



Impact Report

2025



Why we are needed

2025 has been a year like no other for Mindroom. Our 25th anniversary brought reflection, celebration and renewed purpose.

It has also been a year of listening. We consulted over 322 families to understand what they need most and where gaps remain. What they told us was clear: demand is growing, systems are still failing too many families, and the need for compassionate, expert support has never been greater.

That is why the work in this report matters so much. In 2025, we supported 2,172 children, young people and families, and the stories behind those numbers are ones of real, lasting change. Children finding their confidence. Parents are finally feeling heard. Young people stepping into their futures with greater self-knowledge and hope.

As we look to 2026 and beyond, we have a new Strategic Plan shaped by the people we serve and grounded in what works. We are more focused than ever on reaching the families who need us most, in the communities where need is greatest.

Thank you to everyone who has walked alongside us this year.

With thanks,



Alan Thornburrow
CEO, Salvesen Mindroom Centre

1,801

new enquiries received
during 2025.

2,172

families supported during
2025.

309%

increase in families seeking
support since 2020.

Our Mission, Vision & Values

As an organisation founded upon lived experience, Mindroom champions all forms of neurodiversity and supports all kinds of minds.

Our mission is to improve the quality of life for neurodivergent people by removing barriers, increasing opportunities and shaping a more accessible world.

Our vision is a world where every mind is valued, and no one faces barriers to opportunity or belonging.

To bring our vision to life, we develop and deliver programmes focused on three core themes: **Live Well, Be Heard, and Be Seen.**

These themes guide everything we do. From practical support and advocacy to awareness-raising and influencing systems, they help ensure that neurodivergent people not only receive the support they need but also have their voices heard, their potential recognised, and their experiences used to drive meaningful change.

Compassion

Everything we do is grounded in care. We listen, understand and support with empathy, humility and respect.

Collaboration

We share knowledge, build partnerships, and work together to create lasting change with and for the people who matter most.

Courage

When people tell us what is not working, we act. We turn insight into change and strength into momentum.

Integrity

We do what we say and say what we mean. We reflect and stay grounded in what is right, not just what is easy.

Inclusion

Whoever you are, we see you, hear you, and are glad you are here. We strive to create spaces where everyone feels safe, respected and able to thrive.



LIVE WELL

Because of you, more children, young people and families have access to the right support, at the right time, and feel understood, supported and able to thrive.

Parent & Carer Services

In 2025, our parent and carer service received 1051 initial enquiries. Families came to us with concerns spanning education, health, mental health, rights, and transitions, often carrying the weight of navigating complex systems alone.

Whilst families came to us with a wide range of issues, two themes dominated.

Education (1077) was the most common reason for contact, reflecting the daily reality for so many neurodivergent children and their families as they navigate schools, support plans and their rights.

Health (544) was the second-largest area, and it is important to be clear about what this means: these were not just general health enquiries, but families seeking support around mental health, emotional wellbeing, and making sense of what neurodivergence means for their child and their family.

Our team provided one-to-one guidance at every stage, from that first uncertain phone call to challenging decisions and preparing for crucial meetings.



Top five most common enquiry themes

Our Impact

When families feel confident, informed and supported, children thrive. It sounds simple, but for many of the families who come to us, reaching that point has taken courage, persistence and the right support at the right time.

This year, the feedback we received from parent carers tells a powerful story not just about what we delivered, but about what it meant to the people on the receiving end. Across every measure, families told us they felt more confident, more informed and better able to advocate for their child. That is the impact we exist to create.

“I genuinely did not know where to turn when I reached out to Mindroom. Each check-in with you gave me a piece of scaffolding to get to where I am now. It’s such a relief to see things improving.”





Anne & Josh's Story

Life is very busy for Anne. She is a kinship carer for Josh while also managing her own health challenges. Josh is autistic and dyslexic, and finds transitions, unexpected changes to routine and navigating complex social situations particularly stressful. He worries about asking for help in class and has been struggling more and more to get to school. Feeling anxious and lost, Anne reached out to Mindroom.

From her very first contact, Anne felt supported. Our team took time to understand her situation before offering her an appointment. Together, they prepared for the meeting, exploring Josh's strengths and challenges and identifying the outcomes Anne hoped to achieve.

“I really needed to speak to someone who understands. You have no idea the positive impact that Mindroom has had on our family. Mindroom has been like a lifeline.”

Anne shared her own recent autism diagnosis and explained that she can find it difficult to process information and express her views under pressure. With Anne's permission, her advisor contacted the school to explain her access needs and request additional time. Whilst these requests were granted, this was something Anne had never considered as her own right before.

Together, they also worked through the points Anne wanted to raise at the meeting, reducing overwhelm and building her confidence. The result was a successful outcome for Josh, including extra time for tests, use of technology, regular sessions in the wellbeing hub, a referral to the school counselling service, and a place at an art club, which delighted him, as he loves drawing manga.

During their final call, Anne shared that Josh's wellbeing and confidence had noticeably improved. He had started to ask for support in class and advocate for his own needs.

“I honestly don't think we would be where we are now if I hadn't made that initial contact. It's such a relief to see Ben thriving and life has been much more manageable.”

Connecting Families

Beyond one-to-one support, we know that connection with others who truly understand can be transformative.

In 2025, we brought parents and carers together in their own communities across East Lothian, through our partnership with Families Together.

Over 30 families received support across two local venues, with a smaller online group offering more sustained peer connection for those who needed it.

These sessions combined Mindroom's specialist knowledge with the lived experience of parent carers themselves, creating spaces where families could learn about their rights, ask questions and share their experiences without fear of judgement.

The response was overwhelming. Families told us they felt welcome, seen and no longer alone.

In 2025 we laid the groundwork. In 2026, we plan to expand this work, reaching more families in more communities across Scotland.



"Being part of this group meant finally feeling welcome and seen. It was comforting not to feel alone, to share without judgement and to connect with others who truly understood. More of this please."



Children & Young People

Every child and young person who comes to us deserves to feel understood, valued and capable of shaping their own future.

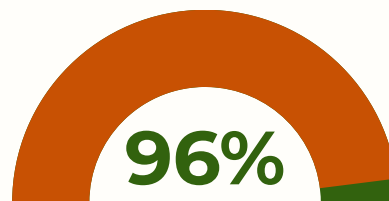
In 2025, we worked alongside 383 children and young people, meeting each of them exactly where they were.

Our one-to-one support is built on trust, patience and a genuine belief in every young person's potential.

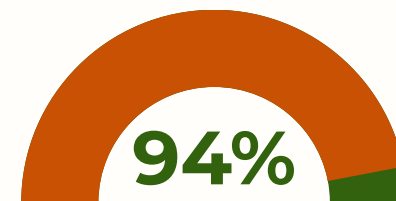
We work at their pace, helping them develop the self-knowledge and confidence to navigate school, relationships and the transitions that can feel overwhelming. The results speak for themselves.

100%

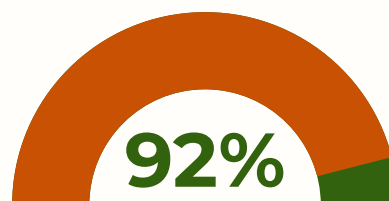
of children and young people felt they had gained a better understanding of their neurodivergence.



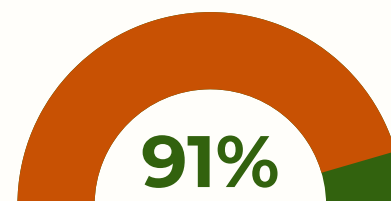
improved their understanding of the supports available to them.



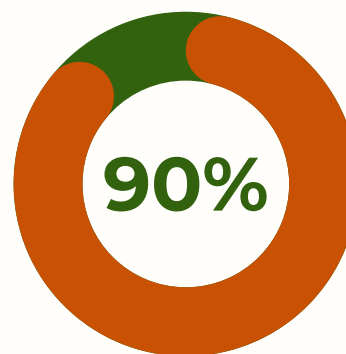
felt happier as a direct result of our support.



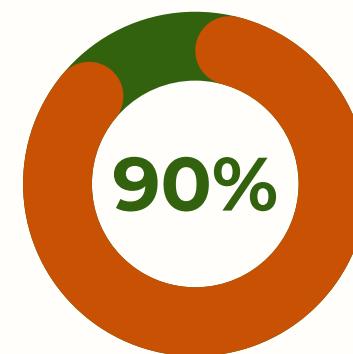
felt more confident as a direct result of our support.



felt more able to take part in decisions about their lives.



achieved the goals they set with their advisor.



improved their understanding of their rights.



Jim's Story

Jim is 16 and has lived with his extended family since he was a baby. Alongside diagnoses of autism and ADHD, he experiences developmental trauma and hyperacusis. When he first came to Mindroom, he rarely left home without an adult by his side.

Jim wanted to better understand his own neurotype, manage anxiety and think about the future he wanted for himself. Working at his own pace and on his own terms, he began exploring his strengths, his sensory needs and his hopes, and started to build a clearer picture of who he is and what he is capable of.

One of Jim's ambitions was to travel independently. Starting from his own street, he gradually built confidence through a combination of online sessions and in-person meetings that he travelled to himself. What followed was remarkable. Jim went from not leaving home alone to planning and completing journeys across his local authority and into neighbouring areas, including busy cities. Independent travel is now simply part of his life, with a love of exploring and photography growing alongside his confidence.

That confidence has opened other doors. Jim has begun an animal welfare course he is thoroughly enjoying, and it has given him a real sense of purpose and direction. His future, which once felt distant and uncertain, now feels within reach. He is considering careers in animal care or as a bus driver, possibilities that would not have felt realistic at the start of his journey with Mindroom.

Alongside this, geology has become a genuine passion, made possible by the freedom his independent travel skills have given him to get out and explore.

He also worked with Mindroom to articulate his own needs at school planning meetings, leading to meaningful adjustments that made him feel valued and heard.

Jim knows who he is, what he needs and what he wants. The foundations he has built will carry him into adulthood with real independence, confidence and possibility.



BE SEEN

Thanks to your partnership, more schools, workplaces and communities are creating spaces where neurodiversity is seen, respected and understood.

Turning Awareness into Action

We know that raising awareness alone is not enough. Our training and consultancy work helps organisations move beyond good intentions and embed practical, meaningful change. In 2025, we delivered 83 sessions to 3,546 delegates across education, the public sector and corporate organisations, and took our leadership training to international audiences in five countries.

Responding to emerging needs, we launched four new training programmes in 2025, covering people management and leadership; neurodivergence and the menopause; rejection sensitivity dysphoria; and the link between neurodivergence and hypermobility.

Our consultancy work went deeper still, partnering with organisations including Nationwide Building Society and SSE Energy Customer Solutions to review processes, understand neurodivergent experiences and produce actionable recommendations. The goal is always the same: to move organisations from intention to action.

“My key takeaway was that despite the various challenges neurodivergent individuals face in neurotypical environments, an educated population can promote inclusion to a point where individuals can thrive.”

3,546

delegates participated
in training

100%

felt their confidence in
applying neuroinclusion had
improved

100%

felt their knowledge and
understanding of
neurodiversity had improved

Reaching Further, Connecting More

In 2025, our digital presence continued to extend our reach well beyond the families we support directly. Through our website, YouTube channel and social media platforms, thousands of people across Scotland and beyond were able to access information, resources and support at the moment they needed it most.

16,589

Website Visits

10,299

Individual Website Visitors

30,816

YouTube Impressions

3,080

Video Views

1479m

Estimated Media Reach

37

Media Stories



BE HEARD

Thanks to your support, the voices of neurodivergent people are reaching further, influencing the conversations, decisions and systems that affect their lives.

Young People Leading Change

Neuropoint is our participation group for neurodivergent young people aged 16 to 25. It brings together young people who believe that lived experience should inform the decisions that shape their lives. Neuropoint's vision is to achieve equality and end discrimination for neurodivergent people across Scotland.

A key achievement for the group was the design and delivery of an experiential workshop, first presented at our international conference, It Takes All Kinds of Minds in 2023, and now featured as a case study in the State of Children's Rights in Scotland Report 2026.

The workshop gives participants genuine insight into the experience of being neurodivergent, highlighting the simple changes that can make a profound difference. Every element was led by the young people themselves, from the initial idea through to delivery.

In 2025, National Lottery Community Fund Young Start funding enabled us to take this work further. Neuropoint members are now leading the Rights and Participation project and developing a Manifesto for Change that will support neurodivergent young people across Scotland in creating meaningful activities and resources, promoting understanding, and working towards equality for all.

"The workshop allowed us to give insight not only into how our difficulties exist, but why they exist. It made them undeniable and impossible to isolate from the rest of human experience. I saw a recognition in the eyes of the participants that I thought could only have come from first-hand experience."

"Mindroom helped me understand what I need and what really matters to me. I feel more confident in my strengths and better able to make informed decisions about my future."

Shaping the Future

In 2025, we listened harder than ever before. As part of developing our new Strategic Plan 2026 to 2029, we consulted 322 parents and carers, ran focus groups and engaged with staff, Board members and partners across Scotland. Their voices did not just inform our thinking; they shaped it.

What emerged was clear. Demand is growing. Families need more support, in more places, and in more flexible ways. Awareness of neurodivergence is increasing, but too often this does not translate into meaningful change in education, workplaces or communities.

Our new strategy sets out how we will respond. Built around our three core themes of Live Well, Be Heard and Be Seen, it focuses on five priorities that will guide everything we do between now and 2029.

“Your support has truly made such a difference. His confidence has grown so much and he is now able to speak up in ways he never could before. Having you as his advocate has been one of the best things that has ever happened for him.”

1

Service Development

Strengthening the quality and consistency of our services, piloting new mental health support and expanding peer programmes.

2

Geographical Expansion

Extending our reach through regional partnerships, prioritising areas of high deprivation and building locally tailored support across Scotland.

3

Participation, Policy & Research

Embedding lived experience across everything we do, expanding Neuropoint and using research to influence policy and practice.

4

Inclusion & Digital Transformation

Building inclusive practice across education, workplaces and communities through training, consultancy and accessible digital tools.

5

Governance & Sustainability

Strengthening leadership, financial resilience and accountability to ensure we can deliver long-term impact.



Jessica's Story

Jessica is a 22-year-old graduate with a diagnosis of complex PTSD and autism. As she prepared to enter the workforce, she knew that accessing the right support and workplace adjustments would be vital, but without a formal autism diagnosis, she was concerned about being able to ask for what she needed.

Jessica had pursued a private autism assessment, but the outcome left her devastated. She was told she did not meet the diagnostic criteria, partly because her parents had been contacted during the assessment against her wishes, and she had concerns about the accuracy of the information they had provided, given her childhood experiences.

What made Jessica's situation particularly complex was the disadvantage she had faced from the very beginning. Limited access to support during her childhood had contributed to masking behaviours and meant there was little documented evidence of her difficulties. The very experiences that should have supported her diagnosis had instead been used to contradict it. Our role was not just to help Jessica challenge a decision, but to ensure that her voice, her history and her rights were finally given the weight they deserved.

When Jessica came to Mindroom, her support worker took time to build trust through regular video calls, working entirely at Jessica's pace. Together, they explored her sensory needs, communication style and executive functioning differences. They structured a detailed document of her traits and lived experiences, and Jessica was supported in understanding her rights, including under the UNCRC and SIGN 145 guidance.

The external review concluded that Jessica does meet the diagnostic criteria for autism. She now has a formal diagnosis and access to the reasonable adjustments and protections she needs as she begins her career.

“I felt more informed, empowered and able to advocate for myself. I was able to attend the review independently, with reduced anxiety.”



YOUR SUPPORT

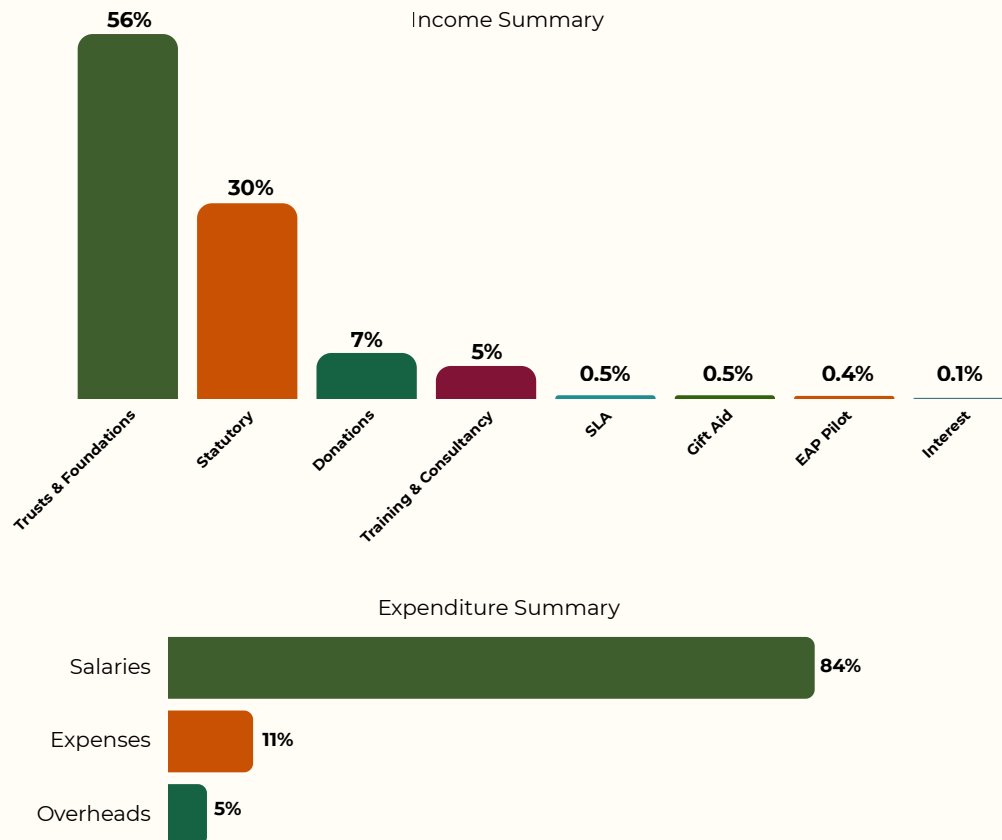
Your donations and funding have enabled us to deliver vital support when it was needed most. Your trust in us makes all of this possible.

Our Finances

As our work is people-centred and delivered directly to beneficiaries, 84% of our expenditure is allocated to staffing and frontline service delivery. None of what we do is possible without the generosity and commitment of our funders, donors and partners. This section sets out how we are funded, how we use our resources and the organisations whose support makes our work possible.

2025 Income
£1,153,137

2025 Expenditure
£1,083,704

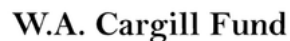


"I had no real idea what to expect when I contacted your service on behalf of my granddaughter, but we were struggling. They had been recently diagnosed with autism, she was so low and lost, and having such difficulties expressing what she needed. She has also been diagnosed with FASD.

With your support, she has found her voice , embraced her neurodiversity and blossomed into a wonderful young woman, who has managed to re enter education after a long time out of it. She is still on a journey, but she knows she can reach out for support if/when she needs it. We can't thank you enough."

Our Donors & Supporters

Every pound we receive is directed towards one goal: improving the lives of neurodivergent children, young people and their families. We are grateful to every funder, donor and partner who makes that possible.



Mindroom would like to extend special thanks to all who supported us through their fundraising activities and by making individual donations to our 25th Anniversary Campaign.

Stay in touch

If you'd like to learn more about Mindroom and how we support children, young people, parents, carers and employers, please get in touch.

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As part of our commitment to safeguarding, all case studies and quotes are fully anonymised and, where necessary, composite accounts have been used to protect the identities of respondents and their children.

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Acknowledgements

None of what we achieved in 2025 would have been possible without the commitment, generosity and belief of the many people and organisations who stand alongside us.

To every young person, family member, partner, volunteer, staff member and trustee who worked with us this year, thank you. Whether you shared your experiences, gave your time, offered your expertise, championed our work or provided financial support, you helped create meaningful change.

Together, we have supported individuals and families, influenced systems and services, and continued to build a society where neurodivergent people are understood, valued and able to thrive. We are proud of what we have achieved together and look forward to building on this progress in the years ahead.