

# Northampton Disabled People's Forum

on Wednesday, 12 December 2012 at 5:30 pm until not later than 7:30 pm

in One Stop Shop - The Guildhall, St. Giles Square, Northampton, NN1 1DE.

## Agenda

### 1. Welcome and Introductions

### 2. Apologies

Please contact a Democratic Services Officer, when submitting apologies for absence.

Tel: 01604 837722

E-mail: [democraticservices@northampton.gov.uk](mailto:democraticservices@northampton.gov.uk)

### 3. Minutes and Matters Arising

Please use the link below to view the Minutes of the previous meeting.:

<http://www.northamptonboroughcouncil.com/councillors/documents/g7330/Printed%20minutes%20Wednesday%2017-Oct-2012%2017.30%20Northampton%20Disabled%20Peoples%20Forum.pdf?T=1>

### 4. DisabledGo - Annual Report and Directory

(copy herewith)

### 5. Welfare Reforms- Impact of Downsizing Homes on People with Disabilities

### 6. Disability Living Allowance

### 7. Community Information Exchange

### 8. Items for Next and Future Meetings

### 9. Date of the Next Meeting

The next meeting of the Disabled People's Forum, scheduled for 22 January 2012, has been cancelled. An All-Forums Northampton Borough Council Budget Consultation meeting will now take place on that evening.

Map and directions at: [www.northampton.gov.uk/guildhall](http://www.northampton.gov.uk/guildhall)

For more information about this meeting please contact:  
Joe Biskupski, Community Engagement Officer:

@ [jbiskupski@northampton.gov.uk](mailto:jbiskupski@northampton.gov.uk)



Tel: 0300 330 7000



More information about the Forum generally is at: [www.northampton.gov.uk/forums](http://www.northampton.gov.uk/forums)



Facebook page: [www.northampton.gov.uk/dpf](http://www.northampton.gov.uk/dpf)

Please note that this Forum is supported and funded by Northampton Borough Council. The Forum may work in partnership and collaboration with other community groups, councils and local services from time to time. The views expressed and decisions taken by the Forum are not necessarily those of Northampton Borough Council.



## Northampton Borough Council

## Northampton Disabled People's Forum

Wednesday, 17 October 2012

### Attendees at the forum:

Cllr P Larratt (Chair)  
Martin de Rosario (Co Chair)  
Ann Timson  
Cllr B Mennell  
Cllr D Stone  
Larry Barber  
Barbara Barber  
Primrose Landstowne  
Graeme Wilson  
Mrs Boyes  
Laura Bessell  
Joe Biskupski

### 1. WELCOME AND INTRODUCTIONS

The Chair welcomed everyone to the forum and gave a warm welcome to Joe Biskupski who would be attending the forums to replace Lindsay Ambrose in his capacity as the Community Engagement Officer. The Chair thanked Cllr Stone who was also in attendance at the meeting, and would be introducing Agenda Item 5 – Northampton Retail Experience – consultation questionnaire, as a Member of Scrutiny Panel 2 – Retail Experience.

### 2. APOLOGIES

Apologies were received from Lindsay Ambrose, Mr Shah and Christine Woodhams.

### 3. MINUTES AND MATTERS ARISING

The minutes of the forum held on the 14<sup>th</sup> July 2012 were agreed.

There were no matters arising.

### 4. CONSULTATION NEW LOCAL COUNCIL TAX SCHEME

The Chair welcomed Laura Bessell to the meeting and explained that a consultation was currently being undertaken. The purpose of this was as a result of Council Tax Benefit – a financial help towards the cost of paying Council Tax bill's had been removed by the Government. Local Authorities had been asked by Government to design their own scheme to assist people in their community to meet customers Council Tax commitments. It was explained that the point of the consultation was to ask about how the new scheme should be devised.

The Chair asked what safeguards had been put in place for vulnerable people and was informed that the Government had not specified who constituted a 'vulnerable

person'. It was noted that the Government had stated that Pensioners would be protected from entitlement as they were unable to increase their income but those people who were of a working age would be affected. It was explained that the Government had stated that every Local Authority in the Country would receive reduced funding of 10%; this would mean a budget deficit of approximately £1.9 million and the consultation was a means at looking at alternative ways of bridging the gap.

A member of the forum stated that there were people, especially vulnerable people, who would not be able to increase their incomes and would suffer severe detrimental effects should there be a change in their benefits and the amount that they had to contribute to Council Tax. It was further stated that a legal challenge would be sought should the changes be implemented. In response, the Chair stated that they had few options as they legally had to impose Government Legislation, but that feedback through the consultation process would be taken into consideration.

Members of the forum asked for clarification as to who would be classed as 'disabled' and/or 'vulnerable' and what, if any, benefits would be available to them.

Laura Bessell confirmed that she would speak to the Director of Resources and report back to the Forum in the near future.

The Chair commented that he wanted to see vulnerable people protected and welcomed the forum members to feedback and participate in the consultation.

## **5. NORTHAMPTON RETAIL EXPERIENCE - CONSULTATION QUESTIONNAIRE**

Councillor Stone explained to the forum members that the work of the Overview and Scrutiny Committee was to look at what issues affected the people of Northampton. She further explained that the Members of the Scrutiny Panel 2 – Retail Experience would be producing a report which would show the opinions of the public on their retail experience in Northampton and would examine what improvements could be made. She commented that not only were comments welcomed about the town centre but also from local areas and the experiences people had in their locality, including choices, access and opportunities.

It was explained by the Chair that a list of questions, specifically relating to the Retail Experience had been circulated to members of the forum with the agenda. Councillor Stone stated that whilst shopping habits had changed since there had been an increased use of the internet, there was a need to look at all issues, especially where access issues could be addressed.

Members of the forum discussed the questions.

One member of the forum suggested that there should be a reduction in the business rates that are being charged and that there should be a decrease in the rental of premises as a means of encouraging more retail businesses to invest in Northamptonshire. The Chair clarified that the Council had no influence over the business rates as they had been set by central Government. He also commented

that landlords of premises set the rent for properties and therefore the Council had limited influence.

Concern was expressed about the number of empty shops and one suggestion was that a conversation could be had with landlords in order to discuss negotiating a lower rental of properties. Councillor Stone commented that the Business Improvement District was developing ways forward by looking at a variety of options to improve and attract new business to the area.

One forum member voices their concerns that there were too many eateries, pubs and clubs in the town and that any further development or expansion of these should be halted. Another expressed her dismay at the lack of gardening and electrical stores within the Town Centre. Concern was also voiced about the lack of public toilets in the Town Centre and it was commented that due to this, people would not visit Northampton and would choose to go elsewhere, where facilities were available, especially people with specific needs for such facilities. It was further suggested that parking facilities could be improved to increase footfall in the Town Centre. The Chair informed the forum members that there were 3 car parks within the Town Centre where charges were not applicable for the first hour, which was of great benefit for people coming in to the Town to shop.

A suggestion was made that there should the retail experience should address different levels of affordability to cater for people with a variety of budgets. It was commented that one solution to the problems of unaffordable business rates would be the pooling of funds by a number of business to rent one large property, rather than a number of small ones, thus saving on overheads.

It was commented that the Bus Interchange would also increase the amount of foot fall in the Town Centre, which in turn would increase the use of the Market. It was noted that work was being undertaken with market traders in order to work towards improving trade for the market holders. It was noted that any blue badge and disabled parking spaces that would be lost due to the changed location of the Bus Interchange, should be replaced and that taxi drop off points be allocated to enable disabled people using taxi's to be able to adequately disembark from the taxis.

Other comments that were made included making signage more visible to ensure that motorists and pedestrians are given instructions on how to access the Town Centre, making sure that the Gateway into Northampton was clear and clean and well maintained and that some signage could be erected to reflect the modernisation and developments within the Town Centre.

The Chair thanked Councillor Stone for her report and suggested that any further feedback from the Forum members would be forwarded on to her.

## **6. COMMUNITY INFORMATION EXCHANGE**

It was noted that World AIDS Day would be held on the 1<sup>st</sup> December 2012 at the Guildhall. The Chair explained that it was an event that was led by the forums and

asked that anyone with any ideas for the event get in contact with the Council.

It was explained that on the forum website, information had been provided about a current consultation that requested feedback about the services that the Council provided. Members were encouraged to feed into the consultation and if requested obtain a paper copy.

Graeme Wilson (Northamptonshire Sport) reported that since the Paralympics held in August (2012) there had been a surge in demand for a number of sports in the area. He commented that a number of events had been very well attended including the Disabled gymnastics, and an Olympic Torch lecture. The location of the Northamptonshire Wheelchair Basketball team had moved to the University of Northampton and that membership had recently increased. It was also reported that a number of coaching courses had been run in the area to enable people to coach less able bodied people and make them aware of their needs within the sport.

## **7. ITEMS FOR NEXT AND FUTURE MEETINGS**

Feedback about was requested about Policy change at the Northampton General Hospital, East Midlands Ambulance Service and access to local hospitals.

The Chair requested that a representative from the Department for Work and Pensions (DWP) be invited to address the forum about the use of St Catherine's House for appeal hearings especially with regards to the accessibility.

A request was made that the impact of downsizing of homes by people with disabilities be addressed at the next meeting.

## **8. DATE OF THE NEXT MEETING**

The date of the next meeting will be the week commencing the 3<sup>rd</sup> December 2012.

The meeting concluded at 7.31pm.



**Your website for  
disability information**

## Northampton Borough Council Annual Review Report

DisabledGo exists to empower people to get out and do what they want to do in their own community or in towns and cities they would like to visit. The project revolutionises choices for disabled people by delivering reliable and detailed access information to a wide range of local goods and services.

### New Venues

The venues listed below were added to the DisabledGo website as part of the renewal process.

Name	Address1
Alliston Gardens Youth & Community Centre	Adelaide Street
Aspers Casino	6 Commercial Street
Audio Works	Westbridge Depot
Bar So	25 Abington Square
Bararelle Hair	79 Giles' Street
Blackthorn Community Centre	Longmead Court
Boots	St James' Retail Park
Community Law Service	49 - 53 Hazelwood Road
Duston Community Centre	Pendle Road
Favell House	Mansfield Health Campus
Frankie & Benny's	Sixfields
Leopold's Belgian Chocolate & Coffee Shop	6 Abington Street
Mem Saab	357-359 Wellingborough Road
Momo	79-81 Abington Square
Northamptonshire Centre for Independent Living	Gladstone Road Resource Centre
Old White Hart Inn	Far Cotton
St James' Community Centre	St James' Road
Watts The Furnishers	241 Birchfield Road East
Watts The Furnishers	80 Abington Street
Wootton Village Boutique	1b & 1c Sunnyside

Of the suggested venues, we were unable to survey the following;

- Fever Nightclub (we were unable to establish contact with anyone at the venue by telephone or in person)
- Fusion Buffet (The manager was unable to open the restaurant during the day in order to survey it).
- Hakamou Island Bar (After leaving messages for the manager, we did not receive a reply).

### The Annual Review Process

In the Annual Review all venues listed on the website were contacted by letter or telephone in the first instance. Businesses were contacted in order to ascertain whether their access had changed.

### Detailed Access Guides

DisabledGo telephoned Detailed Access Guide entries and asked businesses to provide information on any *structural changes* in relation to access, for example the installation of an accessible toilet. In addition, DisabledGo researched information on *non-structural changes* such as provision of large print menus and *data changes* including for example, changes in opening hours or the name or nature of the business.

- **Data Changes**

12% of the venues contacted had data changes, including changes to opening hours, visitor information and contact details.

- **Non-Structural Changes**

Of the venues contacted 4% had improved their non-structural physical access. The range of improvements included;

- Provision of hearing assistance
- Disability Awareness Training
- The provision of an email contact address to be used as an alternative way of conducting business.

- **Structural Changes**

1% of the venues contacted, had improved their physical access. The majority of those venues contacted had undergone refurbishments of some kind. Those refurbishments that affected their access were revisited so that their guides could be updated.



## Improvements and Changes

- The Northampton Museum and Art Gallery has undergone a refurbishment so was revisited and the guide updated.

## Summary

Writing to and telephoning businesses in Northampton, providing awareness and advice information when visiting and talking to frontline staff and managers has further helped to increase awareness of the importance and benefits of providing access for disabled people.

The annual renewal has continued to raise awareness amongst the Northampton business community and the updated information will continue to provide up to date detailed information for disabled people living in and visiting Northampton.

Kyle Gordon  
Review Surveyor  
DisabledGo  
August 2012