Norfolk Adults Learning Disability Plan 2023 -2028 – Easy Read Delivery Plan



1 CHOICES ABOUT WHERE I LIVE



WHAT WE WILL DO

Support people to choose where they want to live and who they want to live with as part of their Care Act assessment and plan of support.

WHO WILL DO IT?

Adult Services Operational Teams and Assistant Director Adult Services Integrated Operations.

WHEN?

Ongoing

HOW WILL WE KNOW?

Individuals report they felt able to choose where they live and who they live with.

OTHER THINGS WE WILL DO



Produce easy read information that explains specialist housing options in Norfolk.



Develop promotional and educational materials, including production of 4 case study videos and an animated overview video to explain housing options.



Learning Disability Partnership members will share information about the housing support they provide.

1 CHOICES ABOUT WHERE I LIVE



WHAT WE WILL DO

Help people to stay living in their own home by identifying the help they need and by offering equipment and adaptations.

WHO WILL DO IT?

Adult Services Operational Teams, Assistive Technology team and Integrated Housing Adaptation Teams.

WHEN?

Ongoing

HOW WILL WE KNOW?

More people benefit from home adaptations and assistive technology.

OTHER THINGS WE WILL DO



Provide the right equipment and technology so people feel safe and happy in their home.



Support people to access Disabled Facilities Grants available through district councils.



Assistive Technology team provide advice and demonstrations to individuals and carers.

1 CHOICES ABOUT WHERE I LIVE



WHAT WE WILL DO

Increase the supply of housing types that help people with a learning disability to live more independently, including homes with kitchens so people can cook.

WHO WILL DO IT?

Specialist Housing Team, Learning Disability Commissioning and Assistant Director Integrated Operations.

WHEN?

2026

HOW WILL WE KNOW?

New housing is made available and information about housing types is published.

OTHER THINGS WE WILL DO



Publish clear information on the Specialist Housing website about the different types of housing available.



Support people to develop the skills they need to move into their own home through Adult Services and Learning Disability Commissioning.



Use the Promoting Independence pilot (Life Opportunities) to work with providers and individuals to identify friendship groups and housing needs.

1 CHOICES ABOUT WHERE I LIVE



WHAT WE WILL DO

Make sure housing choices cover local needs such as being near market towns, having good transport links, and allowing pets where appropriate.

WHO WILL DO IT?

Learning Disability Commissioning, Specialist Housing Team and Learning Disability Partnership members.

WHEN?

2028

HOW WILL WE KNOW?

Information about housing locations, access to shops and transport is available.

OTHER THINGS WE WILL DO



Consider availability of good transport links when developing new housing in market towns and other locations.



Work with landlords to encourage pets to be permitted in housing and develop advice on responsible pet ownership.



Keep Specialist Housing webpages up to date and share good news stories from providers on the Learning Disability Partnership website.

2 BEING HEALTHY



WHAT WE WILL DO

Help people with a learning disability to register with a GP and dentist and get an annual health check with a Health Action Plan.

WHO WILL DO IT?

Primary Care & Community Health teams and Norfolk & Waveney Integrated Care Board.

WHEN?



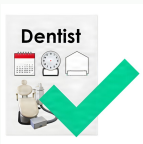
HOW WILL WE KNOW?

More people will be having an Annual Health Check and more of these will be good.

OTHER THINGS WE WILL DO



Provide a simple form to complete before the annual health check.



Support people to register with a dentist.



Identify people who need desensitisation or extra preparation for appointments.

2 BEING HEALTHY



WHAT WE WILL DO

Improve mental health and crisis support and reduce unnecessary medication, seclusion and out-of-county admissions.

WHO WILL DO IT?

Norfolk & Waveney Intergraded Care Board, NHS providers, Acute & Community Health teams, HPFT, NSFT, Norfolk Community Health Care.

WHEN?

2028

HOW WILL WE KNOW?

There will be less people who are given medication and isolated when they are in distress.

OTHER THINGS WE WILL DO



Monitor anyone held in seclusion or segregation and work to reduce it.



Transform inpatient provision with Hertfordshire Partnership Foundation Trust and Norfolk and Suffolk Foundation Trust 2024 and 2028.



Provide Intensive Support from 2024 to 2028 using the Dynamic Support Register and promote Personal Health Budgets.

2 BEING HEALTHY



WHAT WE WILL DO

Help people with learning disabilities to eat better, be more active, and manage weight.

WHO WILL DO IT?

Primary Care, Specialist Dieticians, Community Health teams, LD nursing services and Norfolk & Waveney ICB.

WHEN?

2028

HOW WILL WE KNOW?

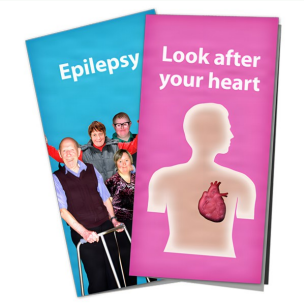
More people will be supported to eat better and increase exercise, reports will show improved weight management.

OTHER THINGS WE WILL DO



Train care staff to support nutrition and build exercise into social activities from 2024 to 2028.

2 BEING HEALTHY



WHAT WE WILL DO

Make health services easier to use by giving clear information, named Learning Disability hospital nurse details, advocacy and reasonable adjustments.

WHO WILL DO IT?

Acute & Community Health teams, Primary Care, Advocacy support, Norfolk & Waveney ICB and ICaSH services.

WHEN?

2028

HOW WILL WE KNOW?

People and their familiar carers receive advocacy and understandable information.

OTHER THINGS WE WILL DO



Provide information about the named learning disability nurses at hospitals.



Involve a familiar carer in appointments and decisions when needed.



Offer advocacy and care coordination for people with complex health needs between 2024 and 2028.

3 HELP TO BE AS INDEPENDENT AS POSSIBLE

WHAT WE WILL DO



Help people with a learning disability into paid employment.

WHO WILL DO IT?

Employment Team (Adult Services); Life Opportunities providers; Learning Disability Commissioning

WHEN?

2028

HOW WILL WE KNOW?

There will be more Learning Disabled people in paid employment.

OTHER THINGS WE WILL DO



Use the Local Supported Employment pathway while the scheme runs to help people find jobs.

Work with employers to become 'Disability Confident' so they can better support workers with a Learning Disabilities.



Share and signpost to supported internships, apprenticeships and vocational training.

3 HELP TO BE AS INDEPENDENT AS POSSIBLE



WHAT WE WILL DO

Help people find local activities and social opportunities in their area.

WHO WILL DO IT?

Learning Disability Commissioning; Adult Services Operational Teams; Learning Disability Partnership members

WHEN?

2028

HOW WILL WE KNOW?

People with Learning disabilities, families and care providers can find a wide range of activities.

OTHER THINGS WE WILL DO



Promote Life Opportunities - Promoting Independence activities available from day services.



Agree ways for partners to share local activity information using Community Connectors and social prescribers.

Use the Norfolk Community Directory and Adult Learning information to signpost local courses and groups.

3 HELP TO BE AS INDEPENDENT AS POSSIBLE



WHAT WE WILL DO

Help people develop independence skills such as cooking and money management.

WHO WILL DO IT?

Adult Services Operational Teams; Learning Disability Commissioning; Life Opportunities programme

WHEN?

2028

HOW WILL WE KNOW?

There is an increase in the number of people being supported to develop independence skills.

OTHER THINGS WE WILL DO



Discuss independence skills, including cooking and money, as part of Care Act assessments and reviews.



Use Life Opportunities - Promoting Independence to deliver practical life skills such as cooking classes.



Provide money management support

3 HELP TO BE AS INDEPENDENT AS POSSIBLE



WHAT WE WILL DO

Help people feel safe at home and when out in the community.

WHO WILL DO IT?

Adult Services Operational Teams; Health teams; Learning Disability Commissioning; Norfolk Safeguarding Adults Board

WHEN?

2026

HOW WILL WE KNOW?

Safeguarding reports and Life Opportunities reports will work together to keep people safer.

OTHER THINGS WE WILL DO



Take safeguarding concerns seriously and encourage people to talk to someone they trust and report abuse.



Support staff and carers with updated safeguarding training for working with people with a LD.

4 GETTING OUT & ABOUT



WHAT WE WILL DO

Work with transport partners to improve public transport and how people with a learning disability can use it.

WHO WILL DO IT?

Learning Disability Partnership members; Learning Disability Commissioning and Specialist Housing Team

WHEN?

2028

HOW WILL WE KNOW?

Members will share ideas with transport partners and report progress to the Partnership Board.

OTHER THINGS WE WILL DO



Explore allowing people with a bus pass to travel to work free before 09:30 as a pilot.



Consider transport links when planning new housing so people can reach shops and services.



Share ideas and feedback with Active Norfolk and local bus companies about accessible routes.

4 GETTING OUT & ABOUT



WHAT WE WILL DO

Improve access to accessible and Changing Places toilets across Norfolk.

WHO WILL DO IT?

Learning Disability Partnership members working with Community Health, Community Connectors, social prescribers and development workers.

WHEN?

2026

HOW WILL WE KNOW?

Partners will identify sites and report proposals to the Learning Disability Partnership Board.

OTHER THINGS WE WILL DO



Identify key places in towns and community centres that need accessible toilets.



Share information about Changing Places facilities and standards with councils and venues.



Work with Community Connectors to gather local feedback on where toilets are needed most.

4 GETTING OUT & ABOUT

WHAT WE WILL DO



Help people travel independently and re-start a Safe Places scheme.

WHO WILL DO IT?

Adult Services Preparing for Adult Life Service and Learning Disability Commissioning with Life Opportunities

WHEN?

2026

HOW WILL WE KNOW?

Report from the Life Opportunities Programme and Learning Disability Partnership will show people using travel training and Safe Places locations being agreed.

OTHER THINGS WE WILL DO

TITAN
Travel Independence Training Across Norfolk

Provide travel training such as Titan for Adults and training from Life Opportunities.



Offer Adult Learning courses to support independent travel skills where needed.



Work with partners to identify and sign up shops and public places to the Safe Places scheme.

4 GETTING OUT & ABOUT



WHAT WE WILL DO

Explore training for taxi and bus drivers and plan a festival for adults with a learning disability.

WHO WILL DO IT?

Learning Disability Partnership members working with About with Friends and other partners.

WHEN?

2025

HOW WILL WE KNOW?

Learning Disability Partnership will report agreements with About with Friends and other agencies about driver training.

OTHER THINGS WE WILL DO



Explore what training taxi and bus drivers need to support people with a learning disability.



Work with About with Friends to agree how training can be delivered across Norfolk.



Develop options and funding talks for a Norfolk festival for adults with a learning disability in 2026 - 2027.

5 SUPPORT FOR UNPAID CARERS



WHAT WE WILL DO

We will clarify what support carers can access and share this information widely.

WHO WILL DO IT?

Adult Social Services and Carers Matter Norfolk with Learning Disability Partnership members and Health partners.

WHEN?

Ongoing

HOW WILL WE KNOW?

Support for carers is made clearer and Carers Matter provide a Carer Advice Line (Tel: 0800 083 1148) and an online self-assessment service.

OTHER THINGS WE WILL DO



Carers Matter Norfolk offer printed resources to organisations or people who request them.



We will share information about different groups and local support for carers.



The Learning Disability Partnership website and Carers' Voice will help to share the range of carer support across Norfolk.

5 SUPPORT FOR UNPAID CARERS



WHAT WE WILL DO

We will make it easy for carers to contact someone when things become more difficult.

WHO WILL DO IT?

Adult Social Services and Carers Matter Norfolk.

WHEN?

Ongoing

HOW WILL WE KNOW?

Carers will be able to make contact with Adult Services and Carers Matter using published phone and online routes.

OTHER THINGS WE WILL DO



Provide contact number for Adult Services (Tel: 0344 800 8020) and Text Relay (18001 0344 800 8020).

Carers Matter Norfolk provide telephone support and information and can link carers to Adult Social Services.

5 SUPPORT FOR UNPAID CARERS



WHAT WE WILL DO

We will make carer support part of the Care Act assessment and give carers clear routes to ask for help.

WHO WILL DO IT?

Adult Services Operational Teams, Health partners and Carers Matter Norfolk.

WHEN?

Ongoing

HOW WILL WE KNOW?

Information for carers is kept up to date and carers are offered discussion about support during Care Act assessments or reviews.

OTHER THINGS WE WILL DO



We will offer an online carers request form and clear advice about next steps.



We will provide information about how to get support from Carers Matter Norfolk.



Carers can complete a Carer's Emergency plan or contact Carers Matter for help with emergency planning.

5 SUPPORT FOR UNPAID CARERS



WHAT WE WILL DO

We will help carers get regular breaks and plan for future care for the person they support.

WHO WILL DO IT?

Adult Social Services, Health partners, care providers and Carers Matter Norfolk.

WHEN?

Ongoing

HOW WILL WE KNOW?

Carers receive support to take regular breaks from their caring responsibilities and can access up to date information from Carers Matter Norfolk.

OTHER THINGS WE WILL DO



Adult Social Services will consider replacement care during assessments to allow carers a break.



We will work with health and care providers to provide carer breaks and respite.



Carers Matter Norfolk offer planned short-term breaks and advise carers how to access them (contact via their website or Tel: 0800 083 1148).