

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

**WEST NORFOLK DISABILITY FORUM**

**Minutes of the Meeting of the above held on Wednesday, 7th October, 2015  
at 2.30 pm in the Committee Suite, King's Court, Chapel Street, King's Lynn**

**PRESENT:**

Councillor Mrs Lesley Bambridge	-	Borough Council
Councillor Tony Bubb (Chairman)	-	Borough Council
Jim Cambridge	-	Community Action Norfolk
Councillor Mrs Susan Fraser	-	Borough Council
Pat French	-	Vice Chairman
Laura Hampshire	-	Regeneration Project Officer
Geneve Henshaw	-	Guide Dogs
Councillor Baron Chenery of Horsbrugh	-	Borough Council
June Leamon	-	West Norfolk Older Persons Forum
Councillor Miss Sam Sandell	-	Borough Council
Councillor Mrs Sandra Squire	-	Borough Council
Kathy Warner	-	Phobbies

		<b><u>ACTION</u></b>
1	<p><b><u>APOLOGIES FOR ABSENCE</u></b></p> <p>Apologies for absence were received from Councillor Lawrence, Allison Bingham, Tess Gilder and Helen Sismore.</p>	
2	<p><b><u>MINUTES FROM THE PREVIOUS MEETING</u></b></p> <p><b>AGREED:</b> The minutes from the previous meeting were agreed as a correct record.</p>	
3	<p><b><u>MATTERS ARISING AND NOT COVERED ELSEWHERE ON THE AGENDA</u></b></p> <p>(i) <u>Respite Care in Norfolk</u></p> <p>The Secretary reminded those present that at the previous meeting they had asked if there was a composite list of respite care available in Norfolk.</p> <p>The Secretary confirmed that information was available at <a href="http://www.carehome.co.uk/care_search_results.cfm/searchcounty/Norfolk/searchctype/respite-care">http://www.carehome.co.uk/care_search_results.cfm/searchcounty/Norfolk/searchctype/respite-care</a></p>	

## **BUS STATION WORKS UPDATE**

The Regeneration Project Officer was present at the meeting and provided a response to the comments raised by the Forum following their visit to the bus station:

- The works were substantially complete with just a few minor issues to rectify. Once complete a review of the project would be carried out.
- Since the Forum had conducted their visit to the bus station additional signage had been erected.
- The Regeneration Project Officer explained that the taxi rank sign was not flush to the wall of the car park and instead it stuck out so that it could be seen from Albion Street and the Museum.
- One of the aims of the project was to declutter the area, following responses made to the public consultation exercise and street furniture had been looked at.
- The Regeneration Project Officer was in contact with the supplier of the notice boards which were currently leaking and issues would be dealt with.
- The real time information which was displayed on the screens was dependent on information being passed from the bus operators to Norfolk County Council. Work was ongoing to encourage bus operators to submit information to be displayed.
- The Regeneration Project Officer reminded those present that they had raised issues regarding a bottleneck at the entrance to Sainsburys car park. The Regeneration Project Officer commented that this had not been reported to her, so if the Forum were aware of any particular times when there were issues to let her know so that she could investigate and check CCTV if required. The Bus Station Officer was also working to discourage people from smoking in the area.
- In response to a question from Genene Henshaw, the Regeneration Project Officer explained that there was currently one Bus Station Officer, but a second Officer had now been recruited. The purpose of the role was to be out and about in the bus station assisting customers and enforcing the no smoking and no cycling rules. Feedback from passengers was that some would prefer the Officer to remain in the information office so they knew where to find him and some would prefer him to be out and about in the area. It was suggested that a pager mechanism be placed in the information office, so that if a member of the public was unable to find the Bus Station Officer they could page him back to the office. The Regeneration Project Officer agreed to investigate.
- Councillor Mrs Fraser commented that she still felt the bus station was an intimidating place, especially in the car park. She commented that there were often groups of people congregated in the car park area. The Regeneration Project Officer explained that CCTV had been upgraded in the area and whilst she acknowledged that this did not prevent anti-social behaviour, the CCTV team had a direct line through to the Police to report any incidents. The Regeneration Project Officer explained that two types of CCTV

coverage were available; static cameras and point, tilt and zoom cameras. In response to a question from June Leamon, the Regeneration Project Officer explained that the Police did patrol the Bus Station area as part of their beat, but agreed to pass on the comments of the Forum in that they would like to see an increased Police presence.

- The Regeneration Project Officer informed those present that further work had been planned to improve the appearance of the car park. Painting, replacing uneven slabs and improved lighting work would be carried out. She explained that this work had to be separate from the King's Lynn Transport Interchange Project as it could not be funded by Section 106 money. Work would be carried out after the Mart in February, which was considered to be a quieter period and hopefully cause less disruption. The Chairman asked if there was a temporary solution to improving the lighting until the improvement works were completed and the Regeneration Project Officer agreed to investigate.
- The Regeneration Project Officer explained that to try and prevent anti-social behaviour no seating had been placed in the car park, or near the taxi rank. Seating was available in the bus station which was undercover. Councillor Mrs Fraser explained that some people were unable to stand and wait for a taxi, so it would be beneficial to have seating in this area. The Regeneration Project Officer agreed to pass the comments on to the Board.
- The Regeneration Project Officer informed the Forum that there were three sets of cycle racks located in and around the bus station. A new cycle rack had been installed in the car park so it was undercover and would be opened in the next few weeks.
- Genevieve Henshaw asked about the colour differentiation on the pavements to assist people with visual impairments. The Regeneration Project Officer explained that the departure points used different coloured pavement. Genevieve Henshaw did not feel that there was enough of a contrast between the colours used and the Regeneration Project Officer agreed to pass on the comments to the Board.
- Councillor Mrs Bambridge referred to the taxi rank sign and asked if it would be possible to have an additional sign up which was flush to the wall so that it could be seen from all directions.
- The Regeneration Project Officer explained that discussions were ongoing on utilising some blank wall space in the area to display a map of King's Lynn. If this was not possible, additional signage could be looked at.
- Pat French commented that the West Norfolk Community Transport drivers had raised concerns that the bays were not big enough for their buses. The Regeneration Project Officer asked if details could be provided to her of which bays they were parking in and she would investigate.
- The Chairman asked if the drop off point outside of the Lord Kelvin could be designated as a pick up and drop off point specifically for people with disabilities.
- Councillor Mrs Bambridge commented that the bollards around the ticket machine in the car park could become a trip hazard and the Regeneration Project Officer agreed to investigate.

	<ul style="list-style-type: none"> <li>The Regeneration Project Officer explained that Ivy Panels had recently been installed at the Pullover roundabout, it if was proven that they did have a positive impact on air quality, the use of them in the bus station area could be investigated.</li> </ul> <p>The Regeneration Project Officer agreed to pass on the comments of the Forum to the relevant officers and provide an update at the next meeting of the Forum.</p>	LH
5	<p><b><u>FEEDBACK FROM THE ASSISTIVE TECHNOLOGY EVENT</u></b></p> <p>Three exhibitors did not turn up to the event. Those that did (Care and Repair, Handyman Service, Norfolk and Norwich Association for the Blind, Age UK Norfolk, King’s Lynn Mobility, N-Able and Remap) provided good feedback and said that they had time to spend with each of the visitors to the stand rather than rush them through. There was no large posters outside the Corn Exchange to show that the event was on, and it was felt that this could have drawn in some more members of the public.</p> <p>The Forum discussed how the event could be improved if it was to go ahead in the future. They agreed that publicity was important and in the future a Working Group could be appointed to take forward the arrangements for the event.</p> <p><b>AGREED:</b> That Allison Bingham present proposals to a future meeting, on future events, including cost, possible venues and review the success of past events.</p>	AB
6	<p><b><u>REVIEW OF THE CONSTITUTION</u></b></p> <p>The draft amended Constitution was presented to the Forum for comments.</p> <p>The Secretary explained that she would present the Constitution to the Borough Council’s Environment and Community Panel for approval.</p> <p><b>AGREED:</b> The amended Constitution was agreed by the Forum.</p>	RP
7	<p><b><u>SECRETARY’S CORRESPONDENCE</u></b></p> <p><u>(i) Opportunity Awards 2016</u></p> <p>The Secretary had received correspondence from Allison Bingham regarding the 2016 Opportunity Awards.</p> <p>A provisional date had been set as 22<sup>nd</sup> June 2016 at 6.15pm in the Town Hall. The Forum were provided with proof art work for the</p>	



	<p>June Leamon informed those present that she was a representative on the above Forum and they had a programme of events, which she would forward to the Secretary to circulate to the Forum.</p> <p><u>(iv) Baker Lane Car Park Public Toilets</u></p> <p>The Chairman explained that he had recently reported issues on behalf of a member of the public regarding the state of the disabled toilet at Baker Lane Car Park. He explained that repairs had now been made.</p> <p>He reminded those present that if Members of the Forum were not having luck getting action taken that they could contact him and he would raise the issue with the relevant officers at the Council.</p> <p><u>(v) Promotion of the Forum</u></p> <p>The Forum discussed how it could promote itself. It was suggested that a newsletter be provided following each meeting which could include information from the minutes and contributions from Members of the Forum.</p> <p>The Secretary agreed to put together the newsletter and contributions from the Forum were requested no later than 30<sup>th</sup> October 2015.</p>	<p>JL</p> <p>RP</p>
<p>10</p>	<p><b><u>DATE OF THE NEXT MEETING</u></b></p> <p>The next meeting of the West Norfolk Disability Forum was scheduled to take place on Wednesday 20<sup>th</sup> January 2015 at 2.30pm in the Committee Suite, King's Court, Chapel Street, King's Lynn, Norfolk.</p>	

**The meeting closed at 3.40 pm**