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Demonstrating Impact

Annual Review 2016/2017

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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, freedoms, 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.



Linda McGowan
CEO



Introduction

Welcome to Centre 404's 2017 Annual Review. Please enjoy reading through the case studies included, which we feel are particularly illustrative of the difference our charity makes to people's lives.

I am delighted to report that during 2017 we have launched a new 5 year strategic plan. This strategy is based on a combination of over 400 conversations, feedback and consultations with service users, family carers, staff and other key people as well as research, carried out over the past 18 months.

The main priorities in this strategy are to enable greater choice, independence and control for our service users and support.

Another major driver for the strategy is to offer our services to a wider range of people across London. We made a good start achieving this goal with the setup of a new specialist project for older carers in North London.

Another aim in our strategic direction is building sustainability and community partnerships to ensure the best outcomes for the people we support. Again we have made progress with this in the past 12 months, where we have worked with 1,787 people through our expanding services in Haringey, Camden and Enfield as well as of course our long-standing services in Islington.

In addition we received Big Lottery funding to work with adults with a learning disability who are at risk of isolation. This was brilliant funding news as it helps us sustain and

develop important activities and services for this group. It also meant we could deliver on another key priority in our new strategy; to improve health and wellbeing of our service users and assist them to build friendships and social networks.

We also continue to fundraise to make much needed improvements and additions to our heavily used building, of which there is more information inside this review.

The achievement of receiving two quality awards during the year was cause for celebration. We hope that both the 'Investing in Volunteers' and 'UK Investing in Equality and Diversity' awards demonstrates not only our good practice in relation to volunteers and diversity, but also our real commitment to making them central to our values and ongoing improvements to be the best organisation we can be.

Of course these awards and the work we do every day would not be possible without our hardworking staff, committed volunteers and Trustees, alongside the involvement and feedback of our services users and families.

A lot happens in one year at Centre 404, so the following pages are just the highlights. The stories and case studies are told by the people and families who use our services and we are sure you will agree that this is the best way to demonstrate our impact. So please read on and enjoy!

Linda McGowan
CEO

The logo for Centre 404 is mounted on a brick wall. It features the words 'CENTRE' and '404' in a large, white, sans-serif font. The '404' is significantly larger than 'CENTRE'. Below the text is a white graphic element consisting of a horizontal line and a downward-pointing triangle, forming a shield-like shape. The background shows a brick wall and some green foliage.

Independent Living and Housing Related Support Services

2016/17 has been a busy year for us and we are pleased to have been able to continue supporting many people across a number of North London boroughs.

Our teams have provided support to 109 individuals living in their own or family homes, and we additionally provide support to 51 people living in shared supported accommodation.

Centre 404 always strives to deliver quality in our work, but this year there has been an extra focus on quality through enhancing our values based recruitment processes and increasing the number of practice champions across all services. Practice champions are members of the team who choose a specialist area of interest, such as Autism, and then make sure that this specialism is kept on the agenda when planning events and producing documents, as well as sharing best practice in this area with all team members.

We have also been building up our expertise in the area of positive behaviour support and now have our own coaches who provide team training.

Enhancing communication

We have carried out some exciting work around total communication approaches with help from our in-house speech and language therapist.

Broadly speaking, this approach takes a holistic view of communication using a range of systems to create a variety of ways of communicating with individuals. Over the past year we have been making steps towards creating a total communication environment for our relevant services, through an approach that uses Makaton, picture signs and an object of reference to denote different areas within our building.

Enhancing communication for those we support who are non-verbal has therefore been a focus. We have developed multimedia profiles (short films/slide shows about the individual) and have invested in tablets and SMART screens to make use of communication apps and alternative ways to include people in decision making.

We also continued to provide a number of events held over the year in London. To help reduce isolation, we held our Christmas lunch at our Leigh Road project to make sure that nobody had to spend Christmas day on their own if they did not want to. This was a great success and activities were put on throughout the day to make it even more memorable. We also hosted our annual Dignity Day event on the 14th February, had a party to celebrate Learning Disability Week and coordinated a number of trips out to places such as Kew Gardens.



92%

of respondents said they were happy with the service they received.



94%

of family carers agreed or strongly agreed that their loved ones house feels like a home.



86%

of respondents agreed or strongly agreed that Centre 404 support workers have the right knowledge and skills to support the person.

Supported Living

We support people to be active and responsible citizens within their community, by promoting individuality and offering housing related advice, support to increase independence and help with gaining access to community services and activities. We have also continued our work in successfully supporting people who are in receipt of palliative care. A number of people who were originally referred to us for end of life care have had improved health outcomes.

Leigh Road

This year at Leigh Road, our largest supporting living project, support workers showed great creativity in setting up a healthy living café. This inspiring project helps tenants at Leigh Road to plan menus and then purchase and prepare nutritious meals. The café covers its expenses by offering these home cooked meals to other residents at cost price. In addition to this, tenants of Leigh Road went clubbing for the first time to celebrate one of the resident's birthdays. An accessible venue in North London was located and several tenants went out for a wonderful night of music, dancing and socialising.

Mary after a session of rock climbing



"I loved the rock-climbing, I want to go again!"

Mary

Mary after her 10k run for Macmillan



Mary

Mary, 23, has cerebral palsy and relies on a wheelchair to get around.

When Mary was living with her family this could make planning her life very difficult as she was dependent on other people's schedules.

Moving into her own flat at Leigh road with a dedicated support team around her has given Mary a huge amount of independence and she is now able to

organise and live her life the way she wants to. She is always the first one willing to try out new things.

In March 2017 a group climbing trip was arranged for the tenants at Leigh Road and despite her physical disability, Mary was one of the first to volunteer herself. It turns out she is an absolute natural and has already signed herself up to the next session. In addition to this

she recently completed the Macmillan 10k run with her support worker in memory of her friend Scott who died from cancer.

This passion and drive to live life to the fullest makes Mary a true example of how a positive attitude and the right support can change someone's life for the better.

“I like being in my flat. I do a lot of baking and drawing and yesterday made some fairy cakes. I like listening to my Abba CD, Dancing Queen is my favourite song. I say no to the wheelchair and yes to my walker.”

Anne

Anne

Anne was one of the original tenants for whom Centre 404's Leigh Road supported living project was purpose built. Anne has tons of hobbies such as baking, sewing and drawing and so moving into her own place has allowed her to be as creative as she wants in her own space. She has decorated her flat from top to bottom and she also has access to a wide range of daily activities.

Anne sadly suffered a fall and had a hip operation in 2014. She was wheelchair bound for almost two years. In 2016 her support staff alongside the physiotherapist began a series of daily exercises designed to get her back on her feet. Anne is now able to move around with a walker at home and very recently she made her first trip outside on her own two feet since her accident. We are extremely proud of Anne and cannot wait to see her progress.

Anne in her flat
at Leigh Road



Peter

Peter lives in a supported living household where his support is completely tailored to his needs. However he struggles with anxiety and finds it difficult to make any changes to his routine or try new things. Peter is a huge fan of music and particularly loves Elton John and Eric Clapton. In the past he wanted to see them in concert, but his anxiety prevented him from taking the steps to do so.

Since moving to Tollington Way his support staff have taken the time to listen to Peter describe his love of music and they regularly propose new activities for him to choose. Two years ago, with support he went to see Eric Clapton in the Royal Albert Hall. It was a challenge, but he thoroughly enjoyed the taxi ride and the concert.

This was a big accomplishment for Peter and has since felt more confident to try new things.

Within the last year Peter has managed to considerably reduce his anxiety and was able to attend the Elton John concert in Liverpool, which he told us was one of his best nights out. In the past, Peter's anxiety would have prevented him from travelling the distance to Liverpool, however with the right support he was able to take this step and create a memory of a lifetime.

"I went all the way to Liverpool to see Elton John! All the way to Liverpool."

Peter

"Music is a great part of my life. I belonged to a band called London City Stumpy Jazz which started out with 5 members and ended up with 15. I enjoy writing music and value the support I receive from my support workers as it frees up time, allowing me to spend more time on the things I love doing."

Charlie

Peter at the Elton John concert in Liverpool

Charlie playing music

Outreach Services

Our Outreach Service currently supports 50 people and is now delivered in partnership with another organisation called SHP (Single Homeless Project). 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.



The aim of the service is to enable people with learning disabilities to live independently in the community by encouraging and empowering people to take responsibility to do things for themselves and develop resilience and coping strategies.

We offer personalised care, where the type and timing of support is catered to the individual needs of a service user. The Outreach project can include support with attending appointments, budgeting, social activities and assistance with daily living tasks. Support can also be offered in a

number of ways through one-to-one care, group support and drop-ins to deal with ad-hoc issues.

Over the last year the outreach team members have undergone training in 'Making Every Contact Count'. This is an approach to behaviour change that utilises day to day contact to maximise opportunities to help people make changes to their physical and mental health and wellbeing. This approach aims to generate better outcomes for the people we support.

Charlie

Charlie is a highly independent person who relishes freedom to do the things he loves, such as playing in local bands. Since his diagnosis of dementia, it had been a challenge for staff to ensure Charlie remained in his current accommodation, whilst still enjoying the things he loves and remaining safe.

Staff supported Charlie to apply for a Telecare system and falls alarm, as well as get an automated medication dispenser connected to it. With this, if Charlie forgets to take his medication, he gets a reminder call. If he doesn't answer the call then Telecare will alert the staff or send someone to check on Charlie's welfare.

In April this year we celebrated Charlie's 75th birthday, which he shares with his favourite singer Vera Lynn! To celebrate, we dedicated our monthly team meeting to this occasion and invited Charlie to share a cake and a few other sweets with the rest of the Outreach team.

Charlie is a keen musician who plays jazz music and continues to play trombone in various bands across London. He is a gentle and kind person who is always happy to help others. Despite his dementia he is also a very fit person; his doctor told him on a recent visit that his heart is similar to that of someone in their 30s!

Personalised Services

Providing personalised and person-centred support to all those we work with is at the heart of all Centre 404's services. In addition we can provide tailored and bespoke support services to children and adults who receive a Personal Budget or choose to fund their support independently.

More and more people are receiving Personal Budgets in place of traditional services, and this enables people with a learning disability and their families

to have more choice and control in managing their support, how they achieve their goals and ultimately how they live their lives. In response to these changing needs, we have developed what Centre 404 can offer to include the following services, to meet the needs of people living across North London.

- **Finding and Matching Service:** recruiting, training and managing support staff and schedules to match

the needs and wishes of individuals and families.

- **Affordable group activities:** including healthy cooking groups, wheelchair ice skating, yoga, art and music groups.
- **Individual Service Fund (ISF):** supporting adults with a learning disability to manage the money and paperwork for their Personal Budget.

Finding & Matching Service

Established in response to the growth of personal budgets and personalised support, Centre 404's Personal Support Worker Finding and Matching Service provides support to children and adults across North London.

The project now works with over 60 people with a wide range of learning disabilities and additional needs. People using the service are matched with support workers according to

their requirements, support needs and interests, and we encourage people to be involved in the recruitment of support workers for themselves and others using the service.

Our aim is to maximise people's control in this process, at the beginning of their support and on an ongoing basis as their needs develop and change. We work hard to build strong relationships with the families

with whom we work and to develop positive connections with other people involved in people's lives, in order to provide a solid, open and communicative basis for support to take place.

Training for support workers is equally tailored to the needs of service users and the service is built with people's needs and personal goals as the focus.



Trevor in the
Centre 404 garden

“I feel warmth for my support workers. They take me shopping each week, which is something I couldn’t do on my own because I spend too much money. If I didn’t get the comfort and support that I do from Centre 404, my learning disability would be a lot harder to cope with.”

Trevor

Trevor

Trevor, 61, has been using Centre 404’s services for the past three years and primarily receives support managing his finances and health. Trevor is independent and lives on his own, however he has difficulty managing his diabetes well, which has led to him ending up in hospital.

Centre 404 staff work hard with Trevor to remind him about how to plan healthy meals and manage his diabetes, as well as support him to appointments to ensure he follows up with any action needed.

We have also advocated for Trevor to increase his support, securing input from the Haringey Community Nursing team to provide more specialist input and further advice, and are regularly in touch with his brother who is also involved in assisting Trevor to have a healthy and happy life.

This year Trevor has been involved in the recruitment of support workers at Centre 404, being on the panels at interview stages and is always interested in being part of social

events here. At one particular social event, Trevor met a volunteer, who has gone on to be a regular volunteer buddy for him, providing Trevor with additional informal support time to do things he would like to.

This kind of support is increasingly difficult to obtain through traditional council services, but often just as vital as practical support to a person’s wellbeing.

Children and Young People's Activities

In 2016-17 we worked really hard to find new sources of funding in order to ensure that we can continue to provide group activities for children, young people and adults.

Thanks to a Small Transformation Grant from Child and Adolescent Mental Health Services (CAMHS), we have been able to reinstate our Siblings Group for children aged 8-13 years old who live with a sibling who has a learning disability.

Through gaining feedback from the families that use the service we know how valuable and unique it is in Islington, so we were delighted to find a new funding source for this year.

Since the group resumed again we have worked with 12 children and some have also been able to attend play schemes.

In March 2017 all of the parents stated that their children had made friends, gained confidence and learnt new skills as a result of attending the sessions. Parents felt that not only had their children improved their understanding of their disabled siblings, but had been given the opportunity to have fun and to not think about their home situation for a period each week. The children themselves said they felt happier as a result of attending the sessions.

We have been able to ensure the continuity of our other groups for children and young people through a combination of funding. We now have three years BBC Children in Need funding for our Siblings, Juniors and Youth Groups, encompassing children with and without learning disabilities aged 8-16 years old.

The focus for these groups is supporting children to enhance their life skills, improve their understanding of how to keep physically safe and well and to reduce barriers to positive wellbeing.

Fun Friday's activity in the Centre 404 garden





We have worked with

95

*children and young people,
through our 6 weekly after school
groups, our Outreach service
and our play schemes*



Theo Walcott, Danny Welbeck, Laurent Koscielny and Francis Coquelin at Centre 404's Christmas playscheme

Kirsty and Rebecca
at Fun Friday's

Pudsey bear cookies baked
by our members of Day
Opportunities Service

80%

of parents who have a child with a learning disability struggle to access support services during the school summer holidays

Mencap, ²⁰¹⁶

93%

of parent carers say that finding childcare for disabled children is more difficult than for nondisabled children

Mencap, ²⁰¹⁶

The Activities

We have delivered a wide range of physical activity sessions, often with expert facilitators, including karate, tennis, dance, golf and swimming. Young people have also had the opportunity to have basic training in First Aid and think about safer relationships, including developing their understanding of bullying and cyber bullying, as well as learning different techniques and activities to help manage stress such as yoga, relaxation and gardening.

We have also delivered play schemes at Christmas, Easter and summer for children with learning disabilities and

their siblings. This funding started with a bang in 2016 with a surprise visit from Arsenal FC favourites Theo Walcott, Danny Welbeck, Laurent Koscielny and Francis Coquelin who not only helped Santa out by delivering some of his presents, but also joined in some Christmas card making, t-shirt decorating and a game of table football.

In return, children from Centre 404 taught them how to sign their names and

“We love football” using Makaton.

Many of the children who came are still describing it as “the best day at Centre 404 ever!” creating a certain amount of pressure to deliver equally exciting activities in all future play schemes.



Theo Walcott
and Jacob



“Ruby is very comfortable at Centre 404 and the club has most definitely increased her confidence and ability to communicate and interact with other adults and children.

Ruby is always happy to see the bus arrive to pick her up and by this reaction I know she enjoys her time there.

Ruby’s younger brother Harvey also attends the group and when both the children go on a Friday afternoon this gives me time to either relax or do the things that are impossible to do with the children at home.

Thank you Centre 404.”

Pauline (Ruby’s Mum)

Ruby

Ruby, 8, is a member of our Fun Friday’s group and has been attending for the past three years. When she first came to Centre 404 she would spend a lot of time on her own in the sensory room and struggled to communicate her needs.

Quite often she would say what she wanted but it would be done under her breath, almost to herself. However over the past year she has grown more confident in expressing her needs and wishes and very clearly what she does not want to do!

She has a great fondness for puppets and we have been able to use her love to develop her growing ability to communicate. Ruby and the other members have put on their own adventures of Pinocchio using finger puppets then a few weeks later they went for a trip out to the Little Angel Theatre to see the magical live production!!

Adult Activities

We were absolutely delighted this year to secure two new sources of funding for our adult group activity work. Firstly, in October 2016 we received a four year grant from the Voluntary and Community Sector Partnership Grants programme to fund our Young Adults Group for 16-25 year olds.

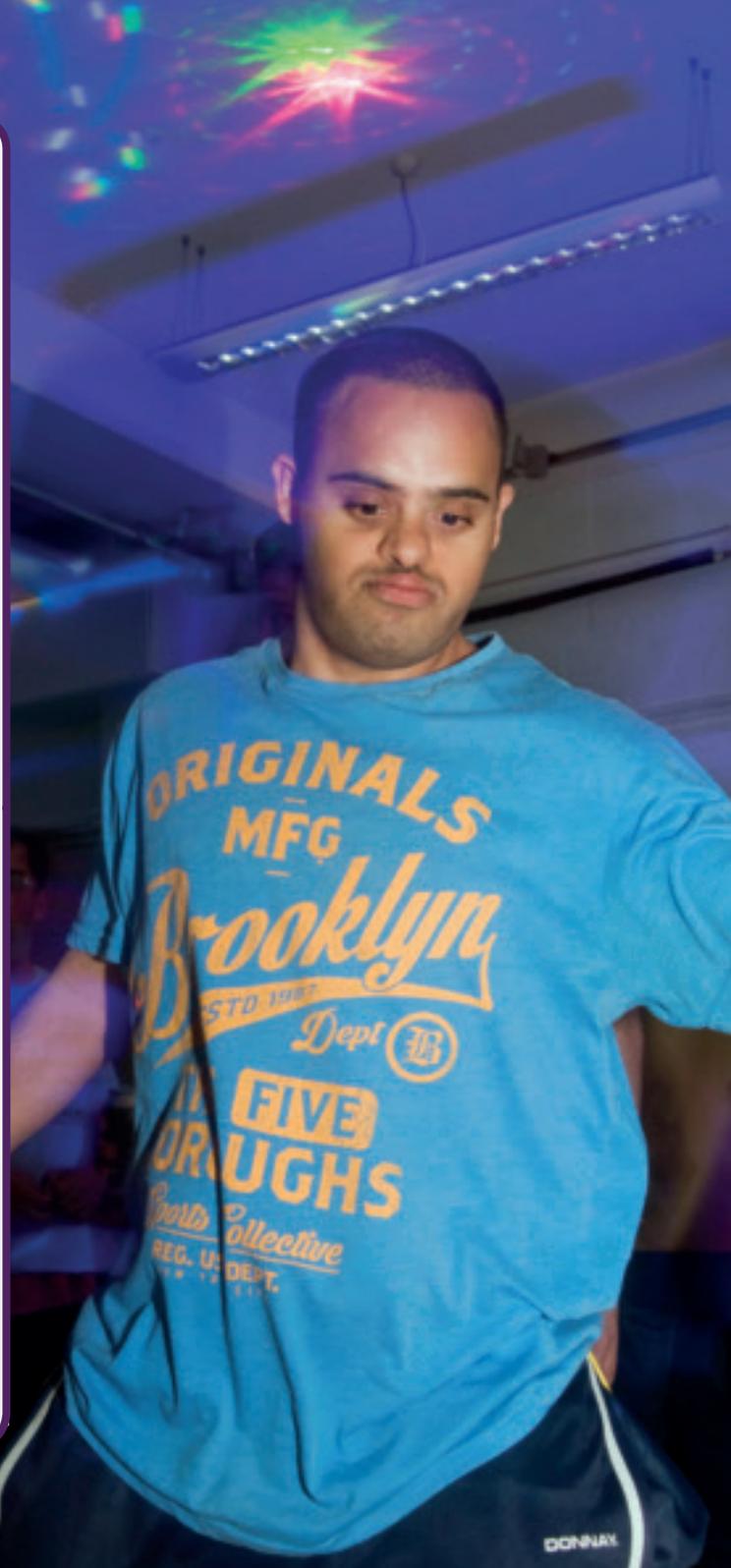
As the focus for this group has always been supporting young people to develop their independent living skills, employment readiness and their physical health and wellbeing, we were a perfect fit for the funding. Over the last year this group have continued to practice their travel skills, working with Transport for London travel mentors and Safer Transport Police to think about how to stay safe whilst travelling on public transport.

The group have also completed workshops in computer safety, drug and alcohol awareness and money skills. In the summer of 2016 the group completed a community gardening project. Our gardeners learned how to create their own pottage garden for the whole community to benefit from. Not only did this help our

young adults to complete a volunteering project but it will also be a positive addition to their CV's.

We also submitted a successful bid to the Big Lottery this year, which provides three years' of funding for all of our regular adult groups. In addition it will provide funding for a new group, which means we will be able to offer a regular weekend group for adults who need some additional support to get out and about at the weekends.

Relaxation and wellbeing are promoted through our group activities such as healthy cooking, arts and crafts, and music, including DJ workshops and karaoke through to our resident band The 404 Stormers. The 404 Stormers have had an amazing year developing their own song writing skills, as well as learning the art of live performance. They have played at a couple of gigs at the Friday Night Social, have recorded a new single, which is available to buy on iTunes and will be back with their new tracks at this year's AGM garden party.



George dancing at the Friday Night Social

“The groups help Jisanne to experience a variety of social experiences in a friendly and safe environment. Going out in the evenings to the various Centre 404 clubs gives him the opportunity to have a social life of his own which contributes greatly to his overall happiness in life.

I think that Centre 404 has played a very significant part in Jisannes life and he has a very strong allegiance to the place and people there.”

Suzanne, Jisannes Mum

Jisanne

Jisanne has been attending Centre 404 for nearly 10 years and is a regular at our weekly groups.

When Jisanne first came to Centre 404 he was very isolated and found it difficult to socially interact with other group members and take part in activities which caused him to become anxious and his behaviour to become challenging.

Over time Jisanne has undergone a considerable change in his behaviour, confidence and verbal communication. He clearly enjoys group activities both at Centre 404 and in the community, and he seeks out people to interact with.

Day Opportunities Service

Over the last year, our bespoke Day Opportunities Service has continued to provide regular support to eight different adults with complex needs from across 3 London boroughs.

We focus on individual goals encompassing health and wellbeing, education, physical activity, independence and communication skills. As well as regular activities at

our Centre, members join in activities such as Pedal Power adapted cycling; wheelchair ice skating; swimming; cinema and theatre outings, plus visits to galleries and museums.

We have also worked in partnership with Manor Gardens Welfare Trust to deliver healthy cooking sessions. Easy read materials helped members to follow recipes and to understand

information about food groups and healthy portions, as well as sensory activities such as identifying food by smell and touch.

We had a special one off Christmas session where group members baked mince pies to share with other service users and local residents who are socially isolated.



MJ and Mary Jean making father's day cards

We have worked with

265

young people and adults across
our regular weekly activities
and special Pop
Up groups.



*Chantelle and Troy
at Pedal power*



*Beth taking part
in a music activity
at Centre 404*



Having an active social life can help people with a learning disability to feel happier, included and valued.

Chadwick et al. 2014; Mason et al. 2013

Beth

Beth, 22, joined the Day Opportunities Service just over a year ago and attended one day a week. She would spend a lot of time with one support worker and didn't feel comfortable engaging with the rest of the group therefore would spend a lot of time doing activities by herself.

Gradually, over the last few months, with the support of Centre 404 staff, Beth's confidence has grown. Not only does she now eat her lunch with the group, she has tried activities such as bowling, trips to the park, and the cinema as well as increasing her attendance to two days a week.

Beth's concentration has also improved. She is now able to make an effort to complete a full jigsaw puzzle, an activity she often requests. Previously Beth would only complete half before losing focus.

She has also tried using public transport as well as our minibus which increases the range of new venues she can visit. This is a very positive achievement for Beth, who can become distressed by the noise in busy or crowded places. She has been able to visit a lunch time orchestra performance which she thoroughly enjoyed.

“The staff look after Beth very well. They treat her like a young person, not a young person with a disability.

Beth enjoys the activities at Centre 404, and especially shopping trips. She chose a pair of pyjamas when she went shopping with her support workers, which are now her favourites.

She wears them every night!”

Zara, Beth's mum

Supporting Families

This year our service underwent some significant changes due to funding reductions. In April 2016 we reviewed our offer to parents. The review concluded that due to the reduction in funding we were only able to offer support to families who care for someone with a learning disability and Autism. We restructured our staff team and focused on 4 main themes:

- **The best start in life:** offering early support to families when they need it most
- **Parent Carers Health and Wellbeing:** providing information and social activities to increase the health and wellbeing of family carers
- **Life's transitions:** being there for families throughout the many transitions they encounter throughout life
- **Income maximisation:** maintaining and improving the families financial situation, where possible

Although the year started with a large amount of change within this service, we have worked hard to continue delivering quality support through our new structure and way of working to ensure we were able to produce positive results for the families we have and continue to work with, as shown within the case studies illustrated throughout.

This year saw the development of commercial partnerships with Marks and Spencer, Marble Arch and Doubletree Hilton, Islington, both of which have made Centre 404 their charity of the year for 2017-18!

In the UK **40%** of disabled children live in poverty.

This equates to around

320,000

disabled children, with almost a third of these classified as living in 'severe poverty'

Children's Society, ²⁰¹¹

People with disabilities have seen their income affected up to 19 times more than the average person

Centre for Welfare Reform, ²⁰¹³

This year Centre 404 helped families generate a total of

£978,180

This was made up of the following benefits:

DLA, PIP, Other welfare benefits, Charitable bodies

This year has seen the number of conversions of Disability Living Allowance to Personal Independence Payment (PIP) continue to grow for everybody aged 16 or above, including people with long term awards.

We have achieved;

- **100%** Success rate for PIP applications
- **99%** Success rate for DLA applications

In the last year

1217

families engaged with our service (this includes one to one, events/training/forums)

314

families were new to Centre 404

439

received one to one casework support

70%

of families are from Black and Minority Ethnic (BME) backgrounds (this is a 4.5% increase on last year)

90%

of families live in social housing (an increase of 15%)

90%

of families have the cared for person living at home

21%

of family carers are retired

781

families care for a child under 18 with a learning disability/autism

...this is a **3%** increase on last year

436

families care for an adult over the age of 18 with a learning disability/autism

...this is a **7%** increase on last year



Frieda Shelley at a coffee morning for carers

Keeping Family Carers Informed

During the last 12 months the need for families to receive the most up to date information has become paramount with so many changes happening to families both at a local and national level.

We have therefore tried to keep family carers informed by using many formats including: telephone; carer forums; workshops; community drop ins; text messaging; emails; website; face to face and newsletters.

The NHS only identifies one in ten carers;

66%

of them don't feel signposted to the right information and support, and when they receive it, it's from charities.

COMMITMENT TO CARERS, NHS ENGLAND, ²⁰¹⁴

David and his son Ben at Centre 404

"Without people like you, I wouldn't know what to do."

David

David

David found Centre 404 6 years ago when he was looking for support in the area, after having gained full custody of his son Ben, who was 9 years old at the time. Ben was born with multiple learning disabilities; he has cerebral palsy and loss of hearing.

As a single parent, David didn't know where to start and found it very difficult to attend the numerous hospital appointments. It got harder when David's mum passed away five years ago as she helped a lot with Ben, which



meant David had to give up his job to look after his son.

One of David's main concerns was around completing forms, especially relating to PIP, which can be a very long and arduous task. David contacted Centre 404 and was immediately offered support with this, as well as in helping to answer any questions he had.

Ben is now 15 years old and after 6 years David has decided to go back to work. At first he was apprehensive about how he would manage to work

and continue receiving the level of support he and Ben needed, but now that worry has gone and David told us that Centre 404 has been very accommodating; "nothing is too much trouble for them". Our flexible approach has meant his caseworker can work around David's hours and has offered to do a home visit to help him with PIP, to prevent him needing to take time off.

Ben is doing really well and recently won the Jack Petchey award at his school for 'most improved pupil'. He

also benefited from Centre 404 when he attended a 5 week course over the summer where he learnt to build a computer, which they still use at home! He has also enjoyed the family outings organised by Centre 404, especially the trip to the Wetlands Centre and Southend beach. Ben wants to be a train driver when he grows up and recently completed work experience with TFL which he really loved. TFL were so impressed that they have encouraged him to apply when he turns 19, which Ben is looking forward to.

Edina Baker with her children at a movie event sponsored by DoubleTree



Social Activities

We continue to run whole family, and planned social activities in partnership with family carers. Our families benefit greatly from these social activities as they help to reduce stress and isolation, whilst offering them a chance to spend quality time together and have fun in a safe and secure environment.

This year we launched our new cinema activity days in partnership with DoubleTree Islington, which have proven extremely popular! DoubleTree host the events, in the conference room of the hotel. They set up the room exactly like a cinema where families and their children can come and watch a popular film, specially chosen by them.

The hotel also provides drinks and popcorn to ensure the experience feels just like being at a cinema.

We saw the largest attendance at our Carers Health and Wellbeing Day this year, where over 250 attended. At Christmas, the Marks and Spencer's shop display team came to Centre 404 and created a winter wonderland in the Garden Room for our children's Christmas party. Over the next year, we will be planning many of our family activities to take place on Sunday's. This is because feedback from our families identified this as the best day for most to attend. We will also look at increasing the regularity of our 'ASC for Tea' support group, which is run for

parents who have children with Autism Spectrum Condition. The sessions will aim to run monthly in response to parental requests. We will continue to expand on providing older carer coffee mornings, community drops in's and additional family activities, as well as continuing to provide a voice for our family carers and influence local policy. For example, Islington Council are currently planning two new strategic meetings on children's services and transitions, where parental representation will be crucial.

The total number of people who engaged in our activities this year was 1,171! We will aim to continue building on this number in the year ahead.

Gashaw Abdulla
and her son

Gisele Andrade
with daughter
Chloe and family



1 in 6

parents of children with a learning disability
have no close friends

72%

of parent carers experience mental ill health such as
anxiety, depression or breakdown due to isolation

CONTACT A FAMILY

From feedback forms from family carers

97%

said they found it beneficial to meet other carers
through our activities, workshops and groups

“Everything I’ve done
for my daughter has
come from them, I am
very grateful.”

“Everything about
Centre 404
is great, lovely
and welcoming.”

“Excellent, it was
huge what they
did for me... I
cannot thank them
enough. They did a
marvellous job.”

“What can I say to
you for all the care
you have provided
over the past year.
I truly do not know
how I would have
got through it
without you...
you went above
and beyond.”

Co-production with Family Carers

For many years Centre 404 has involved family carers in everything we do. One area is the continued development of our forums which allow family carers to have their say. This concept is now widely known as co-production.

To support this we facilitate three groups; the Islington Parents Forum, for parents of children and young people with disabilities; the Islington Family Carers Reference Group, run by family carers; and the Camden Family Members Reference group, for

family carers who care for an adult with learning disabilities.

These groups have continued to influence local policies and services for people with learning disabilities and family carers.

“C404 has been a life saver for me. I was referred in 2005 when Max was only 10 weeks old and have received support since then. The Coffee Mornings and Carers Lunches which Centre 404 provide regularly were extremely beneficial to me as I received help in coming to terms with my son’s difficulties.

In addition to this I have attended loads of training days ranging from Makaton,

“puberty and challenging behaviour” to “alternative communication” which has been very useful. The groups and activities run by Centre 404 have been wonderful.

Both of my children have attended clubs and one off events; Jamie went to siblings club until he was 12 years old. Both boys have attended film outings, Christmas parties, Easter treasure hunts and other events. Receiving help with

filling in forms has been a huge help. Max has received five or six Disability Living Allowance (DLA) forms for completion. Each one has been returned with extensive completion assistance from C404.

These forms are a nightmare and this is the area where I am most grateful for input as it translates into extra income for Max.”

Jenny

Jenny

Jenny is a parent carer of her son Max who has Down's syndrome. In 2015 Jenny's husband passed away and she has been raising her two young boys as a single parent. She has been involved with Centre 404 for over 11 years.

Jenny is now a parent representative on the

Islington Children with Disabilities Strategy Board and coordinates the Carer Views project with the help of Centre 404.

As an example of Jenny's participation, she helped Islington council identify and commission 'Short Break' services for children with

Special Educational Needs (SEND) by making comments and suggestions, and taking part in interviews with service providers so as to decide on the best respite provision.

Jenny is now a valuable asset for the Local Authority as an 'Expert by Experience' and a great example of parent participation and co-production in practice.



20%

of those caring 50 hours+/week say they receive no practical support at all with their caring role

STATE OF CARING, CARERS UK, 2016

Jenny with her son Max


 48%

of family carers spend 100 hours or more a week caring, and 73% of carers have been caring for more than 20 years.

CARERS UK, 2015

“It is reassuring to know that whatever the problem, we can go to the Family Team for advice and support.”

Marie and Georges

Marie and Georges

Marie and Georges are older carers. They care for their adult daughter Mary Jean, who has a severe learning disability and cerebral palsy. Mary Jean uses our Day Opportunities Service which she attends Monday to Friday.

Marie and Georges have a long association with Centre 404, but previously the couple had been isolated and did not know where to go for support. The Supporting Families team provided advice and individual support. Our events and support groups gave them information and

the opportunity to socialise with other carers to share experiences.

The latest event Marie attended was our Mindfulness workshop for older carers, which she greatly enjoyed. When Marie had a knee problem recently and could not get in and out of the bath, we supported her to contact the occupational therapy team to request an assessment.

A shower was installed which made life easier for Marie and also easier for Mary Jean. Marie and Georges know that if there is a problem, they can contact us for support.

Support for Older Carers

In October we launched an exciting new project for older family carers thanks to funding from City Bridge Trust where we have been able to provide additional support to older carers across 3 boroughs Camden, Islington and Haringey.

This project employs two workers, one post focusing on one to one support and the other post is responsible for outreach and carer engagement which goes out and meets family carers; the other part of the project is able to offer casework and visiting at home for aged and frail family carers.

With this specific funding we have been able to extend our services to family carers aged over 65 living in Camden and Islington and work for the first time in Haringey.

We provide information and advice on issues affecting older carers, such as welfare benefits, personal budgets, health and social care. We organise meetings with carers at Centre 404 to discuss issues and also visits at home when carers are unable to get out and about.

Mrs Smith

Mrs Smith is 77 years old and is a carer for her son who has severe learning disabilities and lives at home with her. She also supports her foster daughter who has learning disabilities and lives nearby with her partner in supported housing.

Mrs Smith has her own health problems and copes with considerable pain and difficulty caused by osteoarthritis. She has found the proposed changes to day care facilities very stressful and tiring, particularly in dealing with the uncertainty and the impact that change has had upon the wellbeing of her son.

Centre 404's new service in Haringey has been able to offer Mrs Smith regular home visits and one to one appointments which has provided an opportunity for her to talk through her fears and worries.

Together we have been able to identify coping strategies and practical ways to boost her wellbeing and access the support available. This has included weekly classes at her nearest leisure centre and joining a local carer's support group.

Mrs Smith also had some difficulties with outstanding repairs in her council property so an area of priority for us was ensuring support to resolve these difficulties. We also made a referral to the Haringey service that provides wellbeing vouchers to make sure that Mrs Smith could have a wonderful pampering session. We supported her to complete her carer's assessment which led to her receiving a one off carer's payment. This has provided a much needed boost in morale.

Marie and Georges at a parent carer workshop at Centre 404

Volunteers

It's been an exciting year for volunteers of Centre 404, as not only did our Gardening Group work in partnership with the Royal Horticultural Society but they won the award for volunteer team of the year at the Voluntary Action Islington awards.

We've also continued our Mobile Gardening Project in partnership with Manor Gardens Welfare Trust, having visited three new elderly individuals

and tended to their garden with the aim to tackle social isolation.

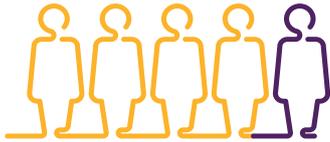
Back in April two volunteers; James and Deborah, ran the marathon to raise money for Centre 404 and our volunteer Mark completed a duathlon, which involved a 10km run, followed by a 44km bike ride and then a 5k run!

We were also thrilled to pass our Investing in Volunteers assessment for another year and are credited with a 'good' rating with regards to the opportunities and support we provide to volunteers.

This year we have recruited 45 volunteers, 6 of which have a learning disability.

Some of our present volunteer opportunities are:

- Travel Buddy
- Reception/Admin Assistant
- Befriender
- Garden volunteer
- Supporting weekly groups and activities such as Wheelchair Ice Skating, Fun Fridays, and the Friday Night Social.



4 in 5

believe volunteering had a positive effect on their physical or mental health

CAB, ²⁰¹⁴

Amanda

Amanda has been volunteering with Centre 404 since August 2015 as a reception/administrative volunteer.

When Amanda first started, she was quite anxious as she didn't know anyone and was therefore a bit worried about going into the different offices to deliver the post. However, over the past year she has really grown in confidence. She recently applied for a job at Arsenal football stadium and was successful, so she now works there on match days as a catering assistant.

"I started volunteering with Centre 404 because I wanted to meet new people and try something new. It is nice to get out of the house and I enjoy going in to Centre 404 and having a chat and a laugh and making new friends. Volunteering at Centre 404 has allowed me to develop my timekeeping skills and helps me stick to a routine, and now I know to put things away in the correct place. I've developed my confidence from volunteering at Centre 404; I am able to be myself and not worry what others think and say."

Amanda



Do you look after an adult family member with a learning disability?

CENTRE 404

CERTIFICATE OF APPRECIATION
AMANDA BACON
FOR VOLUNTEERING COMMITMENT & DEDICATION TO THE WELFARE OF CENTRE 404
RECEPTION & ADMINISTRATION
AUGUST 2015
TO
AUGUST 2016
CENTRE 404
404 CAMDEN ROAD, LONDON N7 0NJ
www.centre404.org.uk
Registered Charity No. 276689

Amanda receiving her certificate of appreciation for volunteering for over a year

Money Counts

In 2016/17 Centre 404 has delivered a wide range of services across Islington, Camden and other neighbouring boroughs whilst facing increasing challenges in the political and economic climate.

Supported Housing and Independent Living

Where the money comes from

Local Government	58%	○
Direct Payments & Spot Contract	8%	●
Supporting People & Day Activities	12%	●
Others	22%	●



How the money is spent

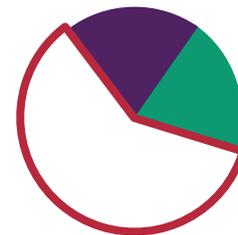
Staff	85%	○
Support	11%	●
Management & Administration	3%	●
Others	1%	●



Learning & Leisure and Supporting Families

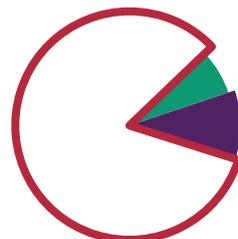
Where the money comes from

Trusts & Government Funding	20%	●
Local Authority	20%	●
Others	60%	○



How the money is spent

Staff	83%	○
Other Direct Costs	7%	●
Support Costs	10%	●





“Centre 404 continues to provide high quality services to our community, thanks to the tremendous dedication of our staff, volunteers and supporters. Financial management continues to be prudent, which has again allowed us to subsidise some essential Family and Learning and Leisure activities during the year.

We have also managed to set aside further funds for essential refurbishment and extension work on our building. The fundraising and contract tendering environment remains difficult, but Centre 404 has built up a strong level of reserves to allow us to weather any funding downturns.

I am therefore confident that we can continue to develop, expand and improve our service provision to the community over the coming years”

Derek Weist, Treasurer



Volunteers before the Voluntary Action Islington Awards

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Build our Future Campaign: Final Phase

In 2012 we successfully completed the second phase of a major refurbishment project to improve usage of our building and accessibility.

This has enabled us to offer additional services including a new Day Opportunities Service for adults with high support needs, run more clubs for adults and young people and hire our premises to other organisations in the local community. The success of this appeal identified the urgency in demand for improved and additional space for our service users.

We are now pleased to announce that we are launching the final phase of the

project which will focus on extending and restoring our building. We have been granted planning permission to build two new extensions on our ground and first floors which will comprise:

- One large wheelchair accessible meeting and group work room, with break out space and consultation/meeting room on the ground floor
- One large training and meeting room with kitchenette and toilets on the first floor

We also want to carry out essential conservation work, urgent repairs and

maintenance, as well as increasing accessibility to our garden.

This appeal will enable us to preserve and enhance the character of our building, improve our energy efficiency, further increase our accessibility and create more activity space for the children and adults with learning disabilities, and their families, who use our services.

It will ensure that we are able to continue to offer essential services, and extend our outreach, creating a long lasting legacy for those who use our services and for future generations.





Thank You

We would like to thank all the funders 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
The Arsenal 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, Lyn Foundation
Morrison's Charitable Trust
The Royal Horticultural Society
The Will Charitable Trust

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
Pearly Kings and Queens

Pineapple Pub
Project Soup

We would also like to thank the community fundraisers and volunteers who have given their time to fundraise for us, and raise money for Centre 404. Lastly, thank you to Ave Design and photographer Stefano for helping create this annual review.

Message From the Chair

In this changing world, Centre 404 is still here providing excellent support for those with learning disabilities and their families. In spite of reductions in funding, our work with family carers continues, allowing us to support over 1000 families.

We have worked hard over the past few years to upgrade our building through several phases. The current Phase 3 plans aim to restore the front of the premises and give us extra space through constructing extensions, which will enable us to expand our training and workshops for family carers and offer even more support services. Of course, all this costs money and we will be very busy over the next year fundraising for this. I will be personally leading the 'Remember Us in Your Will' scheme; a legacy project specially developed for our lovely building.

I am delighted to say that during the year we reached our fundraising target for a Garden Sensory/Play structure and the building work has just begun.

This important addition to our outside space is in memory of those who have recently passed away in our community, including my daughter Victoria.

We are very grateful to have been chosen as charity of the year by Marks and Spencer's flagship store in Marble Arch. So we have been busy working with them on fundraising activities. In addition, a wonderful group of thirty M&S staff volunteered to spend a week transforming the community garden at Leigh Road for nineteen of our tenants. They planted lots of lovely plants with the help from some of the tenants and donated garden furniture, a BBQ and garden equipment. Thanks M&S!

Centre 404 uses many volunteers

across all our services, and again we have qualified for the Investing in Volunteers award; a great testament to the quality of support and opportunities we give to volunteers. We have so many wonderful generous helpers who selflessly give up their time, so we work hard to ensure they have the best experience they can with us.

Our dedicated and very committed staff team have worked splendidly in the last year, as well as our trusty board of Trustees, who give up so much of their valuable hours as volunteers and stewards of the charity to ensure our organisation goes from strength to strength. Thanks to you all!

**Jean Willson OBE
Chair**

*Jean at
the AGM*

