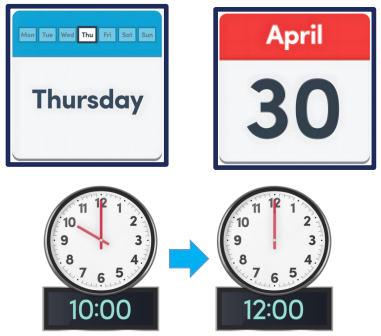
Norfolk Learning Disabilities Partnership Board meeting





Thursday 30 April 2026

10:00am – 12:00pm

Meeting held using Zoom



made with photosymbols

easy read

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 Phillps, Self-advocate

Lee Gibbons, Learning Disability Coordinator

Lucy Adcock, ASD Helping Hands

Helen Cartwright, Parent-Carer

Kiran Kaur, Thera representative

Keith Page, Thera East Anglia Supporter

Corinne Dabson, Mencap Me Time

Ciaran Maguire, Chief Executive Mid Norfolk Mencap

Richard Ward, CEO Assist Trust

Wayne Newman, Carers Voice

Maria Bond, Working Together Coordinator for Independence Matters

Rachel Clarke, Family Voice

Stephen Boddington, Innovation Manager

Minutes and Declaration of Interest



Minutes were agreed from the meeting on January 29th 2026



No Members declared a declaration of interest

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	Closed	Lee Gibbons	Lee explained that he had received an email from Dr Karretti explaining that she will no longer be in her job role by the 30th April **Lee said a big thank you to Dr Karretti for all her work**
	Rachael Phillips will take the questions back to independence matters to seek their feedback.	Completed	Rachael Phillips	Rachael shared her feedback to the board, This feedback has been sent to Hannah Pickering and team (Housing)

What we covered in the meeting



Adult Social Care Digital Strategy
Stephen Boddington



Update on the Locality Groups
Lee Gibbons



Progress Update on The Norfolk Learning Disability Plan
Rachel Gates

Adult Social Care Digital Strategy (1)



Stephen introduced himself and explained this presentation is to share their Digital Strategy work that we have done inside the organisation



We have made a draft Easy Read document, and we want to hear your feedback on it.



We also want to talk about working together in the future and trying new technology ideas together.

Adult Social Care Digital Strategy (2)



Stephen Spoke about the work done to date.
We have looked at the future to see what technology could help us.



We have thought about how technology may affect people, to make sure it does not cause harm.



We have created a story to explain where they want to go. It shows how technology can help make things better. This is what their Digital Strategy is about.

Adult Social Care Digital Strategy (3)



Stephen explained the meaning of digital inclusion.
Digital inclusion means everyone should be able to use technology and no one should be left out



Some people may need extra help, and support should be kind and easy to understand.



People can also choose other ways to get support, like phone, paper, or face-to-face help.

Adult Social Care Digital Strategy (4)



Stephen asked the board four questions to think about during the presentation so they can give feedback at the end.



The questions were:

1. Are we doing the right things?
2. Are we missing any important ideas?
3. Do any ideas not feel right?
4. Can anything be clearer or simpler?

Adult Social Care Digital Strategy (5)



Norfolk County Council Adult Social Care Digital Strategy 2026–2028
Stephen explained this document is about how technology will be used in Adult Social Care.



It explains how technology will help people who use services, staff, and carers.



It also explains how services will work better together.

Adult Social Care Digital Strategy (6)



Stephen explained this document is for people who use services, families and carers.



It is for staff, partners and people in the community.



Note: It was suggested that the presentation should explain what is meant by “partners” so people are not confused about what type of partners this refers to.

Stephen made a note of this.

Adult Social Care Digital Strategy (7)



Stephen shared what we would like to achieve with this document. We want to help people live their best life and support their independence.



We want to work closely with communities, partners, and keep learning and improving.



Technology should support kind, skilled people, not replace them.

Adult Social Care Digital Strategy (8)



When thinking about technology Stephen explained Technology should support people, not replace them



Kindness and understanding should always come first, and people's choices matter.



No one should be left out.

Adult Social Care Digital Strategy (9)



Stephen said we know what we would like to do, but they need to think about how this will be shown in practice.



In the future, staff will spend more time with people and less time on paperwork.



People will be safer at home; information will be shared better. Support will happen earlier, not only in a crisis

Question



Question: It is important to still have paperwork for a backup system, because if serves go down what will happen?



Answer: All information is kept in our case management system, this is secure. It is important to have backups.

Question

NHS East of England



Question: Are you involved in the East of England NHS co-production group meeting on 14th April about analogue to digital, including a Q&A with Nicky Murphy?

Answer: No, I am not involved. Sarah Rank may have attended; I can check if anyone did.

Adult Social Care Digital Strategy (10)



Stephen explained each theme of the digital strategy.
The first theme is **digital leadership and skills**



This is where leaders support digital ways of working and staff feel confident using technology with training, support, and digital champions.



Digital inclusion is also important, so no one is left out and people who find technology hard, including staff, get help and non-digital options are still available.

Adult Social Care Digital Strategy (11)



The second theme is **AI and Co-Pilot**
AI means computer tools that help people do tasks more easily.



AI will help staff by writing notes, saving time, and reducing paperwork, so they can focus more on people.



We use AI safely with clear rules and checks set by our AI Governance Board. All decisions are made by people, not AI.

Adult Social Care Digital Strategy (12)



The third theme is **Technology Enabled Care**
Technology Enabled Care means technology that helps people stay safe, stay independent, and live at home for longer.



Examples include sensors, alarms, video support, and smart devices.



It can help problems be spotted earlier, so support can start sooner, and it will become a normal part of care planning.

Question



Question: We worked with the assisted technology team, does that team still exist?



Answer: Yes, they still exist and are helping different parts of the council with technology

Adult Social Care Digital Strategy (13)



The fourth theme is **Better Case Management Systems**
Forms will be simpler, with less duplication and less time spent typing.

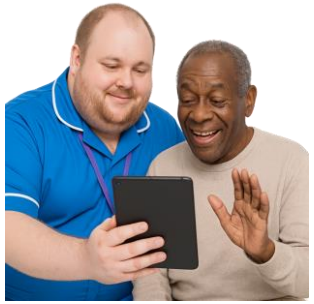


Staff will have more time to spend with people.



Online accounts will be easier to use, clearer, and more accessible.

Adult Social Care Digital Strategy (14)



The fifth theme is **Working Better Together**
Working better together means making digital services simple and easy for residents and carers to use.



We will always offer clear non-digital options for people who do not want to use digital services.



Better information sharing between services will mean people do not need to repeat themselves, decisions are quicker, and care is safer and more joined up.

Adult Social Care Digital Strategy (15)



Stephen explained we will know it is working by seeing less paperwork for staff and more time spent with people.



We will also see better joined-up care, earlier help, more independence, and better use of money.



When things are working well, systems feel easier, support is quicker, and people feel listened to.

Adult Social Care Digital Strategy (16)



In Summary, This Digital Strategy will help Adult Social Care be more caring, more connected, more modern, and more focused on people.



Technology will help people live the lives they choose, with the right support at the right time.



Stephen thanked everyone for their time and asked if there were any questions or feedback.

Adult Social Care Digital Strategy (17)



Feedback: Maybe use photosymbols in your easy read documents, as other services use these.
Stephen make a note to investigate this

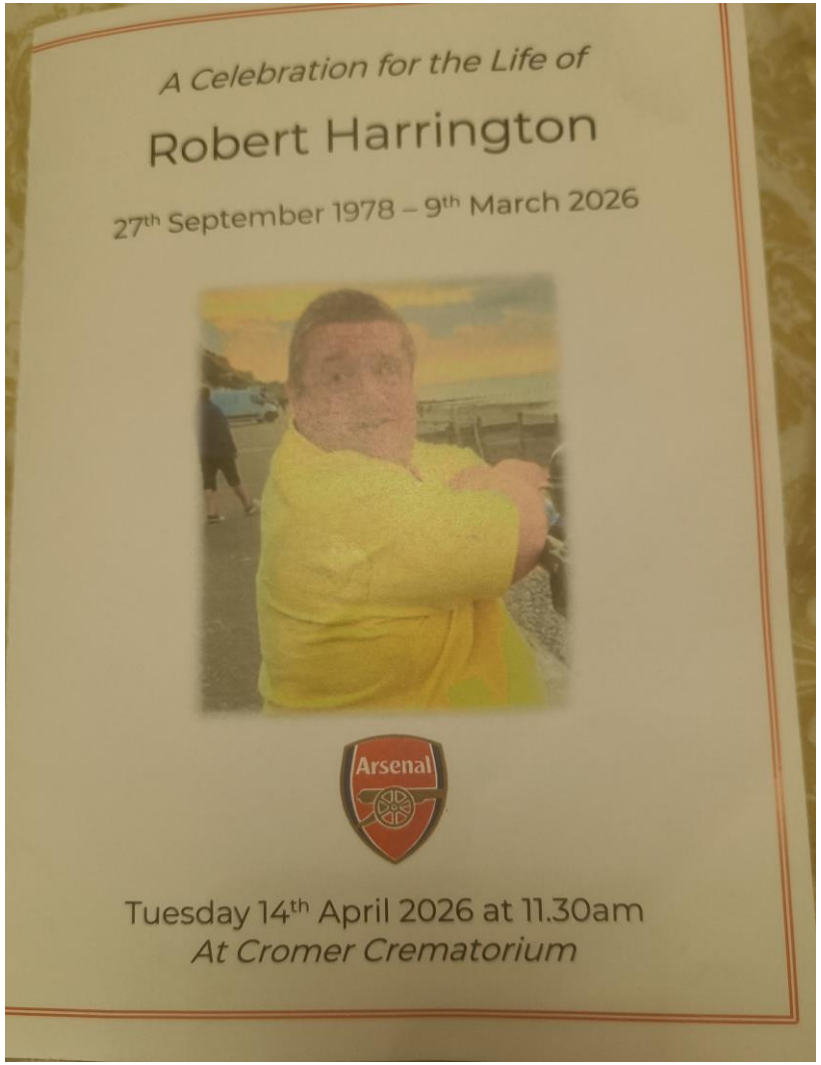


Maria shared that Independence Matters has an easy read document on ‘What is AI?’
Maria is going to share this with Stephen



Some members needed more time to think; any feedback received after the meeting will be shared with Stephen.

Locality Group Update (1)

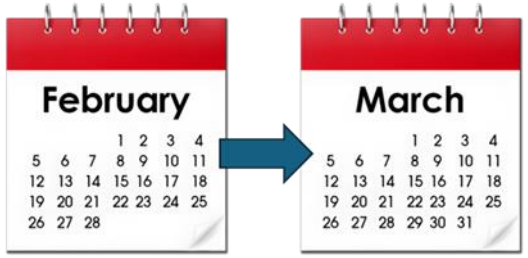


Lee began his update by paying tribute to Robert Harrington, who sadly passed away at the beginning of March.

Robert attended all our locality groups in the north, Lee said a big thank you for all his involvement and that he will be missed

Robert made a big impact at the locality groups and the day services he was apart of.

Locality Group Update (2)



This update was for the Locality Groups between February – March

Norfolk County Council

We had guest speakers from Norfolk County Council Supported Living Team

Locality Group Update (3)



Lee explained at each group the supported living team discussed the new housing that is opening this year in Norwich, Swaffham and King's Lynn



They also spoke about the different types of housing available, such as supported living, shared housing, and shared lives.



Hannah and team attended the locality groups to get ideas. This will help them improve their website and how they gather ideas.

Locality Group Update (4)



Lee said the team asked the locality groups four questions to get ideas on how to share housing news and get good feedback.



Lee shared some of these answers.

Who should we be talking to?



People who attend day services



Housing associations

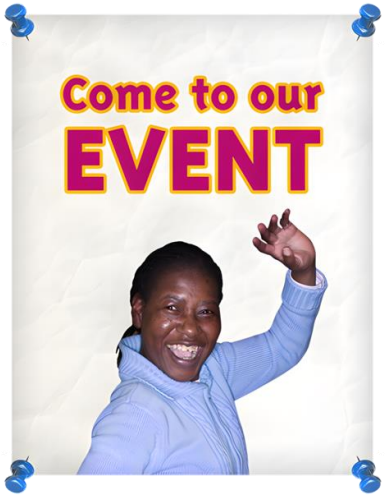


Families

Where should we go to have talks?



Locality groups



Events



Supported living homes

How can we make the talks fun and make sure we include everyone?



Arts and Crafts



Use simple words

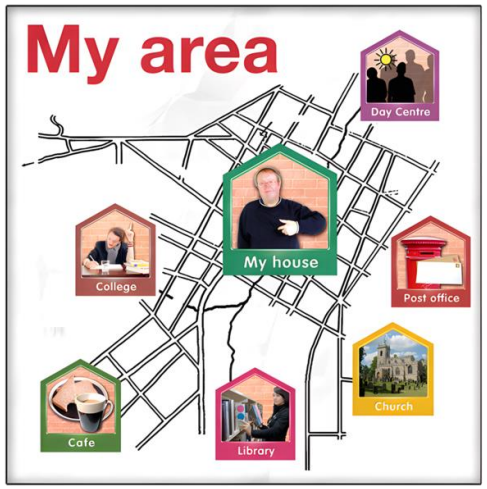


Use photos

What should we ask, and how should we ask it?



Make sure to keep checking up on peoples needs and ask whether their needs have changed



Where is the right location? Important for new housing to be near bus stops, shops and family.



How quick is the internet speed in the new places?

Locality Group Update (5)



Lee explained the next steps Hannah and her team will take and what they will do with everyone's ideas



Lee shared their contact details so board members can get in touch with questions or new ideas.

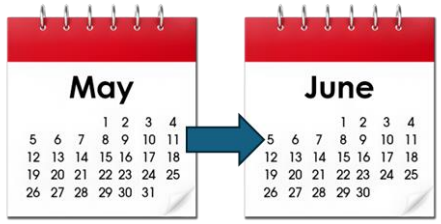


sl.prog@norfolk.gov.uk

Locality Group Update (6)

Lee went over the next round of Locality Groups which will take place in May-June we have:

Norfolk County Council Staff: They will share an update on their employment work. They will be asking about support, skills you have learnt and activities you enjoy



Lee the shared the upcoming locality groups dates.

Norwich



When: Wednesday 13th May 2026
Time: 1:00pm to 2.30pm
Where: Lazar House, Sprowston Road, Norwich, NR3 4HX





At the Norwich locality group members from Assist Trust will also talk about their experiences on volunteering, employment, and travel training support.

North



When: Wednesday 20th May 2026
Time: 1:30pm to 3.00pm
Where: About With Friends, 22D Holt Road, Cromer, NR27 9JW



West



When: Thursday 28th May 2026
Time: 1:30pm to 3.00pm
Where: Forward 33 shop, 33 Broad Street, Kings Lynn, Norfolk, PE30 1DP



South



When: Friday 19th June 2026
Time: 1:30pm to 3.00pm
Where: Mid Norfolk Mencap, 1 Tavern Ln, Dereham, NR19 1PX



East



When: Wednesday 24th June 2026
Time: 1:30pm to 3.00pm
Where: Independence Matters, Suffolk Road, Gorleston-on-Sea, Great Yarmouth, NR31 0LJ



Progress Update on The Norfolk Learning Disability Plan (1)



Rachel spoke about the Learning Disability Plan explaining that its delivery plan has not been fully updated



Rachel focused on priority one **Choices about where I live.** She asked the board are you able to recognise that we've made progress toward priority one?



Through our joint work with housing colleagues, and adult social care—and do you feel there has been meaningful change as a result?

Progress Update on The Norfolk Learning Disability Plan (2)



Feedback from the board:

‘There has been good progress, with more supported living homes and more choice about where and how people live’



‘Some people have had very positive experiences after moving.’



‘Good partnership working between housing, social care and providers.’

Progress Update on The Norfolk Learning Disability Plan (3)



‘Many people do not feel or see the impact of these improvements.’



‘Housing rules and legal changes are confusing and hard to understand.’



‘Progress is not always visible, especially if it doesn’t affect someone directly.’

Progress Update on The Norfolk Learning Disability Plan (4)



Suggestions from the board:

‘Measure real-life experiences by asking people about their housing outcomes.’



‘Share positive stories more widely so people understand what has been achieved.’



‘Update the delivery plan, keeping it simple and meaningful.’

Progress Update on The Norfolk Learning Disability Plan (5)



Rachel thanked the board for their feedback



Rachel is going to investigate how she can present both data (numbers) and real-life experiences in the delivery plan

Any Other Business (1)



Lee told the board that the Learning Disability Partnership Board will be attending two events:

Having our say as people first
Opening Doors

Being Healthy, Happy, Safe 2026 event by Opening Doors
Date: Wednesday 17 June, Time: 10am–3pm
Location: The Forum, Norwich

Making it Real
Co-production in action Norfolk

Co-Production Event 2026 by Making It Real
Date: Monday 6 July, Time: 10:30am–3:00pm
Location: The Forum, Norwich

Any Other Business (2)



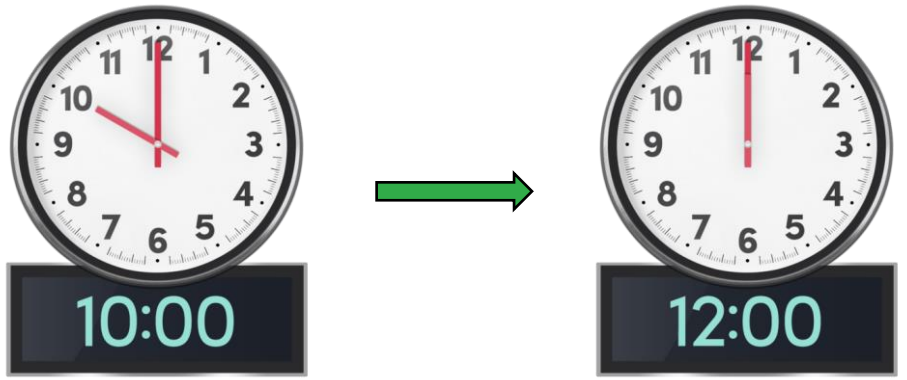
Richard shared that Assist Trust will host a family festival on 13 June 2026.
Time: To be confirmed
Location: Heath Gardens, Norwich

Date of Next Meeting









Co-Chair June Walton	Co-Chair Rachel Gates

NORFOLK LEARNING DISABILITY PARTNERSHIP