

WEST NORFOLK DISABILITY FORUM

Tuesday 18 January 2011 at 2.30pm
In the Committee Suite, King's Court,
Chapel Street, King's Lynn

AGENDA**1. APOLOGIES FOR ABSENCE****2. MINUTES**

To confirm as a correct record the minutes of the meeting held on 10 November 2010 (attached at appendix 1).

3. MATTERS ARISING AND NOT COVERED ELSEWHERE ON THE AGENDA**4. SAFE SHOPPING IN THE TOWN CENTRE**

At the request of Trevor and Susan Smith, the Vancouver Quarter Manager will be present at the meeting to answer queries relating to safe shopping for disabled people in the Vancouver Quarter.

5. PRESENTATION FROM LYNNSPORT

To receive a presentation about facilities available for disabled people at Lynnsport.

6. CARE AND REPAIR

To receive information on services provided by Care and Repair.

7. WINTER WEATHER

To discuss how the committee can encourage people to consider vulnerable people in periods of bad weather.

8. **ONLINE ACCESS GUIDE**

To receive an update from Allison Bingham.

9. **SECRETARY'S CORRESPONDENCE**

10. **ANY OTHER BUSINESS**

11. **DATE OF NEXT MEETING**

To note that the next meeting of the West Norfolk Disability Forum will take place on Monday 21 March 2011 at 3.00pm in the Committee Suite, King's Court, Chapel Street.

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 10 November 2010 at 2.30pm in the Committee Suite, King's Court, Chapel Street, King's Lynn.

PRESENT:**Representing the Borough Council:**

Councillors D Harwood (Chair), Councillor Mrs A Clery-Fox, Councillor I Goodson (substitute for Councillor Mrs S Smeaton), Councillor M Langwade, Councillor J Legg, Councillor G Sandell

Representing People with Disabilities:

C Anderson, W Blades, R Carroll, J Darling, P French, A Hoyland, P Norman, S Pomeroy, D Richards, S Smith, T Smith, K Warner

By Invitation:

Rebecca Collard – Norfolk County Council

Apologies for absence were received from:

Councillors Mrs J Murphy and Mrs S Smeaton.
C Bond, T Gilder, G Henshaw, M Smith,

| | | ACTION |
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| 1. | <p><u>MINUTES</u></p> <p>The Minutes of the meeting held on 2 September 2010 were agreed as a correct record subject to Councillor Mrs S Smeaton's name being removed from the list of apologies for absence.</p> | |
| 2. | <p><u>MATTERS ARISING AND NOT COVERED ELSEWHERE ON THE AGENDA</u></p> <p><u>(i) Online Access Guide</u></p> <p>At the previous meeting it was suggested that Allison Bingham contact BBC Click to see if they could assist with promotion of the Online Access Guide. Allison Bingham confirmed that she had contacted them and they were sending her an information pack.</p> | |

(ii) 'A' Boards

The Secretary reminded the Committee that she had previously received correspondence from Trevor and Sue Smith regarding 'A' Boards throughout the Town Centre and had agreed to pass this on to the Vancouver Quarter Manager.

The Secretary explained that she had received a response from the Vancouver Quarter Manager asking her to pass on his contact details to Mr and Mrs Smith so that they could contact him to arrange to meet him and discuss issues.

(iii) Food Rubbish

At the Committee's previous meeting Genene Henshaw explained that she had experienced problems with her guide dog eating food that had been dropped on the street in the Town Centre and a discussion had taken place on how the Committee could raise awareness of this issue.

Councillor Harwood had published a letter in the Lynn News highlighting the issue and asking people to be considerate when disposing of waste.

The Secretary also brought this matter to the attention of the Executive Director, Leisure and Public Space who explained that the Council had a regular litter picker on a route continuously around the town centre, but if the Committee had some specific areas of the town centre which they thought were a concern they should inform the Executive Director, Leisure and Public Space who would consider a visit to the businesses in question and possibly some targeted PR.

(iv) Norfolk Coalition of Disabled People

At the previous meeting Allison Bingham had informed the Committee that the Norfolk Coalition of Disabled People had contacted her asking if the Committee would like to be involved in events to mark their 15th Anniversary.

Allison Bingham informed the Committee that, following their agreement at the previous meeting, she had forwarded the Committee's details on to the Coalition.

3. PRESENTATION ON NORFOLK COUNTY COUNCIL PREVENTION SERVICES

The Chair welcomed Rebecca Collard to the meeting who had been invited to provide information regarding Prevention Services.

Rebecca Collard was the Prevention and Early Intervention Development Officer for Norfolk County Council's Adult Social Care department.

She explained that the Community Services Adult Care Prevention Service offered a range of support and specialised in finding individual solutions to support individual needs in the following ways:

(i) Sensory Support Unit

Visual Impairment – Rehabilitation Workers could provide training and equipment to maximise the independence of visually impaired people, preventing the need for long term services or carers' support. They could teach people how to carry out domestic and daily tasks such as cooking, hygiene and managing finances, independently and safely. Rehabilitation workers could also provide mobility training, access to sports and leisure activities, shopping and the wider community.

Hearing Impairment – Technical Resource Officers helped to provide a wide range of specialist equipment to deaf and hard of hearing people to help with communication, maintaining independence and reducing social isolation.

Deafblind – Communicator Guides supported people with social activities, learning opportunities and household management. The main purpose of a Communicator Guide was to provide stimulation and help people who had a dual sensory loss remain physically and mentally active.

(ii) Assistive Technology

Specialised equipment could be designed or installed to increase the independence of people living at home with a range of disabilities. It could include items such as smoke, flood or fall detectors, voice prompts or pagers.

Assistive Technology helped people live at home longer by reducing levels of risk, helping people to feel safer and more secure, helping people with memory difficulties and supporting relatives and carers.

Equipment could range from simple battery operated items to alert

in the home, or equipment linked to a community alarm service.

(iii) Teleshopping

Teleshopping was an individually tailored grocery shopping service designed to help people stay independent in their own homes for longer. It was available to any resident in Norfolk and cost £10 a quarter.

It involved members being telephoned at pre-arranged times when a shopping order would be taken verbally with a delivery time and date arranged. Members had a choice of store but needed a credit or debit card to pay for the groceries.

A 'Rainy Day' package could also be provided, which cost £10 and entitled the user to six shops which could be taken at any time. This could help with unexpected emergencies or bad weather, for example.

(iv) Day Services

Norfolk County Council's Day Services aimed to enhance people's lives by supporting older and disabled people to build relationships by providing supported social, leisure, educational and vocational opportunities.

(v) Swift Response

Norfolk Swift Response provided a free service to assist older people and adults with a long-term physical condition who have unplanned needs, anytime during the day or night.

The service operated 24 hours a day, 365 days of the year.

Staff were able to provide immediate access to hands-on care/support in the person's own home, offering essential urgent care and practical help.

(vi) Home Shield

Home Shield was a 'cross-agency' referral service, supported by trusted organisations such as the Police and Fire Service. If an officer or a member of staff working in one of those organisations identified the need for additional support for the person they were visiting or advising, they could complete a referral for other services e.g Trading Standards, security locks, benefits etc. The Home Shield administrator would then match the request to the

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| | <p>relevant partner agency and pass the referral on.</p> <p>This system, which had proved successful in other areas, was now being rolled out in West Norfolk and members of the Committee who were interested in accessing the service, or if they were involved in an agency/organisation that worked with people and would like to be involved, were to contact Home Shield as follows:</p> <p>Tel: 01603 638433 Email: homesield@norfolk.gov.uk</p> <p><u>(vii) Questions</u></p> <p>In response to a question regarding future funding of the scheme, Rebecca Collard explained, that following the announcement of the budget, all services provided by Norfolk County Council were being reviewed. The support services mentioned above would be reviewed as part of the process, and proposals to scale down the services, or provide more cost effective ways to deliver were being considered.</p> <p>Rebecca Collard explained that a consultation was currently on going and she encouraged members of the Committee to visit Norfolk County Council's website and submit any comments that they may have on the services.</p> <p>Councillor Harwood reiterated that Norfolk County Council had to reduce their spending and he explained that Adult Social Services was one of the largest areas of spending for Norfolk County Council.</p> <p>He explained that lots of work was ongoing to investigate ways to minimise the effects of the cuts and a board of representative organisations had been formed to gain their perspective on how services could be provided with reduced funding.</p> <p>In response to a question regarding the future of the Home Shield Service, Rebecca Collard explained that currently the service had sufficient funding to run for a further eighteen months. She informed the Committee that in some areas Home Shield schemes were run by other organisations such as Age UK and this was something she would investigate to enable the service to continue.</p> <p>The Chair thanked Rebecca Collard for her informative presentation.</p> | <p>All</p> <p>All</p> |
| 4. | <u>RNIB REACT SYSTEM</u> | |

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| | <p>Allison Bingham reminded the Committee that the RNIB React System had recently been installed along the King's Lynn Pilgrimage Trail.</p> <p>She provided the Committee with an overview of the system and explained that key fobs were available from the Council Offices, TIC and Lynn Museum (once the scaffolding had been removed) for a £10 deposit.</p> <p>Allison Bingham informed the Committee that she had two more React boxes available and sought the Committee's views on the best place to site the boxes. She suggested that the boxes could be installed at the corner of College Lane, as a direct link to the Green Quay and the Corn Exchange.</p> <p>A box had been installed at Hillington Square. Currently this was the most under used box along the trail and would be monitored and re-sited if under utilised.</p> <p>If any member of the Committee would like to see how the system worked they were to contact Allison Bingham who would provide them with a key fob.</p> <p>The Chair thanked Allison Bingham for all her hard work in progressing this system and for organising the successful launch event held recently at King's Lynn Arts Centre.</p> | All |
| 5. | <p><u>DISCUSSION REGARDING POTENTIAL CHANGE OF NAME FOR THE COMMITTEE</u></p> <p>Allison Bingham informed the Committee that the social model for disability was now widely used and using the phrase 'people with disabilities' was a negative term rather than a positive one which could lead to negative feedback.</p> <p>The Committee discussed renaming the Committee.</p> <p>AGREED: That the Committee be renamed to 'West Norfolk Disability Forum'.</p> | RP |
| 6. | <p><u>FREEBRIDGE COMMUNITY HOUSING UPDATE</u></p> <p>Sylvia Pomeroy explained that she had resigned from the Freebridge Community Housing Board so would be unable to provide updates to the Committee.</p> | |

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| | AGREED: That the Freebridge Community Housing Update item be removed from future agendas. | RP |
| 7. | <p><u>ONLINE ACCESS GUIDE</u></p> <p>Allison Bingham explained that over 700 listings were currently included on the site. She was now in the process of revisiting the businesses on the guide to ensure that all details were up to date.</p> <p>Advertising on KLFM had now come to an end, but there was still a link on KLFM's website through to the guide.</p> <p>Allison Bingham informed the group that web hits had declined since the end of advertising on KLFM.</p> <p>Allison Bingham explained that she would still like contributions from the Committee on articles and features to appear on the front page of the guide. She asked to details of future events or other information which could be included.</p> <p>The Committee discussed financial contributions from those businesses included in the guide and Allison Bingham agreed to send an email reminder to all businesses included in the guide asking for a small financial contribution which could be used to promote the guide.</p> | <p>ALL</p> <p>AB</p> |
| 8. | <p><u>ANNUAL DISABILITY FORUM – CELEBRATE-ABILITY</u></p> <p>The Secretary reminded the Committee that their Celebrate-Ability Event had taken place in September in the Corn Exchange.</p> <p>Sylvia Pomeroy had attended the event and commented that it was the best so far, her organisation had recruited four new volunteers as a result of the event.</p> <p>Pat French commented that she felt the event was promoted well and widely advertised.</p> <p>The Secretary thanked Pat French and Councillor Mrs Stephanie Smeaton for attending and 'manning' the Advisory Committee's stand at the event.</p> | |
| 9. | <p><u>WINTER CAMPAIGN</u></p> <p>The Chair reminded the Committee that they had previously discussed ways to assist vulnerable people in periods of bad weather.</p> | |

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| | <p>The Chair asked the Committee for their views on the best way to get information out to people and encourage others to be mindful of elderly or disabled neighbours or friends who could not venture out of their houses during bad weather.</p> <p>The Chair requested that the Secretary contact West Norfolk Befrienders, Careline and Age UK to see what sort of services they provided.</p> <p>The Committee discussed creating an information sheet, which could include contact numbers for vulnerable people, and useful information. The information could then be published on the Online Access Guide.</p> | <p>RP</p> <p>AB</p> |
| <p>10.</p> | <p><u>ANY OTHER BUSINESS</u></p> <p><u>(i) Queen Elizabeth Hospital, King's Lynn</u></p> <p>Sue Smith explained that she had recently been admitted into the Queen Elizabeth Hospital in King's Lynn.</p> <p>She informed the group that she was disappointed with the service she received whilst in hospital and felt that this was down to the staff not understanding her condition.</p> <p>The Chair requested that the Secretary write, on behalf of the Committee, to the hospital asking what facilities they have in place for disabled people.</p> <p><u>(ii) Car Parking</u></p> <p>Sylvia Pomeroy explained that cars that were not displaying disabled parking badges were often parked in the disabled spaces surrounding the Tuesday Market Place (on the street).</p> <p>Councillor Goodson commented that on Market day it was sometimes difficult to gain access to the ticket machine as traders positioned their stalls so close to the machine.</p> <p>The Secretary agreed to highlight these issues to the car parking section.</p> <p><u>(iii) Public Access Planning Application Working Group</u></p> <p>Allison Bingham reminded the Committee that they had previously established this working group to comment on planning</p> | <p>RP</p> <p>RP</p> |

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| | <p>applications which required public access.</p> <p>She explained that she would work to get the group back up and running in the new year and if members of the Committee were interested in sitting on the group they should contact Allison Bingham.</p> | AB |
| 11. | <p><u>DATE OF NEXT MEETING</u></p> <p>The next meeting of the Advisory Committee for People with Disabilities was scheduled to take place on Tuesday 18 January 2011 at 2.30pm in the Committee Suite, King's Court, Chapel Street, King's Lynn.</p> | |

The meeting closed at 4.45pm