and Older Persons Partnership. The Partnership had agreed to this arrangement providing that the Committee were prepared to review their constitution to fit more in-line with other partnership bodies.</p> <p>The Secretary presented the Committee with a draft amended constitution as attached to the Agenda as appendix 2.</p> <p>She explained that the draft constitution would still need to be agreed by the West Norfolk Healthier Communities and Older People's Partnership before final adoption.</p> <p>The Secretary explained that she would make the necessary arrangements for the amended draft constitution to be presented to</p>	

	the Partnership and would keep the Committee informed on progress.	RP
5.	<p><b><u>ELECTION</u></b></p> <p>The Committee were informed that three 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.</p> <p><b>RESOLVED:</b> 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> <ul style="list-style-type: none"> <li>• Pat French</li> <li>• Jill Darling</li> <li>• Kathy Warner</li> </ul> <p>Kathy Warner was not present at the meeting so the Secretary agreed to check that she was willing to continue as a member of the Committee and would confirm at the next meeting.</p>	RP
6.	<p><b><u>ANNUAL REPORT 2009-2010</u></b></p> <p>The Secretary presented the Annual Report of the Advisory Committee for People with Disabilities for 2009-2010. A copy of the Annual Report was circulated with the Agenda for the meeting.</p> <p>The Chair thanked the Secretary for the report. He explained that he felt it had been another productive year for the Committee, but wanted to now focus on increasing attendance at the meetings. He asked all those present to promote the Committee where possible and encourage others to attend.</p> <p>The Committee discussed having a stand at the forthcoming Celebrate-ability event, where attendees could sign up to receive invitations to Committee Meetings.</p>	All
7.	<p><b><u>REPORT ON THE FIRST YEAR OF THE WEST NORFOLK ACCESS GUIDE</u></b></p> <p>Allison Bingham reminded the Committee that the Access Guide</p>	

	<p>celebrated it's first birthday on 9<sup>th</sup> July 2010.</p> <p>In its first year it had attracted over 10,000 hits from searches on the website for accessible activities, venues and accommodation throughout West Norfolk.</p> <p>There were currently 784 attractions/businesses included in the guide.</p> <p>The website had been promoted on KLFM, and this had assisted to increase visits to the website.</p> <p>The website was also promoted on the Borough Council's website and in various newsletters throughout Norfolk.</p> <p>Allison Bingham explained that she was still awaiting articles and advertisements from Members of the Committee to populate the front page of the website.</p> <p>Further information regarding the access guide is attached as appendix 1.</p>	All
8.	<p><b><u>ANNUAL DISABILITIES FORUM – CELEBRATE-ABILITY</u></b></p> <p>Allison Bingham reminded the Committee that this event was to take place on 8<sup>th</sup> September 2010 from 1.00pm to 4.00pm at the Corn Exchange in King's Lynn.</p> <p>She explained that letters had been sent out inviting organisations to attend. So far the following organisations had responded:</p> <ul style="list-style-type: none"> <li>• BEU</li> <li>• CSV Vocal</li> <li>• Park House</li> <li>• NNAB</li> <li>• Norfolk Police Disability Forum</li> <li>• Phobbies</li> <li>• West Norfolk Community Transport</li> <li>• West Norfolk Self Advocacy Project</li> </ul> <p>Adverts for the event had been published on the Access Guide website, the Committee's web pages and would appear on the front page of the Borough Council's website in late August.</p>	

	<p>Flyers for the event had been included in various mailings and would also be sent to:</p> <ul style="list-style-type: none"> <li>• Vet surgeries</li> <li>• Gyms, sports centres and health centres</li> <li>• Pet stores</li> <li>• Supermarkets</li> <li>• GP surgeries</li> </ul> <p>800 copies of the A5 poster had also been mailed out with the latest Tourism Industry in West Norfolk mailing.</p> <p>The Committee were encouraged to each take a supply of posters and display as appropriate.</p> <p>An article was also to be sent to Parish Magazine editors and a campaign would run on KLFM on 25 August.</p>	All
9.	<p><b><u>ISSUES OF CONCERN AND INTEREST TO PEOPLE WITH DISABILITIES</u></b></p> <p><u>(i) Stansted Airport</u></p> <p>Wendy Blades informed the Committee that she had recently been on holiday and wanted to mention how impressed she was with the assistance she was provided with at Stansted Airport. She explained that all the staff were very helpful and she asked that a letter be sent on behalf of the Committee to praise the staff.</p> <p>The Chair agreed and asked the Secretary to send a letter on the Committee's behalf.</p> <p><u>(ii) Blue Badge</u></p> <p>Wendy Blades informed the Committee that she was still concerned with the charges in place for blue badge holders and now that a new Government was in place, should the Committee try to lobby for the charges to be revoked.</p> <p>The Chair explained that the decision to charge for blue badge parking was made locally and currently with the huge pressures on the budget it was unlikely that any decisions would be over turned on this issue.</p>	RP

Allison Bingham informed the Committee that she was aware of a Judicial Review which had happened in Lincoln on this issue which was thrown out as the charges were in place for everyone so was not discriminatory towards people with blue badges.

Councillor Clery-Fox explained that she still felt it was important that people with blue badges should be allowed more time as it often takes them longer to get their shopping and get back to the car. The Chair explained that this issue had been discussed previously and it was up to the discretion of the Parking Attendant if more time should be allowed.

(iii) Estate Agents opposite St James Pool

Wendy Blades explained that she was aware that cars were parking on the forecourt of the Estate Agents opposite St James Pool and were blocking access of the pavement, making it difficult for people in mobility scooters to pass.

The Secretary agreed to speak to Norfolk County Council Highways to see if they could assist with the issue.

RP

(iv) Pavement opposite St James Pool

Mr and Mrs Smith asked if anything had been done to repair the state of the pavements surrounding St James Pool.

The Secretary had previously raised this issue with Norfolk County Council who said they would inspect the footway and any work required would be programmed and completed as soon as budget and resources allowed.

(v) Drop off point to the rear of Boots King's Lynn

Ruth Carroll explained that work to repair the drop off point had still not been carried out. The Secretary explained that she had previously raised this issue with Norfolk County Council who had agreed to carry out work to reconstruct the dropped kerb as soon as budget and resources allowed.

**10. SCHEDULE OF MEETINGS 2010/2011**

The Schedule of Meetings for 2010/2011 were agreed as follows:

	<p>Thursday 2<sup>nd</sup> September 2010 at 2.30pm – Meeting Rooms 1, 2 &amp; 3</p> <p>Wednesday 10<sup>th</sup> November 2010 at 2.30pm – Committee Suite</p> <p>Tuesday 18<sup>th</sup> January 2011 at 2.30pm – Committee Suite</p> <p>Monday 21<sup>st</sup> March 2011 at 3.00pm – Committee Suite</p> <p>Wednesday 18<sup>th</sup> May 2011 at 2.30pm – Committee Suite</p> <p>Thursday 28<sup>th</sup> July 2010 at 2.30pm – Annual General Meeting – Committee Suite</p>	
11.	<p><b><u>ANY OTHER BUSINESS</u></b></p> <p>There was none</p>	
12.	<p><b><u>DATE OF NEXT MEETING</u></b></p> <p>The next meeting of the Advisory Committee for People with Disabilities will take place on Thursday 2<sup>nd</sup> September 2010 at 2.30pm in Meeting Rooms 1, 2 &amp; 3, King’s Court, Chapel Street, King’s Lynn.</p>	
13.	<p><b><u>THANKS &amp; CLOSE</u></b></p> <p>The Chair thanked everyone for coming and looked forward to another productive year. He encouraged the Committee to promote the work of the Committee where possible and encourage other people to attend.</p> <p>He thanked the Mayor and Consort for attending the meeting.</p>	All

**The meeting closed at 8.55pm**



## West Norfolk Access Guide

### History



- West Norfolk Access Guide was launched on 9 July 2010
- The website is the most detailed access information site listing businesses (incorporating retail, commercial, entertainment and leisure facilities) available in West Norfolk.
- 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.

The screenshot shows the West Norfolk Access Guide website in a Microsoft Internet Explorer browser window. The browser title is "West Norfolk Access Guide - Microsoft Internet Explorer provided by Kings Lynn Borough Council". The address bar shows the URL: "https://secure.west-norfolk.gov.uk/officetools/accessGuide.shtml".

The website header includes the Borough Council of King's Lynn & West Norfolk logo and navigation links: "Accessibility | Help | Text Only | Make Text Bigger | Make Text Red".

The main content area features a "News" section with the headline "Welcome to the great British Summer!". Below this, there is a paragraph: "West Norfolk is a special place of unspoilt charm and natural beauty. It is a perfect base for birdwatching and exploring national trails such as the Peddars Way, Fen Rivers Way Footpath and the Norfolk Coast Path." An image shows a person in a boat on the water.

On the right side, there is a "Contact Us" button and a search box with a "GO" button. Below the search box is a grid of icons representing various accessibility services, including a wheelchair icon, a dog icon, and a WC icon.

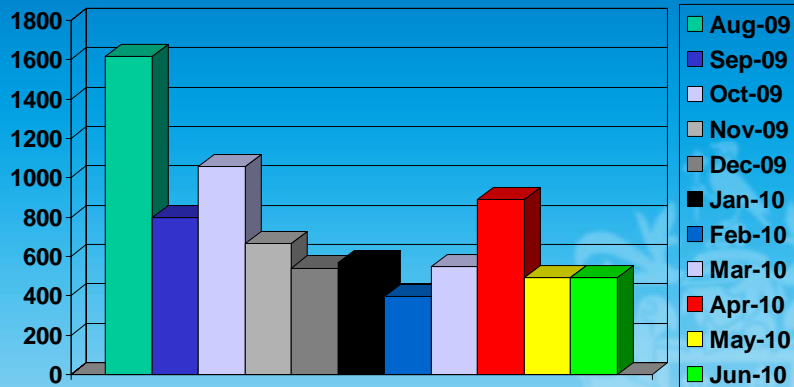
On the left side, there is a vertical menu with categories: Home, Banking and Professional, Eating and Drinking, Healthcare and Mobility Aids, Hotel and Accommodation, Leisure and Entertainment, Retail and Shopping, Services and Travel, and Health and Beauty. Below the menu is a yellow banner that says "Back by popular demand! Celebrate the 2nd Ability".

The browser's taskbar at the bottom shows the Start button, several open applications (including Microsoft Outlook and Microsoft PowerPoint), and the system tray with the date and time (11:22).

## Marketing/Advertising

- The website has its own jingle on KLFM the local radio station, which has been running for the last six months. 🎵
- 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 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.

## Website Hits from August 2009



## Advertising on the Guide

- 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

## What Next?

- Start charging for Advertisements from January 2011
- Continue with the KLFM Campaign until October 2010
- Local Groups to write the Front Page
- Include a Legal Update page on the website