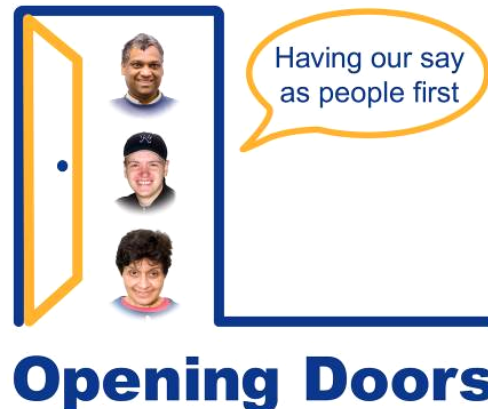


Opening Doors



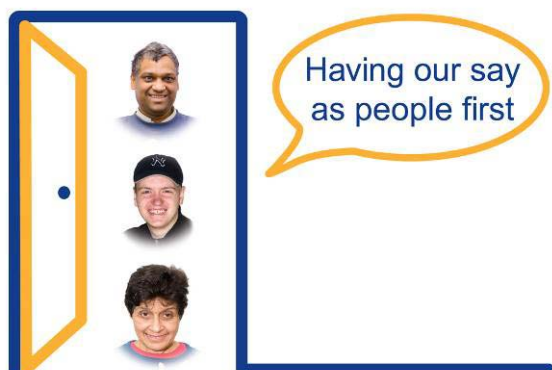
What we've been up to

1st April 2013 to 31st March 2014

Our Lives, Our Say, Our Way

About Opening Doors

Who we are



Opening Doors

Opening Doors is a user led organisation for people with learning disabilities which helps individuals to live independently through access to practical support in areas like:

- confidence building
- health and well being
- team work
- rights
- keeping safe
- life skills
- leadership skills
- work related skills.

We have offices in Norwich and Cromer where our members work and learn new skills.

We have group activities in Cromer, Attleborough, Dereham, Fakenham, King's Lynn, Norwich and Great Yarmouth.

Our mission



Our mission is for all adults with learning disabilities in Norfolk to be confident individuals, controlling their own lives and making their own decisions, with support from people they trust.

Our approach is based on working with individuals to support them to improve their own lives.

We work with people to recognise their skills and gifts, to focus on what they can do and what support they need to help them reach their potential.

We provide opportunities for people with learning disabilities to try things that they would not normally have a chance to.

Through peer support, confidence building and learning new skills our members flourish and go on to lead more independent and fulfilling lives.

About Opening Doors

Message from our Chair

It has been another busy year for us. Out of our many activities my two highlights have been:



Researching and planning our Norwich Office move. From looking round

new offices to working on the small details for the move we have all been busy making sure this happens.

It will offer a brighter future for our great charity.



We have enjoyed welcoming Student Social Workers who have all worked hard to support us and improve the work that we do.



They now have a better understanding of learning disability issues and matters that affect us.



The students have said their placements have made them better Social Workers.



I hope you enjoy reading our review.

In this booklet we want to show you a range of the things we do.

Ian Winterbone
Chairperson



Annual General Meeting



At our AGM we told everyone what we had been up to from 1st April 2012 to 31st March 2013.

We used short films again to present reports from all the groups. This way our meeting was easier for everyone to understand.

Members and visitors also had the chance to hear about the Living Well project.

Our Chair tells members about some of the changes and new projects at Opening Doors during this year.



The Management Committee members were voted in.

Everyone had a good time.



What we have achieved

Training



The Training Group team at Little Plumstead

Little Plumstead Project

The Opening Doors Training Group has had a very busy year.

They are working with Little Plumstead hospital staff doing training about self-advocacy. Members are sharing their stories about how Opening Doors has helped them to get better lives.

They run a session once a month with different groups of staff.

As well as providing staff training, they have worked with Little Plumstead to set up an advocacy group in the Broadland Clinic supporting their Patients Voice forum.

This gives people a really important chance to have their voices heard and learn new things.



Training



Cathy and Owen working hard in the Training Course

Healthy Surfers Course

A 'Healthy Surfers' Training Session was held in the Cromer Office by Speaking Up.



The aim was to train **Healthy Surfing Champions** who can then teach other people with learning disabilities to go on to the internet safely.

They looked for health and fitness sites to support people to lead a healthier lifestyle.

Members of the training session said:

"It went well. I enjoyed doing the training."

"Good"

"I think the course is very interesting."

What we have achieved

Training



More Training work at UEA

Training Group members went to Edith Cavell School of Nursing to work with student nurses.

They talked to the nurses about their experiences of accessing health care and how they can help to improve the care people with learning disabilities get when they go into hospital.

Hayley also talked about what it is like to be a parent with learning disabilities and how she was treated by some of the Midwives when she was having her daughter.

They received really good feedback and lots of the students came to speak to the group after the sessions were over.



Dan shares his experiences of healthcare

Training



Working with SeeAbility

The Training Group is also working with SeeAbility to produce a training programme led by people with learning disabilities about caring for people's eyes.

We hope that when this is finished people with learning disabilities in their Advocacy Groups all over England will be able to work together to train people to look after their eyes and make sure they have regular eye checks.



Meeting to plan the training sessions

What we have achieved

Accessible Information

Tell us what you think

Norfolk County Council needs to save money. We have some ideas about how to do this. We want to hear what you think at this event for people who have learning disabilities.

West Norfolk Professional Development Centre
Kilham's Way
Kings Lynn
PE30 2HU

Wednesday 27th
November 2013

11:00 - 1:00
1:30 - 4:00

If you want to come to this event call Opening Doors who will book you a place. 01603 789889

Transport can be provided if you need it. Opening Doors will take your details so this is booked for you.

Norfolk County Council

Easy Read Information

We make all of our own information accessible.

We also provide other organisations with Easy Read versions of their information.

This year our clients have included Norfolk County Council, British Heart Foundation, Equal Lives, Great Yarmouth and Waveney and NHS Norfolk Clinical Commissioning Groups.

Great Yarmouth and Waveney
Clinical Commissioning Group

**Thinking Ahead
Discussion Document**

Advance Care Planning is used when someone is ill and there is no treatment which can make them better.

This leaflet can be used to record what is decided at your Advance Care Planning Discussion or talk.

Easy Read Version

What is Advance Care Planning?

Advance Care Planning is a way to record your wishes about your care.

This is all explained in the leaflet called **Thinking Ahead** when you are hospitalised to read before you go in to hospital.

An Advance Care Plan Discussion is when you get people who are important to you together to talk about your care. This booklet can be used to write down what you talk about in that meeting.

What this plan is for...

- To record your wishes about your care.
- To record your carer's wishes about your care.
- To help everyone involved in your life to remember your wishes if you are not able to tell them what you want.
- To give information to everyone involved in your care to help them look after you in the way you want as much as possible.
- To be changed if you and your carer change your minds. You can update the information any time.

HEARTY LIVES GREAT
British Heart Foundation
YARMOUTH

What is Hearty Lives?

A project to support people with learning disabilities to be more healthy.

The project lasts for 3 years. The project is for people with learning disabilities in Great Yarmouth.

This project can work with your carers or support workers. We can show them how to support you to be more healthy.

Hearty Lives
Participant Questionnaire
Easy Read Version

This Participant Questionnaire is for people who want to take part in the Hearty Lives project in Great Yarmouth.

We need to ask some questions about you. This is so we can look back after 3 months and see if the project is helping you.

We will be working at another Hearty Lives hub in Great Yarmouth. How much you know about heart disease. This is so we can help you. Hearty Lives means you are being supported to be more healthy.

We will only use the information you give us to look after the Hearty Lives project in working.

We will also share information with MyHeart Active and the British Heart Foundation.

MyHeart Active are running the project and they need to know if it is working.

For any more information please contact Kelly Roper.

myheartactive

01493 810000
kelly.ropers@myheartactive.co.uk

Page 1 of 2

Bringing about change



Standing firm together against Hate Crime

Two of our members braved the rain to join the Hate Vigil in Norwich. Sara and Jason stood alongside others to share stories and highlight why we must all challenge hate crime and hate incidents.

It was a moving and powerful event.

Challenging the Bedroom Tax

One of our Norwich members has successfully challenged a decision about a spare bedroom in her flat.

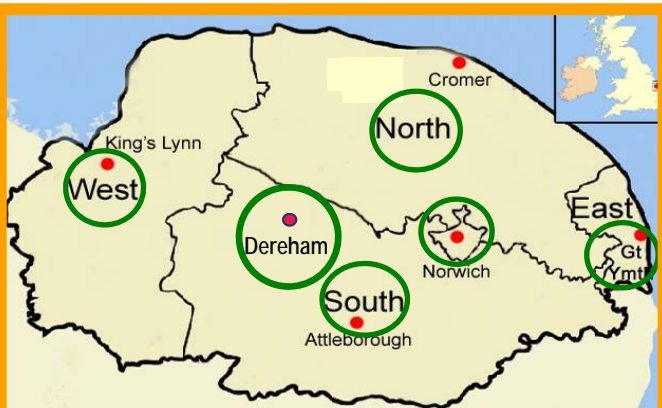
Janet uses the room for storing her wheelchair and the council have agreed she doesn't need to pay the tax for having an extra room.

Janet looks through the evidence she submitted to the council.



What we have achieved

Self advocacy groups



Advocacy close to home - local groups

We run advocacy groups across the county so that people with learning disabilities can develop friendships and be less isolated.

Advocacy groups are twice monthly and are run by the members, with support from staff and volunteers.

South Norfolk

Boat trip with friends

Opening Doors has launched a new advocacy group in Dereham.

Members from the Attleborough and Dereham advocacy groups voted to take a trip together on the Broads. Everyone enjoyed the chance to chat as the boat went along.

After the boat trip, members ate lunch in the autumn sun.

Relaxing with friends on the Broads boat in Wroxham



Self advocacy groups

East Norfolk

New venue; New membership

Sadly the East Norfolk Friendship Group have



had a few problems with their venues, but they are now settled in at the Pub on the Shrubs.

Members are very positive about the new venue. They like the bigger dance area, the stage is easier to get onto and it is on a good bus route.

Membership has grown since moving.

Norwich

Planning a day out together

Norwich Advocacy Group members had a fun day out in Great Yarmouth.

Before the day they discussed the travel plans, who would help them, how much money to take and what they would do when they got there.

It was good to do something different, and everyone took responsibility for planning the day.



What we have achieved

Self advocacy groups

North Norfolk Advocacy Group in Cromer

The North Norfolk Advocacy Group voted to move the group from Holt to the Red Lion in Cromer in December 2013.



Members of Opening Doors attended four workshops over the summer at Merchants Place in Cromer.

They learnt about Minute Taking, How to use Microsoft Word, Fun with Computers and PowerPoint.

Everyone had a good time and worked together to produce greeting cards, calendars and door signs.

People also learned how to take minutes and type them up afterwards.



Self advocacy groups

West Norfolk Cooking in King's Lynn

The West Norfolk Advocacy Group have been cooking up a storm in the kitchen.

Over Easter they made some tasty Easter nest cakes.



Since then the Group has made some healthy vegetable soup.

Peter said it was 'beautiful'!

Groups for Parents More support for parents

Opening Doors now has a new Parents Group in Fakenham that meets at the First Focus Community Building by Fakenham Market.

There is a lovely friendly atmosphere in the Community Centre and the group are always made to feel very welcome.

We are thrilled to be able to offer more support to parents in Norfolk with our new group.



What we have achieved

Getting a better life

Doing things ourselves

Members have been sharing their experiences of doing things for themselves. This way other people with learning disabilities can see how to try new things in their lives too.



One advocate decided to get fit and lose weight.

Being able to make choices is what advocacy is all about. Members are able to access support to help them do the things they want to do.



Peter, one of our Norwich members joined a church and was confirmed.

Peter said "I used to go to church and I felt I wanted to go again. I talked to my circle about the fact that I felt lonely on Sundays. They thought it was a good idea to go back to church".

Peter contacted a church with support from Opening Doors.

Volunteers

Supporting the work we do

We are fortunate to have 14 volunteers helping Opening Doors. Some of our volunteers have been involved for many years supporting our work.

Amisha and Jane, two of our new volunteers, helped Sabrina and Hayley to support advocates to make Christmas cards.



Laura and Aimee have been involved with the Bus Project.

Volunteers support members who have learnt how to be travel trainers, to teach other people how to use a particular bus route.

Volunteers enjoy supporting our activities and our members are able to teach them about what it is like to have a learning disability.

Thanks to all our volunteers for their support over the past year.

What we have achieved

Health

Living Well



An update on the project

The Living Well project has continued working with members of the Opening Doors Advocacy Groups.

All the groups have had a lot of fun doing the chair based exercises and lots of other activities to help people become more active.

Helen and Martin, Health Professionals, have carefully designed a programme of exercises so that everybody can join in. All the exercises are safe, fun and can be done at home.

Helen and Martin have also been providing information on healthy eating and improving diet.



Health Champions have been working very hard to learn the exercises so they can lead groups.

Health Champions from Great Yarmouth have spent time teaching members in Kings Lynn.

Health

Fruit tasting



Advocacy groups have been trying new and exotic fruits.

This has gone really well. People have tried lots of different fruits like pineapple, dragon fruit and pomegranate.

If members like a fruit they can take a card home to show workers they would like to have this again.

Walking for health and fun

The Holt advocacy group were lucky to have Holt Country park near to their group so they made the most of this over the summer. Members voted to spend a session walking together in the countryside.

Sara said "it was nice to spend the morning with friends and get some exercise at the same time".



Working with Norfolk County Council

Co-Production



County Council budget cuts

Opening Doors worked closely with Norfolk County Council to help them make sure people with learning disabilities could have a say about the proposed budget cuts and how they might affect them.

We did this by running three consultation events across the County.

Opening Doors then produced an



Easy Read version of the feedback from the 2014-2015 Norfolk County Council budget.

Co-Production



Bus Information Project

The Training Group are running a Bus Information Project in co-production with Norfolk County Council.

The project is led by people with learning disabilities to train 50 people with learning disabilities in the Norwich area. They do this training for free.

The reasons why people benefit from learning how to use the bus are to:

Learn a new route - for example going to the Hospital or visiting a friend.

Gain more confidence on using the bus and reading bus timetables and destination finders.

Quote from Carol Woodbine who has been trained:

"I am now able to use the bus on my own and I am now going to learn to get to the office."



Working for Norfolk County Council

What we do

We have to record everything that we do as part of our Information, Advice and Advocacy contract with Norfolk County Council.

This is what we have done over the past year.

What people needed help with



Welfare Benefits

241



Health

3,570



Mental Health

4,808



Social Care

3,068



Others

2,362

What we do

What type of help people needed



Advocacy



Information



Advice



Representation

How people got in touch



Email



Telephone



Drop-In



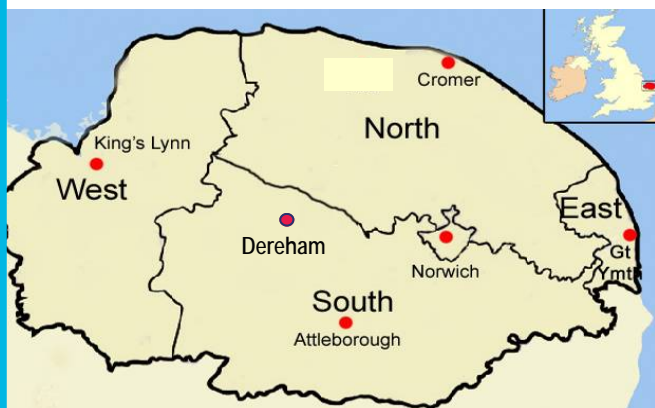
Text Message



Plans for the future

Engaging more people

We plan to try and engage more people, both new members and more volunteers. More volunteers will mean we can support members with all the things they want to do.



Widen representation in the county.



We aim to broaden the membership with parents and minority groups.



We plan to work with schools and colleges to increase membership amongst young people.



New opportunities



We are committed to trying to employ more staff members who have learning disabilities.

We plan to make the most of our new office in Norwich.



The larger office means we can offer more activities. We will try to identify activities where we could be making some money.








Support our members to have more fulfilling social lives.

Our biggest challenge remains making sure we have sufficient funds to keep working on current projects. We continue to have many exciting plans this year which rely on us raising funds from our work.



Balance sheet as at 31st March 2014

What we have done with our money

The money we spent over the year.	 £294,596
The money we have been given over the year.	 £272,199
What we had left at the end of March 2014.	 - £22,397
	This meant we took some money from our savings account this year.  £22,397

Opening Doors Financial Statements 2013-2014



A copy of our full financial statements for 2013 -2014 is available.

Ring the office if you would like a copy.



01603
631433

About our Funders

Without you our work would not be possible

Thank you for the grants and donations to help fund our work:



- Anonymous and personal donations
- Awards for All - Big Lottery Fund
- Big Lottery Reaching Communities Fund
- Co-operative Community Fund
- Department of Health - Health and Social Care Volunteering Fund
- Fitzmaurice Trust
- Living Well in the Community Fund
- Lloyds TSB Foundation
- Mrs Smith & Mount Trust
- Norfolk Community Foundation
- Norfolk County Council
- Norwich and District Mencap Society
- The Albert Hunt Charitable Trust
- The Bailey Thomas Charitable Trust
- The Coutts Charitable Trust
- The Odin Charitable Trust
- The Pennycress Trust
- Truemark Trust
- Workforce Forward Grant - Norfolk County Council

We are grateful to our team of volunteers who have given their time, energy, commitment, and skills to Opening Doors during this year.

A special thank you to our major funders



**Norfolk Learning
Disabilities Service**

Norwich Office

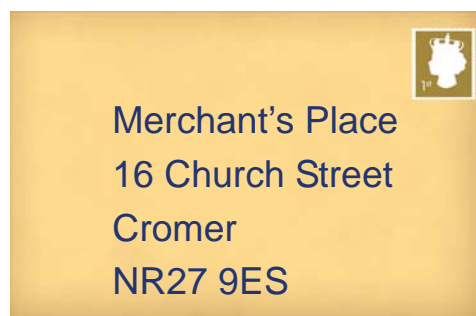


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Cromer Office (Fridays only)



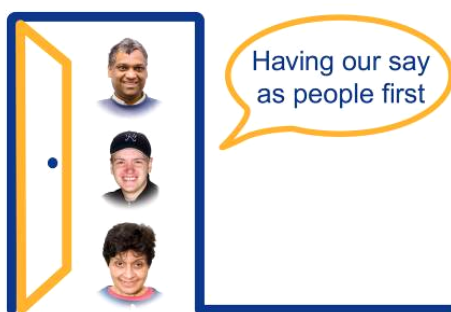
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Opening Doors

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