

WEST NORFOLK DISABILITY FORUM

Wednesday 20 November 2013, at 2.30pm
in the Committee Suite, King's Court,
Chapel Street, King's Lynn, Norfolk

AGENDA

1. **APOLOGIES FOR ABSENCE**
2. **MINUTES**
To confirm as a correct record the minutes of the meeting held on 4th September 2013 (attached at Appendix 1).
3. **MATTERS ARISING AND NOT COVERED ELSEWHERE ON THE AGENDA**
4. **PRESENTATION ON THE BLUE BADGE ONLINE APPLICATION PROCESS**
Karen O' Hara from Norfolk County Council will provide the Forum with information on the Blue Badge application process.
5. **FEEDBACK FROM THE WINTER WARMER SESSION**
6. **WEST NORFOLK DEAF ASSOCIATION**
To receive information on the work of the Association.
7. **SECRETARY'S CORRESPONDENCE**
8. **WORK PROGRAMME**
To consider the Forum's Work Programme (attached at Appendix 2) and suggest any items for possible consideration at future meetings.
9. **ANY OTHER BUSINESS**
10. **DATE OF NEXT MEETING**
To note that the next meeting of the West Norfolk Disability Forum will be held on Wednesday 5th February 2014 at 2.30pm in the Committee Suite, King's Court, Chapel Street, King's Lynn.

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 4 September 2013 at 2.30pm in the Committee Suite, King's Court, Chapel Street, King's Lynn

PRESENT:

Representing the Borough Council: Councillors Mrs S Smeaton (Chairman) Miss L Allen, T Bubb and A Lawrence

Officers: A Bingham, D Clack, L De Luca, R Parker

Representing Disabled People: W Blades, J Darling, P French (Vice Chairman), T Gilder, G Henshaw, A Lennox, P Lennox, L Thurlow, K Warner

Apologies for absence were received from: C Bond, H Sismore and Councillor G Sandell.

| | | ACTION |
|-----------|---|---------------|
| 1. | <u>MINUTES</u> The Chairman informed those present that Councillor Sandell was currently unwell, the Forum passed on their best wishes to Councillor Sandell. The Minutes from the meeting held on 22 nd May 2013 were agreed as a correct record. | |
| 2. | <u>MATTERS ARISING</u> There was none. | |
| 3. | <u>BABY CHANGING UNIT IN THE ACCESIBLE TOILET AT KING'S COURT</u> Dave Clack, Safety and Welfare Adviser at the Borough Council informed those present that he wanted to consult the Forum on draft proposals for the installation of a baby changing unit to be located within the Accessible toilet on the ground floor at King's | |

Court.

This issue had been investigated upon request, as often when parents or carers with young children were waiting for an appointment in King's Court there was no baby changing facilities available within the building.

The Safety and Welfare Adviser explained that investigations had taken place as to where was most suitable to position the facilities and although he recognised it was not ideal and was aware of the Disability Discrimination Act and Building Regulations, the accessible toilet on the ground floor of King's Court was considered to be the most suitable location.

He explained that the unit which was considered most suitable would be a retractable fold away unit. There was currently a recess in the wall of the accessible toilet, so it was hoped that the unit would sit flush against the wall. Additional bins would be provided within the toilet for nappies.

The Chairman thanked the Safety and Welfare Adviser for attending to consult the Forum and invited questions and comments from the Forum.

The Vice Chairman commented that it was common for baby changing units to be positioned within accessible toilets in places such as supermarkets and she had never encountered any problems with this set up. She stressed the importance of ensuring that appropriate nappy bins were available to ensure that odour and mess was contained.

Councillor Bubb asked the Safety and Welfare Adviser if there were any statistics available on the amount of users of the Accessible Toilet and if the addition of a baby changing unit was likely to cause queues. The Safety and Welfare Adviser explained that unfortunately he did not have any statistics on usage available, but no incidents of queuing had been reported to reception and he had never witnessed any evidence of queuing.

In response to a question from Councillor Miss Allen, the Safety and Welfare Adviser confirmed that facilities currently available for public use within King's Court were one accessible toilet and one unisex toilet. Staff used separate facilities elsewhere in the building.

| | | |
|-----------|---|--|
| | <p>The Forum recognised the need for the installation of a baby changing unit within King’s Court and generally supported the draft proposals for installation of a baby changing unit within the accessible toilet in King’s Court and asked that the following points be taken into account:</p> <ul style="list-style-type: none"> • Regular checks of the facilities to ensure that they remained hygienic and clean. • A fold up unit was preferred. • It was suggested that the toilet could be locked and people could request the key from reception, to ensure that the facilities were not abused. • Sufficient bins <p>The Safety and Welfare Adviser thanked the Forum for their useful comments. He informed those present that the installation of the unit would be done on a trial basis and would be reviewed if required.</p> <p>AGREED: (i) That the comments of the Forum be taken into account in any design proposals. (ii) That once the unit was installed the Forum feedback any comments.</p> | |
| <p>4.</p> | <p><u>PRESENTATION – KING’S LYNN FOODBANK</u></p> <p>Mark Willets from the Borough Council, and member of the King’s Lynn Foodbank Steering Group provided those present with information on King’s Lynn Foodbank.</p> <p>He explained that King’s Lynn Foodbank had been running for almost two years. There was currently over 345 Foodbanks in existence over the Country.</p> <p>The aim of the Foodbank was to provide short term food relief (three days’ worth), which was nutritionally balanced and non-perishable.</p> <p>The scheme worked on a voucher system and vouchers were available from many various organisations and agencies that assessed people’s need and referred them to the Foodbank if there was a genuine need.</p> <p>Donation points for food were available in many Churches in</p> | |

King's Lynn and regular campaigns were held in supermarkets. Food donated was recorded, weighed and sorted into use by dates and stored in a warehouse. The distribution centre for the Foodbank was housed at Purfleet Trust and was open on Monday, Wednesday and Friday afternoons. The scheme was run by volunteers.

Mark Willets informed those present that when a person was referred to the Foodbank, the volunteers would greet them and then prepare the food according to the voucher provided. Food would be provided for the voucher holder and their dependents.

The Forum was informed that over 3000 people had been helped by the Foodbank since it had been set up and over one tonne of food was distributed per month. The Foodbank also held supplies of baby food and nappies for those with young dependents.

The Chairman thanked Mark Willets for his informative presentation and commended the work of the Foodbank. She invited questions and comments from the Forum as set out below.

In response to a question from the Chairman, Mark Willets explained that the food parcels were provided in supermarket shopping bags, so that it looked as if the client had been to the supermarket to do their shopping. He explained that carrier bags were reused from donations.

Councillor Lawrence asked if usage was monitored to prohibit people abusing the system and flagging up if someone was in long term need of assistance. Mark Willets explained that clients were referred from other agencies and organisations, which usually meant that the clients were receiving additional assistance. Generally people were entitled to two or three visits to the Foodbank, but each case was considered on its own merit. Mark Willets explained that the Foodbank did actively signpost users to other organisations and agencies who may be able to provide further assistance.

In response to a further question from Councillor Lawrence, Mark Willets explained that any agency or organisation could approach the Foodbank to request to be a voucher issuer.

Councillor Allen asked what information was collected by the

| | | |
|------------------|---|-------------------|
| | <p>volunteers from clients when they came into the Foodbank. Mark Willets explained that the voucher would contain referral information and the Foodbank also collected demographic data and the reason for needing to use the Foodbank.</p> <p>The Chairman thanked Mark Willets for his presentation.</p> <p>Anyone wishing to find out more about the King’s Lynn Foodbank should visit http://kingslynn.foodbank.org.uk/.</p> | |
| <p>5.</p> | <p><u>WINTER WARMER SESSION</u></p> <p>Allison Bingham reminded those present that the Winter Warmer event would be taking place on Friday 20th September 2013 between 10.30am and 4pm.</p> <p>Fifteen agencies had booked a stand at the event including:</p> <ul style="list-style-type: none"> • Care and Repair • Switch and Save West Norfolk • British Gas • Fire – smoke alarms • Police – crime prevention and security • N-able • Careline • Red Cross • West Norfolk Befrienders • Wiltshire Farmfoods – home help hot meal delivery service • Downham Market Leisure Centre – Keep active • Do Something Different <p>Allison Bingham explained that refreshments would be available at the event. Tea, Coffee and squash would be served between 11am and 3pm and Soup and a roll and a slice of cake would be available from 11.30am to 2.30am.</p> <p>A press release on the event would be released shortly and additional posters would be put up in Downham Market.</p> <p>Anyone requiring additional posters for display were to contact Allison Bingham. Councillor Miss Allen suggested providing a supply to social services who could include them in their mail outs.</p> | <p>All AB</p> |

| | | |
|----|--|--|
| | <p>Councillor Lawrence explained that he was pleased to see that Switch and Save West Norfolk were attending the event. He encouraged members of the Forum to sign up for this scheme which could result in them saving money on their energy bills. He explained that the Council would search for the best collective deal on energy prices and make it available for all those who had signed up for the scheme. This scheme had been successful in the past and resulted in an average saving per household of £140 per year.</p> <p>In response to a question regarding the location of the Winter Warmer event. Allison Bingham explained that the Forum had held their Celebrate-ability event in previous years in the Corn Exchange in King's Lynn, but had subsequently received feedback that they should take events wider into the community. If the event at Downham Market was successful the Forum could look at other locations for future events.</p> | |
| 6. | <p><u>SECRETARY'S CORRESPONDENCE</u></p> <p><u>(i) Facilities available in hospitals and surgeries</u></p> <p>Mr Lennox reminded those present that he had previously attended a meeting and raised concern regarding the lack of facilities available for disabled people when attending doctor's surgeries or the hospital, which had resulted in his wife not being able to receive the treatment she required.</p> <p>The Secretary informed those present that following the meeting she had sent correspondence to the hospital and surgery to ask for details of the facilities available for disabled people, but had not received a response.</p> <p>Councillor Lawrence suggested that, as a response had not been forthcoming and the Secretary could not force a reply, it may be beneficial for individuals to correspond with the organisations involved or lobby their local MP, in hope that they would take the time to respond to the individual request.</p> <p>The Forum was reminded that at the previous meeting they had discussed the various other organisations that could assist in taking matters further such as the Clinical Care Commission or their local MP.</p> | |
| 7. | <p><u>WORK PROGRAMME</u></p> | |

| | | |
|-----------|---|--------------|
| | <p>The Chairman hoped that the presentation on the blue badge online application process would still be forthcoming. The Secretary confirmed that the representative from Norfolk County Council who had planned to attend the previous meeting, unfortunately had to cancel and she was in discussion with her regarding attendance at a future meeting.</p> | <p>RP</p> |
| <p>8.</p> | <p><u>ANY OTHER BUSINESS</u></p> <p><u>(i) Lynnsport Bodyworks studio</u></p> <p>The Vice Chairman reminded those present that in May the Panel had conducted a tour of the new Bodyworks studio at Lynnsport. She explained that following the meeting she had asked if it would be possible to install chairs near the toning chairs in the studio as the facilities were used by disabled people and often in high demand meaning that people may have to wait for a toning chair to become available.</p> <p>The Vice Chairman informed those present that bar stools had now been installed close to the toning chairs, but she felt that these were not ideal for some people with disabilities.</p> <p>The Vice Chairman also provided information on new toning chairs, which she felt would be of a benefit to the studio in the future, if the current chairs needed replacing.</p> <p>The Vice Chairman passed the details onto Allison Bingham and Councillor Lawrence who agreed to raise the issues with the Lynnsport Manager and the relevant Portfolio Holder.</p> <p><u>(ii) Care and Repair</u></p> <p>Lee-Ann De Luca, Business Development Manager at the Borough Council introduced herself to those present and explained that she had attended the meeting to find out more about the Forum and provide information on the Care and Repair Service. She explained that the service only collated feedback from service users on what was currently provided, but did not seek feedback from others on what would be beneficial to them and what there was a demand for. She hoped that the Forum would be able to provide her with this information.</p> <p>The Business Development Manager outlined some of the work</p> | <p>AB/AL</p> |

| | | |
|------------------|--|--|
| | <p>already undertaken by the Care and Repair Service:</p> <ul style="list-style-type: none"> • Adaptations in homes • Careline Community Service – pendants • Assistive Technology • Minor adaptations – such as handrails etc. • Handy person service • Various grant opportunities • Signposting to other agencies <p>The Business Development Manager informed those present that representatives from her team would be present at the Winter Warmer session.</p> <p><u>(ii) Fenland People’s Assembly</u></p> <p>Les Thurlow informed those present that the Fenland People’s Assembly would be taking place on Saturday 28th September from 12pm to 3pm at St Nicholas Chapel in King’s Lynn.</p> <p>The event was to discuss government cuts and how they affected different people. There would be various guest speakers at the event.</p> <p>For more information contact kldtccpublicity@gmail.com or kingslynnanddistricttradesouncil@hotmail.com</p> | |
| <p>9.</p> | <p><u>DATE OF NEXT MEETING</u></p> <p>The next meeting of the West Norfolk Disability Forum would be held on Wednesday 20 November 2013 at 2.30pm in the Committee Suite, King’s Court, Chapel Street, King’s Lynn.</p> | |

The meeting closed at 15.53pm

West Norfolk Disability Forum – Work Programme – 2013

| Date of Meeting | Items |
|---|---|
| 23 January 2013 | <ul style="list-style-type: none"> - Visit to King’s Lynn Railway Station - Terms of Reference - Feedback from Railway Station Visit - Opportunity Awards Arrangements - Support for elderly people in the winter - Warm and Well in Norfolk and Borough Council support schemes – T Howell - Reporting Arrangements – Regeneration, Environment and Community Panel |
| 20 March 2013 | <ul style="list-style-type: none"> - Arrangements for the Opportunity Awards on 1st July 2013 – Allison Bingham - Arrangements for the Winter Warmer Session – Allison Bingham - Progress on King’s Lynn Railway Station report – Allison Bingham - Presentation from Home Instead South Lincolnshire, who cover King’s Lynn and surrounds. Have spoken with tom.mcewan@homeinstead.co.uk. |
| 22 May 2013 (Lynnsport) | <ul style="list-style-type: none"> - Tour of facilities at Lynnsport (if meeting is held at Lynnsport – to be confirmed) - Arrangements for the Opportunity Awards on 1st July 2013 - Tour of the Bodyworks Studio - Feedback from the Bodyworks Survey – Mark Mitchell |
| <p>1 July 2013 – Annual General Meeting.</p> <p>Opportunity Awards in the evening.</p> <p>Venue – Corn Exchange</p> | <ul style="list-style-type: none"> - Election of Chairman and Vice Chairman - Annual Report - Schedule of future meetings - Genee Henshaw to speak on life with a guide dog – confirmed - Helen Sismore – Guidedogs – last presented to Forum on 29th November – to be confirmed |

| | |
|--|--|
| 4 th September 2013 | <ul style="list-style-type: none"> - Winter Warmer Session Update – Allison Bingham - Foodbank Presentation - Consultation on addition of baby changing facilities in the accessible toilet at King's Court |
| 20 th November 2013 | <ul style="list-style-type: none"> - Feedback from the Winter Warmer Session on 20 September in Downham Market - Amanda Kenny – West Norfolk Deaf Association – Presentation – confirmed – email wnda@btconnect.com - Presentation on Blue Badge online application process – Karen O Hara – Norfolk County Council |
| 5 th February 2014 | <ul style="list-style-type: none"> - Celebrate Ability & Opportunity Awards Arrangements – for summer 2014 |
| 23 rd April 2014 | - |
| 2 nd July 2014 (Annual General Meeting) | <ul style="list-style-type: none"> - Election of Chairman and Vice Chairman - Annual Report - Schedule of future meetings |

Future possible presentations:

- West Norfolk Community Transport Project – presentation re Dial-a-bus and Shopmobility. Email: enquiries@wnct.co.uk
- Presentation on Respite Care available in West Norfolk – identified 20th March 2013
- Norfolk Disabled Parents Group – invite rep to future meeting – identified 22nd May – emailed 07/08/13
- Tactile Pavements – identified 22nd May 2013