

Please ask for: Democratic Services  
Direct dial: (01553) 616632  
Direct fax: (01553) 691663  
E-mail: democratic.services@west-norfolk.gov.uk

Executive Director,  
Central Services  
**Debbie Gates**

To: Members of the West Norfolk Disability Forum

13<sup>th</sup> March 2013

**West Norfolk Disability Forum Meeting – Wednesday 20 March 2013**

You are invited to attend a meeting of the West Norfolk Disability Forum, to be held on Wednesday 20 March 2013 at 2.30pm in the Committee Suite, King's Court, Chapel Street, King's Lynn, Norfolk. Please find attached a copy of the agenda.

Yours sincerely



Rebecca Parker  
Democratic Services Officer

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# **WEST NORFOLK DISABILITY FORUM**

**Wednesday 20<sup>th</sup> March 2013 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 23<sup>rd</sup> January 2013 (attached at appendix 1).

3. **MATTERS ARISING AND NOT COVERED ELSEWHERE ON THE AGENDA**

3. **PRESENTATION FROM HOME INSTEAD**

To receive a presentation from Tom McEwan from Home Instead on the work of the organisation.

4. **ANNUAL GENERAL MEETING ARRANGEMENTS**

To consider arrangements for the Annual General Meeting, including guest speakers etc.

5. **OPPORTUNITY AWARDS**

To discuss initial arrangements for the Opportunity Awards which will take place on 1<sup>st</sup> July 2013.

7. **SUPPORT FOR ELDERLY PEOPLE IN THE WINTER**

To discuss arrangements for the winter warmer session.

8. **REPORT ON KING'S LYNN RAILWAY STATION**

To receive an update from Allison Bingham.

9. **SECRETARY'S CORRESPONDENCE**

10. **WORK PROGRAMME**

To consider the Forum's work programme (attached at Appendix 2).

11. **ANY OTHER BUSINESS**

12. **DATE OF NEXT MEETING**

To note that the next meeting will be held on 22 May 2013 at 2.30pm, venue to be confirmed.

**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 Wednesday 23 January at 2.30 pm in the Committee Suite, King's Court, Chapel Street, King's Lynn.**

**PRESENT:**

**Representing the Borough Council:** Councillors Mrs S Smeaton (Chairman), Mrs L Allen, T Bubb, M Langwade, A Lawrence, G Sandell

**Officers:** A Bingham, T Howell, R Parker

**Representing Disabled People:** C Bond, P Bond, P French (Vice Chairman), T Gilder, G Henshaw, K Warner,

**Apologies for absence were received from:** W Blades and G Darling.

|           |   | <b>ACTION</b> |
|-----------|---|---------------|
| <b>1.</b> | <b><u>MINUTES</u></b><br><br>The Minutes from the meeting held on 29 November 2012 were agreed as a correct record.   |               |
| <b>2.</b> | <b><u>MATTERS ARISING</u></b><br><br>There were none.   |               |
| <b>3.</b> | <b><u>SUPPORTING ELDERLY AND DISABLED PEOPLE IN THE WINTER</u></b><br><br>Tony Howell, Housing Technician, provided the Forum with an overview of work that was being carried out to support people in the winter.<br><br><u>(i) Green Deal</u><br><br>The Forum was informed that this initiative would replace the Warm Front Scheme which had now finished. The scheme allowed people to pay for some or all improvements to their home through their electricity bill. Ways that homes could be improved included:<br><br><ul style="list-style-type: none"><li>• Loft insulation</li></ul> |               |

- Solar energy
- Replacement windows
- Draught proofing
- Cavity Wall insulation
- Boilers
- Solid Wall insulation

The first stage involved getting an assessor to come to the home to see if benefits could be made from making energy efficiency improvements. Additional financial assistance could be provided for people in receipt of certain benefits or low income. More information was available at [www.direct.gov.uk/Greendeal](http://www.direct.gov.uk/Greendeal) or by calling 0300 123 1234.

#### (ii) Warm and Well in Norfolk

Those present were informed that many different agencies had been working together on a 'Warm and Well' scheme. All referrals from the organisations involved were passed onto Homeshield at Norfolk County Council who would pass it on to the relevant organisation to assist.

Information on the different elements of the 'Warm and Well' initiative available to organisations were outlined by Tony Howell:

- Warm packs had been made available and distributed around the County. West Norfolk Voluntary and Community Agency (WNVCA) were leading on this project for the West Norfolk area. The packs comprised of a blanket, socks, gloves, hat, hot water bottle etc. and would be distributed to people who needed them, including people who were homeless, via the Purfleet Trust.
- Heating for the Home: Different ideas had been considered to come up with ways to assist people in heating their home in emergencies. Ideas such as keeping an emergency oil supply which could be delivered to people who needed it had been considered, but there had been health and safety concerns on where this could be stored and how it could be delivered. Investigations were ongoing on how assistance could be provided by loaning out heaters.
- Winter Grants were available via Norfolk Community Foundation funding. Further information on the grants was available by calling Norfolk Community Foundation on 01603 623958 or by emailing [grants@norfolkfoundation.com](mailto:grants@norfolkfoundation.com)
- Training Sessions run by the WNVCA were ongoing to provide organisations with information on different ways on helping people keep warm in their homes. For more

information on the sessions contact WNVCA direct.

(iii) How to keep snug in West Norfolk

The Forum were informed of the following ways that help was on offer from the Borough Council to help people keep warm in their homes. Funding for the schemes had been successful, but a condition of the funding was that the money needed to be spent by the end of March 2013, therefore the schemes would be promoted far and wide within the next few weeks.

- Warmer West Norfolk (DECC Funded) – 100% grant assistance was available to help replace ineffective/deficient boilers, upgrade inefficient systems and provide central heating where none existed.
- Warm and Well in Norfolk (NHS Funded) – 100% grant assistance was available to help with the purchase of hot water cylinder jackets, pipe lagging, draught excluders, radiator panels and loft hatch draught excluders.
- Warm Homes with Care and Repair – Grant assistance was available (up to £500 max) to assist with boiler, heating system and hot water repairs (including servicing if the boiler had not been serviced within the last two years).

All of the above schemes were subject to certain conditions which needed to be met by the applicant. Including receipt of certain benefits. For more information about eligibility to the schemes people could contact Tony Howell at [tony.howell@west-norfolk.gov.uk](mailto:tony.howell@west-norfolk.gov.uk).

The Forum discussed the importance of promoting these schemes to encourage maximum participation within the tight timescale and those present were asked to spread the word to the different organisations they were involved with.

The Chairman was aware of a constituent in her Ward who she felt may benefit from some assistance and agreed to liaise with Tony Howell.

Councillor Allen informed those present that one of her constituents had contacted her as her energy supplier needed to cut off her energy supply for a day to carry out maintenance work. She explained that the constituent depended on her energy supply and was worried about the prospect of it being turned off. Councillor Lawrence suggested that Councillor Allen contact the energy supplier to raise the concerns and see if anything could be done to assist.

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|           | <p>The Chairman thanked Tony Howell for his informative presentation.</p>   |           |
| <p>4.</p> | <p><b><u>TERMS OF REFERENCE</u></b></p> <p>Allison Bingham explained that she had requested that this item be added to the agenda as she wanted to discuss if the Forum had the remit to hold an information event for elderly and disabled people. She hoped that the event would provide information on how people could stay warm and healthy during winter periods.</p> <p>The Forum agreed that this would be a good idea, providing budget was available. Allison Bingham confirmed that budget was available for the event and she would start to make provisional arrangements for the event and report back on progress at the next meeting.</p>   | <p>AB</p> |
| <p>5.</p> | <p><b><u>FEEDBACK FROM THE VISIT TO KING'S LYNN RAILWAY STATION</u></b></p> <p>The Forum had conducted a visit to King's Lynn Railway Station prior to the meeting to look at perceived problems that could be faced by disabled people in accessing the newly installed ticket barriers.</p> <p>Several representatives from the Railway Station were present at the visit including the Station Manager, Project Manager and Customer Relations Manager. Councillor Sampson, who was Chairman of the Regeneration, Environment and Community Panel was also present at the visit.</p> <p>Allison Bingham informed those present that she felt the visit had been a success and had been informed that the Railway Station had now secured grant funding to automate the existing front doors to the railway station, which would hopefully make accessing the Railway Station easier.</p> <p>She informed the Forum that the Customer Information Point had now been moved and included a low level counter. A 24 hour help point would also be installed towards the end of February 2013, just next to the taxi rank, so that any customers requiring assistance could contact someone.</p> <p>The Station Manager and Project Manager had agreed to liaise with Allison Bingham and provide her with an update on progress on works. Allison Bingham agreed to keep the Forum updated on</p> | <p>AB</p> |

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|    | <p>progress.</p> <p>Councillor Bubb suggested scheduling another visit to the Railway Station once the works had been completed, to which the Forum agreed and it would be scheduled when appropriate.</p>  | AB                   |
| 6. | <p><b><u>OPPORTUNITY AWARDS</u></b></p> <p>Allison Bingham informed those present that this year's awards would be held on 1<sup>st</sup> July 2013 in the Corn Exchange. The Forum's Annual General Meeting would be held earlier on the same day in the same venue.</p> <p>Allison Bingham sought volunteers to sit on the Opportunity Awards Working Group to assist with the arrangements of the awards. Those interested in assisting were to contact <a href="mailto:Allison.bingham@west-norfolk.gov.uk">Allison.bingham@west-norfolk.gov.uk</a></p> <p>Councillor Bubb stressed the importance of publicising the event and informing participants and guests of the arrangements for the event so that they could take advantage of what was on offer.</p>               | <p>ALL</p> <p>AB</p> |
| 7. | <p><b><u>REPORTING ARRANGEMENTS FOR THE FORUM</u></b></p> <p>The Secretary asked the Forum to note that the West Norfolk Disability Forum now reported into the Council's Regeneration, Environment and Community Panel. The Panel had requested that the Forum provide regular updates on the work that had been carried out by the Forum.</p> <p>The Forum was informed that at the Regeneration, Environment and Community Panel meeting on 30<sup>th</sup> January 2013, the Panel would receive an update report on the visit to the King's Lynn Railway Station.</p> <p><b>AGREED:</b> That the Secretary would amend the Forum's Constitution and Terms of Reference to reflect the fact that the Forum reported to the Regeneration, Environment and Community Panel.</p> | RP                   |
| 8. | <p><b><u>SECRETARYS CORRESPONDENCE</u></b></p> <p><u>(i) North Lynn Partnership</u></p> <p>The Forum was informed that funding was available in the St Margaret's and St Nicholas Ward of King's Lynn for community integration projects. For more information about the grants</p>   |                      |



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|                  | <p>available visit <a href="http://www.klcfp.co.uk">www.klcfp.co.uk</a></p> <p><u>(ii) Norfolk Community Construction Fund</u></p> <p>Grant funding was available from the Norfolk Community Construction Fund for construction projects which would use local funds. More information on the grants was available via Norfolk Community Foundation <a href="http://www.norfolkfoundation.com">www.norfolkfoundation.com</a>.</p> <p><u>(iii) Train Station Consultation</u></p> <p>The Forum was informed that a consultation event on the Norfolk Rail Prospectus was being held at the Professional Development Centre, Kilhams Way, King's Lynn on 30<sup>th</sup> January from 1pm to 4pm. For more information about the event or to register to attend contact Penny Parker on 01508 491576.</p> <p><u>(iv) Age UK – Older Residents and Winter Warmer Scheme</u></p> <p>Age UK were running the above scheme. People could get advice on the scheme by calling 01603 787111.</p>   |                     |
| <p><b>9.</b></p> | <p><b><u>WORK PROGRAMME</u></b></p> <p>The Forum's work programme, as included in the Agenda was noted.</p> <p><u>(i) Home Instead</u></p> <p>The Secretary informed the Forum that she had been in contact with Home Instead, who provided support to elderly and disabled people in King's Lynn and confirmed that they would be attending the Forum's meeting in March to provide information on the services that they offered.</p> <p><u>(ii) Annual General Meeting</u></p> <p>The Forum agreed that Helen Sisemore should be invited to provide a presentation at the Annual General Meeting. Genevieve Henshaw also agreed to speak at the Annual General Meeting about life with a guide dog.</p> <p><u>(iii) Future Presentation - Involve</u></p> <p>Councillor Bubb explained that representatives from Involve, would also be interested in attending a future meeting to provide the Forum with a presentation on their work. The Secretary agreed to investigate this and schedule it on the Work Programme.</p> <p><u>(iv) Lynnsport</u></p> | <p>RP</p> <p>RP</p> |

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|                   | <p>Allison Bingham explained that Mark Mitchell from Bodyworks had been in contact to inform her that the new Bodyworks studio was now opened and asked if the Forum would like to conduct a visit of the facilities.</p> <p>Allison Bingham agreed to schedule the visit to coincide with the Forums meeting in May and would update the Forum on progress.</p> <p><u>(v) Credit Union</u><br/>The Chairman asked the Forum if they would be interested in receiving a presentation from the Credit Union which was based in North Lynn. The Forum agreed that this would be an interesting subject and the Secretary agreed to investigate.</p>  | <p>AB</p> <p>RP</p>  |
| <p><b>10.</b></p> | <p><b><u>ANY OTHER BUSINESS</u></b></p> <p><u>(i) Toning Chairs at Lynnsport</u></p> <p>The Vice Chairman raised concerns about the location of the toning chairs at the Bodyworks Studio at Lynnsport. She explained that they were positioned right at the end of the studio, and there was no seating available for people waiting to take their turns on the toning chairs, as there had been previously before the refurbishment.</p> <p>She also raised concerns regarding the location of the toilets and changing rooms in relation to the new Bodyworks Studio, she explained that people needed to get in the lift if they needed the toilet or changing rooms as they were located on a different floor to the studio. She felt that this could put people off using the studio.</p> <p>Allison Bingham agreed to contact the relevant Portfolio Holder to pass on the concerns raised.</p> <p><u>(ii) Sharing of information</u></p> <p>The Forum agreed that it was important to share information. The Secretary explained that she held a contact list for the Forum and if members of the Forum wanted to pass on information from their relevant organisation they could forward it to <a href="mailto:Rebecca.parker@west-norfolk.gov.uk">Rebecca.parker@west-norfolk.gov.uk</a> and she could share it with the Forum Members as appropriate.</p> <p><u>(iii) Park House Hotel, Sandringham</u></p> <p>Tess Gilder informed the Forum that she had discounted room bookings available for the next couple of weeks and if any</p> | <p>AB</p> <p>ALL</p> |

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|     | <p>members were interested in taking advantage of this they should contact Park House Hotel.</p> <p><u>(iv) Blue Badges and Car Parking</u></p> <p>Councillor Allen referred to a recent incident where a Blue Badge holder had received a parking ticket because they had parked in a disabled parking bay, but did not realise that charges applied to them.</p> <p>The Forum discussed the Blue Badge Scheme and were reminded that people with a Blue Badge were permitted an additional half hour parking with their ticket.</p> <p>Tess Gilder informed those present that one of the Park House Hotel mini buses had recently been given a parking ticket, even though they had purchased a parking ticket and had a valid blue badge. Councillor Lawrence advised Tess Gilder to contact the Borough Council to inform them of the situation.</p> | TG |
| 11. | <p><b><u>DATE OF NEXT MEETING</u></b></p> <p>The next meeting of the West Norfolk Disability Forum would take place on Wednesday 20<sup>th</sup> March 2013 at 2.30pm in the Committee Suite, King's Court, King's Lynn.</p>  |    |

**The meeting closed at 4.10pm**

West Norfolk Disability Forum – Work Programme – 2013

| Date of Meeting  | Items   |
|--|---|
| 23 January 2013  | <ul style="list-style-type: none"> <li>- Visit to King's Lynn Railway Station</li> <li>- Terms of Reference</li> <li>- Feedback from Railway Station Visit</li> <li>- Opportunity Awards Arrangements</li> <li>- Support for elderly people in the winter</li> <li>- Warm and Well in Norfolk and Borough Council support schemes – T Howell</li> <li>- Reporting Arrangements – Regeneration, Environment and Community Panel</li> </ul>   |
| 20 March 2013  | <ul style="list-style-type: none"> <li>- Arrangements for the Opportunity Awards on 1<sup>st</sup> July 2013 – Allison Bingham</li> <li>- Arrangements for the Winter Warmer Session – Allison Bingham</li> <li>- Progress on King's Lynn Railway Station report – Allison Bingham</li> <li>- Presentation from Home Instead South Lincolnshire, who cover King's Lynn and surrounds. Have spoken with <a href="mailto:tom.mcewan@homeinstead.co.uk">tom.mcewan@homeinstead.co.uk</a>.</li> </ul> |
| 22 May 2013<br>(Lynnsport? AB to confirm)  | <ul style="list-style-type: none"> <li>- Tour of facilities at Lynnsport (if meeting is held at Lynnsport – to be confirmed)</li> <li>- Arrangements for the Opportunity Awards on 1<sup>st</sup> July 2013</li> <li>- Presentation on Blue Badge online application process – Karen O Hara – Norfolk County Council</li> </ul>   |
| 1 July 2013 – Annual General Meeting.<br>Opportunity Awards in the evening.<br>Venue – Corn Exchange | <ul style="list-style-type: none"> <li>- Election of Chairman and Vice Chairman</li> <li>- Annual Report</li> <li>- Schedule of future meetings</li> <li>- Genene Henshaw to speak on life with a guide dog – confirmed</li> <li>- Helen Sisemore – Guidedogs – last presented to Forum on 29<sup>th</sup> November – to be confirmed</li> </ul>  |
| September 2013 (date to be confirmed)  | -   |
| November 2013 (date to be confirmed)   | -   |
| January 2014 (date to be confirmed)  | - Celebrate Ability Arrangements  |
| March 2014 (date to be confirmed)  | -   |
| May 2014 (date to be confirmed)  | -   |

|  |  |
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| confirmed)   |  |
| July 2014 (date to be confirmed) <b>Annual General Meeting</b> | <ul style="list-style-type: none"><li>- Election of Chairman and Vice Chairman</li><li>- Annual Report</li><li>- Schedule of future meetings</li></ul> |

Future possible presentations:

- West Norfolk Community Transport Project – presentation re Dial-a-bus and Shopmobility. Email: [enquiries@wnct.co.uk](mailto:enquiries@wnct.co.uk)
- West Norfolk Deaf Association – identified as future item on 29<sup>th</sup> November 2012
- Future presentation from representatives from Involve project – identified on 23<sup>rd</sup> January 2013
- Credit Union presentation – identified on 23<sup>rd</sup> January 2013