

# Impact Report 2025



**Centre for ADHD  
& Autism Support**

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# About CAAS

As CEO at CAAS, I am proud to share the incredible progress we've made this year, and the growing impact we continue to have for ADHD and autistic individuals, their families, and those who support them.

Founded by parents in 1996 in the London Borough of Harrow, CAAS has spent nearly three decades building a reputation for high-quality, compassionate, and evidence-based support.

We are proud to be an equity-led organisation: 71% of our Trustee Board, 66% of our Senior Leadership Team, and 70% of our client-facing staff have lived experience of ADHD or autism. This personal connection drives our work and ensures that empathy, understanding, and authenticity are at the heart of everything we do.

This year has been one of extraordinary growth. We supported over 9,000 individuals across the 8 boroughs of North West London (a 65% increase on last year) through more than 50 different services.

Our income rose to nearly £1.5 million, and our team grew to 40 staff members, all committed to delivering high-quality support with care and compassion.

A particular highlight was our inaugural Client Voice Month, where we listened deeply to feedback and made meaningful changes, from redesigning youth group formats to expanding adult social groups.

None of this would be possible without our funders and partners. Thank you to everyone who has been part of our journey. Together, we are building a world where ADHD and autistic individuals, and those who support them, can thrive.

With my very best wishes

Kay D'Cruz



# Why We Are Needed

Nearly three-quarters of autistic pupils experience at least one form of lost learning in mainstream education

Only 30% of autistic adults are in paid employment, and 50% of bosses said they'd be worried about hiring an autistic person

Around 25% of adults in UK prisons have ADHD, compared to 4% of the general population

74% of parents say schools don't meet their child's needs. ADHD children and young people are at 100 times greater risk of being permanently excluded from school

Many people come to CAAS feeling uncertain, exhausted, or let down. They may have reached out for help elsewhere, only to find that ADHD and autism weren't truly understood. With statutory services under pressure, many feel their needs are overlooked, and they don't know where to turn. We're here to change that.

77% of autistic adults reach crisis point while waiting for social care, and 48% say the care they eventually receive does not meet their needs.

# Our Mission

Our mission is to **support, educate and empower** ADHD/Autistic individuals, their families, and the community in North West London. Through raising awareness we change perceptions and break down barriers.

## Support

We provide support in a safe and non-judgemental environment.

We provide a comprehensive service that acknowledges that people need support pre and post-diagnosis.



## Educate

Understanding and increased awareness come through education.



CAAS offers training using skilled support workers, specialist courses, specialised workshops, conferences and a comprehensive lending library.

## Empower

Feeling empowered can break down barriers and encourage positivity about the future. Through support and education, we empower those who use our services to be more confident and independent, enabling them to reach their full potential.

# Our Strategy

1

We will deliver quality services in a sustainable way for ADHD / Autistic Individuals and their families

2

We will integrate equity, diversity and inclusion considerations into everyday practice

3

We will ensure that we use technology to deliver CAAS services effectively

4

We will ensure that CAAS services are appropriately recognised and promoted

## Strategic Plan 2021-2025

Recognising the enormous growth that CAAS had seen in the preceding years, as our services had spread across all of NW London and across a wider age-range of clients, our 2021-2025 strategy was developed to ensure that our growth was supported by sound foundations and a solid infrastructure internally.

Underpinning our strategic aims are 4 strategic pillars, which provide the guiding principles through which our operational plans are developed and delivered.

### Building a strong infrastructure

We need to focus on getting the basics right, so that we can continue to provide high quality services for the long term.

### Building strong partnerships

We know that we are stronger when we work together, and that by building relationships with referrers, clinicians, statutory and voluntary organisations, and other professionals we will be able to support more people, more effectively, and more quickly.

### Being inclusive

By reaching more people from more diverse communities, and ensuring the services they receive are appropriate for them, we can increase the positive impact we have for even more ADHD/Autistic people in North West London

### Listening to our beneficiaries

It is only by listening to the people we help and including them in the decisions we make about how we serve them, that we can be sure the support we offer is of high quality, appropriate, meets the needs of the ADHD/autistic community, and effectively fulfils our aim to support, educate, and empower.

# Our Programmes

Our Programmes are organised across four clear service areas:

- 1.Services for families of ADHD/autistic children
- 2.Services for ADHD/autistic young people
- 3.Services for ADHD/autistic adults
- 4.Services for professionals, such as training and awareness raising activity.

All our service areas feature a wide range of more than 60 tailored, co-produced services, including:

- Individualised support
- Specialist courses
- Social groups
- Themed workshops
- Drop-In peer support groups
- Topic-based webinars

| Programme             | Outputs                                                                                                                                                                                                                        | Outcomes                                                                     |
|-----------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------|
| Family Services       | More than 2,000 people accessed nearly 5,000 instances of support.<br>Nearly 500 took advantage of our drop-in coffee sessions                                                                                                 | 85% of parents who accessed 121 support had improved coping strategies       |
| Youth Services        | Nearly 1,400 young people accessed our services, a massive 76% increase on last year.<br>More than 100 teens regularly attended our social groups<br>13 Local schools were supported through our 'CAAS in Your School' Project | 85% of young people attending a social group reported feeling more confident |
| Adult Services        | Around 700 ADHD / autistic adults accessed more than 3,300 instances of support.<br>More than 120 adults attended courses to gain a deeper understanding of their diagnosis                                                    | 73% of adults who attended our social groups reported reduced isolation      |
| Professional Services | Nearly 4,000 people received training from our skilled staff, and a further 1,500 took part in outreach or awareness raising activity.                                                                                         | 4.67/5 Average approval score from training attendees                        |

# Our Impact Testimonials

We know our services are valued, because our clients tell us so:

"The work you do for me is nothing short of absolutely amazing! The support and help you give me is so important, I really can't thank you enough!! I really don't know how I would have coped without your help and support. Knowing I have your support is so so important to me."

"Thank you for such a great course, and for the brilliant facilitation. Every week was informative and presented in a digestible way. I learned lots and am busy trying to incorporate the learnings into our family life! "

"It was truly delightful to meet with you. I feel a sense of hope after a challenging time in my life. This support boosts my confidence as you guide me toward finding the appropriate support; this will aid me in reclaiming my life. I am sincerely grateful for the opportunity to meet someone as kind and understanding as you."

I would like to thank you again for the fantastic training delivered at our school. Your initial training on Autism was exceptionally well received and staff were reassured and inspired by your uncomplicated and practical approach. I can honestly say the training had a strong impact on how the return to school was managed for some of our more neurodiverse pupils, and staff seemed more confident and supported. Your return session, focusing on ADHD was a perfect compliment and staff appreciated the thoughtful and sensitive approach the presenters took to consider their daily classroom experiences.



# Our Impact

## David's Story

David is a 31-year-old male with a dual diagnosis of ADHD and Autism, living with his parents. He has struggled with anxiety and depression for several years, did not want to “face the world” and spent “a lot of time in [his] bedroom playing video games.” He finds it challenging to socialise and has not been employed as he is worried about unfamiliar social expectations that might arise in a workplace. He was referred to CAAS by the local mental health team.



### How did CAAS help?

After meeting him online to find out what we could help with, David attended a number of 1-2-1 sessions with a CAAS specialist autism advisor, working together on tasks which would build David's self-reliance. This included support to seek suitable employment opportunities and writing letters which enabled him to be placed on the housing register.

Once David felt more confident in CAAS staff and comfortable in CAAS offices, he attended our PIP workshop, where he was supported to fill in the PIP application form. He was delighted to be awarded PIP benefit.

With encouragement from his autism advisor, David attended an Embracing Autism course, where he was able to better understand autism and how it presents for him. Over the course of the 6 weeks, he became an active participant in group discussions and shared his perspectives on the content.

He now attends a monthly gaming group at the centre; whilst he says he wasn't looking for social opportunities, he has realised that having a regular activity with 'people who get me' has made him feel less socially isolated.

### What difference did it make?

David feels he now has support from people who truly understand him, and that he can access help when he needs it. He's receiving PIP funding, so is able to contribute to bills at home and become more financially independent.

David is feeling calmer and more confident in who he is as he better understands himself and why he finds some things more challenging than others might. This has resulted in him being better able to focus on tasks, such as on responding to correspondence or on filling in forms. He now feels more able to achieve his goals.

David now feels “less alone” and is more comfortable in social surroundings & in mixing with others – he has recently started volunteering in a games shop and begun applying for jobs, something he didn't feel was achievable when we began our work together.

“The CAAS sessions helped me understand my diagnosis and help me recognise my strengths. This has built my confidence in a number of areas, including work. Support was difficult until I found out about CAAS and the incredible work they do. The staff are all lovely, warm and welcoming and empower you to be your best. I'm very grateful to CAAS, they have changed my life for the better”.



# Our Impact Journey

Our services are carefully designed to ensure that the experience our clients have at CAAS will result in clear outcomes, which in turn drive positive impacts on their lives. We work hard to ensure that the services we offer are co-designed with our clients, to best meet their needs, and deliver tangible positive change.

| Activities           | Individual one2one support                                                                                                                                                                                                                                                                                                              | Courses and workshops                                                                                                                                                                                                                                                                    |
|----------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Potential Experience | Gain increased understanding of ADHD/autism<br>Receive advice on individual differences and on navigating health, social care and education systems<br>Explore other services that might be suitable, at CAAS or elsewhere<br>Identify coping strategies<br>Recieve support and advocacy in professional meetings<br>Discuss next steps | Learn about the conditions and how they might present<br>Learn from professionals and those with lived experience<br>Connect with others in group situations<br>Identify strategies that could help get the most out of life<br>Share own experiences with others, offering peer support |
| Outcomes             | Increased confidence / higher self-esteem                                                                                                                                                                                                                                                                                               | Increased coping strategies / pride in self                                                                                                                                                                                                                                              |
| Outcome Assumptions  | Increased confidence results in individuals better able to advocate for their needs at home/school/work etc                                                                                                                                                                                                                             | Improved coping strategies results in individuals being able to better manage their daily lives                                                                                                                                                                                          |

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| Activities           | Social groups                                                                                                                                                                                                                                                                 | Professional / community services                                                                                                                                                                                                                                                                                     |
|----------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Potential Experience | Build relationships with peers<br>Grow self-confidence and self-awareness in a safe space<br>Increase awareness and understanding of neurodiversity<br>Pursue hobbies<br>Share own experiences with others, offering peer support<br>Undertake outings in the wider community | Learn best practice and gain understanding of ADHD/autism<br>Connect with community groups or partners through outreach<br>Hear the voices of ADHD/autistic people, their parents and siblings<br>Learn strategies on how to support ADHD/autistic individuals<br>Advocate for and amplify the voice of the community |
| Outcomes             | Reduced social isolation / increased readiness to participate                                                                                                                                                                                                                 | Better understanding of conditions / ND championship                                                                                                                                                                                                                                                                  |
| Outcome Assumptions  | Reduced social isolation results in individuals better able to access other services and support available to them                                                                                                                                                            | Better understanding of the needs of ADHD/autistic individuals means services providers make reasonable adjustments that enable easier access for all                                                                                                                                                                 |

The desired impact is that ADHD/autistic individuals and those who support them have improved mental wellbeing, are better able to engage with home life/school/employment etc, need less support from the NHS/other statutory services, and are able to thrive.

# Our Partners

It costs more than £2,000 a day to keep our services running, and we can't do it without you.

We are lucky to have some amazing partners who advocate for our clients, and generous funders, who we've been proud to work with. Will you join them?



There are so many ways in which you can make a difference. Could you fund a staff member or a project? Could you raise money through hosting a community fundraiser, or taking on a marathon? Could your company make us your Charity of the Year? Without CAAS, many more people in North West London would feel isolated, vulnerable and alone. Together we can support even more ADHD and autistic people to thrive.

# CAAS In Figures

## In Figures

CAAS originally began as a parent support charity based in Harrow, but has grown significantly over the last 5 years, in staff, income and people supported.

| Year                                                     | 19/20    | 24/25      | 5-Year Growth |
|----------------------------------------------------------|----------|------------|---------------|
| Total people supported by our work                       | 2,398    | 9,260      | 3.9x          |
| Total attendances for education, empowerment and support | 4,807    | 18,420     | 3.8x          |
| Income                                                   | £435,000 | £1,485,000 | 3.4x          |
| Staff                                                    | 18       | 40         | 2.2x          |

Did you know?  
We operate in 3 separate hubs in Eastcote, as well as in a 4 community bases across NW London - and lots of our work is online too.

Did you know?  
Harrow council was our first funder, and they still fund us to this day, with Harrow clients making up 36% of all the people we support



# Get in Touch

If you would like to find out more about our services, please email [equiries@adhdandautism.org](mailto:equiries@adhdandautism.org)

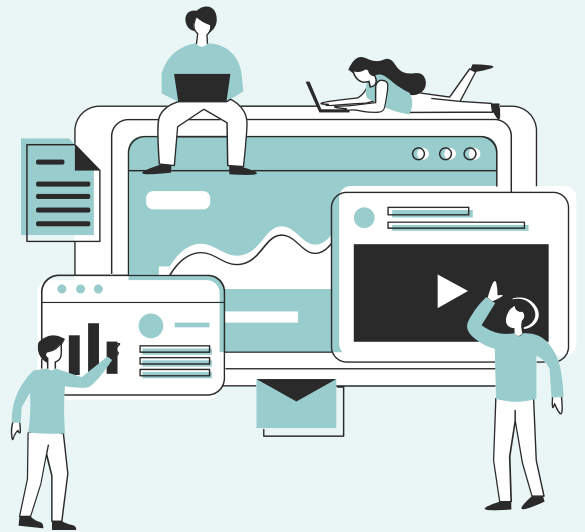
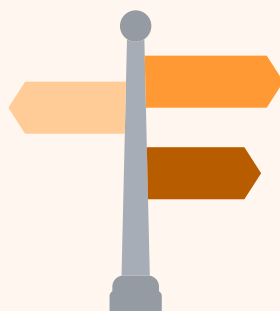
If you would like to offer your support, through partnership or fundraising activity, please email [fundraising@adhdandautism.org](mailto:fundraising@adhdandautism.org)

If you would like to help us raise awareness of ADHD and autism, and of the work we do, please follow and share our socials.



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To find out more about CAAS, visit our website at [adhdandautism.org](http://adhdandautism.org)

Thank you for  
allowing us to share  
our story with you.

