



# Impact Report

## 2024/25

Learning Disability Network London Ltd.  
Registered Charity No 801081  
Registered Company No 2325273



# A letter from our Chair



As Chair of LDN London, I am proud to reflect on a year of resilience, growth and impact.

We are a learning disability charity. We support learning disabled adults, children with special educational needs and disabilities (SEND) and their families. We deliver statutory care services while also fundraising to provide vital community and family support—particularly Early Years Help, which gives families facing long waits for diagnosis the guidance and networks they need from the start. This year also saw us merge with our sister charity Kids Can Achieve, ensuring long-term stability and expanding our family services.

Despite the challenging climate of reduced giving to charity, increased financial pressures, and rising demand across the sector, we have continued to grow and innovate. Highlights include expanding our Community Hubs, launching a new autism service, creating employment opportunities through initiatives like LDN Eats, and engaging supporters with our first lottery and Dragon Boat Race. I remain deeply grateful to our partners, funders, supporters and staff who make this work possible, and together we continue striving for a world where an ordinary life is not an extraordinary thing.

**Lynne Peacock**  
Chair of the Board

# Why we fundraise



## We fundraise...

... because people with learning disabilities deserve so much more than they currently get. We want to help them overcome inequality and reach their potential.

... because people with learning disabilities deserve to live a life that is full of opportunities. We want to help them overcome inequality and live fulfilling lives as part of their community.

... so people with learning disabilities can have a fair chance in life, be equal citizens, and experience a world of opportunities.



# Our Purpose and Values

We work to ensure that people with learning disabilities are **safe** and **healthy** and **live good lives**; that they are **valued** as **equal citizens**, can **make full use of their community** and are able to **make decisions** about their lives at every opportunity, no matter the level of their disability.

Our **values** run through **everything we do** and help us to fulfil our **purpose**. Our services are delivered on the principles that the people we support:



Can make **Choices** and **Decisions** about their lives.



Are **Included** as a **valued part of the community**.

Are treated with **Dignity** and **Respect** as **valued individuals**.



Can **Achieve** their **dreams and aspirations**.





# What we do

Learning Disability Network London is a charity which supports adults and children with learning disabilities and their families across London.

We provide different levels of support, from a few hours a week up to round-the clock care.

Our services include supported living, domiciliary care, outreach, respite, family and community support.

We help people we support and their families to choose what's right for them.





# Social Value Impact

We define social value as the wider benefit created through our work, socially, economically, and environmentally.





Our approach to social impact is shaped by our enduring commitment to hyper-local working, community engagement, and sustainable partnerships.

## Why is this important?

At LDN London, social impact is at the heart of everything we do. Whether through our commissioned services, such as supported housing, adult and children's short breaks, or through the charitable activities we fundraise for, our mission remains consistent: to improve the lives of people with learning disabilities and their families across London.

## What do we mean by social value?

We define social value as the wider benefit created through our work, socially, economically, and environmentally. This includes both for the people we support and the communities in which we operate. As a local charity and trusted service provider, we go beyond statutory delivery to invest in the long-term resilience and wellbeing of the people and places we are part of.

The following section details some of the Social Value Impact we have made during the year.



## Community Engagement Hubs

At our free-to-access Community Hubs (Harrow Road, Victoria Library and Greenwood Centre Camden) we run activities and workshops for learning disabled and autistic people. It's a supportive community, where we help people to develop life skills, build relationships, and connect with opportunities in the local area.



# Why do we do this?

We set up our Community Hubs to support people with learning disabilities to overcome social isolation and develop their independence and confidence. Many people with learning disabilities need extra support in their daily lives.

We support people to overcome the inequalities they face, make friends and thrive in their local community.



# Impact in Numbers



IMPACT

Hannah enjoyed the training and loved being part of the supportive environment.

# Hannah's experience:

Hannah has often found accessing work disheartening, as employers haven't made the adjustments that she's needed. Recently LDN's Community Hub partnered with BecauzeCIC to run a four-day barista training workshop. The training is tailored to fit autistic people and people with learning disabilities and prepare them to work as a barista. Hannah enjoyed the training and loved being part of the supportive environment. Her confidence has grown since then - she has taken part in more Hub sessions and even volunteered to be a mentor and guide for future trainees.

# Personal Impact

*Some days I feel like I have a mountain of rocks on top of me. That stops me from going about my day-to-day activities. I feel like there are some rocks on me today and I didn't feel too well. I thought I wasn't going to come in for the session, but I reminded myself how much I enjoy the sessions and feeling heard - I am very glad that I made it.*

*I love coming to the sessions because other people have autism as well and it doesn't make me feel different. It's lovely to come to here because things like doodling and stimming is encouraged rather than discouraged, which makes it feel like a safe space.*

Jay, who attended The Link, our six-week peer mentoring programme for autistic adults at The Community Hub.



# Family Services

Our Family Service provides support for the families of children with special educational needs and disabilities (SEND). We are here to help and empower families and carers with one-to one advice, skills workshops, therapies and counselling.





# Why do we do this?

By helping parents and carers, we help the whole family.

We support families to have more confidence and choice in their lives. We help in many ways, including with wellbeing, financial assistance, and education. We give parents the tools to better understand and support their children. We also help them meet other parents and build stronger support networks.

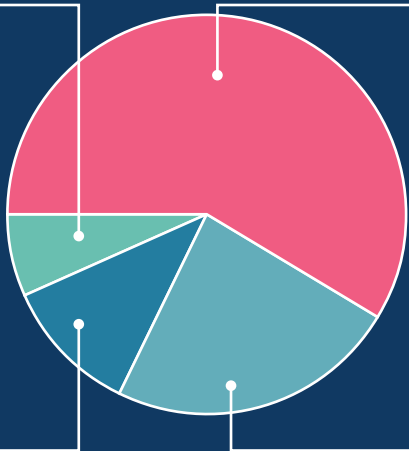


# Impact in Numbers

440 families supported, of these:

39 families accessed our counselling and creative therapy sessions

59 families received parent coaching and portage



317 families received 1:1 Support

128 families attended our Earlybird programme, group sessions and workshops

IMPACT

With our support, Helen successfully secured a higher rate of Disability Living Allowance.

# Helen's experience:

When Helen's disability benefit applications for her children were rejected, our Family Service stepped in. With our support, she successfully secured a higher rate of Disability Living Allowance. This eased the money pressure she'd been facing. Our Family Service continued to be there for her when she wanted support. They helped her make an application for Education Health and Care Plans for her daughters who have SEND. Then when her family received an eviction notice, our team applied for social housing. The team continue to support her and have made a positive difference to Helen's family's stability and wellbeing.

# Personal Impact

I want to express my deepest gratitude for your care and support of my daughter. I have noticed a significant change in her attitude. She is now speaking with more confidence, her fear and hesitation is fading. She is finally getting better at expressing her concerns about college and she is sleeping and eating better. I truly appreciate your kindness and support in helping her feel safe and understood.

Ada, mother of a child who used our counselling service

I went to workshops to understand the mental health of autistic people. I learned about helping myself too. They gave me a lot of ideas, including how to be patient and not to get stressed. I learned how to support my daughter when she's stressed, giving her space, time and understanding her health... I find it hard to write letters and struggle with my spelling. LDN London helped me write to the Council and to fill in forms. Now, I believe someone will help me. I know where to turn to for advice. More people should know about LDN. I tell others in the community, 'These are the people to help you'.

Jena, mother of an autistic child



# Kids Can Achieve (KCA)

KCA supports children and young adults with special educational needs and disabilities (SEND) and their families in Harrow.

Children, young people and families come to KCA for holiday schemes, after-school and Saturday clubs, 1:1 community support, advice and support for families, and creative therapies. We also support children, young people and families in the wider community.

LDN London and KCA completed a merger during 2024 following many years of close partnership working.





# Why do we do this?

Children should simply be able to be children – and have a world of opportunities. We create a safe space where they can play, develop, and join in their community.

Many children and young people we support face inequality, being excluded and are struggling to fit in. We help everyone to be fully included and valued at KCA. We are the only charity in the local area supporting children with complex disabilities.



# Impact in Numbers

132 children supported this year through:

7853

Hours of support provided through our Outreach Community Support Service

1417

Days of school holiday schemes

2863

After School Club sessions

IMPACT

KCA has helped Sarah feel accepted for who she is, creating a space where she can relax, have fun, and be herself.

# Sarah's experience

Sarah, 15, is autistic and has ADHD. When she first came to KCA, she struggled with anger, refused to come in and lashed out at others. Over time, with consistent support, understanding and good humour from staff members, Sarah has begun to trust our team and feel more comfortable. She has felt more confident, calm, and connected. She is now happier when she gets to KCA. She finds familiar faces and shows her kindness to others. KCA has helped Sarah feel accepted for who she is, creating a space where she can relax, have fun, and be herself.

# Personal Impact

It's so important for children to have experiences outside of the home. P loves everyone at KCA and building relationships with other people is good for his independence and confidence. It's like another family: safe and secure.

Mary, parent

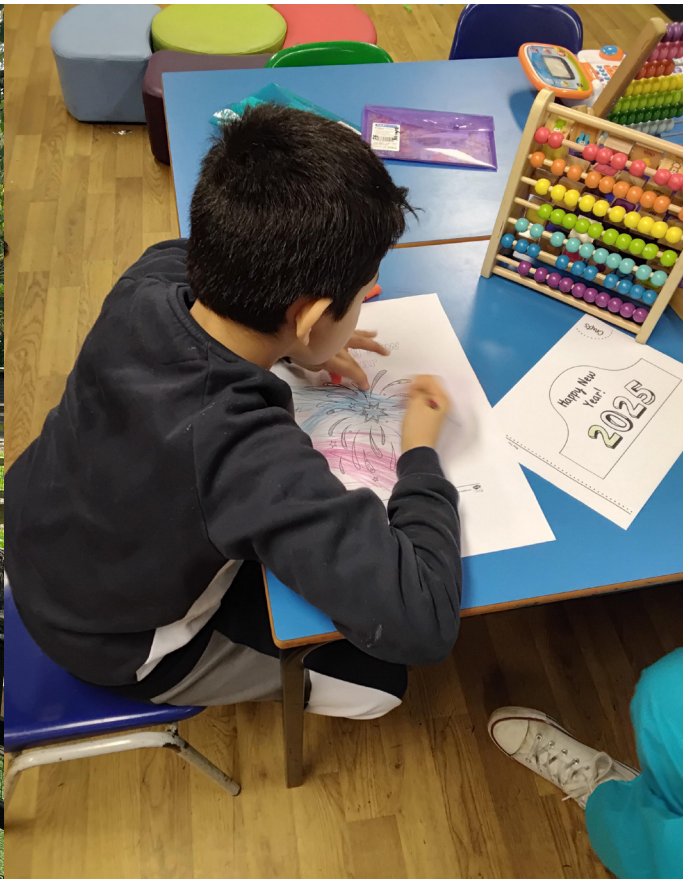
KCA is a big part of my life. It provides me with a place to do fun activities and take my mind off other things – it is somewhere to be myself.

Raif, young person who has 1:1 support at KCA

KCA offers great support. It's great for Jeremy to come to engage with other children his age and to go out during the holidays and do fun activities. It also enables me to spend some one-to-one time with my daughter. It is great for us as a family, and I don't know what we would have done without it to be honest.

Marie, parent









# Keep it Local

We champion our local community in all our work: from local and sustainable procurement, to hiring local people and partnering with other organisations in our community for events, activities and workshops.





## Why do we do this?

We have been part of our London community for over 60 years and know the importance of community for improving the lives of people we support.

We aim to use our position as a local charity to change the economic, social, and environmental landscape around us for the better. From employment, to managing facilities, we want to create lasting positive change by investing in our community.



## Personal Impact



As an organisation with both ambition and focus, LDN has proven a stalwart community partner. We are proud to lend our support as they empower exceptional individuals.



4C Group



Thank you all for your amazing support for the delivery of our new recruits' Familiarisation Week. Thank you for inspiring and motivating our new student officers as they take their first steps into the operational side of their learning.

The Metropolitan Police

## Maz's experience:



I did a ladybird painting at Art Box London, and it got selected at a shop called Lush. They put it on a box for Mother's Day. Now it's in all the Lush shops for Mother's Day. I actually was shocked that it was selected. I was like, 'wow', speechless. I never had that experience before, with my disabilities. I told my support team. I told my family and friends. They gave me positive feedback that they're proud of me.

Maz

A key focus for us is employment of people with learning disabilities and working with other businesses to ensure they offer opportunities for people we support. Maz achieved a big success, creating art that featured in an international marketing campaign by the shop Lush.

# IMPACT



## Impact in Numbers



# 100

**members of the public**  
attended our Spotlight On:  
*What can success look like?*



# 30

**sessions** at the Community  
Engagement Hub on the topic of  
employment

# 30

**companies** volunteered leading  
workshops, providing training and  
supporting events.



# 10

**local learning-disabled people**  
were **employed as Quality  
Checkers** or at our Community  
Engagement Hub



# IMPACT





# Quality Checkers

The Quality Checkers programme aims to improve our services, and make sure the voices of people with learning disabilities are at the centre of them.

The Quality Checkers are people with learning disabilities who are trained in reviewing our support. They visit our services, speak to the people who live there, and tell us how well we're supporting people.





The Quality Checkers roles support the team to learn and develop in their personal and professional lives.



Several people we support have said that they feel more comfortable giving feedback to the Quality Checkers.

### Mo's experience

In February, Mo went on his first quality checker visit. Mo says he knows it might take time for people to feel comfortable with him. He met a new person who was very quiet during his visit. Mo said,

*"I was new, so he wasn't going to open up straight away. I will go back and speak to him again. I understand where people are coming from, that they don't know if they can trust someone new. I was like that at first."*

## Impact in Numbers

### x1 Policy

After feedback from the Quality Checkers, people we support now play a greater role in deciding whether staff members pass probation.



### x1 Service

We changed how staff training is run at one service after input from our Quality Checkers.



### x2 Events

The Quality Checkers have inspired others, giving talks to our Board of Trustees and speeches at LDN's Christmas celebration



## Personal Impact



*Good support means listening to people and respecting their views and opinions. We are all different and have different opinions on what we want. The quality checkers will find out if people are able to enjoy the things they want in life.*

John, Quality Checker



*Doing the training has helped with my confidence, I didn't think I would be able to speak in front of a group. I am going to push myself to get over my shyness. I'm proud to be a quality checker.*

Mary, Quality Checker

# IMPACT



# LDN Eats

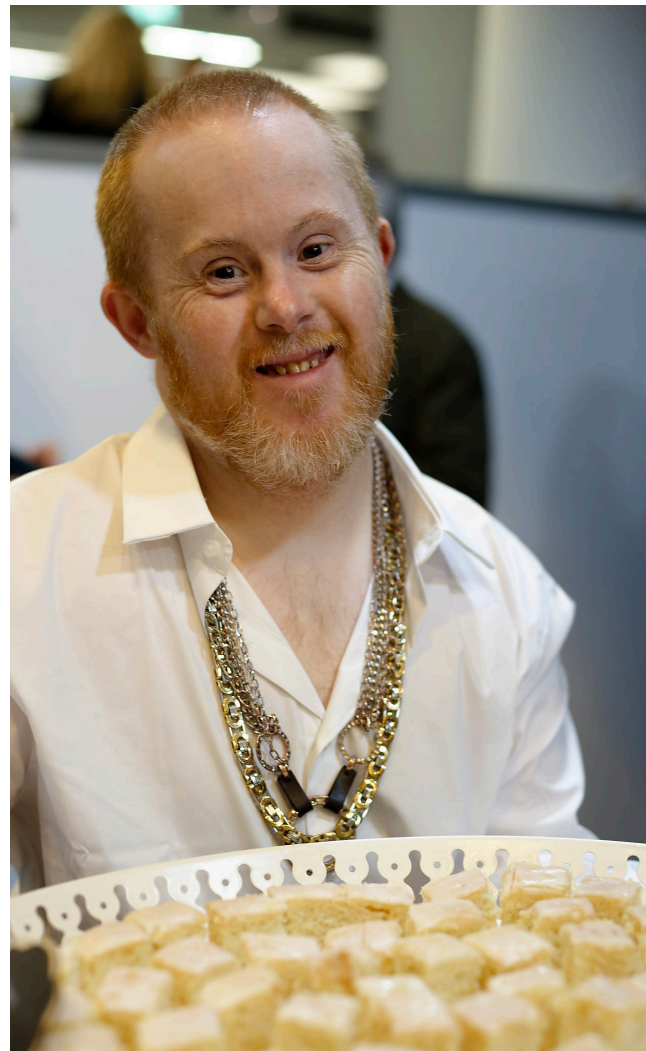
LDN Eats is our catering team made up of individuals with learning disabilities.





We recruit and train people with learning disabilities, offering hands-on experience, and the chance to earn qualifications in hospitality.

The team prepare and serve food and drinks at events and are paid for their work.



## Why do we do this?

Our mission is to help people with learning disabilities develop their skills, find meaningful employment and reach their potential. Although many people with learning disabilities would like a job, fewer than 5% are in paid work. They simply don't get the opportunity.



## Jacob and Valmie's experiences

When he joined our team Jacob found it difficult to be around lots of food and would overeat and feel sick. As part of LDN Eats he began to focus on other people's enjoyment of food, and the reward of the job. His experience of food changed. He enjoyed the recognition he got from the work he was doing and took pride in his contribution to the events.

One of our team, Valmie, has a learning disability and ADHD. When she started as part of the team, she needed her support worker to help her. With hands-on training and experience she is focused and can do her job independently without her support worker. Valmie is a vital member of LDN Eats.



Valmie

## Impact in Numbers

5

Events we catered this year.

5

Members of our team.



£13.85

The team are paid the **London Living Wage**.

# IMPACT





# Adult Housing, Short Breaks and Outreach





Our LDN4U outreach teams and other supported housing hubs provide tailor-made packages of floating support to people living in the community.



## What do we do?

We run two registered care homes in Westminster, supporting nine adults with learning disabilities who need 24-hour care. Our dedicated staff teams help each person live comfortably and independently in a homely setting at the heart of their community.

We also offer supported housing in Westminster, Camden, Islington, Kensington and Chelsea, and our first new service in Southwark. These homes include one-bedroom and shared flats, with personalised support packages ranging from full 24-hour on-site care to flexible outreach support.

Each tenant has an individual budget that clearly outlines their agreed support hours and related costs.

In addition, we run Short Breaks respite services across two sites in Westminster and Kensington and Chelsea, offering temporary support for individuals and families who need a break.

Our LDN4U outreach teams and supported housing hubs provide flexible, person-centred support to people living independently in the community.



## Impact in Numbers

**11,453 weekly support** hours to **203** people across all our adult housing services

**889 weekly support** hours provided to **57** people

**Respite** places for up to **16** adults with learning disabilities at any one time

# IMPACT







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Learning Disability Network London

*Some of the names in this report have been changed to protect anonymity.*