

Make a difference



As a support worker
at LDN London

Job and application guide

How do you become a support worker at LDN London?



First, read this guide!

Then, complete our simple online form application.



Next, have an interview with us (normally by phone).

Finally, visit one of our sites to meet the people we support, the manager and the team.



Start as soon as we have done pre-employment checks.

What we offer

Salary

£13.15 per hour
£25,643 per year (37.5 hours per week)
£14.74 per hour for overtime & sessional

Hours

Full-time, part-time, or bank hours that you choose.
Day or night hours available.

Location

Westminster, Camden, Islington, Kensington and Chelsea, Southwark

Experience

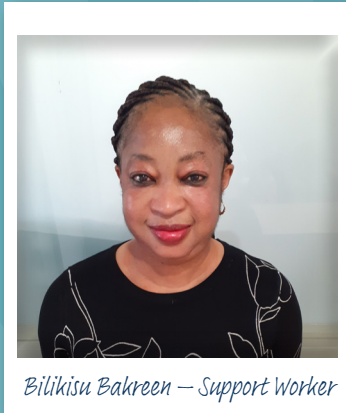
Not required
Full training provided

How do you apply?

Apply online at <https://forms.gle/KRgyXDDoKzvSx84y9> or scan the QR code.



Why I work at LDN London



Bilikisu Bakreen – Support Worker

“

LDN London is a good company as they always support staff via regular training and one to one supervision. One thing that impressed me the most about LDN is that they promote and support teamwork among staff members.

Furthermore, staff remuneration in LDN is better than most care agencies in London and beyond. I have worked for other organisations, but none compared to LDN London, the staff are so friendly and professional.

”

How to use this guide

There may be a lot in this guide, but it tells you everything you need to know about the role of support worker at LDN London and how to become one!

Your questions answered:

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Who are we?

We are LDN London (Learning Disability Network London), an award-winning charity with 60 years' experience supporting people with learning disabilities in London to stay healthy, be safe and live well.

The people we support live in a variety of settings which includes people living independently or who share their home with other people.

We support people to be independent and make their own choices, no matter their level of disability. We help people to live a good life and do the things that are meaningful for them.

We raise awareness and fundraise so people with learning disabilities are included and valued as equal citizens, can use their community, and have the same opportunities as everyone else.

We follow the principles that the people we support:

- ☰ are included as a valued part of the community.
- ☰ can make choices and decisions about their lives.
- ☰ are treated with dignity and respect as valued individuals.
- ☰ can achieve their dreams and aspirations.



Why I work at LDN London



What we all have in common at LDN London are our shared values and commitment to making the lives of people we support better. This is what defines us as an organisation; it is who we are and what we do and it's what drives us on every day.

I joined LDN London as a part time support worker over 30 years ago. It now seems incredible that over 30 years later, I am still here after being given the most amazing opportunities along the way. As LDN London grew I became an Assistant Team Manager and was later promoted to a Team Manager position and then, over the next few years I managed 4 different services as Team Manager, gaining varied experience across a number of services.

In 1992, I became our first Residential Service Manager where I stayed for 10 years. In 2000, I was promoted to Head of Supported Housing and Facilities and in 2007 I was appointed Chief Executive. It has been such an amazing journey. I remain enormously grateful for all the opportunities LDN has given to me. Over the years I have seen so many changes but what has endured is our continued commitment to improving the life opportunities for people with learning disabilities and their families. I know that this will continue for many years to come.

Gabby Machell
CEO

Who do we support?

Most of the people we support live in their own flat or have room in a shared house. The level of support given depends on their needs; some need constant support, others don't. Some people we support live independently and come to us for support or are visited by a member of our outreach team.

The needs of each person we support are unique and may be summarised as follows:

- ☞ People with **profound and multiple learning disabilities** – we may often have limited speech and movement abilities, and complex health needs. We may have difficulty communicating and use a variety of ways to do so. We often need high levels of support, including 1 to 1 or 2 to 1 and need help with moving. Also, we may regularly require intimate personal care.
- ☞ People with **autism** – we may have difficulties interpreting both verbal and non-verbal language and expressing our emotions. We may have repetitive behaviours, highly focused interests, or experience over or under-sensitivity to stimuli. We can also be anxious in social situations or when facing change.
- ☞ People with **mental health needs** – we can have with a variety of behaviours and may become anxious and distressed which may challenge team members.
- ☞ **Older people** – we may have poor health, be less independent, and need additional support to remain in our home. We may also have age-related degenerative illnesses and may want support with dignified end of life care.



What do the people we support want from their support workers?

"I want to be supported by someone who is happy"



"I want someone who is proud to support me"



"I want to be supported by someone who cares for my wellbeing"

"I want to be supported by someone who is fun"



"I want someone to support me who respects my beliefs"

"I want someone to support me to keep healthy"

"I want someone to support me to plan my next holiday"

"I want to be supported by someone who is patient"



How will you make a difference as a support worker?

As a support worker you will support people with learning disabilities to lead fulfilling lives. It is not the same as being a care worker.



You will help people stay healthy.

People with learning disabilities face health inequalities every day and are more likely to have complex health needs. Effective support and health advocacy means those health inequalities are challenged and people live longer free of pain and discomfort. People who are healthy are more able to lead safe, fulfilling, and enjoyable lives and their support needs can be managed more easily.

With your support people will get the most from their healthcare as you will help them to access services, describe any symptoms and their effects on their life. Your support and health advocacy could mean health inequalities are reduced and people live better lives.



You will keep people safe.

People with learning disabilities are at greater risk of harm and abuse than most of society. This harm could be as a result of their actions or understanding or due to the actions or inactions by others, including people who are there to support them. People who are safe have a reduced risk of harm and more likely to be able to live fulfilling and enjoyable lives.

You will help people you support to understand risk and to take actions that keep them safe. You will also be open to the possibility of abuse, reporting poor practice and potential abuse.



You will support people to live well.

People with learning disabilities have reduced opportunities to develop and achieve their potential than most of society. Many people are not in work or education and receive welfare benefits to pay for things to help them live. By recognising and challenging barriers and encouraging the development of skills, the people we support can lead rich and fulfilling lives where they reach their potential and live their dreams.

You will support people to live their version of a good life and to do things which are meaningful to them – to go to work, attend art classes, go swimming, play videogames, go to the pub, go shopping, attend church, or take a holiday.



You will ensure people are included as a valued part of the community.

People with learning disabilities face social isolation and exclusion from many activities others take for granted.

You will make sure that people with learning disabilities are included in opportunities and events if they want and can engage with their wider community. You could support people to recruit new support workers, give their view on proposed developments in their home, vote, take part in consultation exercises, volunteer, join clubs, advocate, meet local politicians and do lots more in the community.



You will ensure people make choices and decisions about their lives.

People with learning disabilities often do not have the same choices as other people and often have decisions made for them.

You will ensure that people you support can make their own choices and have as much independence as possible. You will help people to make decisions about their life at every opportunity, listening to and respecting their choice. Whether the choice is about what they want to eat, how they want to spend their afternoon, how to decorate their home, to book and take overseas holidays, or how they want to be looked after if they became ill.



You will ensure people are treated with dignity and respect as valued citizens.

People with learning disabilities are not always regarded as full citizens.

You will build relationships and show people every day that they are valued and respected, that we care about them and genuinely want to help, treating each person as an individual. You will advocate for them and speak out when necessary.



You will support people to achieve their dreams and aspirations.

Like everyone, people with learning disabilities have dreams and aspirations; however these are often ignored or little attempt is made to see them fulfilled.

You will ensure that people you support can express their ambitions and you will support them to achieve them. This could be to travel overseas, explore and understand their cultural heritage, or have a romantic relationship.



What will you do as a Support Worker?

As you will be supporting people to live their own unique life, no two days or two people you support will be the same. You'll need to understand each person's support needs and interests and be ready for the unexpected!

Depending on their needs, the support you give could include helping people to:

- ✿ get out of bed and get dressed
- ✿ prepare and eat food
- ✿ do cleaning and laundry
- ✿ go shopping
- ✿ develop money management skills
- ✿ make choices about their day, life, and relationships
- ✿ maintain, develop, and maximise their communication skills
- ✿ visit friends or entertain people when they visit them
- ✿ visit cultural and faith centres
- ✿ undertake leisure activities like going to the cinema, to restaurants
- ✿ exercise, such as going out for a walk or going to the gym
- ✿ go on holiday (within the UK and abroad)
- ✿ study, attend college, or the workplace
- ✿ manage health needs, such as taking medication, going to health and other appointments
- ✿ be mobile at home and in the community
- ✿ take care of themselves – this could include personal care (washing, going to the toilet, oral hygiene, and support with menstruation). Usually personal care is given to someone of the same sex.
- ✿ get ready for and go to bed.



You will also need to:

- ☞ understand safeguarding and report any concerns you have
- ☞ record things appropriately in logs and handovers using apps, computers, and paper systems
- ☞ comply with health and safety requirements and follow infection control guidance
- ☞ undertake certain moving and handling activities, e.g. help people to get into bed, use a hoist, or push standard or large specialist wheelchairs in their home and in the community
- ☞ record health and behaviour information
- ☞ ensure you tell your colleagues about anything they should know at the end of your shift, so support continues seamlessly
- ☞ report any incidents or accidents that occur and be alert to, challenge, and report disrespectful behaviour, potential abuse, and misconduct
- ☞ lead shifts and act as a key worker
- ☞ follow health and safety procedures.

We currently only have vacancies in services where manual handling is an intrinsic and regular part of the job.

How is this different to working as a care worker in an old people's home?

As a support worker you won't do things to people; you will spend your day doing things with people, supporting them to carry out everyday tasks and activities they want to do and helping them with maintaining or learning new skills.

Examples of people we support



Danny is supported by the team at Dartmouth Park to teach dance classes for an inclusive arts charity.

Danny has volunteered at Blink Dance Theatre, supporting other learning-disabled people at classes in West London.

Danny has been part of Blink Dance Theatre's trainee programme. He has helped the leader of the workshops, Georgia, to come up with ideas and support participants. Danny says that dancing is a way for him to let his emotions out: *"I can express my feelings, let everything come out."*

Marilyn is 49, has a learning disability and works in two part-time jobs.

She has worked for the Elfrida Society since 2006, where she talks to people with learning disabilities about the services they receive: for instance making sure they can live in good homes.

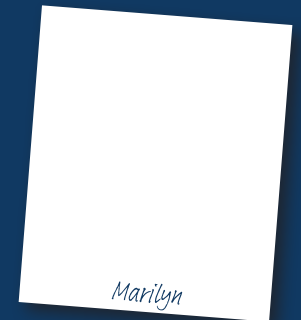
She also works for Contact Islington as part of the panel interviewing people with learning disabilities for jobs.

What is your advice for people who are interviewing, hiring and working with people with learning disabilities?

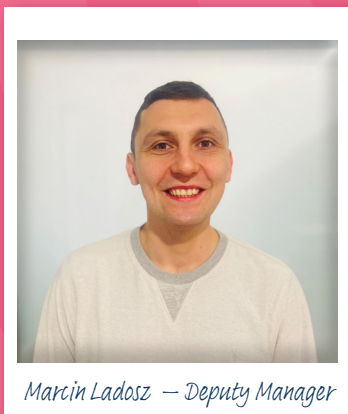
You must take your time and be patient. Because not everybody can communicate. Well, they can communicate... Some people may be nonverbal. So, you need to take time. Time, patience and empathy. Give them time to answer the questions. If they can't understand, there's another way of saying it but in a different, simplified way which people understand.

What do you enjoy about your job?

I enjoy everything. I enjoy meeting and greeting so many different people. I was diagnosed with my learning disability when I was about 29 years old: there was a birth defect somewhere, I couldn't communicate, and I always clung on to my mum. She noticed something was wrong. It's a mild learning disability. It's a global learning disability, which means it is in all aspects of my life. I can do a lot of things. I push myself, I never say that I couldn't do something. I will try.



Why I work at LDN London



Marcin Ladosz – Deputy Manager

“

What brought me to LDN London was a career where I could help others. It turned out that I met many wonderful people. I have also had the opportunity to learn new things and develop interpersonal skills.

LDN London offers a clear path for further development and promotion. This is why I want to continue along this path, and I am excited to see where this journey takes me.

”

What hours will you work?

We offer the following contracts:

- ☰ **Full-time days** – working 5 days a week, 37.5
- ☰ **Full-time night** – working 4 nights a week (10 hour shifts), 40 hours
- ☰ **Part-time (day or night)** – working 3 or 4 shifts a week
- ☰ **Sessional** – where you can choose your working hours, days, and location

All shifts include paid breaks as part of your working hours. Unless we agree otherwise staff will work shifts on a rota basis, including early, late and weekends. Early shifts tend to start around 7:30am / 8:00am; late shifts start around 2:30pm, with the latest finishes between 9:00pm and 10:00pm.

Some services also have sleep ins. This means you get paid extra to sleep at the service sometimes in case there is an emergency.

If you have limitations on the hours or activities you can do – e.g. cannot do sleep-ins, have health issues, or are only able to work certain days discuss this with us – we probably have a contract or job role that is suitable!

Where will you work?

We only operate in Westminster, Camden, Islington, Southwark and Kensington and Chelsea; We will help you to choose where you work and the type of work you do based on where you live, your skills and experience, and current vacancies. There are maps at the back of this booklet showing our locations.



What promotion opportunities are there for you?

With over 40 services there are frequent opportunities to progress. We are proud that most of our senior management team, including our Chief Executive, and most of our managers, started as support workers.

As a support worker you will get the opportunity to lead shifts and be a key worker for someone you support. The first step in management is as an Assistant Manager. As an **Assistant Manager** you will lead on specific areas within the service, e.g. health and safety or induction of staff. You will also deputise for your manager when they are away. We also have a trainee management scheme for people without any management experience.

Most services have a **Team Manager** who has overall responsibility for the safe and efficient running of that service. Some services are grouped under a **Service Manager**.

Team and Service Managers report to an **Operations Manager** who is an experienced and highly organised manager looking after a larger group of services.

Many of our specialist managers also started as support workers – our Training Manager, Training Officer, Community Engagement Manager, Housing and Benefits Manager, and Handyman to name a few!

How will we support you?

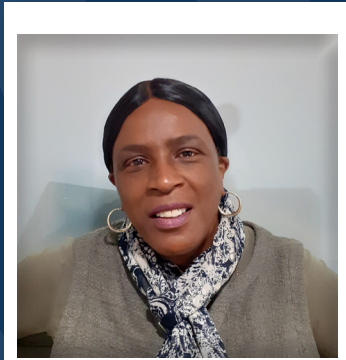
We believe LDN London is a great place to work where you will be supported to be part of a high performing team supporting people with learning disabilities.

We will provide you with:

- ✦ a detailed induction so you will understand the expectations of the people we support, and your duties and responsibilities
- ✦ training on specific tasks and activities, with regular updating
- ✦ regular feedback, supervision, and appraisal
- ✦ opportunities for development and promotion
- ✦ time you to complete a Level 2 Diploma in Health and Social Care during your probationary period of employment (if you don't already have it), we will also pay for it
- ✦ support if something happens at work – we have an employee assistant programme, occupational health services, special leave etc.
- ✦ a wellbeing programme that offers support for your physical, mental, and financial health



Why I work at LDN London



Jackie Cambridge – Support Worker

“

Working for LDN London has been a truly motivational experience, I started as a volunteer in 2001 and my commitment and devotion has paid off and not only am I a valued employee but offered so many opportunities from being a support worker to management with the assurance of being supported.

The training exceeds expectations and this promotes your confidence and understanding when working with different client groups.

”

What benefits do we offer?

We offer a great range of benefits that can support your physical, mental, and financial wellbeing including:

Salary

£13.15 an hour, £14.74 for sessional and overtime hours. This equates to £25,643 for a full time (37.5 hour) role.

Breaks

We are proud that our breaks for support workers are paid and form part of your normal working hours.

Choice

You have choice about when and where you work when you select your contract.

Refer a Friend

If you introduce someone to LDN London, when they pass their probation our refer a friend scheme pays you £1,200 (£750 if you refer a sessional worker).

Free meals on duty

When you cook and eat with the people you support. If you go out to eat with people you support we will pay up to £10 towards your meal or refreshments.

Overtime

It's not compulsory! There are opportunities to work additional hours and the overtime rate for support staff is enhanced to include a payment for annual leave.

Annual leave

You will get a minimum of 33 days annual leave (including public holidays), which is 5 days more than the statutory entitlement. Additionally, after you have 1 year's service, your entitlement will increase by 1 day each year up to a maximum of 38 days. All entitlements and accruals are pro rata if you work part time. You'll also get additional leave if you don't have any sickness, volunteer for us, or raise funds for us.

DBS checks

We will pay for your DBS check and your DBS update service annual fee.

Training

We offer many free training opportunities, including the Care Certificate and management qualifications.

Flexible working

We support flexible working requests (including transfers to another service).

Sick pay

If you are unable to work due to sickness you will receive more than statutory minimum sick pay – 1 week's full pay and 1 week's half pay from your start date. This benefit increases with service to a maximum of 16 weeks' full pay and 8 weeks' half pay. We also have an occupational health service and an Employee Assistance Programme.

If you are a new parent

Our maternity, paternity and adoption leave policies are all better than the statutory minimum. Our enhanced

maternity / adoption pay is 13 weeks full pay + 13 weeks half pay + 13 weeks statutory maternity pay.

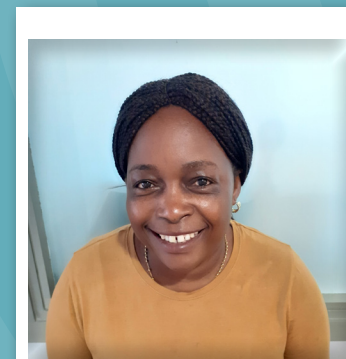
Pension

You can make contributions into the pension scheme, which we will match up to 10% of your salary.

Death in service

If you die while employed by us your next of kin receives 3x your annual salary.

Why I work at LDN London



Sarah Nakitende — Support Worker

“

A friend mentioned LDN London to me. The website and job information talked about the different things that I would gain instead of just what I would be doing. Despite it being quite tough at some points, I like being part of a team that helps individuals with their different needs.

Overall I believe that LDN London is a great company to work with as they support you in any way possible. Recently I've won an award for being a Covid-19 champion, which I am proud of.

”



What skills and experience do you need for this job?

You don't need to have experience as a support worker, you need to show us that you:

- ☰ are committed to our values
- ☰ are responsible
- ☰ communicate well
- ☰ do your job well

These standards are explained in more detail in the section *How do you prepare for interview?*

What qualifications do you need?

None! We need you to have a basic level of written English - If you can read this, then your reading is good enough. You'll also need some maths skills - for example to tell the time, and count money and medication.



What do you need to do next?



When you have read this guide, please scan the QR code and complete our simple application form.

After you submit a good application we will contact you (usually within a week) to discuss an interview with our recruitment team, which takes about 45 minutes. This interview is normally telephone, video call, or in person. When you pass that interview you will visit one of our services where you will meet some of the people we support, the manager, and some of the staff team. This is an opportunity for you to impress and to ask questions about us and will help you and us to decide the type of service that would suit you best. When the service visit has been successfully completed you can start work when we have completed the following checks.

Disclosure and Barring Services (DBS)

Your enhanced DBS check must show you are not barred from working with vulnerable adults. You will also be asked for details of any criminal convictions, cautions, or reprimands. If you have any they will not necessarily debar you from employment with LDN London - we will undertake a risk assessment related to them and the role offered. If you are not a member of the DBS update service you will need to join it once we have obtained your DBS check, we will pay the cost of this membership when you have passed your probation.

Identity and right to work in the UK

You must provide documentary evidence of who you are and that you can legally work in the United Kingdom - you will need to bring your documents to Head Office.

Full employment history

You will have to provide a full employment history (including any gaps) for the full period since you started working, including the reason for leaving any job in social care and other similar work.

References

We will need to get satisfactory references covering:

- ☞ your current or most recent employment
- ☞ previous employers to cover the last 3 years
- ☞ employers more than 3 years ago if you worked in adult social care
- ☞ a character referee if you cannot provide employment references for the last 3 years.

Adjustments

If you tell us about a disability or health condition that affects your ability to do your role, we may be able to make reasonable adjustments to make a work offer viable or to reduce barriers. Adjustments may be made if they are practical, affordable, not unreasonably disruptive, and the remaining job is still a viable role.

Fitness to work

We must be satisfied that you are fit enough to do the work offered – you will need to complete a health form that will be reviewed by our occupational health service.

Our values

To be successful in this process you must uphold the values and standards we will expect in the workplace, including being open and honest throughout and treating the people we support and our staff with dignity and respect. Any failure may lead to the withdrawal of any offer of employment or work.

To work:

- ☞ with people with profound and multiple learning disabilities you need to have an interest in health matters and helping individuals to play an active part in their local community.
- ☞ with people with autism or mental health needs you need to be proactive and able to respond to unexpected situations, work collaboratively with other professionals, and understand and follow positive behaviour support plans and specialised guidance.
- ☞ with people who are ageing or with dementia you need to be able to provide personal and meaningful end of life care, be patient and supportive, and understand any additional needs or specialist support requirements.
- ☞ in outreach you need to be able to work alone in the community, creative, good at problem solving, and already have experience working with people with learning disabilities.

Examples of people we support



Audie, who gets support from LDN London, has written and recorded his first rap song.

Audie, whose artist name is 'Big O', has released his debut single. He co-wrote the song with his support worker Marcin. Audie has a mild learning disability.

One day Marcin heard Audie rapping along to 'Drop It Like It's Hot' by Snoop Dogg (one of Audie's favourite songs) and thought he sounded great. He asked if he'd like to write his own songs. Together they began to write lyrics. The first line took about two weeks to write and practise. The song is about Audie's life, and he was inspired by things he sees and activities he does.

Audie celebrates his support team in the song. *"I chase my dreams until they became real, thanks to the whole LDN support workers team / I'm always myself, please don't get me wrong / My nickname is Big O with my golden microphone."*

Marcin helped Audie pick out the backing music and record the song. They also got some help from friends, and people LDN supports, at Piper House, who feature in the recording. Writing his first rap song has given Audie more confidence, he says, and he wants to write more in the future.

Seamus is a keen artist and in 2024 was in his first exhibition.

His art started in Mondays are Beautiful by Action Space, which showed the work of five learning disabled artists. Seamus goes to regular sessions with Action Space on Mondays. That's why the show is called Mondays are Beautiful.

Clinton, one of LDN London's support team, went with Seamus to the art show. He said:

"Seamus was excited to go to his first exhibition. When we entered, we saw a world of colours and creativity. Every time a stranger admired his paintings and asked about the artist, I felt so pleased for him. Seamus was very happy to see his art being looked at by strangers. He smiled when people referred to him as 'The artist'."

Seamus took pride in showing people his art on the wall.



How do you prepare for interview?

Before any interview you should think about what we are looking for – you will need to show us that you:

- ☞ are committed to our values
- ☞ are responsible
- ☞ communicate well
- ☞ can do the job well

Read the statements on the following pages – before your interview think of some examples from your work, volunteering, or personal life for each section that show you have the skills and experience that you can tell the interviewer about.

Being committed to our values means:

- ☞ respecting the people you support
- ☞ taking pride in your work
- ☞ advocating for the people you support
- ☞ ensuring people you support:
 - stay healthy
 - are safe
 - live well
- ☞ enabling people you support to:
 - be Included as a valued part of the community
 - make Choices and Decisions about their lives
 - be treated with Dignity and Respect as valued individuals
 - achieve their dreams and aspirations



Being responsible means:

- ☞ being honest, reliable and organised
- ☞ following all relevant support plans, guidelines, policies, and procedures
- ☞ understanding risk, danger, and safeguarding and speaking up to raise concerns
- ☞ considering the health and safety of yourself and others, reporting incidents, accidents, hazards, and near misses
- ☞ working on your own and taking decisions when necessary
- ☞ being resilient, asking for help when necessary, and dealing with unexpected events
- ☞ taking on responsibility through shift leading and key working
- ☞ having good maths skills, managing petty cash, and supporting people to manage their finances
- ☞ taking responsibility for your own development, learning on and off the job reflecting on and owning your actions, learning from events and feedback

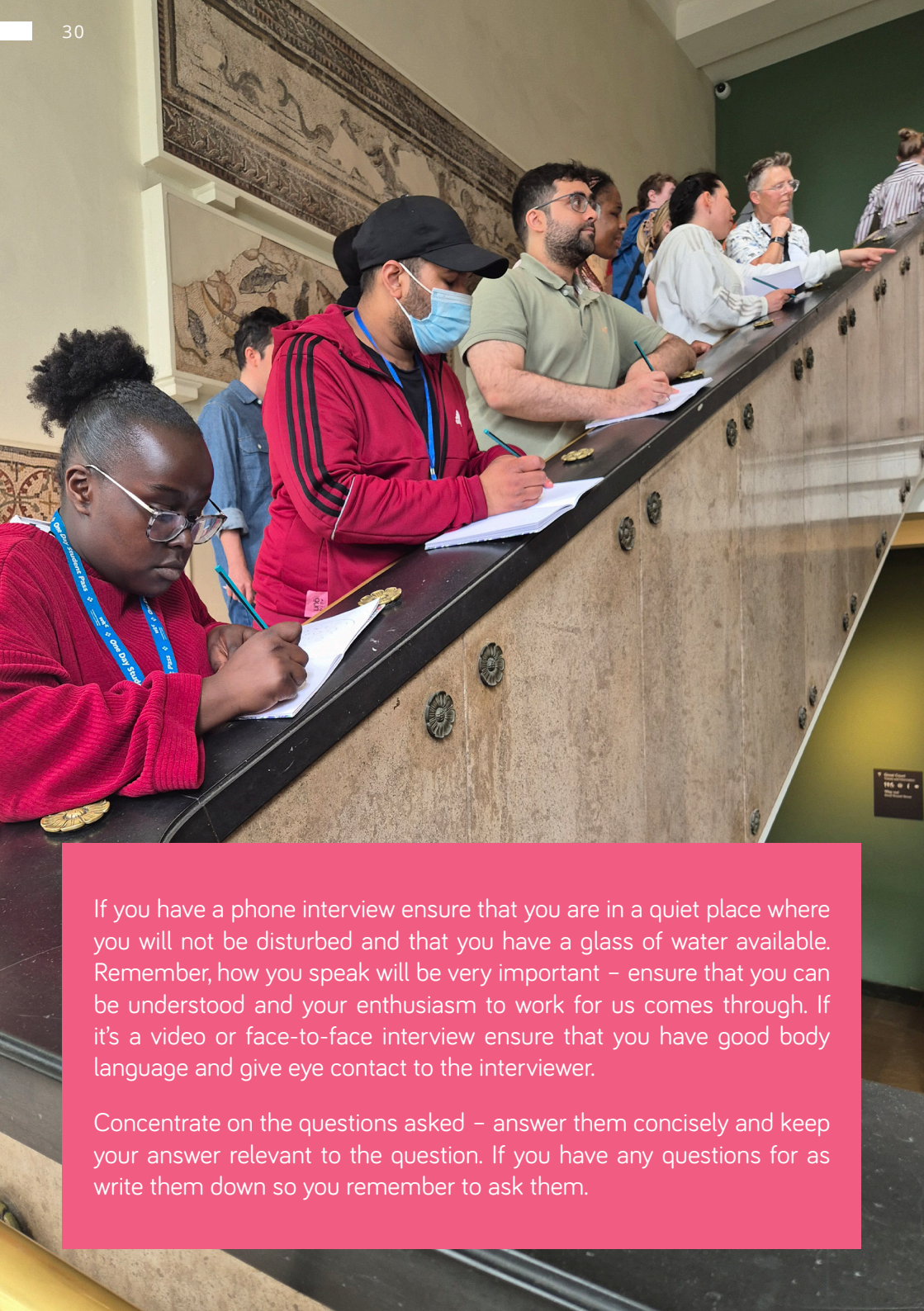
Communicating well means:

- ☞ communicating with people you support in a way they understand
- ☞ using appropriate language about people you support
- ☞ speaking and writing English clearly and accurately
- ☞ being polite and engaging with colleagues and work collaboratively as part of a team
- ☞ resolving disputes calmly and constructively away from people you support

- ☞ listening to people and consider what they say
- ☞ sharing knowledge and information appropriately and respecting confidentiality
- ☞ completing records accurately and writing reports of incidents etc.
- ☞ having good IT skills and using tablets, apps, and computers to enhance and record support and to do training
- ☞ creating and maintaining good relationships with the families of those you support and external partners

Doing your job well means:

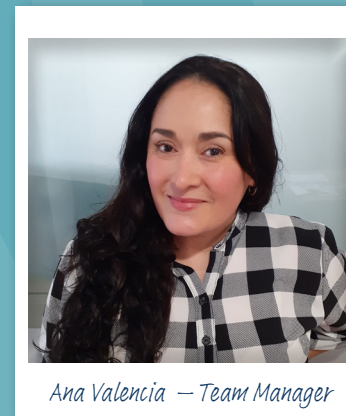
- ☞ taking pride in your workplace
- ☞ being kind, supportive, and patient
- ☞ understanding the individual needs, likes, and aspirations of the people you support
- ☞ being proactive and creative in your approach to engaging and supporting people
- ☞ supporting people to dress, eat, use the bathroom etc. in line with their needs
- ☞ enabling people to move around their home and community and pushing a wheelchair, using a hoist etc.
- ☞ starting work on time and only leave when your shift has finished and people you support are safe
- ☞ when providing support only using a phone or tablet for work-related activities
- ☞ being flexible, trying new things, and taking on new duties
- ☞ working on a rota basis as appropriate to your role and the people you support



If you have a phone interview ensure that you are in a quiet place where you will not be disturbed and that you have a glass of water available. Remember, how you speak will be very important – ensure that you can be understood and your enthusiasm to work for us comes through. If it's a video or face-to-face interview ensure that you have good body language and give eye contact to the interviewer.

Concentrate on the questions asked – answer them concisely and keep your answer relevant to the question. If you have any questions for us write them down so you remember to ask them.

Why I work at LDN London



Ana Valencia — Team Manager

“

LDN London is a great organisation to work for, that cares about, and supports its employees. Career development opportunities and training are available, and you'll meet managers and support workers with varied skill sets and you'll have the opportunity to learn from them.

Most importantly LDN London team members make every day fulfilling for the people they support. I know my work is making a positive impact and helping each individual to grow, gain skills, and work towards their independence.

”



Learning Disability Network London



Learning Disability Network London

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