

BOROUGH COUNCIL OF KING'S LYNN AND WEST NORFOLK

WEST NORFOLK DISABILITY FORUM

**Minutes of a Meeting of the West Norfolk Disability Forum Meeting
held on Wednesday 8 April 2015 at 2.30 pm in the Committee
Suite, King's Court, Chapel Street, King's Lynn**

PRESENT:

Representing the Borough Council:

Councillors L Bambridge, T Bubb (Chairman), M Chenery of Horsbrugh
and J Leamon.

Officers: L Hampshire and R Parker

Representing Disabled People:

P French, G Henshaw, J Kearns, H Sismore and K Warner

By Invitation: R Pengelley and S Tramalloni – Norfolk Green

Apologies for absence were received from: Councillors A Lawrence
and Miss S Sandell and Sylvia Pomeroy.

The meeting had been preceded by a tour of King's Lynn Bus Station

		ACTION
1.	<u>WELCOME AND INTRODUCTIONS</u> The Chairman welcomed everyone to the meeting. Those present introduced themselves.	
2.	<u>MINUTES</u> The minutes of the meeting held on 21 January 2015 were agreed as a correct record.	
3.	<u>MATTERS ARISING AND NOT COVERED ELSEWHERE ON THE AGENDA</u> <u>(i) Parking on Pavements</u> Councillor Bambridge informed those present that problems with vehicles parking on pavements within her Ward had been brought to her attention. She had used some of the leaflets provided by Helen Sismore previously and had raised the issue with officers.	

	Helen Sismore commented that she could take a picture of the offending vehicles and email it to the Police.	
4.	<p><u>PUBLIC TRANSPORT</u></p> <p>The Chairman thanked the representatives from Norfolk Green for attending the meeting and explained that previously concerns had been raised by the Forum regarding the policies in place for the acceptance of Disabled Passengers.</p> <p>Richard Pengelley from Norfolk Green thanked the Forum for their invitation to the meeting and provided the following information to the Forum:</p> <ul style="list-style-type: none"> • The regulations and bus specifications meant that only one wheelchair could be accommodated in the space provided on the bus. • A second wheelchair could be accommodated but it would have to be folded up. • Norfolk Green had called the Police on previous occasions when passengers with push chairs had refused to fold up their push chairs to allow a wheel chair passenger on the bus. • Abusive passengers were evicted from the bus. It was sometimes difficult for the driver to see or hear what was going on in the back of the bus, so it was important for passengers to bring any issues to the driver's attention. • Mobility Scooters could not be accommodated on the bus, this was due to safety issues in that all scooters were of varying sizes and could become unstable. Electric wheelchairs could be accommodated. • The seats at the front of the bus were reserved for disabled passengers, but often people sat in the seats and were reluctant to move to let other passengers sit in the seats. • Assistance dogs were permitted on the bus. • Norfolk Green staff assisted staff where possible and this could include assisting passengers on and off the buses. Unfortunately there was no leeway in the timetable to accommodate this, but drivers could call through to the office and an additional bus could be sent out so that there was not a knock on effect arrival and departure times. • Illegal parking had an effect on the bus operations. The buses were low floor and designed to park close to the kerb to allow for almost level access. Sometimes it was not possible to get close to the kerb due to parked cars. 	

	<ul style="list-style-type: none"> • Bus stops were marked out on to a certain size, but the size of the bus stop markings on the road had not had consideration to the changing size of buses. Richard Pengelley explained that there was one bus stop in particular, near the College, where it was impossible to pull the bus up to the kerb as the bus stop marked on the pavements was not long enough and there were often cars parked at either end of the bus stop. • Drivers had to undertake certain qualifications by Law, but these could be adapted and Norfolk Green included disability awareness training in this qualification. • There was a small wallet size leaflet available which could be used to assist disabled passengers. It included helpful phrases such as asking the driver to wait until the passenger had sat down before driving off and the request could be passed to the driver by the passenger. The leaflets were used by Stagecoach and would be rolled out in west Norfolk soon. <p>AGREED: That a letter be sent on behalf of the West Norfolk Disability Forum to Norfolk County Council to ask them to give consideration to lengthening the size of the bus stop markings on the roadway to take into account the increasing size of buses. Particular attention to be drawn to the bus stop outside of the Woolpack near the College.</p>	AB
5.	<p><u>UPDATE ON THE KING'S LYNN TRANSPORT INTERCHANGE PROJECT</u></p> <p>Laura Hampshire, Regeneration Project Officer provided the Forum with an update on the King's Lynn Transport Interchange Project. She highlighted the following points and responded to questions from the Forum:</p> <ul style="list-style-type: none"> • A new exit to the bus station would be provided (currently being used as an entrance). • A feature canopy would be installed. • Tactile paving would be used at designated crossing points within the new layout. • New seating with arm rests would be located in the bus station. • Real time bus departure and arrival information would be provided on screens underneath the canopy. Laura Hampshire agreed to investigate if REACT technology could be used in conjunction with the real time information. 	LH

	<ul style="list-style-type: none"> • The area would be completely no smoking. • There would be three areas of parking bays: North of Albion Street, Albion Street and Railway Road. • There would be 2 additional disabled car parking spaces in the Cattle Market car park. • A new taxi rank had been provided in the car park. • The entrance to departure bays would stand out by the use of different paving stones and cobra blocks. • Perforated panels would be used alongside the canopy to provide additional protection from the elements. Councillor Bambridge agreed to forward details to Laura Hampshire on Ivy Panels which were supposed to be beneficial to air quality in the area. • Air quality diffusion monitoring tubes were located in the bus station and would be monitored. • Signage and finger posts would be looked at. • Street lighting will be improved. • Departure bays would be in a herringbone layout which would allow for an increase in services which was not possible with the existing layout. • The design had been through a Norfolk County Council Safety Audit. • Helen Sismore encouraged the use of a semi-permanent standard crossing throughout the works at the safest place. If this was possible she asked if details of this could be communicated to the relevant organisations, for example the talking newspaper. • Railway Road would be subject to some overnight closures whilst resurfacing works were carried out. Norfolk County Council had issued a press release on this. • The Chairman asked if consideration could be given to the height of the seating and referred to the seating at the Railway Station which he considered to be too low. • The prevention of anti-social behaviour had been considered in the scheme. CCTV would cover the area. • The Regeneration Project Officer confirmed that data points would be located around the bus station so that a PA system could be used in the future if required. • Bus Station Officers would be recruited and would cover the busiest periods at the bus station. They would be based in the Bus Station Office, but would spend most of their time patrolling the area. Investigations were ongoing as to what powers they would have. • Not all of the paving in the area would be replaced, and the 	<p>LB</p> <p>LH</p> <p>LH</p>
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	<p>paving which was not being replaced would be deep cleaned.</p> <p>The Chairman thanked the Regeneration Project Officer for the update.</p>	
6.	<p><u>SECRETARY'S CORRESPONDENCE</u></p> <p>There was none.</p>	
7.	<p><u>WORK PROGRAMME</u></p> <p>The following items were suggested for possible inclusion on the Work Programme and would be investigated by the Secretary:</p> <ul style="list-style-type: none"> • Care Navigator Pilot Scheme update. • Review of Constitution at the Annual General Meeting 	RP
8.	<p><u>ANY OTHER BUSINESS</u></p> <p><u>(i) Health Awareness Courses</u></p> <p>Councillor Bambridge informed the Forum that she had recently attended the above course. Councillor Leamon had details of other forthcoming courses available and agreed to forward the information to the Secretary.</p> <p><u>(ii) Parking on Pavements</u></p> <p>Helen Sismore informed those present that she had a pdf version of the parking on pavements poster which could be included in publications and parish magazines. If any Members of the Forum would like her to send them a copy they were to contact her.</p> <p><u>(i) The BUILD Charity</u></p> <p>James Kearns, Chairman of the BUILD Charity provided the Forum with an update on the work of the above Charity. He explained that a programme of activities in West Norfolk had been launched in October following the successful award of Comic Relief Funding.</p> <p>James Kearns provided the Forum with details of the activities provided and circulated a copy of the activities programme. He explained that funding for the activities would run out in June and</p>	<p>JL</p> <p>All</p>

	to apply for further funding an evidence of need needed to be provided. Currently activities were undersubscribed in West Norfolk so it was important to encourage take up of the activities in order for possible future funding to be applied for.	
9.	<u>DATE OF NEXT MEETING</u> The next meeting of the West Norfolk Disability Forum would take place on Wednesday 22 July 2015 at 2.30pm in the Committee Suite, King's Court, Chapel Street, King's Lynn.	

The meeting closed at 4.20pm