

Impact Report

2025/26

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

LDN LONDON
Learning Disability Network London

A letter from our **Chair**

I am delighted to introduce LDN London's Impact Report for 2025–26, my first as Chair of the Board.



It is an honour to follow Lynne Peacock, whose leadership over the past decade helped guide LDN London through significant change. She leaves with our sincere thanks and a strong legacy.

For more than 60 years, LDN London has worked to ensure that learning disabled adults, children and their families have the support, opportunities and respect they need to live well, stay healthy, be safe and be included in their communities.

This has been a year of challenge, change and progress. We have strengthened our services and partnerships while continuing to respond to rising demand and pressure across social care.

There have been many highlights. Our Family Service achieved the nationally recognised Advice Quality Standard, reflecting the excellent advice and support it provides to children and young people with Special Educational Needs and Disabilities (SEND) and their families. We also launched LDN Eats, creating opportunities for people with learning disabilities to gain skills, qualifications, confidence and paid work experience.

None of this would be possible without our dedicated staff, trustees, volunteers, partners and supporters. Their skill, compassion and commitment make a real difference every day.

I am proud of what we have achieved and optimistic about the future. Together, we will continue working towards a world where an ordinary life is not an extraordinary thing.

Keith Rodwell
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**, **healthy** and **live good lives**; that they are **valued as equal citizens and** are **fully included in their community**; and they are **able to make decisions about their lives at every opportunity**.



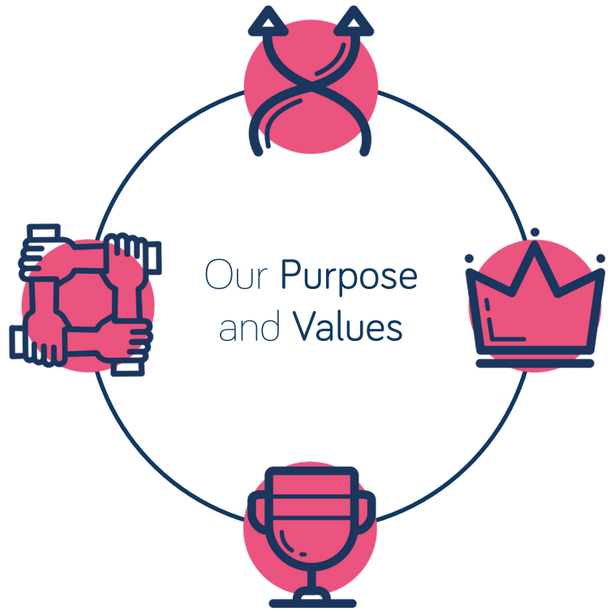




Our values are that people with learning disabilities:

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**.



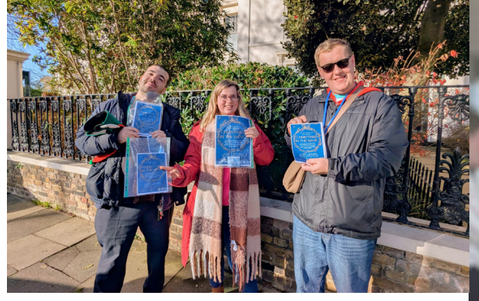
We provide different levels of support, from a few hours each week to 24-hour care.

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

We also raise money for our charitable programmes for people who get little or no funded support. We help many people each year through our Community Hubs, our Family Service, and our employment programme LDN Eats.


MAKE MISTAKES












For Premium London Treats






MERRY CHRISTMAS
FREE COFFEE
10am to 2pm
Free coffee from LDN London and Because Coffee












Join us for our next













Community Hubs

At our Community Hubs we run activities and workshops for learning disabled and autistic people. The Hubs are based in Westminster (Harrow Road and Victoria Library) and Camden (The Greenwood Centre).

The programme is designed by people with learning disabilities and autistic people. LDN London's community team run a variety of sessions each week on subjects including health, employment, relationships, mental health and wellbeing, as well as trips to places of interest.







Why do **we do** this?

Many people need extra help in their daily lives. People with learning disabilities experience many challenges, including in health, employment and joining in their local community.

We set up the Community Hubs to support people with learning disabilities to overcome social isolation, learn life skills and develop independence and confidence. We provide advice, information and signposting to other services. The Hub is a safe space where people can have fun, make friends and thrive.



Impact in Numbers

326
unique workshops this year (up from 245 in 24/25)

147
people attended workshops and sessions at The Hubs

115
Hub registered Hub members

49
people supported through 1:1 casework

Alison and **Caroline's** experience

Written by Community Hub member Alison and her family member Caroline



> When Alison started coming to The Hub, she was at a challenging stage in her life. Having moved country following a difficult relationship, she was isolated and searching for connection. As someone who has complex needs, has ADHD, is autistic and has a learning disability, she had never received formal support before. While we have navigated much of the day-to-day care and life challenges together at home, finding The Hub was a turning point.

Personal Impact

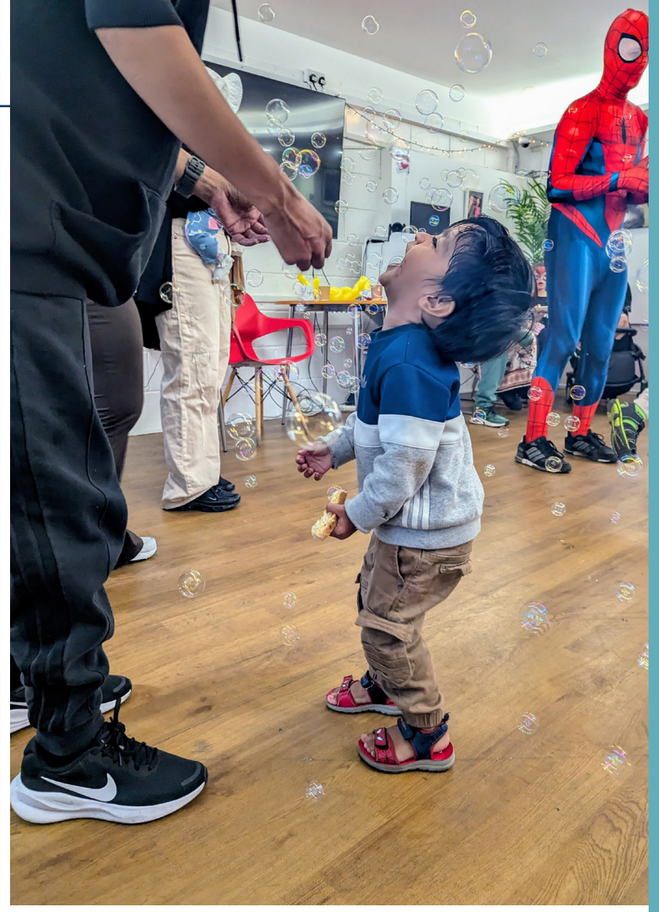
Alison says:

> At first, I was scared to be myself. But the team at The Hub helped me feel safe and encouraged me to see my own gifts and talents. It's a truly special community to be part of, and I'm so grateful to have them cheering me on alongside my own achievements, like playing for the England Hockey ID team. They have provided a sense of belonging and community that has been a huge part of my growth.

Caroline, Alison's family member says:

> As a family member, I've found that LDN is a fantastic advocate for the LD community. We value that we have been partnered with by the team; they listen and work with us. Having the wrap-around community of The Hub has been a genuine lifeline. They provide a safe space and meaningful support, which has allowed Alison to flourish. It's a privilege to be part of such a special, supportive community.







Family Services

The Family Service is for the families of children and young people with special educational needs and disabilities (SEND) in London. The team offer free-to-access help in Westminster, Kensington and Chelsea, Hammersmith and Fulham, Camden, Islington, Harrow and Ealing.

We offer free 1:1 advice and support, group workshops and learning programmes, build relationships with schools, and help parents to advocate for themselves and their children. We also help parents and carers to improve their wellbeing and build support networks.

The programme is created by and for families.

Why do **we do** this?

Many parents and carers of children with SEND face big challenges: high stress levels, increased costs, negative impact on their relationships and being unable to work. They end up exhausted from fighting for their child's rights. We want to make sure no family has to figure this out on their own.

Childhood and adolescence are crucial to shaping a child's future. It's particularly important that SEND children get the right early support. We aim to be there for children and parents as early as possible.

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

AQS **Award**

In 2025 the Family Service were awarded the Advice Quality Standard, the national quality mark for advice services, by the Advice Services Alliance.

Maaike Roberts-Claus, LDN London's Head of Family Service said that the team are very proud to have achieved this: *"It is more than a quality mark, it's a national benchmark that tells families and professionals they can trust our service."*

"This accreditation recognises the consistent, high-quality, and honest support we provide," Maaike added. *"It also strengthens our foundation to grow and support more families across London."*



Impact in Numbers

486
families received support across 10 local authorities

346
families received 1:1 support

109
families attended our Earlybird programme, group sessions and workshops

17
families received coaching and portage

15
young people and families attended counselling and creative therapies

Achieved the Quality Advice Standard

Personal Impact

Sinikka's experience

I came to LDN at a time when I really needed understanding. I wanted to make sense of autism properly - not just from Google, but from people who truly understood. I did the Early Bird course, and it was honestly a turning point for me. It gave me knowledge, but also reassurance. It was so helpful that I encouraged my husband and even my mum to do it too.

Finding LDN at that stage of my journey meant I moved from feeling unsure to feeling equipped. It gave me confidence: not just as a parent, but as someone who could advocate and contribute.

When families are invited into the conversation, not just spoken to, it builds trust. LDN does this well because they genuinely listen. They involve parents in shaping services, not just receiving them. That makes a huge difference. Because services work better when they're built with families, not just for them.

Promoting **Digital Equity**

The Family Service Team were generously donated laptops from HSBC and TEC+ Consulting. We presented these to families of children with SEND who are experiencing financial hardship. So far, we have distributed 14 laptops to families in Harrow. Here are what some of them said:



"I look after my grandson full time, and I live on the basic pension. No way I could buy a laptop. To do homework he has to stay at school and find a computer in the library. This will be brilliant for him. I find it really hard managing everything on my phone and it will help me too."

"Thank you so much to everyone who contributed to this project, which brought smiles to people's faces, especially those like my daughter. She was so happy, and so were we. I hope it will be a catalyst for change and increased self-confidence. Thank you."

"It helps me manage bills and attend meetings independently."

"Thank you from the bottom of my heart! I truly needed a laptop for my child. He will be the happiest child in the world when he sees he has one. I cannot afford to buy one myself, as I am currently battling cancer and unable to work."

"My child was so happy - it boosted their confidence."



Kids can **Achieve**

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

Children, young people and families come to KCA for after school and Saturday clubs, holiday schemes, advice and support for families, 1:1 support, and outreach in the local community.







What **we do**

Children should simply be able to be children. They should enjoy a world of fun and opportunities. We create a safe space where they can play, develop and reach their potential.

Many children and young people we support face inequality, being excluded, and are struggling to fit in. We support children with a wide range of special needs and disabilities. We make sure everyone is included and valued in our KCA communities.

Jordan's **Experience**

Jordan, a 14-year-old who attends our Saturday and Holiday Clubs faced significant challenges communicating when he needed help or support.

Unable to express his needs in ways that others could easily understand, he would often pinch or bite staff members to gain attention. While these behaviours were not intended to cause harm, they were Jordan's way of communicating that he needed assistance.

Over time, staff worked consistently and patiently with Jordan, encouraging alternative ways of expressing his needs. Through positive reinforcement and gentle reminders about using "kind hands", a trusting relationship was developed, and new communication strategies were introduced.

The results have been remarkable. Jordan has gradually replaced behaviours that challenge with a simple, gentle tap on a staff member's arm when they need support. What began as a strategy used with one trusted member of staff has successfully transferred across the wider team, enabling Jordan to communicate effectively with multiple people in a safe and positive way.

This change has had a significant impact on Jordan's experience at KCA. He is now able to seek help confidently, build stronger relationships with staff, and engage more positively in activities. For staff, it represents the success of consistent, person-centred support and demonstrates how small, incremental changes can lead to meaningful improvements in a young person's communication, independence, and wellbeing.

Impact in Numbers

122 children supported this year through:

6141

Hours of support through our **Outreach Community Support Service**

1363

Days of **school holiday schemes**

2618

After School and **weekend Club** sessions

Personal Impact

What **people** said:

"If KCA was not available, I probably would have had to give up my job and become Oje's full-time carer. We struggled to find him a school in the first place, so without KCA we really don't know what we would have done. Both my wife and I are really grateful for all the support that KCA has given both Oje and our family.

The father of Oje who attends KCA







Islington SENDIASS

Special Educational Needs and Disabilities Information Advice and Support Service

A free, impartial and confidential service offering information to young people with special educational needs and disabilities (SEND), and to their parents and carers in Islington.

Why do we **do** this?

The team make sure children and their parents and young people have the information and support necessary to participate in decision making.

This includes information, advice and support about SEND, including around education, health, and social care.

They help people to understand their rights under SEND law and navigate the education system.

ISLINGTON SENDIASS
Impartial information and advice on SEND

Top 5 **Referral reasons:**

1. General Information and Advice
2. EHCP Advice
3. Tribunal Advice
4. Mediation/ dispute resolution
5. Request for an EHCP



Impact in **numbers**

981
individuals received support

What **people said**

"It's an amazing feeling to have someone who has my back, supporting with daunting lengthy applications to apply for additional support for my child's needs. Thank you so much from the bottom of my heart."

"I got the decision from the tribunal at 9:40pm last night. My child is going to have daily, constant 1:1 care that is trained in working with children with pica and epilepsy at the secondary site. Thank you so much for all your help."

"I feel comfortable and understood when I come to Islington SENDIASS for help. They always explain my options."

"The SENDIASS service has been a fantastic help with supporting the parents request for wanting to change L's school… I wanted to say a massive thank you for your support, advice and guidance. Your help has made the process very clear and been a great help in supporting the parent."

'Thank you so much for taking the time to speak with me over the phone yesterday, despite us not being able to meet in person. I really appreciated your guidance and reassurance… Your email came at the perfect time, especially with the links you shared"



Quality Checkers

The Quality Checkers are a group of people with learning disabilities who review our services. They receive training and are part of our Quality team.

They visit our services, speak to the people who live there, and tell us how we're doing. They make recommendations for improvements.

Why do we **do** this?

It is vital that people with learning disabilities shape our services. People with learning disabilities know best about the support they get.

As John, one of our first quality checkers' team, said, "The Quality Checkers will find out if people are able to enjoy the things they want in life."

The programme is also an opportunity for the Quality Checkers to develop in their personal and professional lives.





Impact in Numbers

Quality checkers visited all **28** of our shared living services

Brendan's Experience

Brendan is the Quality Checker Co-ordinator

"I have been hugely impressed by the way the Quality Checkers have worked and their impact over the last year. During visits they have consistently asked thoughtful questions, showing a strong understanding of people's different needs and ways of communicating.

What stands out most is their commitment to making sure people receive the best possible support. Their observations are honest, practical and focused on what would make life better for the people living in services.

Mo's Experience

Mo is a member of the Quality Checkers team and has a learning disability.

"Over the last year I have visited eight or nine different services. During our visits, we talk to the people living there about their support, the things they enjoy doing, and how their staff help them.

We also observe how people are being supported, especially where people can't tell us their views directly.

We saw some good examples of communication tools being used well, including one flat where objects and decorations were used to help people indicate choices about activities.

In some places though people said they would like more help to stay in touch with friends.

The checks showed many examples of kind, thoughtful support and some areas for improvement - so everyone is supported to make choices, maintain friendships and feel truly at home.





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 caters for a wide range of events.



Why do **we do** this?

Many people with learning disabilities would like a job and to have the benefits of being employed: from regular pay, a sense of purpose, to being part of the community. But 95 per cent of people with learning disabilities are currently not in paid work. They simply aren't given the opportunity.

We want to change this. Our mission is to help people with learning disabilities to develop their skills, find meaningful work and reach their potential. We want to create the recipe for more inclusive workplaces.



LDN EATS

What **people** said:

I recently used LDN Eats for our event and were thoroughly impressed by their excellent service. The food was delicious and beautifully presented, reflecting a high standard of quality and care. The team were professional throughout, making the entire experience seamless and enjoyable.

Bethan, Alvarez & Marsal Europe LLP

Impact in Numbers

29 Events
catered for this year
(up from 5 in 24/25)

9 Members
of the LDN Eats team
(up from 5 in 24/25)

218.5 hours
of paid work experience and training

Personal Impact

Daniel's experience

I like serving the best. I like helping people and talking to them. I feel happy and proud. It helps me gain more experience in different things.



Arthur's experience

I used to know a bit about hospitality when I worked at Planet Organic, but since working for LDN Eats, I have come to properly love it.

I've been learning how to make bread, cinnamon rolls, lasagne, how to cut stuff, keeping tidy, and how to cook the meat properly. And the correct chopping board. I learned so much.









Adult housing, short breaks and outreach

The people who use our services are supported to ensure their individual needs, wants and wishes are met in a homely environment at the heart of their community.

What do we **do?**

We provide a range of supported housing accommodation services in 6 London boroughs; Westminster, Camden, Islington, the Royal Borough of Kensington and Chelsea, Southwark, and Hammersmith & Fulham. These include one-bedroom flats and shared living flats, where we provide different kinds of person-centred support depending on people's needs.

With a heavy heart we saw the long-planned closing of two Registered Care services in Westminster this year, with the site now being redeveloped by the council.

We opened a new Supported Housing service in Islington in March 2025. Seven people have now settled into their new homes. Excitingly 2025/26 has also seen the opening of our first Supported Housing service in Hammersmith & Fulham.

We also continue to provide a Short Breaks service in two locations in Westminster and Kensington and Chelsea. Overall we provide planned and emergency respite for 16 adults with learning disabilities at a time. As well our LDN4U outreach teams have continued to provide tailor-made support to people living in the community. This year we expanded our LDN4U Camden Outreach service after winning a new contract in the borough.

Impact in Numbers

11,905 weekly support hours to **214** people across all of our adult housing services

1396 weekly outreach support hours for **91** people

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

2 new services opened

Rui's experience

When Rui, a person we support in our outreach service, suddenly found out he did not have settled status, it caused him a lot of anxiety. Rui has lived in the UK for more than 50 years, but there was a chance he could be forced to move to Portugal, where he lived for the first five years of his life.

As well, his financial support from the government was stopped, and he was at risk of eviction from his home. Fortunately, his support worker Pat was there to help him.

Pat reached out to get guidance and support with his application. It was frustrating, at times, she said: *"I couldn't seem to get through to anyone."* But she persevered, and got in touch with the local MP, and Migrant Helpline. As well as completing the application for him, she was also there to support him and offer reassurance throughout the process.

Pat and the wider LDN team were so happy when Rui got his settled status, she says: *"I was jumping for joy when we got it!"* Rui was grateful for her help and was pleased things are back to normal now. *"To tell you the truth Pat sorted it all out,"* Rui says, *"I keep saying thank you to her. She's done it all."*

> I was jumping for joy when we got it! I keep saying thank you to her. She's done it all.



Our **Events**

Every year we stage our own events to fundraise for our charity programmes and raise awareness. These include our **Spotlight On** series, which **shine a light on important issues affecting people with learning disabilities**, our **Christmas party and fundraiser** (Christmas in the Nave), our **Staff Awards** and our annual **Dragon Boat Race**.



LDN London **Staff Awards**













Our annual Staff Awards celebrate the extraordinary support our teams provide. At a special awards ceremony, generously funded by our supporter Clifford Gundle, we presented 14 awards to individuals and teams.

The stories we heard in this year's nominations showed the very best of LDN London: kindness, resilience, creativity, teamwork and commitment to helping people with learning disabilities live good lives. Every nominee truly shows what social care should be.

Spotlight On Events

Our **Spotlight On** events explore important issues in society that impact the lives of people with learning disabilities. This year we **focussed on employment**, under the title **'Fulfilling the I in your DEI Policy'**. The event highlighted the lack of job opportunities for people with learning disabilities and autistic people. Currently, around 95% of people with learning disabilities are not in paid employment. The event **brought together employers to learn more and to hear from people with autism and learning disabilities**.





"I had to walk out. I didn't have a diagnosis then, and they looked at me: 'Why are you crying?'. Nobody really understood me and I couldn't count on anybody to. I wanted to do what everybody else did and get into work. It made me feel like I can't do it, like I can't be part of society."

Jay talking about working in a coffee shop as an autistic person.

Read my story here:



Four people with lived experience shared...

Sally Ishag spoke about the challenge of getting full-time work, even with lots of experience. Arthur Cassagne described his work as a barista and his wish for full-time employment. Jay Dublin-Beeton, who is an intern with LDN London, talked about the importance of employers understanding different learning styles and providing the right support. Ismail Hussain talked about how he has worked in customer service at Primark for 16 years.

We heard from experts who support people with learning disabilities in the workplace. Members of Westminster Employment Service and the British Association for Supported Employment gave advice about how employers can make recruitment more accessible and create meaningful opportunities. They also shared the benefits employers can get by nurturing the talents of people with learning disabilities.

Our LDN Eats team talked about their work helping people develop skills in catering and hospitality. Valmie and Daniel, two of the trainees, spoke about their experience so far.

The event gave people with lived experience a platform to be heard, while showing employers how everyone benefits from more inclusive workplaces.

Christmas in the Nave





Our annual Christmas event at Grand Junction brought together over **300 people** we support, staff and supporters to celebrate the festive season. There was brilliant music from **London's Rock Choir** and excellent food from our own **LDN Eats catering team**.





Dragon Boat **Race**



Our third Dragon Boat Race was our biggest yet and saw 15 teams from companies across London take to the water, as well as 2 LDN teams of people we support and staff. It was another unforgettable day of rowing, healthy competition, and socialising with food and drinks at Surrey Docks. The day raised an amazing £25,000 for our Family Service. Next year we plan for it to be even bigger and better. If you'd like to take part head to **www.ldnlondon.org** to find out more.

Sophie Giddons Photography:
Do you see me photoshoot



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LDN LONDON
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