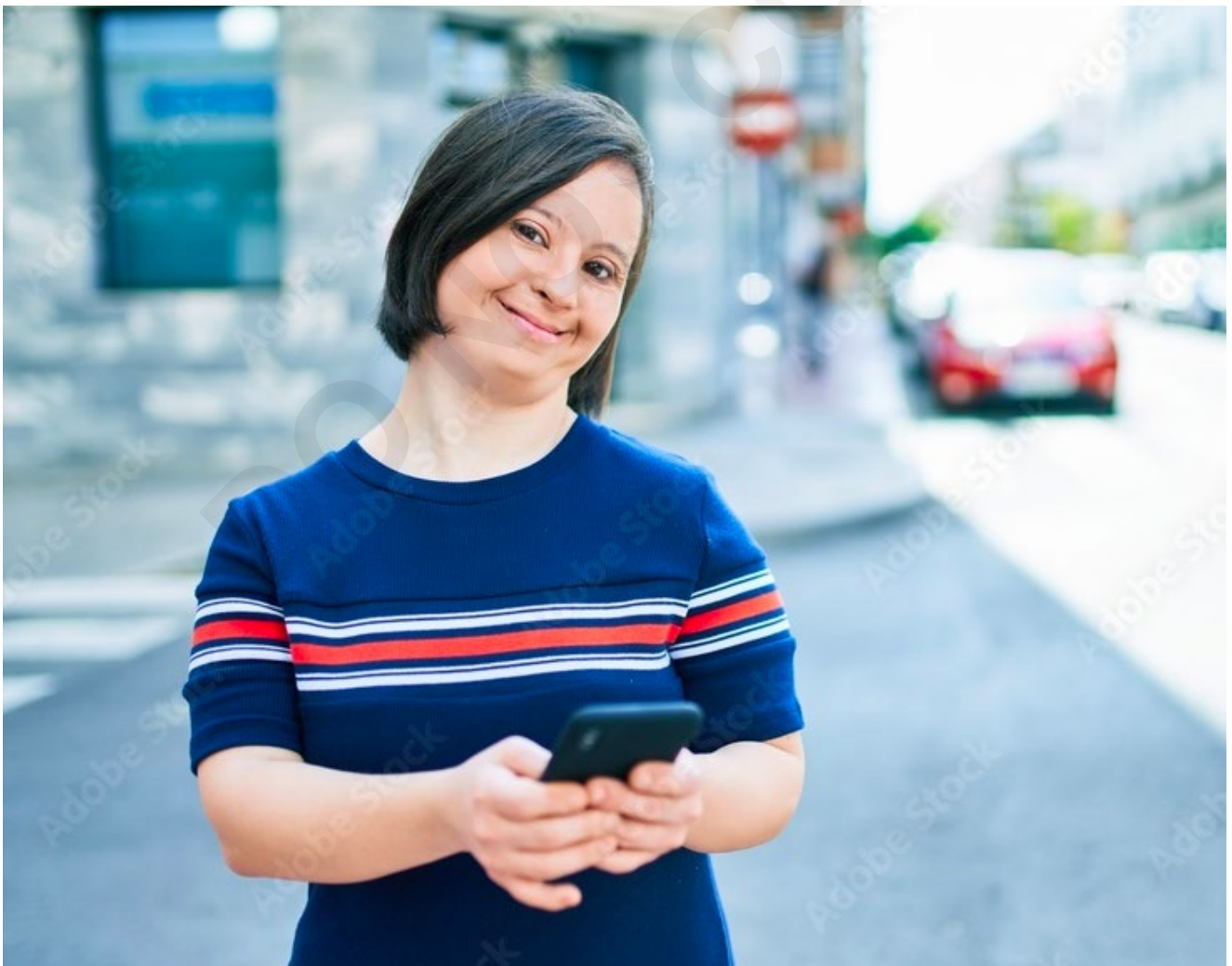


Norfolk Adults Learning Disability Plan (formerly called 'Strategy') 2023-2028



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Foreword from the co-chairs of the Norfolk Adults Learning Disability Partnership Board

This plan, formerly known as ‘Strategy’ sets out our vision for adults with a learning disability and their carer(s) in Norfolk for the period from November 2023 – March 2028.

We are proud to present this Norfolk Adults Learning Disability plan because it has been developed with and based on the views of people with a learning disability and their parents and carers. This has been possible through a range of engagement, co-design and co-production with people across Norfolk to understand what is important to them and to make sure their ideas are expressed in this plan. This included the re-naming of the use of the word ‘Strategy’ to the word ‘Plan’ by people with a learning disability, as this was a word they understood better.



This plan does not try to cover everything we know about learning disability or every issue. It sets out the details of the five priority areas identified through the engagement and co-production and the key actions that will be taken by the different partners working together to deliver this plan over the next five years. Delivery of The Learning Disability Plan 2023 - 28 will be monitored by the Norfolk & Waveney Learning Disability and Autism Programme Board which includes people from Norfolk County Council and the Integrated Care Board and other health partners.

The Learning Disability Partnership Board will have a role to gather feedback from stakeholders on what is working well and what needs improving as part of reporting back to the Programme Board as part of the monitoring process. This way, people with a learning disability and their carers will be able to continue to be engaged in sharing their ideas and feedback and being part of making improvements to the plan as needed.



Rachel Gates (co-chair)

Co-chair Norfolk Adults Learning Disability Partnership Board & Assistant Director of Commissioning - LD, Autism & MH, Adult Services



June Walton (co-chair)

Self-advocate & co-chair Norfolk Adults Learning Disability Partnership Board

“I thought the process for the Learning Disability Plan was really good! People’s voices were heard, and you can see them in the Plan. I liked how they went round all the locality groups in person to get people’s views and see what people are finding challenging in each area. I find the easy read Learning Disability Plan clear to read and understand”.

(Comments from June Walton, self-advocate and co-chair, about the process taken to develop the new plan). November 2023

1. Our ambitions for adults with a learning disability

This Adults Learning Disability plan was developed by the Norfolk Adults Learning Disability Partnership. This includes Norfolk County Council (NCC) Adult Social Services, Norfolk and Waveney Integrated Care Board (ICB) and all those providers who work with NCC and the ICB, as well as people with a learning disability and their family and carers.

The Norfolk Adults Learning Disability Partnership

The [Norfolk Learning Disability Partnership](#) is independently coordinated by ASD Helping Hands who took on this role in October 2022. ASD Helping Hands also coordinate the Learning Disability Partnership Board who meet four times a year. Membership of the Learning Disability Partnership Board include people with a learning disability, family carers, people who work for NCC, the NHS and other organisations and charities.

The goal of the Norfolk Adults Learning Disability Partnership Board is to improve the lives of people with disabilities in Norfolk aged 18 and above and to help those who care for people with a learning disability. The Board do this by:

- talking about the issues that people with a learning disability can face;
- talking about the learning disability services that run in Norfolk;
- running locality groups across each area of Norfolk to talk about local issues that people are facing;
- working on priority outcomes outlined in the Norfolk Adult Learning Disability Plan;
- sharing information through their independent website.

The Norfolk Adults Learning Disability Partnership Board provided oversight for the process of developing the new Learning Disability Plan and will lead on ensuring stakeholders are involved in the process of gathering the feedback on whether the new plan is working or not.

The NHS Norfolk and Waveney Integrated Care Board (ICB)

The new Norfolk and Waveney Integrated Care System (ICS) was formed on July 1, 2022, and is made-up of a wide range of partner organisations, working together to help people lead longer, healthier and happier lives. The ICS includes the NHS Norfolk and Waveney Integrated Care Board (ICB) and Norfolk County Council (NCC), along with a range of other charitable organisations and partnerships.

The ICB plans and buys the healthcare services for the local population of Norfolk and Waveney and is accountable for the performance and finances of the NHS across Norfolk and Waveney. The values of the [Norfolk and Waveney Integrated Care Board](#) are outlined as: “Connected to; each other, the work we do, a common purpose, our partners across the system... and always to our patients/public. At all times being respectful, inclusive, and embracing new ways of working by being innovative and continually improving.”

Norfolk County Council Adult Services

The Adult Services vision is ‘to support people to be independent, resilient and well and hold aspirations for their future’ and this is supported by the current ‘Promoting Independence’ approach which is shaped by the Care Act with its call to action across public services to prevent, reduce and delay the demand for social care. The commitment in the approach is a vision for quality social work which builds on the strengths of individuals.

Promoting Independence is at the core of the [Norfolk County Council Strategic plan](#) ‘Better Together, For Norfolk 2021-2025’. This ambitious plan aims to make Norfolk a place where we put people first, where everyone works together to create a better place to live and includes the vision statements:

- *“We want Norfolk to be the place where everyone can start life well, live well and age well, and where no one is left behind.”*
- *“We want our communities to feel safe, healthy, empowered and connected, their individual distinctiveness respected and preserved.”*

Promoting Independence has these main elements:

Prevention and early help

Empowering and enabling people to live independently for as long as possible through giving people good quality information and advice which supports their wellbeing and stops people becoming isolated and lonely. We will help people stay connected with others in their communities, tapping into help and support already around them – from friends, families, local voluntary and community groups. For working age adults with a disability, we want them to have access to work, housing and social activities which contribute to a good quality of life and wellbeing.

Staying independent for longer

Our social care teams will look at what extra input could help people's quality of life and independence – this might be some smart technology, some adaptations to their homes to prevent falls, or access via telephone or on-line to specialist tailored advice. When people do need a service from us, we want those services to help people gain or re-gain skills so they can live their lives as independently as possible. This could mean a spell of intensive reablement after a stay in hospital to restore their confidence and their ability to do as many day-to-day tasks as possible.

Living with complex needs

For some people, there will be a need for longer term support. This might mean the security of knowing help is on tap for people with conditions like dementia, and that carers can have support. There is a focus on ensuring people in Norfolk access the right services for them at the right time. For some people, moving into residential care or to housing where there are staff close by will be the right choice at the right time, but such decisions should be made with good information and not in a crisis.



2. Introduction to our Norfolk Adults Learning Disability Plan

Overview

In starting to develop this new plan, the focus was on involving those with a learning disability and their parent or carer from the start to ensure their involvement in how the plan was developed and in sharing their personal views and ideas for what needed to be part of the plan.

How the plan would be developed was agreed by the Norfolk Adults Learning Disability Partnership Board co-chairs in a Board pre-meeting in April 2023 before being agreed at the Board meeting in May 2023. In June, the Norfolk Making it Real Board, the independent reference group of people with lived experience who represent [Think Local Act Personal](#) and who provide leadership and guidance for NCC and members of the ICB around planned co-production activities, were consulted about the planned approach to involve people in developing a new learning disability plan.

With the agreement of the Making it Real Board, the process of a range of participation activities from consultation, engagement, co-design, and co-production were carried out with people with a learning disability across Norfolk, their parents and carers to understand what is important to them and to make sure their ideas were expressed in this plan. This included the renaming of the use of the word 'Strategy' to the word 'Plan' by people with a learning disability, as this was a word they understood better. Practitioners, commissioners and providers supporting people with a learning disability were also involved in developing this new plan.

Feedback received by partnership members from people with a learning disability and their carers outlined that they did not know what had been achieved in the previous 2018 – 2022 Learning Disability Strategy. So as part of starting the overall engagement process to develop a new plan, we shared with people a 'Looking Back – You Said, We Did' document outlining the different things that had been achieved by the various members of the Learning Disability Partnership and what was still to do.

Looking Back on the 2018 - 2022 Learning Disability Strategy - You Said, We Did summary - Full Version.

[Full version Looking Back on Learning Disability Strategy 2018 - 2022](#)

Looking Back on the 2018 - 2022 Learning Disability Strategy - You Said, We Did summary - Easy Read.

[Easy Read Looking Back on Learning Disability Strategy 2018 - 2022](#)

As part of putting the document together, partnership members shared the wide range of things they were doing in supporting people with a learning disability and their carer that were not necessarily being recognised and celebrated. Information about these 'hidden gems' of identified support were included in the documents that were shared.

This helped identify the commitment across the various organisations and providers supporting people with a learning disability and their carer in providing a wide range of innovative and practical support for individuals. It was agreed the new LD Plan would include actions that would be taken by different LD Partnership members and other providers, as part of making it clearer the range of support available to people with a learning disability and their carer.

What we still need to do

Gathering information for the 'Looking back' document also helped identify potential resources that could be part of helping to deliver the things not yet achieved in the previous strategy and new ideas being received. An example of this was the training for taxi drivers that had been developed in 2019 by About with Friends in North Norfolk. This training was well received by the taxi companies who had paid to attend the sessions which helped them better understand how best to support a person with a learning disability travelling in their taxi. Since then, there have been discussions about how this training could be made available to taxi drivers across Norfolk and so has been included as an action in the new plan.

The impact of the Covid pandemic meant that many people with a learning disability were shielding and therefore unable to go to work, other employment opportunities or feel comfortable going out into the community, as well as having an impact on what could be delivered in the previous LD Strategy. Information gathered as part of the 'Looking back' also identified the range of employment or training support different providers are helping individuals with, in addition to what is being offered by Norfolk County Council. It is planned that as part of the new plan, LD Partnership providers will agree the way to share information about the range of employment support they are offering as part of demonstrating the breadth of employment support and help to develop work skills or other work opportunities being offered across Norfolk.

One innovative example shared as part of the engagement with providers highlighted the individual support given by Stepping Stones in Norwich to one of their members who was able to move from a four-week work experience placement at Norwich Airport into a paid role at the Airport. The positive impact of this is reflected in the report given by the Airport manager who shared:

“(the individual) has received many compliments from customers and passengers. Their pleasant, outgoing, and smiley personality is a winner for those they meet. We are very proud to have them working with us.”

There is more information about some of the different types of employment support being offered by other providers in the ‘Looking Back’ summary. As part of developing this new plan, there is a commitment to finding ways to share the wide range of support being provided across Norfolk by all the different providers and organisations supporting a person with a learning disability, and proactively looking at ways to ensure people with a learning disability and their carer know about them.

National priorities and commitment to supporting people with a learning disability

Alongside the local support being provided across Norfolk, there are statutory and government policy requirements that members of the Learning Disability Partnership have a duty to provide and are part of making improvements to the support to be provided for people living with a learning disability in Norfolk, which are included as part of the overall approach to be taken in delivering the new LD Plan.



The National Disability Strategy

The [National Disability Strategy](#), which was first published in July 2021, sets out the actions the government is committed to take to improve the everyday lives of all disabled people. This government strategy is incorporated into the approaches to be taken locally which includes a focus on improvements of the physical and social environments for people with a disability:

“Disabled people’s aspirations for their lives are no different from non-disabled people’s aspirations.

“We all want to live fulfilling lives. We want to be safe and healthy. We want autonomy about where we live, how we live, and with whom we live. We want to go outside, meet other people, and go places. We want to easily access the support we need to live an independent life and to feel confident that we won’t lose it. We want to be able to participate in society, to be valued, to go to work”.

However, disabled people’s everyday experience is very different from non-disabled people. Every day many disabled people:

- wake up in a home that is not adapted to their needs;
- rely on an unpredictable transport network to get out and about;
- navigate inaccessible and inflexible workplaces or education settings;
- face limited choice and additional expense when shopping around for goods and services;
- use unresponsive and fragmented public services that do not meet their needs;
- feel excluded from leisure opportunities and socialising;
- find themselves barred from exercising rights such as voting and serving on a jury.

Building the Right Support

Updated in August 2022, this [Building the Right Support](#) national action plan outlines a commitment to strengthen community support for people with a learning disability and autistic people and reduce reliance on mental health inpatient care.

The key areas of focus set out in this action plan are:

- ensuring that people with a learning disability and autistic people of all ages experience high-quality, timely support that respects individual needs and wishes, and upholds human rights;
- understanding that every citizen has the right to live an ordinary, self-directed life in their community;

- keeping each person at the centre of our ambitions and ensuring that we consider a person's whole life journey;
- collaborating across systems to put in place the support that prevents crisis and avoids admission;
- ensuring that, when someone would benefit from admission to a mental health hospital, they receive therapeutic, high-quality care and remain in hospital for the shortest time possible;
- making sure that the people with a learning disability and autistic people who are in mental health hospitals right now are safe, and that they are receiving the care and treatment that is right for them;
- working together to ensure that any barriers to an individual leaving a mental health hospital, when they are ready to do so, are removed.

In 2022, the Norfolk Adults Safeguarding Board, Norfolk & Waveney ICB, NCC, including the Transforming Care Programme team, and other partners took part in a Peer Review of Norfolk's execution of the Building the Right Support national model in response to a Safeguarding Adults Review of support for people in a Norfolk specialist hospital.

As a result of the Peer Review and recommendations by the Norfolk Safeguarding Adults Board, a process of coproduction was started to agree better ways of working. This co-production included people with a learning disability and/or autism and their families. This was known initially as the 'Ethical Framework and there are plans for a new name to be coproduced to make the framework more understandable and training materials to be developed. The principles and ways of working developed as part of the Ethical framework will be aligned to the new LD Plan.

Implementation of the Building the Right Support is aligned to these local and national approaches:

[Transitional Integrated Care Strategy and Joint Health and Wellbeing Strategy Norfolk and Waveney Integrated Care Strategy](#); and [Norfolk and Waveney Clinical Strategy](#).

[NHS Long Term Plan » Learning disability and autism](#) where Learning Disability and Autism is one of the 4 priorities with a 3-year plan.

The NHS Long Term Plan was published in 2019, outlining the ambitions of the NHS over the next 10 years and including learning disability as one of its four clinical priorities. This includes improving community-based support, reducing the number of people with a learning disability in hospital settings and reducing health inequalities through a focus on increasing uptake of annual health checks and reducing overmedication of children and young people with a learning disability.

Norfolk & Waveney Mental Health and LD & Autism Inpatient Framework Delivery

As part of the national Mental Health (MH) and LD&A Quality Transformation Programme we will transform inpatient care. The key focus of this programme is to improve poor quality and outdated services, eliminate out of area placements, reduce extended hospital stays, enable equal access for all and ensure services are designed based on service user needs rather than diagnosis.

We will work with the Inpatient Provider Services, including the local authority, the voluntary sector, service users and wider partners to coproduce and deliver a three-year plan as part of this process. We will submit this plan to NHS England regional team, with the first draft due in March 2024 and final draft in June 2024. We will also align this programme with the delivery of the Learning Disability Plan.

Norfolk & Waveney ICB LD & Autism Funding Plan

We are reviewing our current and future funding commitments across the Integrated Care System for Learning Disabilities and Autism (LD&A). This plan will support the movement of the Service Development Funding (SDF) into the Integrated Care Board (ICB) funding baselines for 2024/2025. The plan is aligned to the NHS Long Term Plan, and the National Community Service Mapping, and aims to improve quality, reduce the number of inpatients, reduce waiting times and expand support within the community. We will also align the funding plan with the delivery of the Learning Disability Plan.



3. The local context – population data

To receive support from Norfolk Adult Services Learning Disability Team, a person aged 18 or older must have a learning disability, autism or both and be registered with a Norfolk GP. Depending on the individual's needs, they may get support from Adult Social Services or their local health and care services.

A learning disability is a permanent developmental disability which affects a person's ability to learn and cope with everyday activities, such as housework, socialising and managing money.

It will have been present since before the person turned 18 and usually from birth. A learning disability is permanent and affects a person's entire life. It is different from difficulties such as reading and writing problems (e.g., dyslexia). In April 2023, Health reported that there were 6683 adults in Norfolk registered as having a learning disability.

Norfolk population 2023

Using [projecting adult needs and service information \(PANSI\)](#), it is estimated that there are 12,714 working age adults with a learning disability in Norfolk. Out of those people, an estimated 2,892 have a moderate or severe learning disability.

Using the Projecting Older People Population Information System (POPPI), information to include people over the age of 65, estimates that there are 17,653 adults (aged 18 or over). Of these, it is estimated that 3,541 adults have a moderate or severe learning disability.

People being supported by Adult Social Services from April 2022 – March 2023

The published **figures for the Number of clients accessing long term support at the end of the year with a primary support reason of 'Learning Disability Support'** for 2022-23:

18-64	65+	Total
2338	315	2653

Gender

Gender	18-64	65+	Total
Female	971	148	1119
Male	1367	167	1534
Total	2338	315	2653

Female	Male
42%	58%

Ethnic Category

Ethnic Category	18-64	65+	Total	Ethnicity %
Black / African / Caribbean / Black British	13	0	13	<5%
Other ethnic group	12	0	12	<5%
No data	30	3	33	<5%
Mixed / multiple ethnic groups	29	1	30	<5%
White	2236	311	2547	96%
Asian / Asian British	18	0	18	<5%
Total	2338	315	2653	100%

We do not have sufficient reported information to be able to provide data in relation to reported religion or sexual orientation for people with a learning disability in Norfolk.

Population predictions from 2020 – 2040

The following information is taken from the [Market position statement](#) for Norfolk October 2023.

It is estimated, using [projecting adult needs and service information \(PANSI\)](#) and Projecting Older people Population Information System (POPPI), that in **2020** there were 17,322 adults living in Norfolk who have a learning disability, which is around 2% of the Norfolk population.

Of the 17,322 it is estimated that:

- 12,594 are aged between 18 and 64 years of age;
- 4,728 people (27% of adults with a learning disability and 1.8% of the total Norfolk population) are aged 65 years and above;
- 4% are 85 years old and over;
- 3,491 adults have a moderate to severe learning disability. 629 (18%) are aged 65 years old and above and 2% are aged 85 years old and above.

Population predictions of adults with learning disabilities in Norfolk

By **2040** it is estimated that:

- 33% of the learning disability population will be aged 65 years and above (highlighting that people with a learning disability are living longer);
- 6% of the learning disability population will be 85 years old and over;
- 21% of those with a moderate to severe learning disability will be 65 years old and over;
- 3% of those with a moderate to severe learning disability will be 85 years old and over.

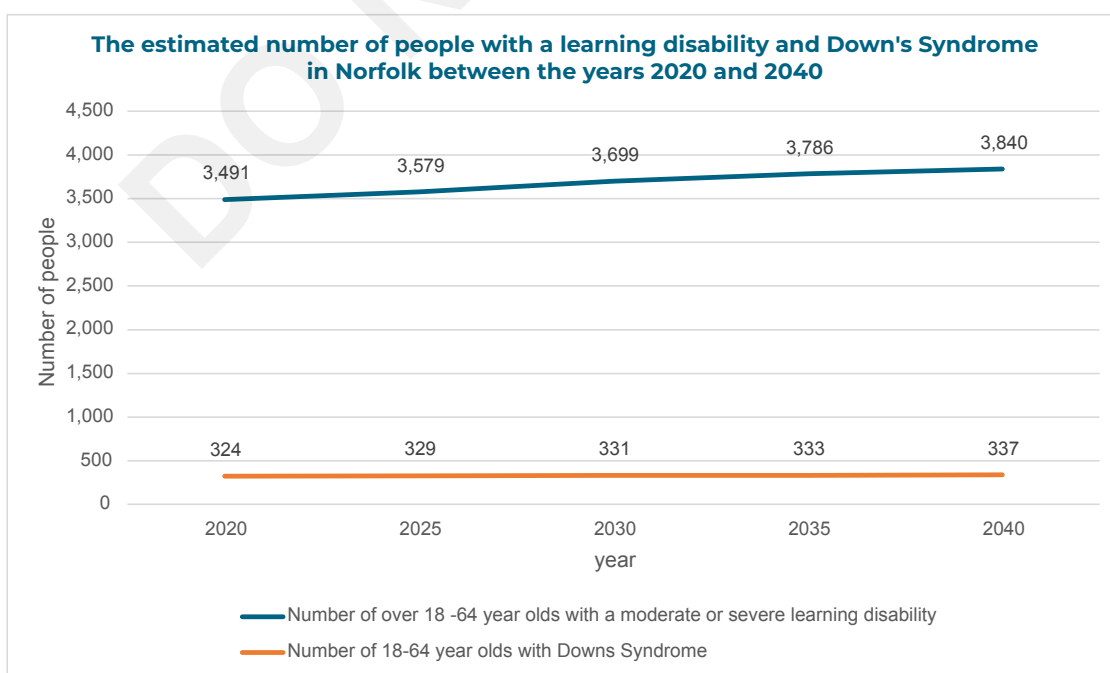
Not all people with a learning disability will be in receipt of services. People predicted to have a moderate or severe learning disability are more likely to be in receipt of services.

Population predictions by Norfolk districts.

Locality	2020	2025	2030	2035	2040
Breckland	534	550	570	588	599
Broadland	496	511	530	542	552
Great Yarmouth & Waveney	374	378	385	391	394
Kings Lynn and West Norfolk	566	567	575	580	583
North Norfolk	392	399	410	417	424
Norwich	597	608	629	642	644
South Norfolk	532	566	600	626	644
Total Norfolk	3,491	3,579	3,699	3,786	3,840

People aged 18 – 64 predicted to have Down syndrome 2020 – 2040

PANSI estimates the number of people with learning disabilities (moderate or severe and Down syndrome) from 2020 to 2040 in Norfolk will be:



Adults with a learning disability and dementia

People with a learning disability and those with Down Syndrome are living longer and more likely to develop health conditions associated with older age. People with a learning disability are at greater risk of developing dementia as they get older compared with the general population.

Three studies found the following prevalence rates of dementia among people with a learning disability:

- 13% of people over 50 years of age;
- 22% of people aged over 65 years of age.

For people with Down Syndrome, the risk of developing dementia is significant with a higher estimated prevalence rate of:

- 36.1% of people aged 50-59 years old;
- 75% for people over 60 years old.

These estimations came from the research that is available on the [social care institute for excellence](#) website.

It is important that with people living longer, services adapt to be able to meet the needs of people with dementia who also have a learning disability or Down Syndrome. We need to grow the number of providers that have the settings and skills to support people with these needs.



4. What you told us

Gathering people's shared views and ideas

At the start of the process to develop a new LD Plan, there was a commitment to ensuring that the views and ideas of people with a learning disability and their carers were central. It was agreed that the easy read version of the LD Plan should be the first version of the LD Plan that was agreed. The information included would then form the basis of the more detailed plan that would be needed to outline the specific actions that would be taken by NCC, ICB and the organisations involved in working with and supporting people with a learning disability and their carers in delivering the LD Plan.

In September 2023, all of the ideas people shared were put together into the first draft of the easy read plan. This draft easy read plan was then shared with people across Norfolk and at the Partnership locality meetings to check it included what people had said and made sense.

Over eight months from April 2023 – November 2023, more than 361 people shared their ideas and these have been used to develop the new LD plan. The plan was developed by gathering the views and ideas of parents and carers, providers, practitioners, commissioners and adults and older young people with a learning disability. The Norfolk Adults Learning Disability Partnership provided ongoing oversight of the process and an update was shared with the Norfolk Adults Partnership Board in August 2023 to help develop the new LD Plan.

People were encouraged to share their ideas in various ways, including face-to-face meetings that took place across Norfolk, from June through to November 2023, as well as via email and post. In August 2023, an easy read and online survey was created to enable a wider range of people to share their ideas for the new plan, which was promoted by email, social media and word of mouth. The survey was hosted by the Norfolk Adults Learning Disability Partnership website and people were able to either complete the survey online or receive an easy read questionnaire by post. People contributed their ideas by post, email, as part of face-to-face meetings. Providers and independent organisations who had discussed the new plan with people with a learning disability they support, also provided feedback which was included as part of agreeing what would be in the new LD plan. This feedback included information from older young people with a learning disability (aged from 14 – 25 years) who are part of the independent Disability Real Action Group of Norfolk (DRAGONS) to ensure that the plan would be helpful for older young people with a learning disability who were approaching adulthood.

People we know were involved in developing the LD Plan over eight months:

- 201 people with a LD = 56%
- 63 unpaid carers = 17%
- 97 professionals & providers = 27%

People's expressed outcomes

People shared a range of things that are important to help them live a good life in Norfolk. The different things people told us have been grouped into five main areas.

The phrasing used to outline people's expressed outcomes comes from what people with a learning disability and / or their carers shared as part of face-to-face engagement, or what people told us through the online survey, by email, easy read questionnaire and from other information gathered from providers working with people with a learning disability.

1. Choices about where I live

- "I want to be able to choose who I live with."
- "I want help to stay living in my own home."
- "I would like to be able to move to my own home so that I can cook my own meals instead of these being made for me."
- "I want to move nearer the town so that I can be nearer my friend(s)."
- "I want to move somewhere that will let me have a dog."

2. Being healthy

- "I want support with health and dentist appointments."
- "I want support with my mental health."
- "I want help in choosing a healthy diet."
- "I want help to get exercise."
- "I want help in losing weight."
- "I want advice about sex and relationships."

3. Help to be an independent as possible

- "I want help with getting a job."
- "I would like to know about the different things there are for me to do in my neighbourhood."
- "I would like help learning to cook."
- "I would like to feel safe in my own home and when I am out and about."
- "I would like to know about what is on in the evenings and weekends that I could join."
- "I want help with managing my money and paying my bills on time."

4. Getting out and about

- “I want there to be more public transport where I live.”
- “I would like more people to be able to use accessible toilets.”
- “I would like to feel safe when I am out and about.”
- “I would like there to be training for people who provide transport for people with a learning disability.”
- “I would like there to be a festival for adults with a learning disability.”

5. Support for carers

- “I want to know what help is out there to support me as a carer.”
- “I want to be able to contact someone when things are getting more difficult for me as a carer.”
- “It is not clear to me how I can get help for me as a carer.”
- “I want to know what will happen when I am too old to continue in my role.”
- “I need regular breaks to support me to keep on being a carer.”
- “I would like to be able to join a carers’ support group.”



5. The agreed priorities for people with a learning disability and their carers

Throughout the process of engagement, consultation, coproduction and codesign, people shared their views and ideas about what was important to them as a person with a learning disability or as someone caring for a person with a learning disability. As part of asking people what things they felt they needed help with to live a good life in Norfolk, people were also asked about the things they felt they could do for themselves or already knew how to do with help. From this, we were able to identify five main priority areas that people with a learning disability and their carer felt they need support with to live a good life in Norfolk.

Five main priority areas

1. Choices about where I live

This was the top priority identified from the engagement process. People shared their positive experiences of moving into supported housing, as well as the help they had received to be able to stay living in their own home. Others shared their concerns about 'being forced into residential care' or not having any choice about where they might be moved to or who they would be living with as well as the challenges and highlights of living with others. These are reflected in the expressed outcomes about 'choices about where I live' and the actions to be taken as part of responding to what people have said.

This engagement identified the lack of knowledge about the housing options available for people with a learning disability. It was also identified that there are a range of providers who are supporting people with a learning disability to move into alternative accommodation that they provide or can help people to access, in addition to the options available with the support of Adult Services. Information about some of the additional support with housing being provided by independent charities and organisations was shared as part of the 'Looking Back' document.

2. Being healthy

People identified a range of goals they had to help them 'be healthy' and things they knew they needed to do or were already doing to improve their health. People shared good news stories about the ways they had been helped to lose weight and others spoke about the things they were hoping they would be able to do to feel healthier.

Help with mental health was identified by some people with a learning disability who outlined that they did not always know who they could get support from in the community to help with this.

As part of the support for mental health, people with a learning disability asked about whether support for people with a learning disability who were detained in secure units on a temporary or longer-term basis was included in the overall LD Plan. The work of NCC and the ICB, as part of the Transforming Care Programme, is focussed on supporting people with a learning disability to be able to move into some kind of housing in the community, to be supported to be as independent as possible when in the community and to be able to have help to get out and about. These aims are for all people living in Norfolk with a learning disability.

The additional specific support being provided by health to support people with a learning disability with mental health needs has been included in the 'Be Healthy' section of the LD Delivery Plan.

3. Help to be an independent as possible

There were a range of things identified by people with a learning disability that emphasises people's desire to be 'as independent as possible' and to be able to live a 'normal life' like other people. In the discussions around the kinds of support available to help people with a learning disability, there were additional areas of support and community resources identified by professionals who joined the meetings and so this information has been included in the LD Delivery Plan.

4. Getting out and about

At the start of the engagement process, there was an expectation that 'help to get out and about' would be higher on the list of priorities due to the many challenges being experienced around reduction in the number of taxis available and lack of transport in rural areas. With the focus on asking people what they could already do with help, people identified that they already felt confident in taking public transport or knew about, or were about to start, travel training, or already had help in place to get there where they needed to be, and so help with getting out and about is a priority area, but number four in this list.

5. Support for carers

Carers here are defined as family members or friends who provide unpaid support for someone with a learning disability. In speaking with people with a learning disability, they did not always recognise the 'caring' role played by their family member and thought that 'carer' referred to the paid carers they saw as part of their day-to-day care and support. Family carers themselves do not always recognise themselves as a 'carer' and entitled to support.

Support for unpaid carers was identified as a very important part of any support for a person with a learning disability, though current data does not give an accurate indication of how many carers of someone with a learning disability are accessing any kind of support to help them as a carer in Norfolk.

Support for unpaid carers was also highlighted as key issue in the summer 2023 engagement with Norfolk residents - called Conversations Matter. Conversations Matter listened to residents' experiences of adult social care and to better understand their expectations and how we can help them. The engagement feedback has formed the basis for how the Promoting Independence Strategy will be updated, which outlines the vision and priorities for Adult Social Services in Norfolk, including our ambitions to better support unpaid carers, and this new approach will sit alongside the new LD Plan.

Although Carers Matter Norfolk took on the role for NCC of providing carer's assessment, information, support and advice in 2021, some carers expressed confusion about whether Carers Matter Norfolk could be used to support them, and others shared that knew of friends who had received excellent support and were hoping to try and access support for themselves. Figures from Carers Matter Norfolk suggests they provided support to 113 carers of someone with a learning disability in 2022. As part of the new LD Plan, there is a commitment to improving the data in relation to numbers of carers for someone with a learning disability receiving carer support, and also in sharing the range of caring support that can be provided by other providers, as part of helping carers have access to different types of support.

Help with transition to Adult Services – a new NCC Preparing for Adult Life Service (PfAL)

This LD Plan is focussed on the support for adults with a learning disability but also includes planning for the needs of those young people who are transitioning into adulthood. A focus is on young people who from the age of fourteen will be supported by the NCC PfAL team, as they are likely to be supported by Adult Social Services when the turn eighteen.

The new PfAL team was designed in partnership with young people and their carers, as well as professionals from all the different agencies supporting young people and adults. This new service started in January 2020 and is funded by both Adult Services and Children's Services and supports young people with a disability from aged 14 as they prepare for adulthood.

Children who are currently being supported by Children's Services or Specialist Health services and who are likely to still need support after they turn 18, can be referred from the age of 15 onwards to the PfAL team for an initial Care Act assessment. Each Norfolk locality has their own transition social worker who will make the referral.

There are four preparing for adult life outcomes which are – employment, being healthy, being part of your community and being independent and these outcomes align with the expressed outcomes in the new LD Plan.

The Preparing for Adult Life team works with a wide range of people from education, health, Children's Services, Adult Services and the voluntary sector as part of carrying out a Care Act (2014) assessment and helping to develop a 'transition care and support plan' for each person.

People have told us that they really like the new Preparing for Adult Life Service as it has helped them to understand everything that is being done to help a person who is moving from Children's Services to being supported by Adult Services.

Young people and their families have said that they like that finding the right place to live, being healthy, being part of your community and thinking about work or further education and training is included as part of a person's transition plan.



6. Actions and outcomes

In drawing up the LD Plan, the specific actions that would be needed to help support the expressed outcome and who would lead on carrying out each action has been identified. A detailed LD Delivery Plan was drawn up to help practitioners in carrying out their specific actions and ensuring they are gathering the suggested evidence to demonstrate the measures of success that will enable a person with a learning disability and their carer to know whether the plan is working or not. This detailed non-easy read plan will also be published on the Norfolk Adults Learning Disability Partnership Board website.

Members of the Norfolk Adults Learning Disability Partnership, including NCC and the ICB and all those providers who work with people with a learning disability and their carers, are included in having a role to play in carrying out the actions to help people achieve their desired outcomes.

Specific Actions linked to outcomes and who is leading on each area

1. Choices about where I live

“I want to be able to choose who I live with”

- a) Adult Services Operational Teams will support people to think about where they would like to live and who they would like to live with as part of their Care Act assessment & plan of support;
- b) NCC Specialist Housing Team will develop promotional / educational materials to help the Council provide better information about the different types of housing being developed and how to help people find a place to live;
- c) NCC Specialist Housing Team will provide more easy read information to explain the specialist housing options in Norfolk. (See also current easy read [Supported housing](#) information).

Types of Supported Living we now offer:

- Supported Living in shared housing is a shared house where people have their own bedrooms. It has shared spaces where people can come together, like a living room and kitchen;
- Supported Living for enablement are shared homes or groups of homes where people live on their own, that are close together. People live in them for a short time to build their skills and confidence, so they can move into more independent housing;
- Supported Living in community housing are Individual homes that are close together. People live on their own, but with support available. There might be some shared spaces where people can come together;

- Supported Living for higher care and support needs are homes for people who need more help to do the things that want to do. They are self-contained houses or bungalows;
- d) LD Partnership members will share information about the housing support they are providing;
- e) Through the Promoting Independence pilot for Life Opportunities, Adult Services LD Commissioners will work with providers and individuals to identify established friendship groups who require accommodation to help them in choosing who they want to live with.

“I want help to stay living in my own home”

- a) Adult Services Operational Teams will support people to think about where they would like to live and what help they might need to stay living at home, as part of their Care Act assessment & plan of support;
- b) Adult Services Operational Teams and NCC Assistive Technology Team will make sure that people have the right equipment and technology to feel safe and happy in their home;
- c) Support from Integrated Housing Adaptation Teams to help people access Disabled Facility Grants available through district councils.

“I would like to be able to move to my own home so that I can cook my own meals instead of these being made for me”

- a) Specialist Housing Team & Adult Services LD Commissioners are investing in building more types of housing to support people with a learning disability to live as independently as possible, which can include having access to a kitchen;
- b) Specialist Housing Team will publish information on the [Specialist Housing](#) website;
- c) Adult Services Operational Teams & LD Commissioners will support people to develop the skills they need to move into their own home.

“I want to move nearer the town so that I can be nearer my friend(s)”

- a) Development of housing solutions in market towns by Specialist Housing Team so that people are close to local facilities.

“I want to move somewhere that will let me have a dog”

- a) Adult Services & Specialist Housing will explain about the different types of housing available;
- b) Development of a range of housing solutions across Norfolk, including working with landlords to encourage pets to be permitted in housing is carried out by Specialist Housing Team & LD Partnership providers.

2. Being healthy

“I want support with health and dentist appointments”

- a) Primary Care will support people to register with a local doctor and to receive an annual health check and health action plan (which includes dental check information);
- b) Primary Care & Community Health teams will support people to register with a dentist;
- c) Primary Care & Community Health teams will identify those individuals who need extra support and preparation to attend appointments, such as desensitisation support for blood tests and preparation for screening appointments;
- d) Acute & Community Health teams will involve the familiar carer in a person’s support where this is needed;
- e) Acute & Community Health teams will support staff at hospitals to make sure they make decisions about people with a LD in the right way;
- f) Acute & Community Health teams will provide information about the named LD nurses at hospitals;
- g) Acute & Community Health teams and Advocacy Support will involve advocacy & care coordination support for those with complex health profiles and limited social support.

“I want support with my mental health”

- a) Medicines Optimisation, Community Learning Disability Teams, and LD Psychiatry Service will work with health professionals, care providers, families, and learning-disabled people to ensure no one is on too much medication;
- b) NHS providers and private inpatient hospital will monitor the progress of anyone held in seclusion or segregation in inpatient settings and provide support to ensure efforts are made to mitigate this from happening;
- c) Hertfordshire Partnership Foundation Trust (HPFT) and Norfolk & Suffolk Foundation Trust (NSFT) are going to Transform Inpatient Provision;
- d) Intensive Support will be available to Learning Disabled people entering a crisis in the community, who have been flagged to the Intensive Support Services through the use of the Dynamic Support Register;
- e) Small Supports Project and Individual Service Funds project will support more people to access a Personal Health budget;
- f) Small Supports Project and Individual Service Funds project will transform our approach in services to understand behaviour and how to mitigate risk, in a positive way, building on people’s strengths with the use of the Positive Behaviour Support approach.

“I want help in choosing a healthy diet”

- a) Primary Care, Specialist Dieticians, Community Health teams and all care providers will support people to eat better (and this will be recorded as part of the health action plan);
- b) Primary Care, Specialist Dieticians, Community Health teams and all care providers will work with all care environments to train staff around supporting residents with better nutrition and building more exercise into social activities.

“I want help to get exercise”

- a) Community Health teams and all care providers will support people to live healthier lives by exercising more;
- b) Community Health & LD Partnership members will share information about the different groups and activities available in the local area to support better health. (This includes information available from [Active Norfolk](#))

“I want help in losing weight”

- a) Community Health teams and all care providers will work with all care staff to help learning disabled people lose weight and be more active;
- b) Primary Care, Community Health teams & Specialist LD nursing services will support people to live healthier lives (and this will be recorded as part of the health action plan).

“I want advice about sex and relationships”

- a) Specialist LD services and Norfolk care providers will support people with information and training about sex and relationships;

In the community people can self-refer to access free Integrated Contraception and Sexual Health Service ([ICaSH](#)).

“I would like to be sent a text to remind me about my health appointment”

- a) Primary, Acute & Community Health teams will provide information for people in a way they understand, such as using hospital passports;
- b) Primary, Acute & Community Health teams will ensure that person centred reasonable adjustments are made in communicating with a person with LD as part of helping individuals to access their health care support. This includes supporting people who cannot use technology or text messages.

3. Help to be an independent as possible

“I want help with getting a job”

- a) Employment Team (Adult Services) & Life Opportunities providers supported by LD Commissioners will support people who are currently being supported by Adult Social Services, into paid employment through help from the Norfolk Employment Service or the Life Opportunities – Skills & Employment pathway with Day Services;
- b) Adult Services Employment Team will support people with a LD and / or autism into employment through the Local Supported Employment (LSE) Scheme;
- c) Adult Services Employment Team (Skills & Employment Team) will work with employers to become ‘Disability Confident’ and more able to support someone with a LD at work;
- d) As a partnership, LD Partnership members will share information about the types of [employment support](#) we are offering and will also signpost people to things such as supported internships, apprenticeships or vocational training.

“I would like to know about the different things there are for me to do in my neighbourhood”

- a) LD Commissioners & Adult Services Operational Teams will help people to find out about the different activities they can do as part of the Life Opportunities - Promoting Independence or Enriching Lives support from day services;
- b) As a partnership, LD Partnership members, including links with Community Connectors, Libraries, Adult Learning, Social prescribers & Development workers will agree the best way to work together with the different organisations and available resources as part of identifying the range of community support & activities available for people with a LD.

See Information about [social prescribers](#).

See Information about [Community Connectors](#).

See Information also available from [Norfolk Community Directory](#).

See Information about courses from [Adult learning](#).

- c) As a partnership LD Partnership members will identify the best ways of sharing information about the range of activities available in each area for a person with a LD, to help people know about what is available in their area as each locality may have different things available.

“I would like help learning to cook”

- a) As part of a person’s Care Act assessment or Review, & plan of support Adult Services Operational Teams will discuss how to help a person develop their independence skills;
- b) LD Commissioning of Day Services will help people to develop life skills through the Life Opportunities - Promoting Independence support from day services;
- c) As a partnership, LD Partnership members will share information about the types of support to develop independence skills they are offering and other local information such as [Adult learning](#).

“I would like to feel safe in my own home and when I am out and about”

- a) Adult Services Operational Teams, Health teams, Adult Safeguarding Team and Norfolk Safeguarding Adults Board will take any safeguarding concerns seriously and will encourage an individual to talk to someone they trust and ask for their help to report this [safeguarding concern](#).

Easy read [protecting adults](#) information.

- b) LD Commissioning of Day Services will support people with complex needs to learn skills to keep themselves safe through the Life Opportunities – Enriching Lives support from day services;
- c) LD Partnership members, Adult Services, Health teams and Norfolk Safeguarding Adults Board will support the commitment to safeguarding principles in helping someone with a LD to understand about [keeping themselves safe](#).

See other training resources available:

[Making Safeguarding Personal - YouTube](#)

[Tricky Friends animation | Norfolk Safeguarding Adults Board](#)

“I would like to know about what is on in the evenings and weekends that I could join”

- a) As a partnership, LD Partnership members, including links with Community Connectors, Libraries, Social prescribers & Development workers will agree the best way to work together with the different organisations and available resources as part of identifying and sharing information about the range of community support & activities available in the evenings and at weekends for people with a LD.

“I want help with managing my money and paying my bills on time”

- a) LD Commissioning of Day Services will help people to develop life skills around handling money through the Life Opportunities – Skills & Employment support from day services;
- b) As part of a person’s Care Act assessment or Review, & plan of support Adult Services Operational teams and NCC Finance team can discuss support for a person to develop the money management skills and possible support from the Money Support Service;
- c) As a partnership, LD Partnership members will share information about the types of support with money management skills we are aware of locally.

4. Getting out and about

“I want there to be more public transport where I live”

- a) LD Partnership with links with Active Norfolk, Community Connectors and other agencies will work together with partners involved in making improvements to public transport to share ideas for improvements;
- b) LD Partnership members to identify key links to help explore ways to enable people to use their bus pass to travel to work for free before 09:30 (currently, people with a bus pass pay the reduced ‘concessionary’ rate if they travel before 09:30);
- c) LD Commissioners and Specialist Housing Team will consider the availability of good transport links when developing new housing provisions.

“I would like more people to be able to use accessible toilets”

- a) LD Partnership members to identify key people to help with this, including links with Community Health, Community Connectors, Social Prescribers & Development workers to work together with partners to identify ways of improving [access to toilets](#) for the disabled across Norfolk.

See information about [Changing Places](#).

“I would like to feel safe when I am out and about”

- a) Adult Services Operational teams, Preparing for Adult Life Service & LD Commissioners will support people to feel confident in travelling independently using travel training such as Titan for Adults or other travel training provided as part of Life Opportunities – Skills & Employment support from day services;
- b) LD Partnership members will help people to develop skills around being able to travel independently, including help to access support from Adult Learning if appropriate;
- c) As a partnership, LD Partnership members, including links with Community Connectors, Social prescribers & Development workers will work together to identify how the Safe places Scheme could be re-started to help people find a ‘safe place’ when they are out in the community.

“I would like there to be training for people who provide transport for people with a learning disability”

- a) LD Partnership members will explore what training they could use to help taxi and bus drivers in supporting people with a LD.

“I would like there to be a festival for adults with a learning disability”

- a) As a partnership, LD Partnership members and possible help from other partners will work together to explore the various options and funding help to plan for a festival for adults with a LD in Norfolk.

5. Support for carers

“I want to know what help is out there to support me as a carer”

- a) Adult Social Services & Carers Matter Norfolk will clarify what [support carers](#) can access using the Norfolk County Council website and the types of support available from [Carers Matter Norfolk](#). Carers Matter Norfolk offer printed resources to organisations / people who request them;
- b) Health partners, LD Partnership members and Carers’ Voice will share information about the different groups and support available in the local area to help carers.

“I want to be able to contact someone when things are getting more difficult for me as a carer”

- a) Adult Social Services will provide contact information for carers for when things are changing or getting more challenging (Tel: **0344 800 8020** or Text Relay (18001 0344 800 8020));
- b) Carers Matter Norfolk provide telephone support for carers and offer a resource of information and access to a range of possible support, including linking with Adult Social Services as needed.

“It is not clear to me how I can get help for me as a carer”

- a) As part of our Care Act assessment or review of the person you care for, Adult Services Operational Teams & Health partners will also discuss possible support for you as a carer (this may include support to specifically recognise yourself as an (unpaid) carer);
- b) Adult Services Operational Teams & Health partners will provide information about help for carers through an online form or by completing a [Carers online request](#);
- c) Carers Matter Norfolk will provide information about how to get support from [Carers Matter Norfolk](#).

“I want to know what will happen when I am too old to continue in my role”

- a) As part of our Care Act assessment or review of the person you care for, Adult Social Services will discuss with you planning for the future care of the person with a LD, such as helping the person develop their independence skills or planning for alternative care or move into own housing;
- b) Carers can complete a [Carer’s Emergency plan](#) or by calling Tel: **0344 800 8020** or through [Carers Matter Norfolk](#).

“I need regular breaks to support me to keep on being a carer”

- a) As part of our Care Act assessment or review of the person you care for, Adult Social Services will look at providing replacement care for the person you care for, to allow the unpaid carer to have a break;
- b) Adult Social Services, Health partners & care providers will work together with health & care providers in providing carer break / respite;
- c) [Carers Matter Norfolk](#) offer planned short-term breaks which can be accessed by contacting them via their website or by their Carer Advice Line.

“I would like to be able to join a carers’ support group”

- a) LD Partnership members will identify and share information about the range of carer support available in each area, including carer support groups;
- b) [Carers Matter Norfolk](#) have a full list of carer support groups and provide information about these on their website, newsletter, or by telephoning (Tel: **0800 083 1148**).



7. How will you know if it's successful?

Within this plan is the commitment to provide evidence for people and their families about what is being achieved and what is still to happen. In drawing up the LD Delivery Plan, the success criteria for each outcome were aimed to be SMART that is Specific, Measurable, Achievable, Realistic and have a Timescale to when it was likely to be achieved.

Within the LD Plan, information is given as to which department will provide a report or update on their planned actions and whether this is provided every 6-months or annually.

Responsibility for the delivery of the LD Plan 2023 - 28 will be led by the Norfolk & Waveney Learning Disability and Autism Programme Board which includes people from NCC and the ICB and other health partners. It was agreed that the Norfolk Adults Learning Disability Partnership Board will have a role to monitor what is, and what is not, being delivered from the Partnership's perspective and to feed this into the Programme Board. In this way, people with a learning disability and their carers will be able to continue to be engaged in sharing their ideas and feedback and being part of making improvements to the plan as needed.

As well as providing information and updates for the Norfolk & Waveney Learning Disability and Autism Programme Board, it was identified that the Norfolk Adults Learning Disability Partnership Board have a key role to play in sharing information from the programme Board about the progress towards agreed actions and where any changes to the LD Plan that have been suggested are being made.

Success criteria linked to expressed outcomes

1. Choices about where I live

"I want to be able to choose who I live with"

- a) Individuals report that they felt able to choose where they live and who they live with (or live by themselves);
- b) Specialist Housing produce four case study videos and an animated educational overview video to help individuals and carers understand the different housing options available;
- c) Easy read information will be available to provide clear information to support people to understand the different housing schemes;

- d) LD Partnership website will share good news stories and data about people helped to find their choice of home;
- e) Report from Life Opportunities Programme outlines how people are being helped to increase their friendship skills as part of helping them choose who they want to live with.

“I want help to stay living in my own home”

- a) Individuals are supported to make a choice about where they will live and understand the possible care options to enable them to stay at home;
- b) More people will benefit from home adaptations to meet their needs;
- c) Data about numbers supported will be shared annually.

“I would like to be able to move to my own home so that I can cook my own meals instead of these being made for me”

- a) 181 new homes for people with LD and / or autism made available across Norfolk. Implementation of Small Support Programme for bespoke housing opportunities is carried out;
- b) Information about the different types of housing available is published on the Specialist Housing website;
- c) Increase in number of people being supported to develop independence skills to manage their own home, or with specific support.

“I want to move nearer the town so that I can be nearer my friend(s)”

- a) Responding to what people have told us, the majority of new homes to be in market towns or the city, and to be in a range of locations covering all districts across Norfolk.

I want to move somewhere that will let me have a dog

- a) Supported Living webpages that remain up to date with the information people need to make decisions about their housing;
- b) Good news stories from providers about range of housing support being provided is shared on LD Partnership website and communicated more widely. Scheme is introduced to support responsible pet ownership.

2. Being healthy

“I want support with health and dentist appointments”

- a) A minimum of 75% of people with LD will have an annual health check and 100% of those people will have a health action plan as part of their annual health check;
- b) More people will be able to register with a dentist;
- c) More people will attend screening appointments and feel better prepared for medical appointments;
- d) The health action plan is shared with the community teams and family / carer, as well as the person with a LD. Health will request evidence from providers about how they support individuals and their carers;
- e) Evidence of compliance with Mental Capacity Act and good documentation / medical records. Health will provide information about the experience of the patient, family and carer as they navigate health services;
- f) People will be able to find information about support for a person with a LD in hospital;
- g) People with LD and their familiar carers receive advocacy support to help in understanding complex health needs and plan of support.

“I want support with my mental health”

- a) There will be a reduction in pharmacological responses to managing learning disabled people in the community;
- b) There will be a reduction in the cases/incidents that require seclusion or segregation;
- c) An improvement in poor quality and outdated services, sees less people needing to go out of county for an inpatient admission; a reduction in length of stay and ensuring needs led admission, on basis of needs not diagnosis;
- d) There will be a reduction in hospital admission or admission avoidance work of learning-disabled people as we work with people more proactively before a crisis emerges;
- e) There will be an increase in people entitled to NHS Continuing Healthcare and subject to Section 117 aftercare being considered for Personal Health budgets;
- f) A better understanding of behaviour will emerge with the continued effort to roll out Positive Behaviour Support training and extra support for care providers, in this area of specialism. Implementation of the pilot of the specialist positive behaviour support service and see a corresponding increase in quality improvement in LD services.

“I want help in choosing a healthy diet”

- a) Increase in the number of people with LD being supported to eat better;
- b) Care Quality reports will outline improved focus on weight management.

“I want help to get exercise”

- a) Increase in the number of people being supported to increase their levels of exercise;
- b) Information about the range of different activities available to help people with LD live healthier lives is shared across the LD partnership.

“I want help in losing weight”

- a) Increase in the number of people with LD being supported to lose weight;
- b) Increase in the number of people with LD being supported to live more healthy lives.

“I want advice about sex & relationships”

- a) People with LD, and their carers, can receive information and support to be able to discuss sex and relationships as outlined by the [Care Quality Commission](#).

“I would like to be sent a text to remind me about my health appointment”

- a) People receive information about their health in a way they understand;
- b) People receive individualised support. Familiar carers are involved in the decision-making around the person’s care and support in line with the Mental Capacity Act.

3. Help to be an independent as possible

“I want help with getting a job”

- a) There is an increase in the number of people with a LD, known to Adult Social Services, getting into paid employment (goal of 10% by 2028);
- b) There is an increase in the number of people with a LD and / or autism being supported into employment (goal of 30% of LSE participants by March 2025);
- c) Information about number of Norfolk employers who are registered as ‘Disability Confident’ is published on gov.uk website;
- d) LD Partnership members share information and good news stories about people with LD they have supported into employment.

“I would like to know about the different things there are for me to do in my neighbourhood”

- a) As part of the Life Opportunities Scheme, individuals are able to choose a range of activities they can access, including things like gardening and working with animals;
- b) LD Partnership Board develops wider network of members to extend ability of the LD Partnership to broaden knowledge about range of support being provided across Norfolk;
- c) People with LD, their families and care providers are able to find out about a wide range of activities available for a person with LD in Norfolk.

“I would like help learning to cook”

- a) Increase in number of people being supported to develop independence skills;
- b) Report from Life Opportunities Programme outlines how people are being helped to increase their life skills;
- c) LD Partnership members share information and good news stories about types of skills they have supported people with LD to develop.

“I would like to feel safe in my own home and when I am out and about”

- a) Safeguarding report outlines Norfolk’s partnership work in seeking to keep people safe and free from abuse and neglect;
- b) Report from Life Opportunities Programme outlines how people are being supported to keep safe through the Enriching Lives support;
- c) Safeguarding report outlines Norfolk’s partnership work in making sure people with a LD and staff supporting them receive updated safeguarding training to support people with a LD from abuse or neglect.

“I would like to know about what is on in the evenings and weekends that I could join”

- a) Information about activities and events for people with LD that are on in the evenings or at the weekends is made available.

“I want help with managing my money and paying my bills on time”

- a) Report from Life Opportunities Programme outlines how people are being helped to increase their life skills;
- b) People feel able to discuss possible support to help them manage their money and find support to help with this;
- c) LD Partnership members share information and good news stories about how they have supported people with LD to develop money management skills.

4. Getting out and about

“I want there to be more public transport where I live”

- a) The LD Partnership members are able to link with relevant agencies to provide feedback & make improvements;
- b) The LD Partnership works together with partners to agree possible ways to make changes so that people can use their bus pass before 09:30;
- c) Information about new housing and access to public transport and shops is made available.

“I would like more people to be able to use accessible toilets”

- a) LD Partnership works together with partners to agree possible ways to make changes.

“I would like to feel safe when I am out and about”

- a) Report from Life Opportunities Programme outlines how people are being helped to increase their skills around traveling independently;
- b) LD Partnership members share information and good news stories about types of travel training skills they have supported people with LD to develop;
- c) Shops and other places display the ‘Safe Places’ sign and have staff who can support a person with a LD who asks for help ‘to be safe’

“I would like there to be training for people who provide transport for people with a learning disability”

- a) LD Partnership works together with About with Friends to agree possible ways to provide training for taxi drivers across Norfolk.

“I would like there to be a festival for adults with a learning disability”

- a) LD Partnership works together with other agencies & organisations in identifying planning for a festival for adults with a LD in Norfolk.

5. Support for carers

“I want to know what help is out there to support me as a carer

- a) Support for carers is made clearer

(Carers Matter provide a Carer Advice Line for people to call (Tel: **0800 083 1148**). and an online self-assessment service. They have a team of Community Advisers who can provide a Care Act Carer’s Assessment and Carer’s support plan, as well as a range of other types of community support based on the individual carer’s needs. They can also refer carers to other organisations as needed);

- b) The range of support for carers across Norfolk is identified and shared through the LD Partnership website and other communications, including [Carers’ Voice Norfolk](#).

“I want to be able to contact someone when things are getting more difficult for me as a carer”

- a) Carers will be able to make to make contact with Adult Services (as expressed within [NCC’s Customer Service Charter - Norfolk County Council](#));
- b) Carers will be supported in their caring role and to support their physical health & wellbeing.

“It is not clear to me how I can get help for me as a carer”

- a) [Information for carers](#) is kept up to date;
- b) As in point a)
- c) Carers Matter Norfolk provides up to date information that can help carers access support for themselves.

“I want to know what will happen when I am too old to continue in my role”

- a) Carers are supported to discuss their concerns and make plans for the future;
- b) Carers are able to plan for what can happen for the person they care for should something happen to them.

“I need regular breaks to support me to keep on being a carer”

- a) Carers receive support to take regular breaks from their caring responsibilities;
- b) Carers are able to access a break away from being a carer;
- c) Carers Matter Norfolk provides up to date information that can help carers access a range of support.

“I would like to be able to join a carers’ support group”

- a) LD partnership members identify & share information about range of carer support they identify;
- b) Carers Matter Norfolk provides up to date information that can help carers access a range of support.

8. Agreed ways of collecting feedback

As part of developing the Learning Disability Plan, people were able to codesign how they would like to be involved in the ongoing monitoring and feeding back on whether the new plan is working or not. All the feedback was used to design the process that will be used for monitoring the plan, and people were able to identify the wide range of ways that they would like to be involved in giving feedback.



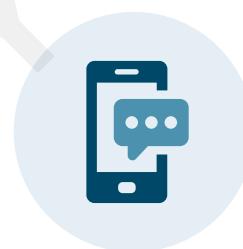
Face to face meetings



Zoom meetings



Using email and/or an online survey



Social media



Using games or tools that help people who do not want to speak, to share their ideas



Having audio or video recordings of the Plan available



Sharing your ideas with someone else who can speak for you



Sending a postcard

It was also highlighted from the 'Looking Back' document and the overall engagement process that there needs to be a commitment by all the LD Partnership members in providing improved communications. This will ensure that more people with a learning disability, their families and the people working or supporting them, are able to find out about how the plan is working and to receive updates in a format they can access, as well as being given the opportunity to engage in providing feedback on whether they feel the plan is working or not. In this way it is envisioned that people living in Norfolk and their carers will feel they are receiving support as part of the agreed LD Plan 2023 – 2028.



Norfolk County Council

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