

Norfolk Learning Disabilities Partnership Board meeting



Thursday 24 July 2025



10:00am – 12:00pm



Meeting held using Zoom



Who attended the meeting?

This list shows how people who came to the meeting identified themselves

June Walton, Co-Chair

Rachel Gates, Co Chair

Kyle Fraser, Self-advocate

Kenny Nichols, Self-advocate

Rachael Phillips, Self-advocate

Jamie Abbott, Self-advocate

Jamie, Self-advocate

Reece, Self-advocate

Robert, Self-advocate

Lee Gibbons, Learning Disability Coordinator

Maria Bond, Working Together Coordinator for

Independence Matters

Matthew Mallet, Commissioning Manager

Sera Hall, Assistant Director for the housing programme

Helen Rosbotham, Commissioning Project Officer

Maxine Webb, Parent/Carers / County Councillor

Sophie Little, Carers Voice

Ian Bell, Norfolk Community Health and Care NHS Trust

Rachel Clarke, Family Voice

Keith Page, Thera East Anglia Supporter

Nat, Curators of Change

Cat, Curators of Change

What we covered in the meeting



Update on the Locality Groups
Lee Gibbons



The Real Care Deal Update
Curators of Change



Update on Housing and Accommodation
Sera Hall & Matthew Mallet





Update on the Locality Groups

Lee Gibbons

Locality Group Updates



Lee started by thanking all the self advocates who join us for the co-production day on the 9th July



This update was for the Locality Groups between April and June 2025



We had two guests speakers. One from the DWP and one from the Police Engagement Officers.



Locality Group Updates



The guest speakers from the DWP spoke about what benefits people with a Learning Disability and those that care for them can claim



They outlined the support that was on offer from the visiting team



This included being able to come to your home and go through any changes and help complete forms with you.



Locality Group Updates



The Police Engagement officers spoke to the groups about how to be safe when out in the community



They also spoke about what to do when something goes wrong and you need help from the police.



Some people said that they would like more help with staying safe online.



Locality Group Updates

Applying for Carer's Allowance	Welfare and Benefits	Download
Introduction to Carer's Allowance	Welfare and Benefits	Download
Important things to know about the Personal Independence Payment (PIP) decision	Welfare and Benefits	Download
What to expect at your Personal Independence Payment (PIP) assessment	Welfare and Benefits	Download
Supporting Information for Personal Independence Payment (PIP)	Welfare and Benefits	Download
Who can claim Personal Independence Payment (PIP)	Welfare and Benefits	Download
Getting help from Personal Independence Payment (PIP)	Welfare and Benefits	Download
How to apply for Universal Credit	Welfare and Benefits	Download
Before you claim Universal Credit	Welfare and Benefits	Download

We have uploaded some Easy Read guides on Welfare and Benefits to the Norfolk Learning Disability Partnership Easy Read Library.

Image	Title	Categories	Link
	Staying Safe Out and About	Keeping Safe	Download

We have uploaded an Easy Read guide on staying 'Safe in the Community' to the Norfolk Learning Disability Partnership Easy Read Library.



At the next Locality Groups, we will be talking about Day Services.

Locality Group Updates



Ourt Self-advocates also updated the group on our meeting with CQC during the inspection week at Norfolk County Council.



The self-advocates spoke about how they had requested an easy read version of the report and about how to make the meetings more accessible.



During this meeting the self advocates also spoke about how we work in co-production with Norfolk County Council, and what was and isn't working well.





The Real Care Deal Update Curators of Change

The Real Care Deal Update



The next few pages show the presentation from Curators of Change and the update to the Real Care Deal.



The Real Care Deal is about learning from disabled people and how their support should be provided.



They have a new website that shows real life stories and our developing a learning page for each.



About The Real Care Deal



We are here to talk about the **Real Care Deal** website.

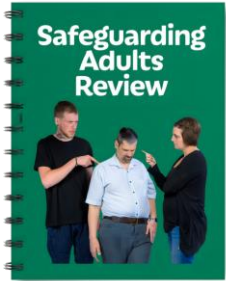


This website helps to share **important values** for Norfolk. The values are called an **ethical framework**.



These values were created after the **sad deaths** of Joanna, Jon, and Ben at **Cawston Park Hospital**.

About The Real Care Deal



The **Safeguarding Adults Review (SAR)** said that we should have an **ethical framework** .



Norfolk County Council, the Integrated Care Board and Curators of Change are **working together** with people, carers and support providers to **make the framework**.

The Real Care Deal Values



The **values** are:



Be more human (this means treating people with **kindness** and **respect**)



Ethical vision (this means **doing the right thing**)

The Real Care Deal Values



Trust and transparency (this means being **honest** and **open**)



Good employment and business practices (this means **treating staff well** and running services **fairly**)

Knowing about The Real Care Deal



Lots of people told us they **did not know** about the Real Care Deal.



We are **working together** with people to make the website **accessible**.

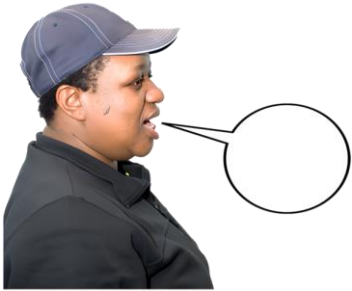


We want the website to help people **find information** about **good care**.

What The Real Care Deal is for



The Real Care Deal website is a place to **share ideas, stories and information about care.**



The website is a place to **hear from people.**



We want more people to know about the Real Care Deal and the ethical framework.

Stay in touch



You can **listen to our podcast** on Spotify or Apple.



You can fill in our **contact form**.



Do you have any **questions?**

Colour Theme

Dark Mode

Monochrome

Page Background

Dark

A A A A A

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Light

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Reset to default

Watch **Listen** **Read**

the Real Care Deal explainer video

network aka Real Care Deal

Share

HAPPY SUPPORTED SAFE






Watch

Listen

Read

Watch the Real Care Deal explainer video





Type to start searching...

Search

All

Be More Human

Ethical Vision

Good Employment and Business Practice

Trust & Transparency





Featured Story of the Month

This month we feature Kyle Fraser, a Kings Lynn based member of the Real Care Deal team. We have been working with Kyle over the last 3 years and we have been documenting his journey and achievements with being able to save up and buy his own custom built Rugby chair.

[Open Page](#)



Learning section

Below we explore the learning from this example. Kyle's story has uncovered several areas of improvement and below we share the various ways we can tackle this situation together.

For community members

For carers

For providers

Community Members

Below you can find useful resources that could help you with similar issues to what Kyle faced.

Care Home Coordinator



Reasonable Adjustments



Here are a few links to the principles we followed when organising Kyle's care

Lived Experience



The Real Care Deal Update



Question: Some elderly people and Learning-Disabled People struggle to use the internet. How do they access the information?



Curators of change are looking at how they can do this. A couple of options are to have printable pages That people can print off for those they support. They welcome any ideas that people may have.



Rachel Gates mentioned that there are a lot of programs in Norfolk about upskilling people to use technology.



The Real Care Deal Update



These are being run by the Library service at the moment.



There was also an ideas that they could visit the Locality groups, or if there was enough interest, hold sessions for Learning Disabled People.



Information about Digital Support and Skill course can be found here: [Digital support and skills courses - Norfolk County Council](#)



The Real Care Deal Update



Jamie Abbot (Self Advocate) said they would like to go on one of these courses



Action: Lee Gibbons To invite The Digital Skills Team to a future Locality group



Action: Provide Jamie with information on upcoming Digital Skill course.



Accommodation

Sera Hall and Matthew Mallett

Accommodation



The next few pages show the presentation from Norfolk County Council Housing Team on the Housing Update



2 years ago, the Housing Team came to the Norfolk learning Disability Board to talk to us about the different options of Housing from Learning Disabled people.



At this meeting they are updating us on their progress over the past 2 years.



Supported Living



This presentation is about how Norfolk County Council are working with other organisations to make more Supported Living in Norfolk.

Who are we



Sera Hall

Assistant Director Capital and Housing



Matthew Mallett

Learning Disability Commissioning Manger



We know Housing is important



The Norfolk Learning Disability plan says that one of the main priorities are that people have a choice about where they live.



We know people want to move to their own home and move to town so they can be nearer their friends.



We know people want more information about the different types of housing and what new housing is being built.



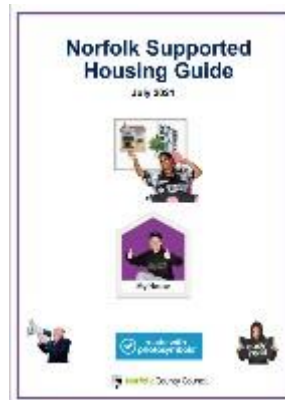
What we talked about last time



We came to talk to you in March 2023 about Supported Living in Norfolk.



We explained the different types of Supported Living in Norfolk and said we would build more in the next few years.



We also showed you our co-produced Supported Living Design Guide.

This describes what new homes should look and feel like based on what people told us.



What we said we would do last time

At the end of our last presentation, this is what we said we would do:



1. Keep working with people, their families and other organisations to make more Supported Living in Norfolk



2. Make our information about Supported Living and Housing options clearer for people who are thinking of moving or want to find out more



3. Come back and tell you how it is going. That's why we are here today!



What we have done since then

Today we want to tell you about what we have done since the last presentation. We will talk about:



- 3 new **Supported Living Community Housing** schemes
- 10 new **Supported Living Shared Housing** schemes
- How our **Shared Lives** service is going
- How we've improved our Supported Living information
- Our new housing videos



At the end of the presentation, we will have lots of time for questions.



New Supported Living Community Housing



Supported Living 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.

Last time we said we wanted to build more of this type of housing.



Today we can tell you about 3 new Supported Living Community Housing schemes that are being built and on-site now.



New Supported Living Community Housing



The housing landlord for all 3 schemes will be **Golden Lane Housing**.

Golden Lane Housing are experts on providing houses for people with learning disabilities.



The care and support provider for all 3 scheme will be **The Avenues**.

These groups of homes will include a staff area so there are always staff nearby both day and night.

There will be support for people with different needs but staff will always help people get the help they need to become more independent and do the things that are important to them.



New Supported Living Community Housing

Choosing what your kitchen will look like



Chris

HE Villages want you to choose what colour your new kitchen will be.



These are the three options you can choose from.

Please put a tick in the box of the kitchen you would like in your new home.



Option 1
Blue cupboards and wood top



Option 2
Blue cupboards and white top



Option 3
Cream cupboards and wood top

There will be the option for some new residents to choose what colours they would like in their kitchen.

This will depend on how early people's names are agreed for each scheme.



New Community Housing in Norwich



Our first Community Housing scheme is being built in Norwich!

It will provide 18 new homes for adults with care and support needs. This will be made up of 6 bungalows and 12 apartments.

There will be parking, shared gardens and communal social spaces.

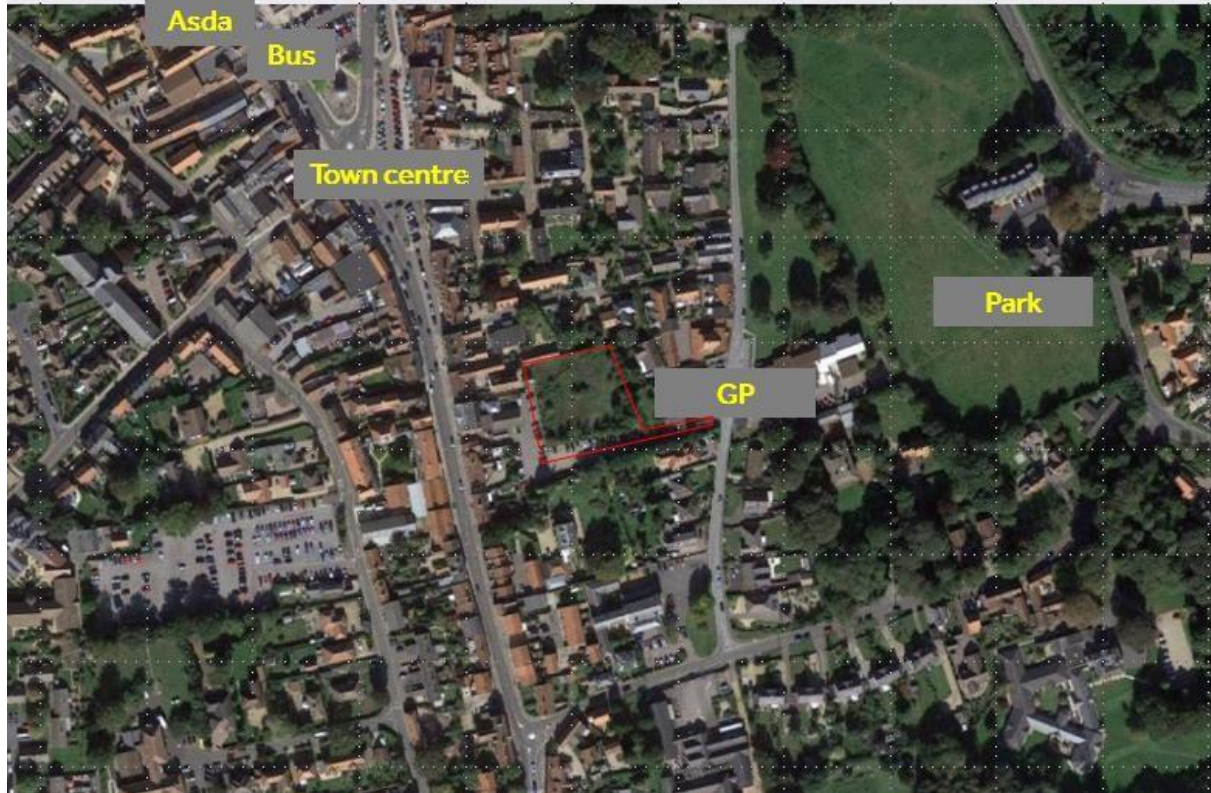
We hope the first residents will be able to move into their new homes in Spring 2026!



New Community Housing in Norwich



New Community Housing in Swaffham



Our second Community Housing scheme is being built in Swaffham!

It will provide 18 new homes for adults with care and support needs. This will be made up of 6 bungalows and 12 apartments.

There will be parking, shared gardens and communal social spaces.

We hope the first residents will be able to move into their new homes in Summer 2026!



New Community Housing in Swaffham



New Community Housing in Kings Lynn



Our third Community Housing scheme is being built in Kings Lynn!

It will provide 18 new homes for adults with care and support needs. This will be made up of 8 bungalows and 10 apartments.

There will be parking, shared gardens and communal social spaces.

We hope the first residents will be able to move into their new homes in Winter 2026!



New Community Housing in Kings Lynn



Hear from Duncan – Supported Living



New Supported Living Shared Housing



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.

Last time we told you we wanted to have more shared housing options in Norfolk

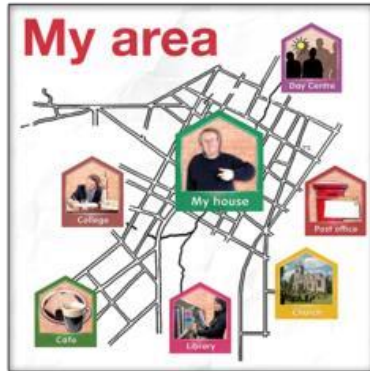


Today we can tell you about 10 shared housing schemes we have opened since 2023 and some others we have that will be opening soon

New Supported Living Shared Housing



We have opened 10 new shared supported living schemes since 2023. This means 43 people have had a new home to live in over the last 2 years



We have opened homes in Norwich, Kings Lynn, Wisbech, Caister, Taverham, Mulbarton and Cromer

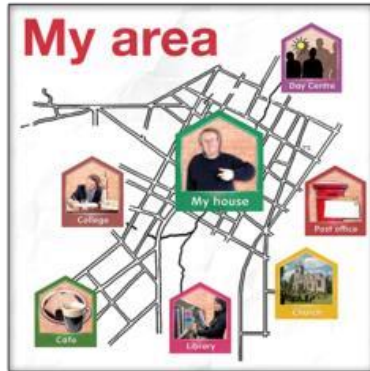
They are in places that are part of their local community, with shops, doctors, bus routes and things to do nearby.



New Supported Living Shared Housing



Over the next year we are hoping to open 8 new shared supported housing schemes. This will mean that 38 people should have a new home to live in over the next years



A lot of these homes will be in Norwich, with one in North Walsham and Gorleston too.

They are also in places that are part of their local community, with shops, doctors, bus routes and things to do nearby.



Shared Lives



Shared Lives is a service where an adult or young person who needs support moves in with or regularly visits an approved Shared Lives carer.

They are carefully matched up and together, they share family and community life.



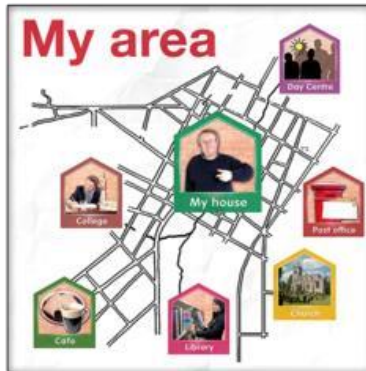
Today we can tell you about the Shared Lives placements we have opened over the last few years and a bit about what Shared Lives is.



Shared Lives



We currently have 97 people living in Shared Lives homes. When we started in 2017 we had 49 people so this service has grown a lot!



We have a lot of Shared Lives placements in the East of Norfolk. This is about a 1/3 of all placements. The rest of the placements are split equally between homes in the North, South, West and Norwich

We are currently trying to get more home in Norwich and North Norfolk as we have been told we need more there.



Hear from Connor- Shared Lives



It is not just about the buildings



We know it's not enough to just build new homes.

We need to do more to help people who are moving.



We have a website with information about Supported Living.

This is for people who are moving or thinking about moving.

You can look at it by visiting www.norfolk.gov.uk/supportedliving



We would love to know what you think!

Your ideas will help us make the website even better.

It is not just about the buildings

We have made some new videos to help people understand more about housing options in Norfolk.



Our animated videos help people understand what different types of housing with care and support are.

Supported Living video guides



[Housing with support video guide](#)

Here is a video to help you understand what housing with support options are available in Norfolk



[Resident experiences of housing with support](#)

Videos of Norfolk residents sharing their experiences in housing with support



We have more real life stories from people in Norfolk too!

We want your help



We are making some EasyRead booklets.

These booklets are for people who will be moving into their new Supported Living homes.



We have some questions for you that will help us make them useful:

- What worries do people have about moving into supported living?
- What could we put in the booklets to help with this?
- What will people want to know about their new home?
- What else could help people feel ready to move?





Time for your questions!



Accommodation



Question: Lee Gibbons asked if the County Council had a projected figure for those who will need housing in the coming years?

15

Currently we work on the number 180 places a year. Norfolk county council get roughly 15 requests a month to move accommodation.



During the Summer some work is being done to project the figures for the next 5 and 10 years.



Accommodation



Question: How are you making sure that people are having a choice how they live with and who supports them?



In some cases, people get to live with their friendship groups and people they already have a relationship with, for example if they attend the same day service provider.



Social workers work to make sure that people who live together are roughly the same age and have the same interest.



Accommodation



Norfolk County Council tries to make the tenancy provider and the care provider a different company.



This helps if there are any problems with their home or care provider.

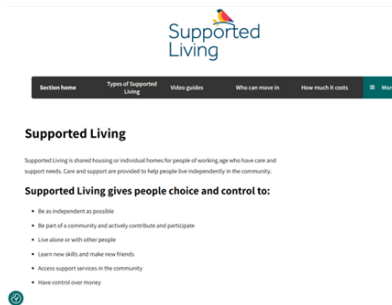


Some care providers are able to swap carers around if there are any problems.

Accommodation



Question: What is their available to help prepare young people (age 14+) to move into heir own house and help them choice where they want to live?



There are video on the Supported Living website on the different options of housing available for people with care needs



This website also shows real life stories of people in their homes to help people understand the difference.

Accommodation



A guide was produced alongside PFAL (Preparing for Adult Life) although we do not think this is in easy read format.



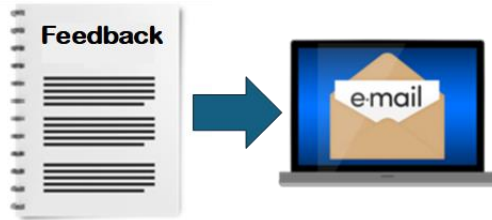
June Walton asked them to talk to landlords about providing complex information in easy read. Sera Hall believes that Golden Lane Housing may already have examples.



Action: Sera Hall to try to find a template for an Easy Read Tenancy agreement to pass onto June to help with the Opening Doors Housing Project.



Accommodation



Members of the partnership are encouraging to send any feedback regarding questions and involvement in the easy read development to Lee Gibbons to pass on to the Housing Team.



Action: Rachel Phillips will take the questions back to independence matters to seek their feedback.



Any Other Business

Any Other Business



Lee Gibbons showed a video that was made for the Norfolk Learning Disability Partnership.



It stars our self-advocate's and it is about them saying why it is important and what they have learnt from being a member of the Norfolk Learning Disability Partnership.



Members asked if they could share this video and we said yes. It is currently on the Norfolk Learning Disability Partnerships website.

Any Other Business



Rachel Phillips asked when where the dates for the next Locality Groups:



Norwich



North



Kings
Lynn



South



Great
Yarmouth

Any Other Business



Question: Maxine Webb asked if we could start each meeting by looking at the actions from the last meeting?

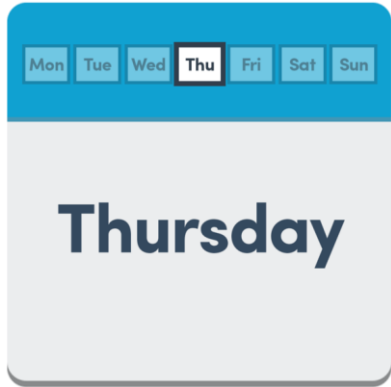


The board thought this would be a good idea, so we can check that we are doing what we say we will do.



Action: Start each meeting review the minutes/ action plan from the last meeting.

Date of Next Meeting



Co-Chair
June Walton

Co-Chair
Rachel Gates