Norfolk Learning Disabilities Partnership Board meeting





Thursday 29 January 2026

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

Kyle Fraser, Self-advocate

Kenny Nichols, Self-advocate

Jamie Abbott, Self-advocate

Lee Gibbons, Learning Disability Coordinator

Lucy Adcock, ASD Helping Hands

Corinne Dabson, Mencap Me Time

Kiran Kaur, Thera representative

Keith Page, Thera East Anglia Supporter

Anna Fairhurst, Learning Disability Commissioning Manager

Richard Ward, CEO Assist Trust

Wayne Newman, Carers Voice

Helen Cartwright, Parent-Carer

Gail Harvey, Digital Skills and Inclusion Manager

Minutes and Declaration of Interest



Minutes were agreed from the meeting on November 6th 2025



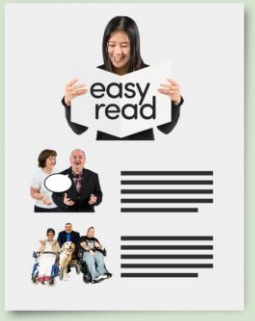
Members who declared a declaration of interest:

Helen Cartwright - Parent/Carer

Action Log

	Action	What progress has been made	Person that is going complete the action	What has been done
	Lee Gibbons To invite The Digital Skills Team to a future Locality group	Completed	Lee Gibbons	Tech Skills for Life had an agenda item
	Provide Jamie with information on upcoming Digital Skill course.	Completed	Lee Gibbons	Tech Skills for Life had an agenda item which provided information for Jamie

Action Log

	Action	What progress has been made	Person that is going complete the action	What has been done
	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.	Completed	Lee Gibbons	Example easy read tenancy has been received, a copy was printed and sent to June, a copy has also been sent to opening doors
	Rachael Phillips will take the questions back to independence matters to seek their feedback.	Completed	Rachael Phillips	Rachael will present the responses at the next Partnership Board meeting, as apologies were sent for the 29th January

Action Log

	Action	What progress has been made	Person that is going complete the action	What has been done
	Lee Gibbons to invite Dr Karretti to a meeting to talk about the findings on reasonable adjustments in GP surgeries for Autistic people	In Progress	Lee Gibbons	Awaiting answer due to upcoming changes to the Integrated Care Board

What we covered in the meeting

Tech Skills for life
Gail Harvey



Update on the Locality Groups
Lee Gibbons

Emma Noon sent her apologies and was unable to present on Choice Support / the Public Engagement Network.

Tech Skills for Life

The next few pages show the presentation from Tech Skills for Life



Tech Skills for Life is helping more people across Norfolk to access the right technology and learn how to use the internet

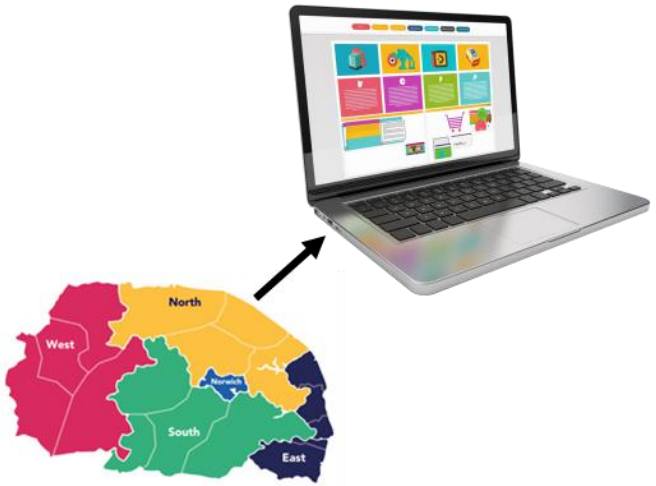


The presentation explains what they have achieved, what they do and how to get in contact

Norfolk County Council's Digital Inclusion Strategy – refreshed December 2021



Working in partnership to target activity and make best use of resources



Enabling everyone in Norfolk so they can get online



Supporting access to devices and equipment

Norfolk County Council's Digital Inclusion Strategy – refreshed December 2021



Increasing digital skills and confidence



Developing the skills of our staff so they can help residents use technology to improve their lives

What is digital exclusion?



Anybody of any age can be digitally excluded to some extent or another.

Digital exclusion is when someone does not have:



A device to access the internet

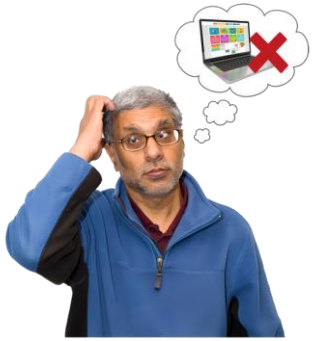


A stable and affordable internet connection



The skills and confidence to use the internet safely

What is digital exclusion?



The impact of digital exclusion can be very serious. It is hard to study or apply for jobs without a laptop or tablet



It is harder to access services and take part in society



Goods and services often cost more if you cannot access online deals

Digital Inclusion Action Plan – First Steps



Digital inclusion means making sure everyone can use digital technology.



To achieve digital inclusion, there are four main focus areas:

Digital Inclusion Action Plan – First Steps



1. Building digital skills
This means helping people learn the digital skills they need.



2. Access to data and devices
This means making sure people have reliable internet and a device to access the internet.

Digital Inclusion Action Plan – First Steps



3. Making digital services easier to use
Digital services should be easy to use and understand, and there should be other ways if someone can not use the internet.



4. Building confidence and local support
Helping to use the internet safely and how to get support

Tech Skills for Life – What we have achieved



Over **£915,000** of external funding has been secured to invest in digital inclusion work



Over **17,000** people have had help and support



Over **7,000** one-to-one support sessions

Tech Skills for Life – What we have achieved



2,378 devices given out



Since **3 June 2024**, at least **86 people** have got a job

Question





Question: Do you refurbish tablets?

Answer: We do refurbish tablets, but not many. We mostly refurbish phones and laptops.

Question



Question: If they are old tablets, can you still reuse them?



Answer: We only refurbish devices that are no more than 5 years old.

Question



Question: Does the laptops you use have to be windows 11?



Answer: We can use laptops with Windows 11, but we usually use Google Chromebooks.

Question



Question: Is there a charge for SIM cards, or a limit on how many you can have?



Answer: There is no charge for SIM cards. I am not sure how many a person can have.

Question



Question: How can you borrow a laptop from the library?



Answer: You need to be a library member, and it works like borrowing a book.

Question





Question: How long can you borrow a laptop from the library?

Answer: You can borrow the laptop for 6 weeks. Then you need to return it. If no one else wants to borrow it, you can check it out again for another 6 weeks.

Who do we help?



We support people of all ages

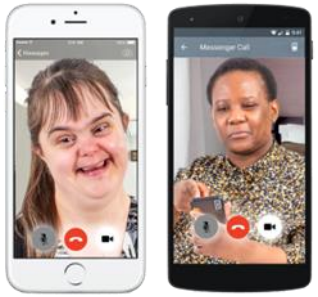


Most referrals are from retired people, but we also get referrals for Young people aged 10–19 and people looking for work.

Who do we help?



46% of people say they have a disability or impairment



Around **one in three** said they wanted help to stay connected with family and friends.

Where do we offer support:



Drop-in sessions are held at:

- Food Hubs, Job centre Plus, Community Groups
- Salvation Army, Shaw Trust, Mind, Family Hubs
- Libraries, Faith Groups, GP Surgeries

Tech Skills for Life West Norfolk - video



Gail shared a video which the partnership board watched



[Making a Difference - Tech Skills for Life (youtube.com)]

Tech Skills for Life has expanded ….



Tech Skills for Life now offers support in:

- North Norfolk
- All of Breckland.
  - Thetford
  - Swaffham
- Great Yarmouth

We continuing work in West Norfolk

Question



Question: Are you looking at covering more areas?



Answer: Yes, we are always looking for more funding so we can expand.

Tech Skills for Life has expanded ….



The main focus remains on people who are digitally excluded



There is now extra focus on giving information, advice, and guidance to unpaid or informal carers



Working with partners in the Council, Health professionals and Charities as well as local community

Tech Skills for Life – Tech Coaches



Tech Coaches can support you with:

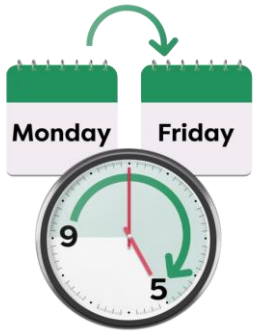
- Getting a laptop or internet data
- Advice on affordable broadband
- Learning Digital skills to make technology easier to use
- Building confidence to use the internet safely

Tech Skills for Life – How to get in touch



Phone:

- 01485 536420
- 01493 448246



Monday to Friday, 9am to 5pm.



A Community Tech Coach will answer your call, or you can leave a message.

Tech Skills for Life – How to get in touch



Or go online:
You can fill in the **Tech Skills for Life online form**.

You can find it on this page: [Tech Skills for Life - Norfolk County Council]

Question



Question: Do you offer any support around online safety?



Answer: Yes, we do scam awareness. When we give out devices, we also give information about scams and make sure people understand them.

Question



Question: Do you help with exploitation online?



Answer: Yes, we work with the person to help them understand the risks. We also decide if giving them the device is the right thing to do

Question

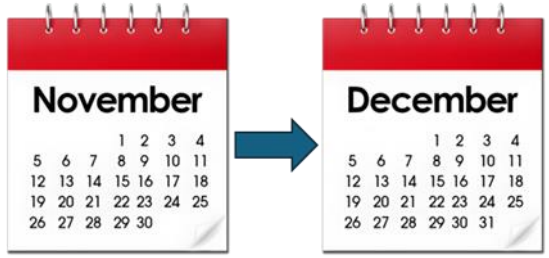


Question: Who do you help and do you have special devices?



Answer: We help everyone in the areas we cover. No, we only have standard devices.

Locality Group Update (1)



This update was for the Locality Groups between November – December



We had two guest speakers. The Norfolk Fire and Rescue Service and Trading Standards Service

Locality Group Update (2)



At Norwich, North and West locality group meetings Norfolk Fire and Rescue Service spoke about a new plan they are writing.



The plan is called the **Community Risk Management Plan**. People in the locality groups shared their views by taking part in a survey about the new plan.



Lee explained the survey finished while the locality groups were happening, so that's why the plan was only spoken about in three of the groups.

Locality Group Update (3)



Lee said that at all the locality groups, Norfolk Fire and Rescue Service also gave a talk about fire safety.



Their presentation explained how to stay safe and how to keep homes safe from fire.



Norfolk Fire and Rescue Service ended their presentation by talking about the home visits they do to check people's smoke alarms and electrical sockets.

Locality Group Update (4)



Trading Standards Service gave a presentation about scams.



Lee said they explained different types of scams and how scammers try to trick people.



They also spoke about online scams and what to do if you get scammed.

Locality Group Update (5)

Next round of Locality Groups in February-March we have:

Hannah Pickering and Team – Norfolk County Council



They are going to talk about Norfolk County Council's Supported Living Programme

Locality Group Update (6)

The round of Locality Groups in May-June we have:

Anna Fairhurst, Alice Dyson and team – Norfolk County Council



They will share an update on their employment work and will be asking about your interests and friendships

Locality Group Update (7)



Lee gave an update on the South locality group, he said the last South locality group was held at Mencap in Dereham.



Lee told members that 15 people attended this group, and 5 of them were self-advocates.

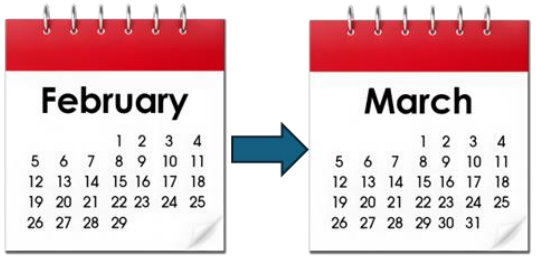


So we are going to continue using Mencap as the venue for the South

Locality Group Update (8)



Lee said a big thank you to all the partners who let us use their venues for the meetings.



Lee then went over the upcoming locality groups dates.

Norwich



When: Wednesday 18th February 2026
Time: 1:00pm to 2.30pm
Where: Lazar House, Sprowston Road, Norwich, NR3 4HX



North



When: Wednesday 25th February 2026
Time: 1:30pm to 3.00pm
Where: About With Friends, 22D Holt Road, Cromer, NR27 9JW



West



When: Thursday 5th March 2026
Time: 1:30pm to 3.00pm
Where: Forward 33 shop, 33 Broad Street, Kings Lynn, Norfolk, PE30 1DP



South



When: Wednesday 11th March 2026
Time: 1:30pm to 3.00pm
Where: Mid Norfolk Mencap, 1 Tavern Ln, Dereham, NR19 1PX



East



When: Wednesday 25th March 2026
Time: 1:30pm to 3.00pm
Where: Independence Matters, Suffolk Road, Gorleston-on-Sea, Great Yarmouth, NR31 0LJ



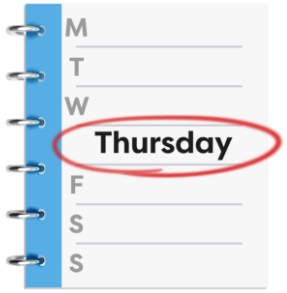
Any Other Business (1)



Lee mentioned that the Norfolk Learning Disability Delivery Plan has been updated, but it is not yet in Easy Read.



Lee said that we hope to share an update about the Delivery Plan at the next board meeting on 30th April.



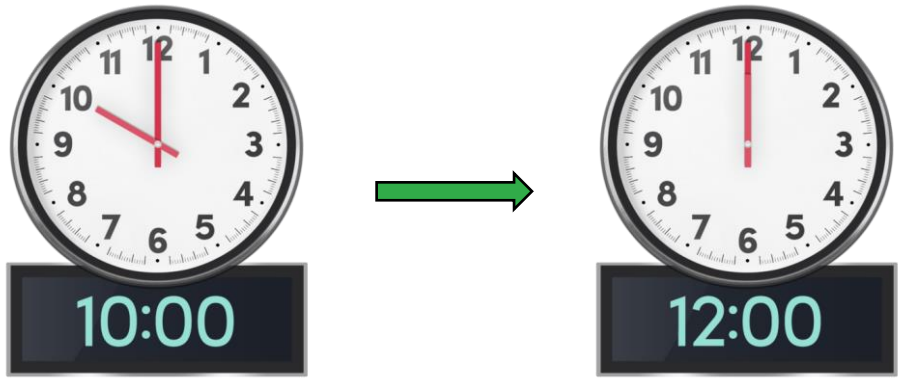
Lee also explained that the Learning Disability Board meetings will be held on the last Thursday of each month to make it easier for people to attend.

Date of Next Meeting









Co-Chair June Walton	Co-Chair Rachel Gates

NORFOLK LEARNING DISABILITY PARTNERSHIP