

READING MENCAP 2025 IMPACT REPORT

During 2025, Reading Mencap supported 471 people with a learning disability (LD) and family carers to be happy, healthy, have aspirations and live the lives they choose.

INFORMATION & ADVICE

The Family Advisers provided information, advice & life-changing casework to **317** individuals through **2,832** contacts.

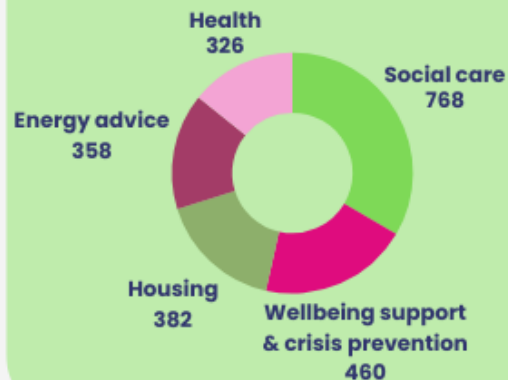


92% of adults with LD found the support from their Family Adviser to be helpful. 96% of carers rated the support as excellent or good.



91% of adults with LD feel more informed of their options & rights.

Number of Contacts by Top 5 Areas of Support



IMPROVED QUALITY OF LIFE



100% of adults with LD think their life is better as a result of Reading Mencap's support, with 71% saying their life is a lot better.

IMPROVED HEALTH & WELLBEING



96% of adults with LD say Reading Mencap helps them to stay healthy.



100% of adults with LD say they feel happier, with 70% saying they're a lot happier.



89% of family carers say the support from our Family Advisers helps them feel more positive & less anxious.



120 people completed Walk a Mile in Our Shoes - Reading Mencap's inclusive walking event during Learning Disability Week.

SUPPORT FOR FAMILY CARERS

The Carers Coordinator supported more than **100** family carers, many of whom were supported to complete a Carer's Assessment. 93% of carers rated this support as excellent or good, and 84% said they felt more informed of their options & rights.



78% of carers say Reading Mencap helps them to feel better able to cope with their caring responsibilities.

86% of family carers say they feel less alone now.

100% of family carers say they are better able to plan for their young person's future.

**"I like meeting friends at Reading Mencap, the dance classes and going out on the minibus... coming to the day service has made my life better."
(Adult with LD)**

**"Your support has made life easier. I didn't have a clue about any support that was available or what I and my son were entitled to. Reading Mencap were fantastic and incredibly helpful."
(Family carer)**



REDUCTION IN LONELINESS & ISOLATION



96% of adults with LD said they 'love' or 'like' coming to Hear Our Voice self-advocacy group, monthly disco and Gateway Club, while 100% said they 'love' or 'like' coming to 4ME Activities day service at Reading Mencap's centre.



91% of adults with LD say Reading Mencap helps them to meet with friends or make new friends.



**What difference
has Reading
Mencap made to
you?**

The staff have
always been
Kind, caring and
supportive.
Excellent
service.

They helped
me navigate the
social care system
and helped me get
the financial
support I needed so
that I could have
time for a break.

My daughter
sees her friends
and learns new
skills.

I felt
empowered by
the support - it
was, and still is,
essential.

The 4ME
Service has
given some time
back to me
whilst giving my
son a lot of
enjoyment.

I felt really
uplifted by
being
understood and
seen.

Reading Mencap
is like another
family to my
son, something
that he has
away from
home that he
really loves.

They gave me
hope and
activated my
sense of
agency.

SPOTLIGHT ON THE FAMILY SUPPORT SERVICE

The Family Advisers:

- Are experienced and qualified professionals in learning disabilities and autism
- Have expert knowledge of the law and guidance governing services for people with disabilities
- Have experience across Reading Borough Council's Children's and Adult Services.

MEET SUSAN

Susan (name changed) is in her 60s. She has a learning disability, autism, anxiety and depression. She was living in a rented flat on her own, after experiencing a bereavement 4 years ago. She has been increasingly lonely, anxious and low since. Our Family Adviser worked with Susan to identify her needs and explore what housing options would meet them. Our Adviser supported her move to Extra Care Housing. Susan is now settled in her new home: "I made my own choice about moving house when I was ready. The Family Advisers helped me to find somewhere to live. Then they helped me to move into my new house. I am so happy living there and I won't be so lonely. Reading Mencap always help me when I need them. They are kind and they understand."

IMPROVING QUALITY OF LIFE

These are just a few examples of the lives that have been transformed:

- **2** individuals were supported to move from unsuitable housing into new homes, giving them a fresh start and significantly improving their quality of life.
- **14** people with a learning disability were supported to maintain their tenancies, keeping a safe and habitable home.
- **80** people with a learning disability were supported to access LD Annual Health Checks, vaccinations and Health Action Plans, helping to maintain and improve their health.
- **161** individuals and families received 1:1 energy advice, including information about Carbon Monoxide Safety and the Priority Services Register. This helped them to reduce energy bills, stay safe at home and access vital resources.

Supportive &
empowering

Always there
for us

Kind, caring
& helpful

A safe, happy
place

Reading
Mencap is...

Knowledgeable

A place to
meet friends
& do fun
activities

A problem-
solver

Understanding
& patient

Reading mencap

The local voice of learning disability

In this video, some of our service users explain what Reading Mencap does and how we make a difference:

<https://www.youtube.com/watch?v=dqGBTuUczJA&t=21s>

YouTube ^{GB}

Search

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Chris
Service User

Play K

The big thing they helped me in the last

In our own words: What Reading Mencap's services mean to us

Reading Mencap
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The local voice of learning disability

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