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MISSION STATEMENT

Centre 404 is working towards a world where people with learning disabilities and their families have the support they need to enjoy the same rights, freedom, responsibilities, respect, choices and quality of life as people within the wider community.

We aim to contribute to this by providing excellent quality services and by supporting people with learning disabilities and their families to get their voices and views heard.

Centre 404 was founded in 1951 by parents of children with learning disabilities and over the years has built vital services across three main areas: Supported Housing and Independent Living, Clubs and Activities and Support for Family Carers.



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Intro

CEO WELCOME AND INTRODUCTION

I am delighted to introduce our annual review for 2017/18

You will see it has been another busy year where we continue to provide a varied and large range of services and activities. In this period we supported and engaged with 1,514 people through direct, regular, daily or weekly services, info and advice, training events and groups.

We have continued to build on our charitable, public and corporate partnerships. We believe strongly that it is by joining forces and/or sharing resources and ideas with other organisations that we are able to deliver more positive outcomes for our service users and families. Of note this year is our partnership with One Housing who are assisting us with identifying accommodation for people with learning disabilities. This is of concern in London where it is particularly difficult to locate suitable and affordable accommodation for anyone, and is even more critical for those with additional needs.

We were fortunate to receive planning permission and much needed Big Lottery funding towards phase 3 of our building improvements earlier in 2018. Among other improvements, this phase will further enhance accessibility and add two new much needed multipurpose meeting rooms for trainings, meetings and activities. Our garden is already beautiful and a well utilised resource, but we will also be installing a new lighting design scheme so that it will be a truly magical place for our service users and members to enjoy safely into the evening and through the seasons.

So our vision for improved, larger and accessible premises is getting closer to being achieved over the next two years.

Through successful fundraising we have further added to our resources with a wonderful new accessible minibus and the creation of an accessible play and sensory structure in the garden. Further to this, we are renovating and updating our sensory room.

We are therefore currently doing well, but like most charities we are not without our challenges. The increasingly competitive environment for funds, the huge reduction in state funding, and changes to the welfare and benefit system has meant our service users and families need our services more than ever. We endeavour to respond to this need and provide top quality services through active listening with our families, service users, staff and volunteers. We take this task very seriously as it provides a rich stream of feedback and knowledge that help us plan and improve our services as well pilot new and innovative ways of working.

I believe our 2018 nomination for the Linda McEnhill Award for excellence in end of life care is testament to the quality of our services. And of course the case studies in this report I hope further demonstrate the difference the charity makes in the lives of people, who are amongst the most vulnerable in society and their families.

Finally, the everyday work of our charity and the associated successes that benefit the people we serve would not be possible without the hard work and diligence of our skilled staff, our generous volunteers and our committed and dedicated trustees.

Linda McGowan
CEO



INDEPENDENT LIVING AND HOUSING SUPPORT SERVICES

In 2017/18 we provided quality service for those we support. In July 2017, three of our support team members were nominated for the Islington Dignity in Care Awards, and were the only supported living provider invited to the event. In November 2017, we not only passed our Care Quality Commission (CQC) inspection with a 'Good' rating, but received lovely feedback with no recommendations.

We have continued to make our presence known in Islington and North London by regularly attending housing sub groups and provider and prevention forums. We also attend learning disability steering groups at The Whittington and UHC to look at issues of accessibility in order to provide the best experience of using health services for the people we support.

In 2017 we trailed a new approach for our annual feedback survey. We decided to pull together a range of information monitoring, rather than just relying on surveys alone. This included observations and monthly monitoring reports which included feedback from the people we support with profound and multiple learning disabilities. This meant we could capture information from those who cannot participate in a survey alone.

Over the last year we have also made progress in developing our positive behaviour support (PBS) team. The PBS approach has helped us to examine communication and behaviour in greater detail while reducing the severity, intensity and frequency of challenging behaviour of many. We have developed a team of four coaches who are trained in functional assessments, produce accredited PBS plans, and who provide training for our team members. With this new addition, we are currently setting up a bespoke PBS and autism service alongside the Transforming Care team in Haringey. The goal is to move an individual out of long stay in hospitals to their own home. This is a very exciting new project for the team and allows us to partner with the family every step of the way.

82%

of respondents said they would recommend Centre 404's services to a friend.

85%

of respondents agreed that they are supported to socialise and meet new people.

82%

of respondents agreed that their support worker encourages them to try new activities and learn new skills.

82%

of respondents agreed that they are supported to have enough information to stay healthy and to improve their health.

90%

of respondents agree that their support workers help them to make their own choices.

100%

relevant respondents agreed that they like living in their home.

100%

of next of kin who responded would recommend Centre 404's services to a friend.

100%

of next of kin said that support staff are responsive to enquiries, suggestions or criticisms.

Support

SUPPORTED LIVING

Over the last year we have provided support to 41 people with a range of needs in our Supported Living. Our aim is to support people to live meaningful, busy and happy lives.

We do this through providing a range of personalised activities while teaching independent living and coping skills, improving communication, and developing and maintaining friendships, relationships and networks. Individuals receive 1:1 support sessions to focus on skills, learning and personal needs, while the group support activities target social isolation. Making friends and having a fun life is really important to all of us, so in addition

to inviting friends over, having birthday parties, going on holiday, or hosting film nights, we also provide a number of group events and parties over the year as opportunities for people to get together.

In 2017/18 we held events for Dignity Day, Learning Disability Week, Autism Awareness Week, Dying Matters Week and entered a team into complete Race for Live in the summer raising money for Cancer research.

Leigh Road

Last September, looking for something extra special, new, and exciting for our residents, we arranged a group holiday to Calvert Trust in Exmoor with 11 residents from Leigh Road and 2 from Tollington Way. Being completely new to us, we took extra care in the organisation, managing, and planning of the trip, and in the end the hard work paid off and we had an excellent time!

The Calvert Trust is an outdoor activity centre which caters to individuals with disabilities and meant that our residents with complex mobility needs were able to take part in zip lining, rock climbing, archery, and canoeing without any restrictions! Some of the residents were very nervous at first, but with the help of staff they were able to overcome their fears and enjoy the activities. They had never had the opportunity to do anything like this before in London; the whole trip was a huge success.

“Charlotte was lucky enough to join most of her Leigh Road friends on the trip. We try to take Charlotte away with us at least once a year, but that is always a family holiday. This was one without us, with her own friends to somewhere new!

” Anne Tickell (CT's mum)

Dora

Dora, 63, has Down's syndrome and dementia, and has been a champion in raising funds for the Alzheimer Society by participating in their annual Memory Walk twice.

However, with the dementia progressing, Dora was unable to walk last year, and through the encouragement of the team was able to choose an alternative fundraising method: cupcakes! She decided to organise a coffee morning and joined thousands around the country for Cupcake Day – an Alzheimer Society fundraising event. Dora was supported to bake cupcakes and cakes, invite her friends and family, and sell her creations to Centre 404. She raised over £130!

The rate of dementia is high in all people with a learning disability, but it is particularly high in people with Down's syndrome.¹



Doug

When Doug, 63, first came to Centre 404 a little over two years ago, he was recovering from an aggressive form of cancer which nearly cost him his life. Doug moved into his new home at Kendal House where he was supported by the ELiPSe (palliative care) Team and his support workers at Centre 404.

In response to his cancer prognosis and through the encouragement of his support team, Doug has made some radical life changes. After quitting smoking, Doug's GP has noticed improved lung function, and to help address his diabetes which almost took the sight of his left eye, the team of support workers have helped him reduce his sugar intake and make the switch to a more healthy and balanced lifestyle. Despite not having been expected to live long, Through his determination, love of life, and support of his dedicated care team, Doug is still with us and going strong!

In two of our current services we support people with complex health needs and who were under the remit of the palliative care team in the community. All staff at Centre 404 are trained in EoLC (End-of-life care).



Outreach

Our Outreach Service supports 55 adults with learning disabilities both within their homes and out in the community. Our strong focus is to enable those with learning disabilities to live independently within their local communities, build stronger local connections, and reduce social isolation through person centred support. Our support varies but can include: attending appointments, budgeting, social activities and assistance with daily living tasks.

We aim to provide an outcome based service and track our progress and measure qualitative data from service users and their families for a better support network.

Our celebrated partnership with SHP (Single Homeless Project) has gone from strength to strength this year culminating in a joint partnership with staff from each organisation coming together in September to celebrate our work, shared knowledge and best practices across both organisations. This partnership has opened up opportunities for both organisations to share training and for service users to have access to alternative groups and activities, enhancing their ability to lead happy fulfilling lives.

As part of our initiative to continuously improve service and develop new opportunities for service users, this year we introduced a weekly Activities and Friendship Group as well as a Correspondence Clinic.

Drawing from current evidence based good practices, we incorporate three Conversion Model as well as Positive Behaviour Support (PBS) ethos into our work and have three in-house PBS Coaches who are also qualified to conduct Functional Assessments. Through PBS training, our team is able to approach and analyse behaviours that others find challenging, and try to replace them with something more positive. This ensures that our service users are able to advocate their needs in a positive manner.



Justin

Justin East, 46, is one of our Outreach Service's longest users – seven years! Before joining the group, Justin was one of many with a learning disability that suffered from social isolation. In addition, he fell victim to 'mate crime,' having false friends that took advantage of his finances. However, through our new Activities and Friendships Group, Justin has developed safer social networks and skills that will help him better recognise and protect himself from future abuse.

In the past, it was hard for Justin to visit Centre 404 for longer than five minutes at a time due to anxiety, but through personal growth in the group, Justin is a regular member and enjoys day trips and activities that are three hours or more.

Around 99.9% of learning disability mate crime goes unreported.³

“My son has been supported by Centre 404 and has been encouraged by his support workers to eat and cook healthfully, have support him at medical appointments, help him decorate his home, and have motivated him to join the newly formed Friendship Group. He looks forward to this every week, and I am over the moon that he has interest outside of his home which he rarely left before.

” Michelle (Justin's mum)

“Friendship Group is brilliant and gets me out of the house.

” Justin

Opportunity

DAY OPPORTUNITIES SERVICE

The Day Opportunities Service has been running successfully for five years and continues to provide support for those with high and complex needs.

The Day Opportunities provision delivers fun, educational sessions whilst also teaching the people we support to develop important life skills that are meaningful to them which in turn contributes to their overall improved health and wellbeing. Day Opportunities has been building a close relationship with Centre 404's largest supported housing project, Leigh Road, to develop and create new social connections for the individuals we support and the 18 tenants who live there. So far they have been attending lunches

together, cooking and baking sessions as well as regular dance sessions. We always want to be improving the quality and range of services we provide, and as such, we have been given the opportunity for a much needed lift to our sensory room, where everyone will have the opportunity to participate in choosing the new equipment and layout. This year we will also have an important focus on the facilitation of communication across Learning and Leisure to ensure choice is always available.

Chantelle

Chantelle, 28, has shown exponential growth and confidence since coming to the Day Opportunities Service, both psychologically and socially.

Chantelle used to be very shy, reserved, and worried about how things would work out or if things would be alright. However coming to Day Opportunities Group Chantelle is more confident in her communication and, instead of being worried, is part of making choices and carrying out daily activities such as communicating what she likes and dislikes, making sure everything is packed for our day trips, and trying new physical activities like cycling. She has built strong friendships with other members of the group and has really shown her big heart in her care for others!

Day Opportunities celebrates its 5th year!



Activities

ACTIVITIES FOR CHILDREN AND YOUNG PEOPLE

Throughout 2017/18 we have continued to consistently provide a wide range of accessible activities for the young people we support. We have taken on 28 new members and have continued to develop and improve the range of activities we offer through consistent and accessible feedback from our members.

Feedback is collected regularly each term from both our members and their families and we know without a doubt that the services we provide are needed and greatly appreciated. As a result of the feedback, we have begun to plan other opportunities and are always on the lookout for accessible choices which are value for money.

As part of our regular holiday playscheme provision we provided a two day playscheme both in Enfield and Islington during the Christmas period which went down a storm with our 8-16 year olds, giving family carers some respite over the busy Christmas period.

Supporting the independence of our young people is a priority. One particular success we had was providing a travel training guide for one of our young people to learn the route safely from school to Centre 404, this worked so well that he is now learning his route home from C404 as well and we also have two more young people receiving the similar support around travel training.

Paige

Paige is a funny, caring and confident 11 year old and a regular member of our weekly Juniors Group and holiday playschemes. In the Juniors Group, Paige has taken on a supportive role, often helping other children with more complex needs by encouraging them to join an activity or comforting them if they are upset. Paige has received focused support from staff and is now able to engage for longer periods of time and in a range of different activities. She is independent and creative, enjoying arts and crafts, sports, dancing, and boxing!

Paige often struggled with transition from the group to home and once refused to get on the minibus with the group to go to the park. We helped Paige's mum request additional funding from Islington Short breaks team for a 1:1 support worker who could support Paige to travel on public transport in order to increase her independence and ensure she didn't miss out on any opportunities with the group! Since, Paige is noticeably calmer and her anxiety around traveling has decreased, she now chooses to travel on the minibus with the group!

Activities

ADULT ACTIVITIES

With the successful funding and purchase of a brand new minibus for the Learning and Leisure Services, our Adults' groups have reaped the benefits of the improved accessibility to and from Centre 404 and had a whole range of options opened up to them for accessing activities out in the community. Our resident band, the 404 Stormers, held their first ever fundraising event raising nearly £600 towards the purchase of brand new equipment for the band and the recording of their new EP. They had 60+ people attend the gig and are raring to go for gig number two, keep raising funds and keep raising their amazing profile.

Everyone deserves the opportunity to participate in an activity that they can access and benefit from should they wish to, so we have recently started up a brand new accessible beginner's music group at Centre 404's Supported Housing Project at Leigh Road. We also have a Saturday social group called 'Out and About' who have been making their way around London's museums, parks, and events over the last few months. Continuing our theme of improving social connections we have also changed our Warm and Welcome Wednesday's group from a fortnightly session to now, a weekly group! This is currently our second largest group with a regular attendance of around 20 people coming, trumped only by our long standing Friday Night Social which brings in crowds averaging 70-80 people weekly.

404 Stormers raised nearly £600 at their first gig

Personalised

PERSONALISED SERVICES

In keeping with our commitment to offer personalised services, we offer bespoke support to children and adults who receive a Personal Budget. This is extended to those who choose to fund or supplement their support independently, enabling them to have more choice, control and flexibility in how they manage their funding and support, and as a consequence, how they achieve their goals and live their lives.

Below are our current services:

Personal Support Worker Finding and Matching Service:

Over the last year, the project has provided support to 75 people with a wide range of learning disabilities and additional needs, living across North London. We recruit, train and manage support staff, arrange schedules to meet the needs and lives of individuals and families, and with all areas of daily life as required by the individual, in their own home or the community. Support workers and individuals are matched according to their individual needs, interests and personalities. We value the input throughout the recruitment and matching process, and work hard to enable continued and open communication with people around their changing support needs and preferences. We aim to be as flexible as possible, and work hard to build positive relationships with family members, professionals and others involved in the care of those we work with. Training for support workers is equally personalised according to a person's needs.

Group Activities:

Groups and one-off activities are organised around different interests and activities, demographic groups, and the local and social needs of those we work with. The groups provide a wide range of variety and choice from things like wheelchair ice-skating and Friday Night Social. Our groups Happy Tuesdays, Warm and Welcome Wednesday, Young Adults Group on Thursday, and Out and About which offer different activities each week such as bowling, boat trips, quiz night, and movie nights. In the last year alone 116 new people have visited the disco at Friday Night Social.

Individual Service Fund (ISF):

Personal Budgets are managed on behalf of a person with a learning disability, including all aspects of managing the money and paperwork in line with the person's support plan.

983

active families.

71%

are from Black and Minority
(BME) backgrounds.

39%

care for an adult with
learning disabilities.

61%

care for a child with
learning disabilities
or autism.

66

new Families.

88%

of families live in
social housing.

62.5%

are lone parents.

91%

of families have the
people they care for
living at home.

Families

In 2017/18 in Family Supported Services we have continued to offer consistent and reliable support primarily in Islington, Camden, Haringey, and Hackney to carers of those with a learning disability or autism.

When approached by carers or parents, we are able to provide them with a customised response and introduce them to other activities and events to increase support. A fundamental goal is to reduce stress and anxiety many family carers report when dealing with bureaucratic procedures. We work to provide positive outcomes to the families we support and add to the parent or carers overall health and wellbeing.

**This year Centre 404 helped
families generate a total of**

£1,037,071.60

This is a

7%

increase from last year!

Peer to Peer

PARENTS SUPPORTING PARENTS

Our Peer to Peer service, which focuses on targeted support around form filing and assistance with disability related information on benefits, recently expanded to include volunteer opportunities. In the year to come we are looking forward to have parents and carers leading family social events and workshops and increasing our volunteer support to older carers.

Almost 1 in 3 young people with a learning disability spend less than 1 hour outside their home on a typical Saturday (Mencap, 2016).⁴

“ I first came to Centre 404 in 2015, looking for support regarding my son Oliver who has Autism. In 2016, I began volunteering in the Supporting Families Service; in 2017 I became chair of the Islington Parents' Forum, and jointed the board of trustees here at Centre 404. Being involved in Centre 404 has helped me develop the skills I need to advocate for my sons needs and to pass that support forward to other family carers. It has also helped me gain professional experience whilst still being a part of the family carer community!

” Samantha Dunne, 25



Mary

Mary, 62, from Camden was referred to Centre 404 by a GP and through a friend and found support and understanding through a carer's meeting.

“

Being introduced to Centre 404 has been a turning point. The staff takes the time to listen and are full of compassion.

” **Mary**

Mary's son, Jide, 35, was in a living situation which was not suitable for his personalised needs and did not have adequate care for his nightly seizures. Through the help of Family Services, she was able to move Jide, and the new living situation has helped in the reduction of seizures which were brought on by stress and medication.



Family

A core aim of our service is to reduce the social isolation that families experience when caring for someone with a learning disability or autism.

Because isolation has a profound impact on the health and wellbeing of parents and carers, we therefore provide activities where whole families can meet, befriend and support one another, optimising good health and wellbeing. The importance of networking and encouragement between carers cannot be overstated! We have collaborated with parents and carers in the planning and production of these events and activities. Some of these activities include a new monthly morning coffee and support groups for parents who care for an autistic child or young

person. Here, new parents can meet other parents to develop friendships and provide support.

Another event is our regular cinema days at the Hilton; the films that are chosen are nominated by families who attended the previous cinema day. In the past, we had four cinema days per year, but in response to a request by the families, this will be increasing to 6-8 week intervals! In addition to cinema days, we also went on coach trips to coastal towns with the families during the summer holidays.

One in six parents of children with a learning disability has no close friends. Parents of children with a learning disability are almost twice as likely to feel down, depressed or hopeless often or all the time.⁵

Life

Life Long Support - Islington resident Lydia, 67, has been coming to Centre 404 since her daughter, Monika, was 3 years old – she is now 41.

Centre 404 supported Lydia through Monika's life transitions, from school to adult services. Lydia has attended the Carers' Coffee Mornings, Family Carers' Reference Group, and has taken part in family activities where she has met other carers and developed many friendships over the years.

“**Centre 404 has been and is my lifeline to keeping in touch with other carers and what is going on locally. I am grateful for Centre 404 and all the help it offers.**

” Lydia

She has found it extremely helpful to talk to other carers as well as getting specialist advice on a wide range of issues.

Lydia has no immediate family close by, so Centre 404 has become her safe place to receive emotional support. In addition to emotional support, Lydia has also been helped with form filing and the transition from DLA to PIP. Lydia also now cares for her husband who is unable to leave the home and stays a lot of the time in her own home but gets the support she needs over the phone.

Engage

OUTREACH AND ENGAGEMENT TO FAMILIES

This year, as part of our strategy to reach families and engage with them closer to home, we will visit schools and community groups where parents and carers meet to talk about our services and the support we offer to them. Over the past year we have expanded our community engagement across Islington, Camden and Haringey through hosting weekly or monthly groups and facilitating groups.

In addition to these there are many co-production groups that are facilitated at Centre 404 where parents are actively involved in developing the Local Authority strategies and policies in regards to children with special needs such as the Islington Parents Action Group and the Islington Parent's Forum.

We also facilitate co-production groups for adults such as Camden Family Member Reference Group, Camden Learning Disability Partnership Board and its various sub-groups, and Camden Autism Board. Similarly, we facilitate the long standing Family Carers Reference Group in Islington, Islington Learning Disability Reference Group, Islington Autism board and Islington Healthwatch. Carers have been very proactive in the securing and planning for new supported housing, procurement of providers and new services.

34%

of adults with a learning disability have no more than yearly contact with friends.³

Money

MAKING MONEY WORK

As part of our commitment to support families, we help them secure the monetary entitlements for the person they care for.

We have helped families with claims for Disability Living Allowance and with the migration from Disability Living Allowance to Personal Independence Allowance. In the last year we targeted on the various changes to disability benefits and the reduction in level of awareness when renewals for DLA were made, or when it was transferred to Personal Independent Payment (PIP). This is demonstrated by attending 11 tribunals in the last year, when in 2016/17 we did not attend any. We have supported 11 families at Tribunal hearings and all 11 cases have been successful.

We continue to have DWP status as an enhanced alternative office and therefore support families' through the Welfare Rights Maze including tax credits, housing and council tax benefits, and returning to work support. In later life, we have also helped with pensions and pension credits.

We recognize that child poverty in Islington is one of the highest in the London and therefore we strive to help families out of this poverty.⁶

100%

success rate with all applications submitted on behalf of families.



Mr T

Mr T is an older carer from Haringey and a single parent of a son with severe autism. He was referred to us by social services. When Mr T first came to Centre 404 he was suffering from large amounts of debt and the temporary accommodation was highly unsuitable for his son.

After working with Mr T to build trust, we began working with his social worker to address the many issues facing his family. For several months we worked with Mr T to help him out of debt and develop systems that were sustainable for his living situation. We also worked with social worker to ensure that Mr. T's son had appropriate and proactive carers who enabled him to have the best quality of life possible. Recently, Mr T and his son have received a permanent rehousing offer, and we were able to help him and his son through the move with all the paperwork and amenities.

Households where at least one person has a disability are more likely to live in relative poverty than households where no one has a disability.⁷



Volunteers

Salih

Salih, 23, starting attending our Warm and Welcome Wednesday in January.

Through Warm and Welcome Wednesday, Salih learned about volunteer opportunities at our Gardening Group on Thursday afternoon, and joined shortly after. Though he has autism, bipolar disorder, and scoliosis Salih is able to learn transferable skills at the Gardening Group that will be useful when he is looking for paid work. Despite the difficulties gardening brings for those with learning and physical disability, Salih feels welcomed, supported, and motivated at our group through customised volunteer tasks and deep community.

“

I really enjoy the gardening group and feel very welcome whenever I come to Centre 404!

” Salih

Volunteers

Keeping with the history of Centre 404, volunteers continue to play a vital and valuable role. Many of our Families, Learning and Leisure, and Central Services rely on the daily support of volunteers, and volunteers continue to aid in the important decision and policy making roles in our various committees.

Through our volunteer opportunities, volunteers are able to learn transferable skills that they are able to use in paid work, and we have successfully seen the employment of seven of our volunteers in the last year.

We currently have 89 active volunteers, 34 of which have a learning disability. New volunteer roles such as working with our HR team have been added to our opportunities which include Administration Aid, Gardener, Wheelchair Ice Skating, Buddy, and Friday Night Disco Support.

In September 2017, a group of volunteers took part in a sponsored

walk/run/wheel with Parallel London. We have encouraged more volunteering from staff members, beginning with Volunteer Week in June 2018. And in 2017 we were successfully awarded Investing in Volunteers award by the United Kingdom Volunteering Forum (UKVF).

Angela

Our Star Volunteer: Angela, 66, is one of our longest serving volunteers and has been befriending with Centre 404 for eight years!

“It took a while to know what Meric enjoyed, but we’ve got there through good advice and experimentation. Music is always a sure-fire success and Marysia’s laughter would brighten anyone’s day – and there’s plenty of it!”

” Angela

She is a retired special educational needs teacher, and uses her skills to help understand and care for Meric, 39, resident at Tollington and Marysia, 63 resident at Kiver Road through intensive sensory interaction. Angela befriended Aysel who was blind and had a profound learning disability but sadly passed away three years after meeting together. Through her time volunteering and giving to both Meric and Marysia, Angela in return has developed personal skills of patience and compassion in knowing how to better build trust with her befriendees. A personal highlight for Angela is recognizing nonverbal communication and connection with Marysia and Meric.



MONEY COUNTS



Description	Value	%
Local Government	2,511,445	61%
Direct Payments and spot contract	1,173,589	29%
Supporting People and Day activities	353,726	9%
Others	39,296	1%
	4,078,056	100%



Description	Value	%
Leisure and Learning and Family support		
Trusts and Government Funding	113,791	16%
Local Authority	133,343	20%
Day Opps	180,365	26%
Others	264,929	38%
	692,428	100%



Description	Value	%
Staff	3,319,931	86%
Support	436,867	11%
Management and administration	92,434	3%
	3,849,232	100%



Description	Value	%
Staff	459,259	74%
Other Direct costs	70,990	11%
Support Costs	96,902	15%
	627,151	100%

Treasurer

“Centre 404 remains financially secure despite the challenging financial environment. The Organisation’s Supported Housing activity has been managed well, enabling us to cover its central costs. Obtaining funding for our Learning and Learning and Supporting Families activities remains difficult and, despite some recent successes with Big Lottery and other funders, we still need to financially support some of these activities from our own resources.

Nevertheless, we have designated sums to go toward the essential refurbishment and extension work on our building and we are confident that Centre 404 can continue to expand and improve our services to the community over the coming years.

” Derek Weist, Treasurer

Thanks

On behalf of all of us here at Centre 404, we would like to thank all the funder and partners who have generously contributed to the successful running of our services this year:

- 29th May 1961 Charitable Trust
- The Albert Hunt Charitable Trust
- The Alchemy Foundation
- Aviva Community Fund
- The Batchworth Trust
- The Big Lottery Fund
- BBC Children in Need
- Chapman Charitable Trust
- City Bridge Trust
- The Clothworkers' Foundation
- Cloudesley
- The Cotton Trust
- The Cripplegate Foundation
- David Solomons Charitable Trust
- Derwent Tech Belt Community Fund
- Islington Giving
- Lynn Foundation
- Morrison's Charitable Trust
- The Royal Horticultural Society
- The Will Charitable Trust
- Islington Voluntary and Community Sector Partnership Grants Programme (VCS)
- Second Chance in Archway
- Camden Council
- Islington Council
- Sobell

We have been fortunate to work with some wonderful organisations and groups this year including:

- Archway Methodist Church
- DoubleTree (Islington)
- St Luke's Church
- Marks and Spencer (Marble Arch)
- Manor Gardens Welfare Trust
- One Housing
- Single Homeless Project

Finally, thank you to Drew and designers at Navig8 for creating this annual review, and Sonya Hurtado for capturing the photographs.

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Chairperson

As Linda said in her introduction, it has been another busy year and we probably would not have it any other way.

It has been good to see additional fundraising success for our family support and Learning and services and the arrival of a new minibus.

I was particularly proud to see the completion of our accessible play and sensory structure in the garden. We raised the funds for this in memory of my daughter Victoria and her roommate Lisa, two long standing tenants of Centre 404. My thanks go out to the funders and all those who took part in fundraising events and/or donated to this wonderful project.

I am really excited about the progression of our plans during the year for phase 3 of the building improvements. These improvements will help us to finally upgrade the façade of the premises, restore some heritage features as well as some essential maintenance and repair. Where we can, we are ensuring these improvements and the two new extensions are environmentally sound.

And I am grateful as Chair to our visionary CEO, Linda for being brave enough to lead us on from phase 2, through to another major refurbishment. Our trustees agree it is fundamental to our success going forward to carry out these works as soon as we can due to pressure on space and the need for further accessibility. It will also mean we can then focus on maintenance along with smaller upgrade projects in the future. Our users and families have fed back to us many times that they see our building as their heart centre so we are keen to provide a safe, accessible and comfortable space for people to be.

I have been so thrilled throughout the year to see so many lovely volunteers coming through our doors and becoming part of the Centre 404 family and am honoured that Marks and Spencer's in Marble Arch have chosen as their nominated charity for the second year. They donated their time and goods to improve the garden at Leigh Road and are now working with our own volunteers on the garden at the 404 Camden Rd premises.

My thanks to them and all our volunteers as well as to our hard working staff. Last but not least my gratitude goes out to my fellow trustees who never fail to impress me with their commitment, wise counsel and stewardship of Centre 404.

Jean Willson OBE
Chairperson





Centre 404

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