



# Annual Review

2022/2023 **Embracing the future**

**CENTRE**  **404**

*Supporting people with learning disabilities, autism & their families*





## CEO Introduction

# Welcome to our 2022/2023 Annual Review

**Y**et again it is important to acknowledge the ever-challenging environment we operate in and to emphasise the need to remain agile and responsive to meet the evolving needs of our community and the opportunities this brings to us. I am therefore delighted that we were able to launch our next 5-year strategy.

### OUR NEW 5-YEAR PLAN FOCUSES ON 5 KEY PILLARS

1. **Legacy**
2. **Sustainability**
3. **Widening Choice, Access and Opportunity**
4. **Excellence in Governance**
5. **Quality and Digital Transformation**

Ensuring the organisation's sustainability for future generations is a top priority and our founding principles, values and ethics continue to underpin the work of Centre 404. I am pleased to see the improvements we have made to our environmental sustainability with enhancements to our training programme and the commitment of our staff to implementing, for example, soft plastic recycling, composting our food waste and repurposing second hand office furniture.

Sustainability on all levels is a strategic priority moving forward and this year we have focussed our attention on recruiting staff to help us meet the national challenge that we and so many other social care providers face when it comes to recruiting quality front-line staff. Through a comprehensive review of our recruitment practices, we have made several improvements to remain competitive. In addition, we have reaffirmed the commitment in 2023 to become a 'great place to work'.

During the cost-of-living crisis, we also wanted to focus on the economic well-being of our families that became crucial given the harsher economic climate. Implementing a hardship fund during these challenging economic times and providing hot meals throughout the winter period in our clubs to reduce cost pressure on households were our key focus. We have developed our plans on widening choice, access

and opportunity and are now present and delivering holistic support and advice in 8 London Boroughs. We aim to expand our service offer further across London.

We have moved forward and initiated our plans to strengthen the governance of Centre 404 by reviewing our Memorandum and Articles of Association, ensuring our policies align with current and future needs, best practise and legal requirements. I look forward to the continued work on this to ensure that the Board of Trustees is further empowered with the knowledge and skills necessary to fulfil their roles effectively and in accordance with our mission and values.

I am also pleased to report on the work that has been done so far to provide digital skills training to the people we support enhancing their IT skills to ensure greater access to goods and services. We have also continued to update and enhance our conferencing facilities at our community offices at 404 Camden Road. It has made a positive difference to hybrid meetings, and we plan to extend this technology to other spaces where hybrid meetings are held. We are also currently implementing new technology to ensure that our workforce is able to work smarter and operations are more efficient. This will enhance capability and accountability.

Moving on from our 70th anniversary last year and with our work on the new 5-year strategic plan it has felt that a new era has begun. All these developments, the impact that we have made and our aspirations for the future would not be possible without the hard work and dedication of our staff, volunteers, trustees and the generosity of our loyal supporters.

The case studies that feature in this year's annual review reflect the wide-ranging support that is provided by Centre 404. We are very proud of the difference we have made to the lives of the people we support, and their families and we hope you equally enjoy the wonderful stories we have highlighted in this annual review.

**Linda McGowan, CEO**

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**1**

**Independent  
Living and  
Specialist  
Services**



## Camden

Floating Support  
Services cater to

**64**

people, delivering  
approximately

**570**

support hours per  
week, and

**595**

hours per week  
during holidays.

## Enfield

## Haringey



## Islington

**8**

Supported Living  
Schemes, providing  
assistance to

**63**

service users.

Outreach Services  
Support

**46**

individuals,  
providing around

**220**

hours of support  
per week.

## Brent

**2**

new services in Brent  
this year, where we  
can support up to

**10**

people.

Over the past year,  
we have seen a notable  
increase of over

**100**

support hours  
delivered each week.

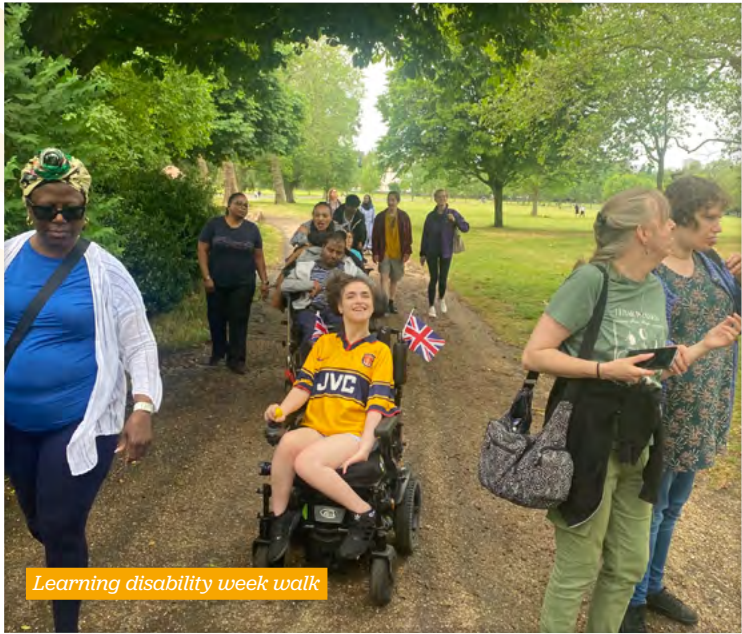
# Independent Living and Specialist Services

**I**ndependent Living and Specialist Services offers comprehensive support across various adult services, including supported living, outreach, community outreach and the in-house PBS team.

In Islington, we currently operate 8 supported living schemes, supporting 63 service users. Earlier this year, we acquired an additional supported living service for 10 more service users within the Islington area. Furthermore, we are in the process of assessing individuals for 2 new supported living services in Brent this year, with the capacity to support up to 10 people.

Our focus is on teaching new skills, maintaining existing ones, and ensuring a happy, healthy, and fulfilling life for those in our supported living services. We work closely with family and friends, with their consent, and offer a variety of daytime activities, such as volunteering, attending college, accessing work opportunities, staying fit and healthy, and exploring arts and music.

Our Islington outreach service supports 46 individuals, providing around 220 hours of support per week. In Camden, our floating support services cater to 48 people, delivering approximately 495 support hours per week, and 541 hours per week during holidays. Over the past year, we have seen a notable increase of over 100 support hours delivered each week.



## Key service statistics and data from Service User feedback surveys:





Dignity day



Carer of the year 2022



Keeping safe workshop



Premiere at Whittington Hospital for the film  
"Empathy in Motion: Unveiling Hospital Journeys"





2023 Coronation party (Leigh Road)

# Supported Living

**The past year has been as busy as ever! Our unwavering focus on quality has earned us great feedback from local commissioning teams and some excellent ratings from Islington user-led monitoring teams.**

To enhance our end-of-life care and dementia approaches, we formed working groups dedicated to developing quality standards and training. Our dementia training was successfully trialled and delivered to one of our teams at Leigh Road, receiving positive feedback. Continuing our commitment to digital inclusion, we secured 16 smart phones with free data and access for six months. This initiative has been immensely beneficial, empowering the people we support to improve their skills and stay connected.

Our safeguarding group remained active, with a focus on cuckooing and hate and mate crime. Cuckooing is a practice where people take over a vulnerable person's home and use it to facilitate exploitation. We organised a significant informal event at St. Luke's church, drawing over 120 attendees. Establishing partnerships with local Community Police Officers, they now regularly attend our safeguarding working group meetings.

Additionally, Centre 404 will host Police Drop-ins for the community. In collaboration with Family Carers and The Elfrida Society, we developed learning disability training to enhance understanding among primary health professionals working with individuals with learning disabilities. The training was delivered to several GP practices in Islington, receiving positive feedback. As a trusted partner of the London Borough of Islington, we were commissioned to support Islington Learning Disability Partnership (ILDLP) in completing wellbeing reviews for service users living independently.. We quickly established a team and completed over 43 mini-reviews within an 8-week period, engaging in multiple phone touch-ins with service users throughout the project.

Our year was marked by vibrant celebrations, such as learning disability week, where we danced for dignity, and many people wore red as part of the theme 'wearing red, putting undignified care to bed'. Our Winter Wonderland was the busiest we have had, and our autism week was a resounding success. We invited Clive Perry from Arc to share his personal experience of late diagnosis, and the week concluded with a memorable sensory land event, featuring a sensory light room, sensory touch room, sensory smell experience, and bespoke silent disco.

How many Supported  
Living Service Users:

Leigh Road: 19



Vivien Comma Close: 7



Tollington Way: 4



Kiver Road: 4



Kendal House: 2



Mildmay Avenue: 10



Anson Road: 7



Dingley Road: 10

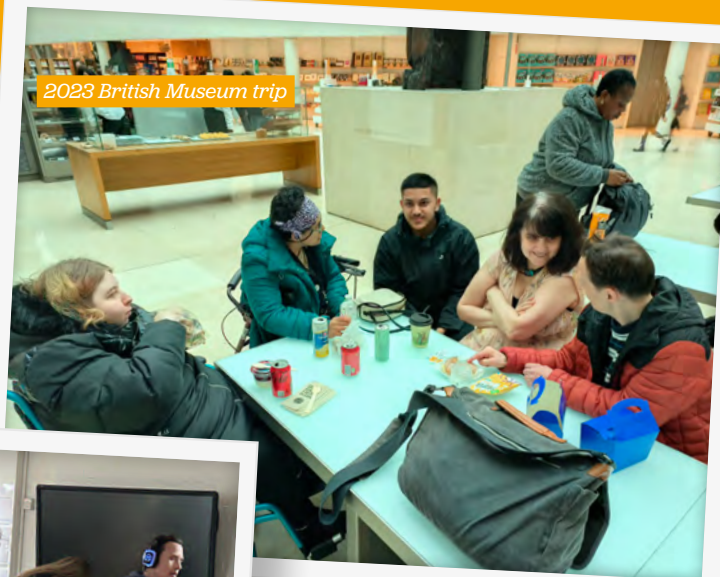


Harrowdene Road: 10



**Total: 73**

2023 British Museum trip



2023 Autism Awareness week



Learning about plants  
at Kiver Road  
as part of our  
Earth Day Activities





### Supported Living

📍 Islington

🕒 SERVICE USER FOR: 11 months

**ACTIVITIES WITH C404:** Kendal House, Centre 404, Independent Living and Specialist Services

**AGE:** 31

**B**efore moving to our Independent Living Service at Kendal House, Cedrick lived with his mother in the family home. Cedrick faces multiple challenges, including global learning disability, Down syndrome, and visual impairment.

Unfortunately, as Cedrick's mother's health declined, she could no longer provide care for him. Through Islington Learning Disability Partnership, Cedrick moved to Kendal House on 27th June 2022. Alongside his learning disabilities, Cedrick has an ileostomy stoma, and at the time of moving to Kendal House, he also experienced severe and widespread eczema, particularly on his hands which had led to occasional hospitalisation. Since arriving at Kendal House, Cedrick has received substantial support to improve his health and well-being, leading to significant improvements.

The staff at Kendal House promptly assisted Cedrick in seeking medical attention. The GP prescribed a steroid treatment that the support workers at Centre 404 diligently helped him follow. With consistent daily support, Cedrick adhered to a skincare routine, resulting in significant improvements. Most of the eczema has cleared, including the severely affected areas on his hands. The positive changes in Cedrick's skin condition have had a profound impact on his confidence and daily life. Initially anxious about traveling on buses due to his appearance, he worried about people staring at his eczema. However, as his skin improved, he gained more confidence and felt less concerned about others' stares. Compliments from staff at the Daylight Centre have boosted his self-esteem, further reinforcing the positive changes.

During Christmas 2022 and subsequent visits, Cedrick's sister and mother noticed the remarkable transformation in his skin and praised the improvements they observed.

# Cedrick



The continued support from the team at Kendal House has played a pivotal role in enhancing Cedrick's well-being and fostering his self-confidence. Through these achievements, Cedrick's journey at Kendal House exemplifies the positive impact of dedicated care and support in enhancing the lives of those we support.

#### Quote from his sister: Yolande Letshou:

"Cedrick had an extremely severe case of an eczema breakout which resulted in an A&E admission prior to moving to Kendal House. It became very challenging to manage his skin and as a result his complexion and skin texture completely changed which affected him negatively. Since moving, the staff have been supporting him daily with the maintenance of his skin condition and followed up with the GP to find the best possible solutions for managing his skin. As a result Cedrick has started to feel confident again and his original complexion has slowly been coming back. We (Cedrick's family) are so grateful for all the support the team at Kendal House has provided."



## CASE STUDY

### Supported Living

📍 **Islington, Mildmay Avenue**

🕒 **SERVICE USER FOR: 12 years**

**ACTIVITIES WITH C404:** Mildmay Avenue, Centre 404, Independent Living and Specialist Services

**AGE:** 50

**S**arah, a 50-year-old woman with autism and a mild learning disability, lives independently in her own flat at Mildmay Avenue. She enjoys her daily outings and attends church every Sunday, valuing her routine and independence. Sarah loves talking about her interests, especially her dream of getting married and her ideal wedding plans. However, she faced challenges with hoarding and maintaining a tidy home.

With the help of Mildmay staff, Sarah's home underwent a deep clean and unnecessary items were removed, creating a safer and cleaner environment. A professional cleaning company now maintains her home every Wednesday, making it easier for Sarah and her support staff to keep it tidy. The staff also supported Sarah in replacing old, worn-out clothes with new ones that fit well and took her to the hairdresser for a new hairstyle. She also received new furniture to replace the old, worn-out items.

Since these changes, Sarah appears more relaxed and happier in her home. She now regularly launders her clothes and takes better care of her appearance. She has joined in activities both inside and outside Mildmay, participating in day trips and enjoying afternoon tea in luxury hotels. Sarah has also improved her social skills and is more comfortable around others.

During her recent annual review, Sarah's family was pleasantly surprised by her tidy and well-maintained home. They expressed their satisfaction with the support she receives and had only positive feedback to give. These improvements have allowed Sarah to maintain her independence, enhance her quality of life, and feel more settled and sociable.

# Sarah



# “

*I like my home to be clean and I like that I have help to keep it clean as I find it difficult to do this by myself. I like the way my home is now, and I want to keep it this way*

**SARAH**

# ”

# Outreach Support Services

**C**entre 404's well-established outreach services are dedicated to empowering individuals with learning disabilities and autism, helping them achieve better life outcomes. With over 13 years of successful operation in Islington and over 5 years in Camden, we have supported more than 120 service users.

Our services are continually expanding, with increasing referrals and diverse support needs. We work towards building strong local connections to create wider support networks for the people we assist, fostering resilience, independence, and a positive self-image. The array of support we provide includes teaching independent living skills, travel training, budgeting, maintaining tenancy, learning new skills, engaging in fun social activities, offering advice and advocacy, voluntary and work opportunities, maintaining physical and mental well-being, assistance with form filling, and support with employment, training, education, and volunteering.

Our trial Drop-in Service in Islington was a valuable resource for service users with learning disabilities. It provided one-stop support for various needs, including form filling, benefit applications, educational sessions, and signposting to specialised services. Many service users expressed sadness as the trial came to an end in May 2023. However, our Camden drop-in service remains fully utilised by Camden residents accessing our outreach service.

We recognised the importance of tackling digital exclusion and secured 16 refurbished smart mobile phones for our service users, who may not have access due to cost barriers. These phones came with a free sim and data for 6 months, allowing ample time for users to acclimate to the devices. IT workshops have also been conducted to enhance IT skills and facilitate service users making the most of their phones.



## Service Users and Statistics

Islington  
Outreach  
Services:

46

Camden  
Floating Support  
Services:

64

## Hours of support delivered weekly

Islington Outreach **217**

Camden Floating Support **570**

**595 IN HOLIDAY TIMES BY THE END OF THE YEAR**





Keeping safe workshop



Cost-of-living workshop

## Quotes from staff, parents and service users:

*"Support from Centre 404 is the best.  
Service very good and good support workers"*

**CAMDEN FLOATING SUPPORT SERVICE USER**

*"Support I get is superb.  
It is the most wonderful support I get"*

**SERVICE USER FROM ISLINGTON OUTREACH**

*"I was very happy when I was invited by  
Centre 404 to take part in the recent trip to  
the seaside, as well as taking part in social  
gathering in the church as part of Centre 404  
activity. Staff are very good, easy to get to the  
office as it is close to where I live, and I can get  
there on my own by the bus"*

**CAMDEN FLOATING SUPPORT SERVICE USER**

The cost-of-living crisis is a pressing concern for many we support. To address this, we identified service users most at risk and worked with relevant stakeholders to closely monitor their situation during the winter period. A comprehensive emergency plan with additional risk assessments and support was devised to ensure no one goes without access to essential necessities like food, light, and heat.

We designed an accessible workshop with an audio/visual guide to help service users combat the cost-of-living crisis. An easy-to-read handout listing key support available in each locality/borough was also created. The workshop, open to both service users and their families, has received positive feedback. We plan to run the workshops throughout the upcoming months to provide holistic support.

Centre 404's Outreach Services remain committed to empowering individuals with learning disabilities and autism, enabling them to achieve better life outcomes. Through strategic initiatives, strong community connections, and ongoing support, we strive to make a meaningful impact in the lives of those we support.





Visiting Thorpe Park



Visiting the London Zoo



Visiting Brighton together as a group





# Kemi

## Outreach Drop-in

📍 **Islington**

🕒 **SERVICE USER FOR: 9 months**

**ACTIVITIES WITH C404: Drop-In Service**

**AGE: 42**

**K**emi, is a service user with a mild learning disability. She lives in a three-bedroom flat in Islington along with her husband and two children, both of whom also have learning disabilities. Kemi's family is the centre of her world. She receives some support from her caring sisters, who live nearby in London. While Kemi doesn't have a paid job currently, she has volunteered at a charity shop in the past.

Centre 404 started supporting Kemi in late 2022. Before that, she had received some advocacy support from another provider but didn't have a formal support package. Despite her close connection with family, Kemi often felt isolated and lacked engagement with the wider community. There were concerns about certain aspects of her home life, and she needed more support than she was currently receiving.

Kemi required assistance in several areas, including finances, community engagement, building new friendships, gaining volunteering and employment skills/experience, attending health appointments, and receiving emotional support.

With the help of her support workers, Kemi has benefited from financial guidance and budgeting support. She now manages her monthly bills more efficiently and budgets accordingly. Her support workers accompany her into the community, helping her access local services and meaningful activities. Kemi has attended a volunteering interview and begun IT classes at her local library. In addition to practical support, Kemi's support workers have also provided emotional support. They have assisted her in arranging and attending health appointments, ensuring her well-being is looked after. As a result of this comprehensive support, Kemi's community access and engagement have significantly increased. She has become more active, meeting new people, and exploring various opportunities.

Kemi now feels more confident and supported, knowing she has a larger circle of people to turn to for help and advice if needed. With the guidance of Islington Outreach, Kemi has developed better organisation and stability in managing her finances and health appointments. With the dedicated assistance of her support workers, Kemi has experienced positive changes that have opened doors to new possibilities and enhanced her overall well-being.



# Positive Behaviour Support (PBS) Services

**P**ositive Behaviour Support (PBS) is a comprehensive, proactive approach designed to improve the quality of life for individuals and their support networks. The main objective of PBS is to promote positive behaviour changes, rather than just focusing on reducing problematic behaviours.

It is person-centred, meaning it is tailored to each individual's unique needs and circumstances. The approach works by understanding the reasons behind challenging behaviours and identifying what a person needs to behave in a more desirable way. It includes proactive strategies, teaching new skills, and making changes to a person's environment to encourage positive behaviour by focusing on a person's strengths and abilities and fostering supportive environments. This methodology empowers individuals to gain control over their lives, engage in meaningful activities, and build healthier relationships. The success of PBS is evident through improved quality of life and reduced instances of challenging behaviours.

While PBS is applied widely across the charity, Centre 404 offers commissioned services specifically catering to individuals with challenging and complex behaviours. Collaborating closely with children, adolescents, adults, parents, caregivers, and support teams, we strive to achieve optimal outcomes. We have continued to utilise and develop our PBS expertise and our application of this approach with service users across our multiple Supported Housing Services within Islington, Camden, Haringey, Brent, and Enfield.

Our PBS Outreach team now provides 7 specialised support packages, resulting in some inspiring and encouraging progress being made by many of the people we support. For example, one of our service users has increased his level of acceptance of support and engagement in support sessions from under 50% to well over 95% within the last year. Forming a trusting and invaluable connection with their support



*Aliston and Support Worker*

workers and accessing more activities and subjects of interest to them in the process, such as playing tennis, football and visiting museums.

Our PBS Children's project supports six children in Enfield, Islington, and Camden through community and home-based support. In 2022, we expanded this to include supporting children and young people in Camden, working closely with Camden Children and Young People Disability Service and CAMHS. We have plans to extend our PBS approach to children and young people in the London Borough of Hammersmith and Fulham in 2023.

Our Haringey-based PBS Day Opportunities project provides positive strategies and interventions for nine individuals, significantly improving their quality of life. This focus has led to a reduction in PRN medication, a decrease in behaviour-related incidents, and overall improvements in health and well-being.

Centre 404's commitment to continual professional development led to our "Introduction to Positive Behaviour Support & Active Support" training receiving CPD certification in May 2022.





The implementation of our personalised PBS plans, tailored to individual needs, effectively identifies valuable strategies to support each person's goals while addressing concerning behaviours. In addition to this, we have also continued to develop and introduce other specialist training including our excellent Autism Awareness which has been delivered to Camden and Islington NHS foundation trust in 2022.

We continue to provide this for staff within Centre 404 as well as external stakeholders in 2023. Our team currently consists of a PBS & Autism Lead, qualified PBS coaches and functional assessors as well as two Team Teach certified trainers.

Our support teams also receive personalised PBS coaching sessions and group supervision, to further explore and assess behaviours presented by people we support, and to devise interventions to address complex and delicate situations faced by service users.

We continue to build upon our strengths by working closely with families and multi-disciplinary teams, keeping the best interest and wishes of the people we assist at the forefront of our service.

# Aliston



## Positive Behaviour Support

📍 **Haringey**

🕒 **SERVICE USER FOR: 11 months**

**ACTIVITIES WITH C404: Day Opportunities**

**AGE: 43**

**T**his case study highlights Aliston's remarkable progress at the Haringey Opportunities Project following the closure of the Ermine Road Centre due to COVID-19 lockdowns, which was Aliston's former day service. Aliston, a young man with a learning disability, faced challenges in finding engaging activities after the centre's closure. However, with dedicated support and encouragement, Aliston embarked on a journey of self-discovery and achievement.

Aliston lives with his mother and brother in Haringey. Prior to the pandemic, he enjoyed attending the Ermine Road Centre for various recreational and learning opportunities. However, when the centre closed, Aliston's daily routine was disrupted, and he spent most of his time at home, limiting his engagement in other activities. Recognising the need for meaningful activities, the support team worked closely with Aliston to introduce him to different outdoor pursuits and practical routines that could be replicated at home. These included socialising at the park, riding a bike, and learning self-care tasks like using the toilet and washing hands. Aliston particularly enjoys playing the piano and guitar, as well as listening to music.

Through consistent encouragement and engagement, Aliston adapted well to the new activities and daily routines. He displayed enthusiasm and cooperation in various activities, showcasing a growing sense of independence.

His love for music was nurtured; Aliston's mother expressed delight and pride in observing her son's musical talents flourish. She is exploring opportunities for Aliston to start a guitar course. The team continues to work with Aliston on his independence, social engagement, and pursuit of personal interest.

“

*I am very Happy with the centre Haringey Opportunities Project and his support worker Ariss who gives him all support needs, and I have seen so much improvement in Aliston.*

**JOAN ROBINSON ALISTON'S MOTHER**

”





### Positive Behaviour Support

📍 **Islington**

🕒 **SERVICE USER FOR: 3.5 years**

**ACTIVITIES WITH C404: PBS Outreach**

**AGE: 55**

**G**ary started receiving Positive Behaviour Support (PBS) from our PBS outreach team in 2019. This case study highlights the significant improvements Gary has made in various aspects of his life with the support of Centre 404's PBS team.

Gary is known for his kind, thoughtful, and sensitive nature. However, he has faced challenges in the past, including fear and difficulty around socialising with new people, attending events, and maintaining a regular cleaning routine in his flat, which used to become overwhelming for him. He now takes pride in consistently cleaning and tidying his flat before going out for coffee with his support team at his favourite coffee shop, Costa. This habit has been in place for over a year, and Gary appreciates being able to maintain a nicer and more pleasant living environment for himself.

In December 2022, Gary achieved a significant milestone by overcoming his fear of attending busy events and socialising with unfamiliar people. He attended Centre 404's Christmas party alongside his brother, Michael, and his PBS worker. Gary not only had a great time but also enjoyed spending quality time with his brother, something they hadn't done in years. Since then, Gary has shown a new found enthusiasm for meeting new people and looks forward to participating in more events at Centre 404.

Gary's brother, Michael, is pleased with the support Gary receives from Centre 404. He has observed positive changes in Gary's life. Gary's personal appearance has improved, he takes better care of his room, and he displays a more optimistic outlook on his future and the progress he can achieve. He said that Gary always looks forward to his support and has never missed a session. Gary's journey with Positive Behaviour Support exemplifies the positive impact that dedicated support and encouragement can have on individuals. His growth in social interactions and independence is a testament to his determination and the effectiveness of the PBS approach. Centre 404 remains committed to providing ongoing support to help Gary lead a fulfilling and enriched life.

**“** *I really like the support workers who work with me. I look forward to seeing them every week.* **”**

**GARY**



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# **2 Learning and Leisure**

## Haringey

has grown, enabling

**9**

individuals to access opportunities and increase independence through positive behaviour approaches.

## Enfield

## Waltham Forest



## Camden

## Hammersmith & Fulham

## Islington

**32**

people now supported by the Day Opportunities service.

## London

Children and Young People Service has seen an increase of

**41%**

providing support to

**185**

children.

## Tower Hamlets

Overall, the Learning and Leisure service supports

**505**

service users

**2,708.5**

hours delivered each week across

**27**

different projects.





Valentino received a gift at Winter Wonderland during Christmas period with his support worker

## Learning & Leisure

**T**he Learning and Leisure Service has four main areas of service delivery, which are: **Day Opportunities, Children and Young People Support, Adult Clubs, and Finding and Matching.** Our wide-ranging services cater to a diverse range of service users, providing them with enriching experiences and opportunities for personal growth.

The Learning and Leisure Service has been steadily expanding its reach, now operating in 7 London Boroughs since early 2023. Our Positive Behaviour Support (PBS) support in Haringey has grown, enabling 9 individuals to access opportunities and increase independence through positive behaviour approaches. In Islington, our Day Opportunities service now supports 32 people. The Children and Young People Service has seen a remarkable increase of 41%, now providing support to 185 children. Overall, the Learning and Leisure service supports 505 service

users, including those registered to attend Disco, delivering 2,708.5 hours each week across 27 different projects. We are excited to share that this year, we were successful in joining a framework to deliver short breaks in Waltham Forest and are actively developing a specialist PBS service in Hammersmith and Fulham.

**Service Users  
Supported**

505

**Children  
supported**

185

Staff from Learning and Leisure attending dinner  
as one of the finalists for Play Scheme Award



Jemel visiting art gallery

Eghosa joining the disability cycling group at  
Pedal Power in Finsbury Park during Play Scheme





# Day Opportunities

**D**ay Opportunities aims to provide meaningful, fun, and inspiring activities for adults with learning disabilities or autism, fostering independence and a person-centred approach. Our goal is to create a supportive community of opportunities where each service user can achieve their goals and happiness outside their home.

In the past year, we have achieved remarkable reductions in serious incidents of behaviours of concern. Specifically in our PBS service in Haringey, we have seen a significant decrease in occurrences. This positive change is a result of our in-depth analysis of triggers, antecedents, spatial factors, and all possible data to understand patterns in the environment and interactions.

Our service has expanded significantly, with a 30% increase in day service offerings. We have also extended our reach to include City of Westminster and Tower Hamlets, creating new opportunities for individuals we support to engage in job roles, foster independence, and establish new partnerships across London.

Our service has engaged in creating sensory and therapeutic artworks and exploring new forms of communication and expression. This has enhanced our understanding of the people we work with and fostered better communication and expression for those we support:

- Through cooking sessions, we have taught valuable skills, safety, and independence in the kitchen, encouraging healthy risk-taking with choices and flavours.
- We actively involve everyone in finding, curating, and cooking interesting and accessible meals, empowering individuals with autonomy and choice.
- Drumming sessions in Finsbury Park Art Hub have provided a space for song, dance, and community engagement, expanding our connections in the local areas.
- Our commitment to continuous improvement and fostering meaningful experiences for the people we support remains at the core of our Day Opportunities.



Georgia cooking at Centre 404 with her support worker Jade

## Key Achievements and Events

- One of the individuals we support received a prestigious Jack Petchey Award for their outstanding achievements over the past year.
- We have successfully provided opportunities for paid and voluntary work that are both worthwhile and meaningful for the people we support. For instance, one service user curated an exhibition with the British Museum, focusing on artists with learning disabilities and autism.
- We have supported multiple individuals in transitioning from living with family to new accommodation ensuring a smooth process.
- As our Day Opportunities service approaches its 10-year anniversary, we are reflecting on the positive changes and progress in our communities throughout the last decade with Centre 404.

Support workers and service users at Day

Opportunities enjoying music session together



## Quotes from staff, parents and service users:

*"Feels fantastic to make such a difference at work and provide the very best service possible."*

**SENIOR SUPPORT WORKER HUSEYIN GOVTEPE**

*"I will be coming to 404 Club until I am 100."*

**SERVICE USER**

*"Hearing parents and carers talk about how much their child has changed including their mood and health thanks to Day Opportunities makes us appreciate the hard work that we do, as sometimes things can be difficult, but these comments make it all worthwhile."*

**STAFF TEAM**



Sharon at the art session of Day Opportunities  
with her support worker



Support workers and service users at Day Opportunities



MJ with her key support worker Michael



Tariq at recording studio for the rap he composed



Tariq with his support worker Mark



### Day Opportunities

📍 **Camden**

🕒 **SERVICE USER FOR: 5 years**

**ACTIVITIES WITH C404: Day Opportunities**

**AGE: 25**

**R**ebecca has been a part of Day Opportunities since 2018, initially receiving support only during the half term holidays. Upon completing college, Rebecca transitioned to day opportunities full time. Her journey has been marked by challenges, progress, and remarkable improvements, demonstrating the positive impact of the support provided by Day Service.

Rebecca's transition to full-time day opportunities was initially challenging, as she struggled to settle in the first few months. Displaying behavioural concerns, taking her out for community trips proved difficult, as she was reluctant to leave the Centre. This year, Rebecca has shown remarkable progress and improvement. With the assistance of her key support worker, she has grown in confidence, becoming more vocal and outgoing. Notably, the number of incidents of behaviours of concern has significantly decreased, positively influencing her overall mood, leading to increased happiness on a daily basis.

Rebecca has embraced community engagement with enthusiasm. She now ventures out more frequently and is able to walk longer distances. Her experiences include tours of Arsenal Stadium, the Transport For London museum, Kentish Town farm, and bowling. Overcoming initial difficulties, Rebecca now enjoys participating in garden activities, where she happily walks on grass, a feat she was previously hesitant about.

Day Opportunities has witnessed a remarkable improvement in Rebecca's relationships with other adults supported by the service. Her increased social confidence has led to more meaningful and positive interactions with her peers. Rebecca's willingness to step out of her comfort zone and embrace positive risks has been commendable. With the support of her support workers, she has taken on new challenges, contributing to her personal growth and development. Rebecca's bond with her support workers team has been evident through her consistent happiness upon seeing them.

# Rebecca



Their dedication and support have been instrumental in her progress and continued well-being. Rebecca's journey at Day Service is a testament to the transformative power of dedicated support and encouragement. From facing early challenges to embracing positive changes, she has made significant progress in various aspects of her life. Commitment to fostering growth and empowering individuals like Rebecca remains at the heart of our work. As we celebrate her achievements during this annual review, we look forward to continued success and fulfilment for Rebecca and others in our care.



# Children and Young People Support

**T**he aim of the Children and Young People service is to provide a safe, fun, and engaging space for children and young people with learning disabilities and autism. We take immense pride in fostering an environment where they can truly be themselves, feel accepted, included, and have a voice. Additionally, we extend our support to their siblings and young carers, recognising the importance of inclusivity and support for the whole family.

Our service offerings encompass a wide variety of activities and support, catering to children and young people both at our centre, in our children's home, and within the wider community. Our overarching goal is to nurture their confidence, enhance communication and social skills, foster independence, cultivate friendships, teach practical skills, and improve the overall quality of life.

The cornerstone of our approach is the person-centred philosophy, tailoring our activities and services to meet the unique needs and interests of everyone we support. We believe that this personalised approach is crucial in ensuring that our children and young people receive the best support possible.

Over the past year, we have significantly increased the level of support we provide to children and young people (CYP) across London, marking a remarkable growth of approximately 41% across all our projects. Notably, much of this expansion is due to our new contract with London Borough of Camden, through which we are now delivering community and home based support to 57 children in the borough. This includes providing Positive Behaviour Support (PBS) to address their specific needs.

Acknowledging the challenges faced by families and staff during the cost-of-living crisis, we have made dedicated efforts to extend support. Partnering with the BBC Money Heroes Programme, we integrated financial education activities into our afterschool club.



**Service Users Supported**

185

**New Service Users**

76

## Key service statistics and data from Service User feedback surveys:

**Young people said they are happy and enjoy coming to Centre 404 91%**

**Family carers satisfied with level of support their child is receiving 89%**

**Young people feel safe and supported by support workers 87%**



Cake decorating with support worker



Visited London Big Eye in December 2022 – Siblings' Group



October Playscheme



Neil enjoys drawing



Eghosa enjoying at the playground



New mural at our community centre, created for us by street artist Alethea





Visited Sea Life as  
part of our Playscheme



Cycling at Pedal Power  
as part of our Playscheme



With the generous support of our trustees, we ensured that Children and Young People Clubs in Islington and Tower Hamlets received hot meals during the school week. To further alleviate financial pressures, we delivered Cost of Living advice and information to families across Islington, Camden, and Tower Hamlets, collaborating with Supporting Families for an impactful session in Tower Hamlets.

The spirit of giving and support continued throughout the year. In December, our service users received holiday presents through a generous donation from the East London Business Alliance. Furthermore, we were delighted to provide all of our Young People Clubs and families with sim cards donated by Vodafone, facilitating connectivity and communication.

Our holiday playschemes have grown in attendance and popularity, hosting 50 sessions in Islington and Enfield, and 25 sessions in Camden. These playschemes provided our children with exciting and enriching experiences, including exploration of Central London and the local community, as well as memorable day trips to places like London Zoo,

Willows Farm, Trent Park, Natural History Museum, Science Museum, and Sea Life London. In Tower Hamlets, our children's home continues to expand, welcoming 10 new service users this year. Our dedicated staff have been instrumental in supporting the seamless transition of new children into the service. Our home is a weekend and holiday respite, affectionately referred to by the children as "Newby Place", their second home.

We continually update and personalise the space, making it even more special for our children. Notably, an inspiring art project, led by Gail Dickerson during our summer placements, resulted in the creation of unique self-portraits using new and recycled materials, which now adorn the walls throughout the home.

Alethea Art generously shared her talents in October 2022, gracing our garden with a stunning mural as a gift. As we continue to grow, our unwavering commitment remains centred on delivering person-centred and high-quality support to all our children and young people.

Cake decorating with support worker



## Quotes from staff, parents and service users:

*"All of the kids are so different; I learn something new from each of them. They are all so enjoyable to work with. Each have their own challenges. Over time, it gets much easier to understand their needs – this is down to relationship building."*

**SK – STAFF**

*"It's going really well so far. There are no problems. He enjoys it (playscheme), especially when they're going out."*

**IT – PARENT**

*"I genuinely enjoy working at Centre 404, especially with the children and their families. This is such a wonderful organisation, and the work we do is meaningful and life changing. I feel privileged to be apart of this."*

**JJ – STAFF**

Rebecca playing doll house



Jack Petchey Award





## Children and Young People Support

📍 **Islington**

🕒 **SERVICE USER FOR: 2.5 years**

**SERVICES USED: Fun Fridays**

**AGE: 6**

# Noah

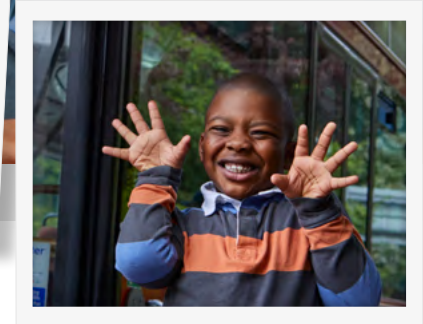


**N**oah, a lively and engaging child diagnosed with autism has been an active participant in Centre 404's Fun Friday afternoon clubs since January 2021. This case study shows Noah's growth and development within the club. Over time, his confidence has flourished, leading to significant improvements in communication, positive engagement with peers, and the discovery of new interests.

Initially joining as a predominantly non-verbal child with a vocabulary limited to mummy and daddy, Noah's confidence has grown, resulting in more active engagement within the group. Family and staff have noticed a marked transformation, describing him as "very chatty" and delighted by his increased social interactions.

Throughout the year, Noah's vocabulary skills have expanded. He now confidently expresses his preferences and emotions during dinner time at Fun Friday, stating his likes and dislikes. At home, Noah enthusiastically recites the days of the week, relishing in sharing his activities at school and Centre 404. His mum says that it's hugely positive that he is now able to recount club experiences, including details about his day, meals, and emotions. Noah's time at Centre 404's Fun Friday clubs has been filled with moments of joy and expression. His love for singing and music is now evident during Music Sessions, particularly when singing and listening to "Jingle Bells." Additionally, he eagerly narrates and comments on bus journeys, enthusiastically announcing each stop.

His love for exploring the outdoors has grown, with a keen interest in gardening observed during Outdoor Picnic Sessions. The staff believes



# “

*Noah has enjoyed short breaks with centre 404. He was always looking forward to go there every Friday after school.* **NOAH'S MOTHER**

# ”

gardening may be a new found area of passion for Noah, sparking excitement for more outdoor adventures during the summer.

Noah's journey at Fun Friday clubs has been one of incredible progress and discovery. His improved confidence, communication skills, and positive interactions with peers reflect the effective support and nurturing environment provided by Centre 404. Centre 404's dedication to promoting personal development and happiness has been exemplified through Noah's journey.

### Children and Young People Support

📍 **Tower Hamlets**

🕒 **SERVICE USER FOR: 10 months**

**SERVICE THEY USE: Residential Short Breaks**

**AGE: 14**

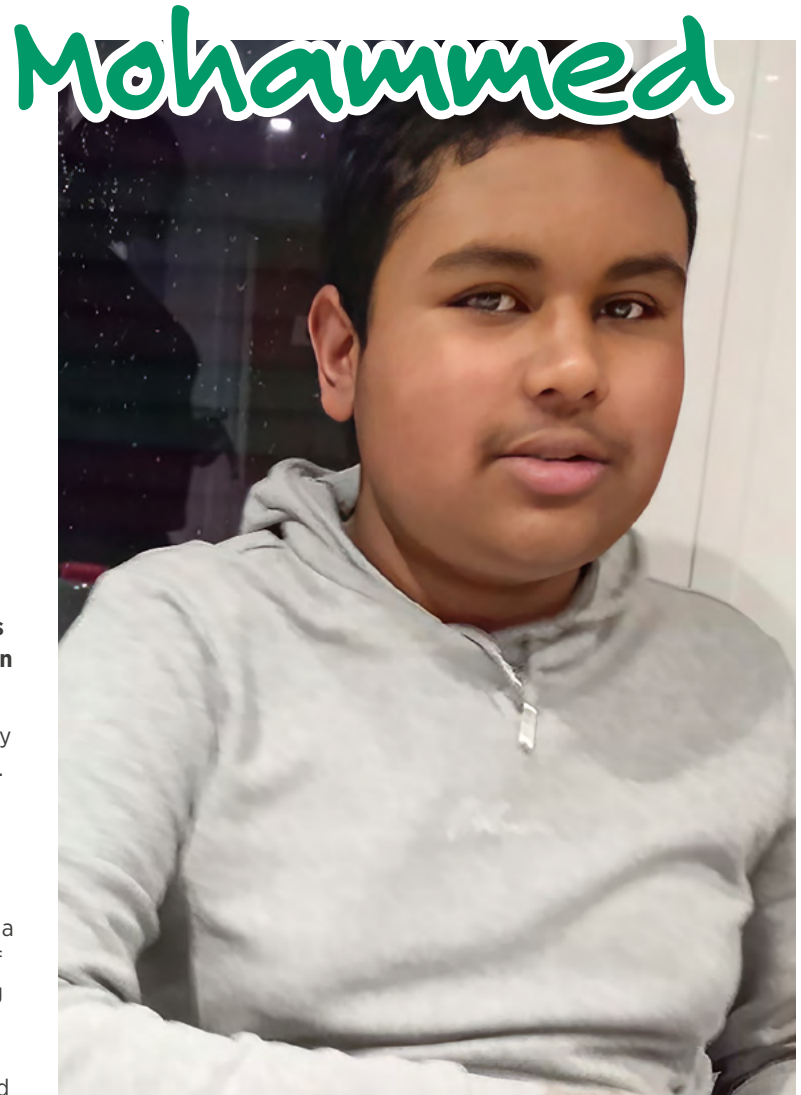
**M** Meet Mohammed, a new member of Centre 404, who has transitioned smoothly from day care to overnight stays. Mohammed has Autistic Spectrum Disorder (ASD) and is a kind, gentle, and caring individual. However, he often lacks confidence and finds it challenging to be independent away from his family. One major concern was his separation anxiety when staying in a new place without his parents' day-to-day support.

To help him overcome this, Mohammed's support worker created a story about Centre 404, and he and his parents were invited to visit regularly. He also attended after-school clubs and weekend day care until he felt ready for overnight stays.

In April 2023, Mohammed had his first full week of overnight stays. During this time, he enjoyed wall climbing, trips to the local park, cinema outings, and indoor activities. He settled in well and showed no signs of distress or homesickness. The staff continues to support him in building his self-confidence, expressing himself, and making choices.

One notable progress is Mohammed's ability to confidently say 'yes' and 'no', helping him protect his safety, dignity, and respect. For instance, we supported him in comfortably saying 'no' when he didn't want to give someone a high-five.

According to his parents' feedback, Mohammed had a wonderful first overnight experience and was thrilled to share his activities with them. His dad is eager for him to stay over more often, something they had never done before, and he shared this happy news with the social worker.



Dad also praised the staff member who dropped off and picked up Mohammed, describing them as patient and supportive. Mohammed's journey exemplifies the positive impact of our support and nurturing environment. He is developing valuable social and communication skills while gaining independence. We are excited to see his continued progress and look forward to supporting him every step of the way.



# Adult Clubs & Activities

**T**he primary aim of our service is to deliver social and educational activities for adults with learning or physical disabilities. Our weekly clubs are specifically designed to focus on socialising, promoting fun, and enhancing overall well-being.

Over the past year, we have made significant progress and celebrated several achievements and events:

**We successfully operated four vibrant clubs:** Happy Tuesday, Warm and Welcome Wednesday, Friday Night Social, and Gardening Group. Our Gardening Group, run on a volunteer basis, provided our service users with valuable opportunities to learn new skills while tending to our much-loved garden.

**Happy Tuesdays and Warm and Welcome Wednesdays have consistently been filled with energy, with services users attending every week:** These clubs have proven to be a wonderful avenue for our adult service users to make new friends and enjoy meaningful social interactions and have fun. As part of our commitment to promoting well-being, we also focus on healthy eating within our clubs and introduced hot meals provisions to support our service users during the cost-of-living crisis.

**In 2022, our Friday Night Social returned, and it has become a regular gathering attended by over 30 service users every Friday:** Our service users travel from various locations across London to be a part of these events. Furthermore, we introduced Themed Parties during the Friday Night Social, such as the Pride-themed and Coronation-themed discos, which were enthusiastically received. As a result, we are excited to plan and host more themed parties in 2023.

In conclusion, our service remains dedicated to providing a welcoming and enjoyable environment, enhancing the lives of our adult service users, and fostering their social engagement and overall well-being.



Happy Tuesday Club -  
cooking and eating  
together as a group

**Service Users  
Supported**

55

**New  
Service Users**

25

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**Quotes from staff, parents and service users:**

*“The best thing about Happy Tuesdays is making friends and trips out”.*

**AB**

*“It is wonderful that AB has such a great group of friends who she sees regularly.”*

**AB'S MOTHER**

*“The Friday Night Social is always a joyous occasion. The mix of service users, carers, support workers, parents and volunteers creates a wonderful atmosphere. The genuine affection the service users have for the club is demonstrated by the fact that they attend in stormy weather and on snow days and train strike days. Everyone joins together for the Conga, rocking round the dance floor and singing at the top of their voices! Friday Night is Disco Night at Centre 404!”*

**CAROLINE GRIMSHAW,  
SENIOR SUPPORT WORKER**



Friday night disco: POP STAR theme



Friday night disco: Pride theme







Friday night disco: Coronation theme



Friday night disco: POP STAR theme



Happy Tuesday Club outing



Happy Tuesday Club's drawing related to Pride



Happy Tuesday Club – enjoying outdoor time





## CASE STUDY

### Adult Clubs

📍 **Islington**

🕒 **SERVICE USER FOR: 2 years**

**SERVICE THEY USE: Happy Tuesday**

**AGE: 40**

**M**eet Ashley, a sociable and enthusiastic member of Happy Tuesdays. When she first joined the group, she found it challenging to leave home and interact with new people. Despite having enjoyed the Friday night disco before the pandemic, Ashley's mum noticed that going out had become more difficult for her. Initially, she was quiet, but she quickly started participating and has now become a sociable and happy friend to everyone in the group.

# Ashley



**“** *It is wonderful that Ashley has such a great group of friends who she sees regularly.* **”** **ASHLEY'S MOTHER**

During the Christmas Party, Ashley's Carol singing was truly incredible, filled with passion, and she knew all the words. Besides her impressive singing talent, she is also a wonderful artist, enjoying making cards and painting stones.

Ashley loves our nights out at restaurants, and she's a skilled navigator. She knows the order of drop-offs and enthusiastically announces each group member when it's their turn to be dropped off.

Ashley's journey with Happy Tuesdays demonstrates the positive impact of our inclusive and supportive environment. Her transformation from a hesitant newcomer to a lively and sociable friend demonstrates the power of community and friendship. We are proud to have Ashley as a valuable member of our group, and we look forward to creating more joyful and enriching experiences together.

**“** *When I first met Ashley many years ago, she was so shy and isolated, she wouldn't even talk, dance, or socialise. When I saw her years later, she was completely different. Clubs have been so beneficial for her confidence. She now has a voice without feeling uncomfortable and insecure. She is safe, happy, and able to be herself without feeling doubtful. Every week she becomes more the person she is.* **”**

**JENNIS, SENIOR SUPPORT WORKER**



# Finding & Matching (PSWFMS)

**F**inding and Matching offers person-centred support and services to individuals with learning disabilities who have a Personal Budget. The service aims to match individuals with support workers who share similar interests and are skilled and friendly. Support is flexible, available at home, in the community, or anywhere required. Staff are trained to deliver quality support, and the recruitment process involves service users' input.

The service also assists individuals in managing their Personal Budget through the Individual Service Fund (ISF). Support is provided to help individuals make decisions about their budget and develop an accessible support plan based on their preferences and ideas. Finding and Matching offers support in various areas, including job searches, volunteering opportunities, budget management, healthcare access, promoting a healthy lifestyle, day trips, group activities, domestic tasks, forming relationships, attending college, and managing mental health.

In the past year, significant achievements have been made by service users. For example, WG progressed to English level 2 at Haringey Learns and secured paid employment at Halfords. KC continues to receive support while working at the Lordship hub café. JW successfully completed an employment program leading to a more permanent position. OK started college and made great strides in coursework and socialisation. KCR regularly attends a Dance and Movement group, enjoying the experience. The service has also successfully recruited staff to meet specific interests and needs. The user-led baking group has been particularly successful in involving service users in important decision-making processes, and it has provided opportunities for them to make new friends and meet others from different services.



During the 2022 Learning and Leisure survey, 47% of concerns raised related to "cancellations" attributable to Finding and Matching. Carers highlighted the negative impact of short-notice cancellations on individuals. The cancellations were due to the nationwide crisis in recruitment and retention in Health and Social Care.

As a response to the survey findings, the service prioritised reducing cancelled shifts due to staffing issues. In March 2023, only three shifts were cancelled due to the inability to provide cover. This marked a notable improvement compared to the twenty-six cancelled shifts in March 2022. The total number of hours provided in March 2022 was 1178, which increased to 1765 in March 2023.

In conclusion, Finding and Matching has actively addressed concerns raised in the survey and made commendable progress in reducing cancellations. The service's person-centred approach has resulted in positive outcomes and achievements for individuals with learning disabilities.

**Service Users Supported**

57

**New Service Users**

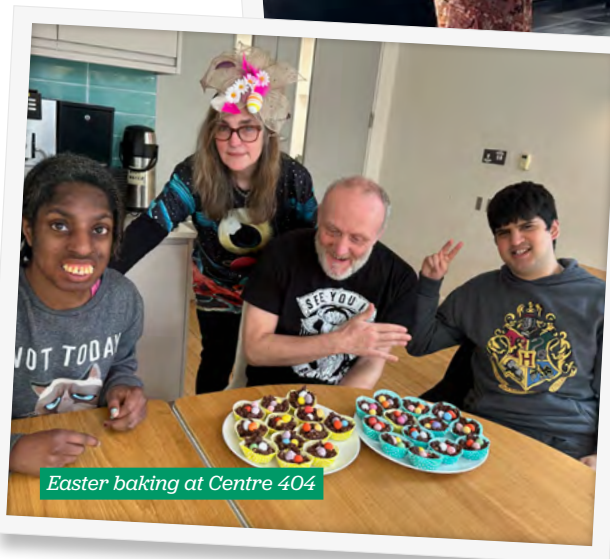
1



Andreas's group dance and choir performance at Royal Opera House



Group dance performance at My Way Day 2023



Easter baking at Centre 404

## Quotes from staff, parents and service users:

*"AR looks forward to his various weekend activities and thoroughly enjoys all the sessions. He is grateful for the consistent support and has formed a great relationship with his two carers."*

**AR'S CARER, APRIL, 2023**

*"The support workers are always very helpful and reassuring. They are good at making you comfortable and are friendly"*

**CF SERVICE USER, APRIL 2023**

*"AD (Worker) is funny, helpful."*

**CH, SERVICE USER, APRIL 2023**

*"RP's care support worker AV is caring, calm, very reliable, punctual person. She is comforting my son and encouraging him to participate into daily activities such as going shopping and, supporting him at the Crouch end Library. She makes positive influence to my son and also me as well. Thank you for creating this opportunity for us"*

**NP, CARER, APRIL 2023**

*"Centre 404 is a wonderful resource in the community."*

**TM, SERVICE USER, APRIL 2023**



## Finding & Matching (PSWFMS)

📍 **Islington**

🕒 **SERVICE USER FOR: 4 months**

**SERVICE THEY USE: Finding and Matching**

**AGE: 44**

**M**et Jermaine, a cheerful individual who lives happily with her mother and brother at home. While her home life is happy, Jermaine had not received any support outside her family for many years. As a result, she became quite dependent on her family and had limited opportunities to socialise and make new friends.

Jermaine expressed her desire for more independence and to pursue her interests in cooking, dancing, shopping, bowling, visiting museums, and going to the cinema. Her family worried that this might be challenging for her, and she might feel overwhelmed in busy environments. However, since joining F&M in December 2022, Jermaine has already achieved some of her goals. She has become an integral member of the baking group and loves dancing at the Friday Night Disco.

Caroline, one of Jermaine's support workers, highlighted the positive impact of Centre 404's support on Jermaine's life. The regular events provided by Centre 404 have become an essential part of her weekly and weekend schedule. Through activities like the baking club and Friday Night Social, Jermaine's sociable and giving personality shines as she brings treats and small gifts for others and warmly welcomes new people.

With the help of Centre 404, Jermaine has learned valuable skills, including baking, learning to travel on public transport, and exploring different areas of London including Camden market and St Pancras. Her new found independence is evident as she confidently handles money, purchasing her lunches, magazines, and other treats from stores like Tesco. Jermaine's confidence in social situations has also grown, as she actively engages in games with fellow service users at the centre and eagerly participates in the Friday night disco where she has made cherished friends.

# Jermaine



Jermaine's passion for writing and craft has also been nurtured by Centre 404, supporting her in card making for her family and keeping a journal. Her positive progress demonstrates the meaningful impact of Centre 404's support in empowering individuals like Jermaine to lead fulfilling lives filled with joy, independence, and genuine connections with others.

**“** *I have enjoyed meeting new people and making new friends. I did not know how to bake before, but now I share cakes with my family and friends, and this feels good”.*

**JERMAINE**

**”**

### Finding & Matching (PSWFMS)

📍 **Islington**

🕒 **SERVICE USER FOR: 9 years**

**SERVICE THEY USE: Finding and Matching**

**AGE: 28**

**I**n 2022, Onur, a young man with a desire to find a part-time job, attended Rowans bowling club regularly. He enjoyed the friendly and welcoming atmosphere, prompting him to express his interest in applying for a job there. Onur and his dedicated support worker, Fatima, requested an application form, but filling it out proved to be a challenge. Onur faced difficulties in writing his name, date, and forming sentences due to spelling issues. Despite his frustration, Onur's determination to apply for the job continued.

This experience sparked a strong will in Onur and his mother to enrol him in college, where he could learn to read and write. As a result, Onur and Fatima began attending college on Mondays and Fridays for the "Prevocational Studies Level 1" course. Since joining the college, Onur has made impressive progress. While he still requires support, he can write when someone spells words out for him and is gradually improving his reading skills. His commitment and effort are commendable, as he works diligently, undeterred by initial challenges. He practices reading signs whenever he is out and about, eager to enhance his skills. Onur's dedication to college has led to reduced leisure time for activities like going to the cinema, gym, or dining out. However, he remains content and occasionally indulges in such outings during lunch breaks. Despite previously struggling to concentrate for extended periods, Onur now excels in his studies.

Having made many friends, Onur's shyness has diminished. He actively participates in class discussions and he enjoys engaging in role plays related to customer services. He willingly assists both his teacher and classmates, displaying a helpful and cooperative attitude. Notably, Onur's cooking skills have significantly improved, and he takes pleasure in participating in this activity, which previously didn't interest him. He also shows enhanced understanding and patience, leading to a decrease



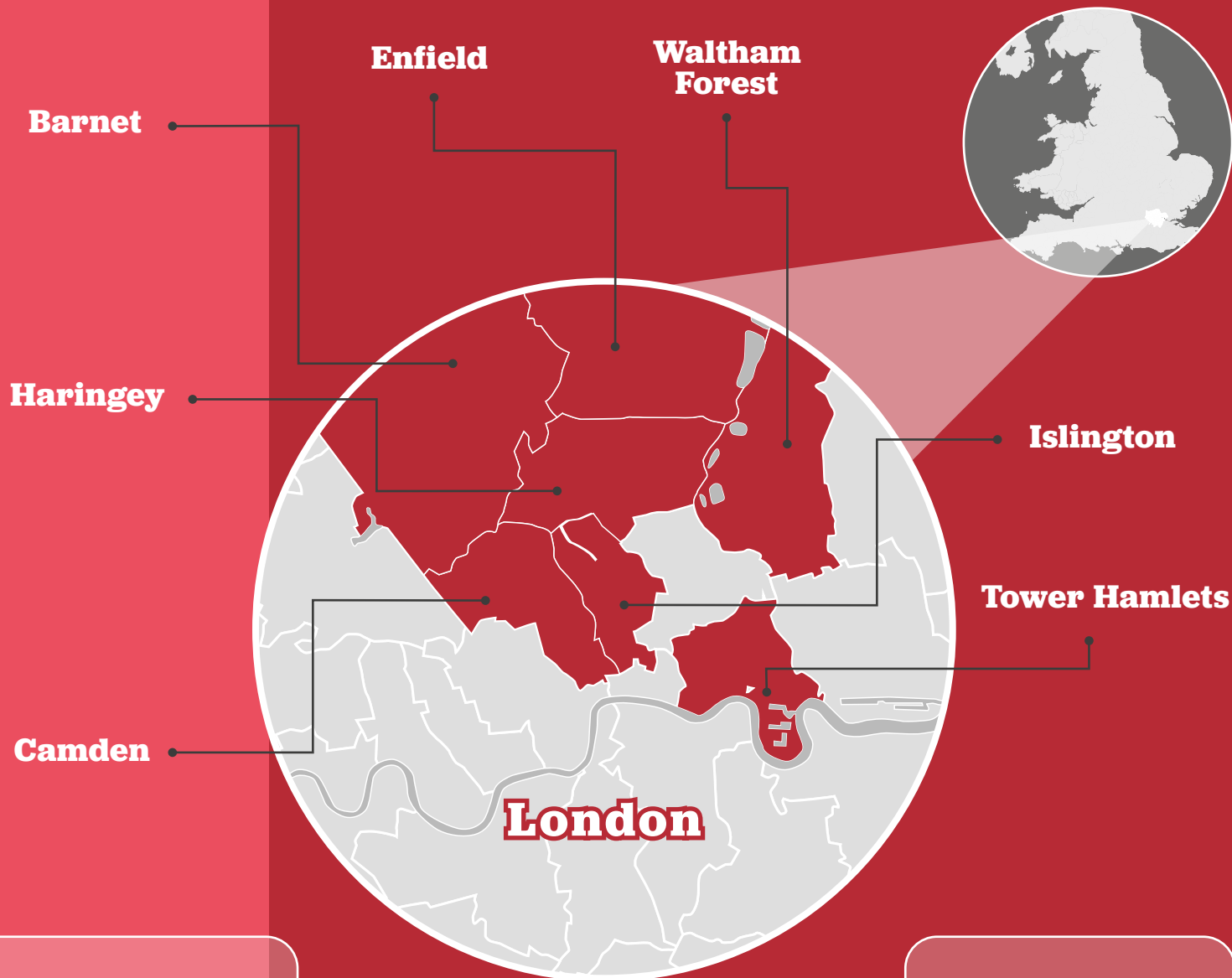
in upsetting incidents. Furthermore, Onur has enrolled in Speech and Language therapy, which he eagerly anticipates starting, as it will further aid his communication skills. His IT skills have also seen progress, which will be a useful skill for his future.

Onur's family is thrilled and grateful for the positive changes they have witnessed in him. His mother's goal for him to attend college to promote independence has been accomplished, and Onur himself is proud of his achievements. Fatima, his support worker, has observed his daily improvements and commends his growth. Onur's ultimate goal is to be independent and confident around people, and both the college and Centre 404 have played pivotal roles in supporting him towards achieving this objective. His journey demonstrates the progress that can be achieved through determination, dedication, and unwavering support.



The background of the image consists of several concentric circles in various shades of red, creating a ripple effect that expands from the center towards the edges.

# **3 Supporting Families Service**



**1199**

family referrals

**892**

reaching out to Centre  
404 for the first time

**307**

known to Centre 404

**366**

were anonymous  
referrals



# Supporting Families Service



2023 Kew Garden  
visiting with carers

**S**ince 1951, our organisation has been dedicated to supporting family carers of children and adults with learning disabilities or autism. Our Family Support Service offers a free and confidential service to assist and guide you through your caring journey.

We understand the challenges that come with caring for a child or an adult dependent with special educational needs and disabilities. Our team provides valuable advice and information on various services available to parents, carers, children, and young people.

We help family carers access and claim welfare benefits entitlements and grants, ensuring they receive the support they need.

As part of our commitment to comprehensive support, we act as a reliable signpost to national information services, helplines, and health and social care services. We work in collaboration with local and national organisations to offer holistic support to families during the post-diagnosis phase, as well as throughout their journey from birth to adulthood and beyond.

Our goal is to stand alongside family carers, offering guidance, understanding, and assistance as they navigate their caring journey. We are dedicated to ensuring that families receive the support they need to enhance their well-being and that of their loved ones with learning disabilities or autism. We have provided a range of well-being events and networking throughout this year.



Coffee morning with carers



## Our approach to supporting family carers includes the following steps:

### 1. Identifying Support Needs:

We work closely with the parent carer or family to understand their specific support needs and desired outcomes.

### 2. Providing Information and Resources:

Our team offers advice, information, and resources, and if necessary, we guide families to other relevant services.

### 3. Emotional support & Impartial Exploration of Options:

We ensure informed decision-making by exploring options in an impartial manner.

### 4. Practical Support:

We provide tailored practical assistance with welfare benefit claims, grants, letter writing and making phone calls.

### 5. Encouraging Self-Advocacy:

We promote self-advocacy, empowering parent carers and families to advocate for themselves.

2022 Black History month coffee morning



Coffee morning with carers





# Supporting Families Services - Data & Demographics

## Referrals:

**1199 referrals:** for information, advice and support to navigate welfare, health and social care or education of these **892** were families reaching out to our Centre 404 for the first time and **307** were families known to Centre 404.

**366 anonymous referrals:** choosing not to disclose their personal data

## Referrals

1199

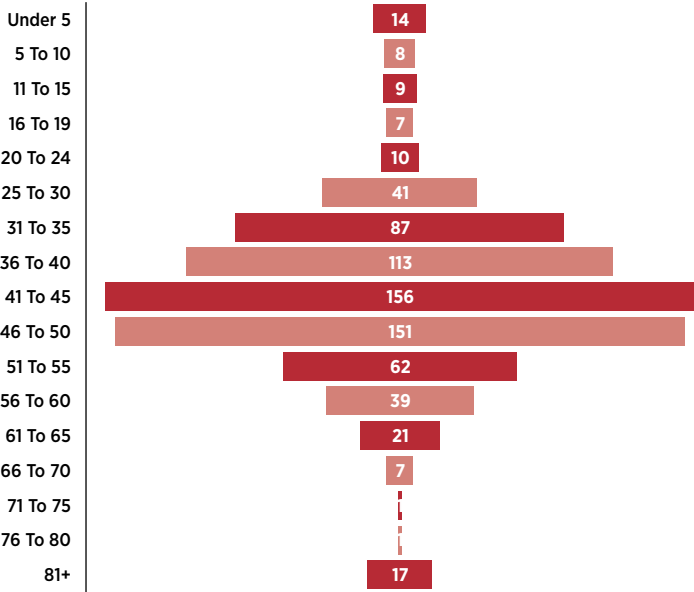
## Anonymous Referrals

366

## Age:

Age where known with our oldest carers aged 81

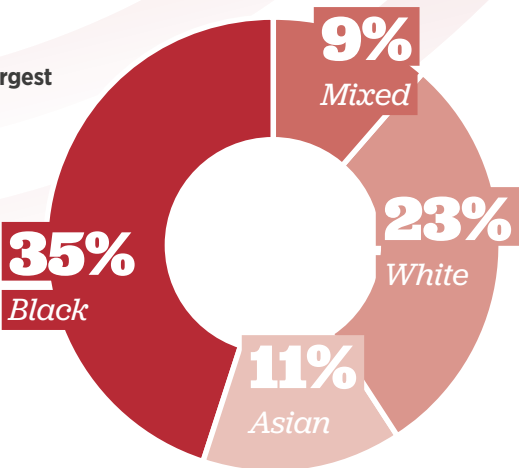
- **19%** 41 – 45 years old
- **18%** 46 – 50 years old
- **16%** 36 – 40 years old
- **12%** 31 to 35 years old
- **10%** 51 – 55 years old
- **7%** 56 – 60 years old



## Ethnicity

Data below reflect our largest categories of ethnicity where known:

- Black 35%**
- White 23%**
- Asian 11%**
- Mixed ethnicity 9%**



Latin American	9	Indian	4
White European	34	Japanese	1
Arabic	13	Kurdish	4
Asian British	8	Mixed - Other Mixed Background	13
Asian Other	5	Mixed - White And Black African	3
Bangladeshi	48	Mixed - White And Black Caribbean	4
Black - African	78	Other Ethnicity	6
Black - Caribbean	16	Pakistani	1
Black - Somali	47	Turkish/Cypriot	34
Black British	30	West European	1
Black Other	8	White - British	59
British Mixed Ethnicity	21	White - Irish	9
Chinese	5	White - Other	51
East European	3	Unknown	13
Greek/ Cypriot	8		

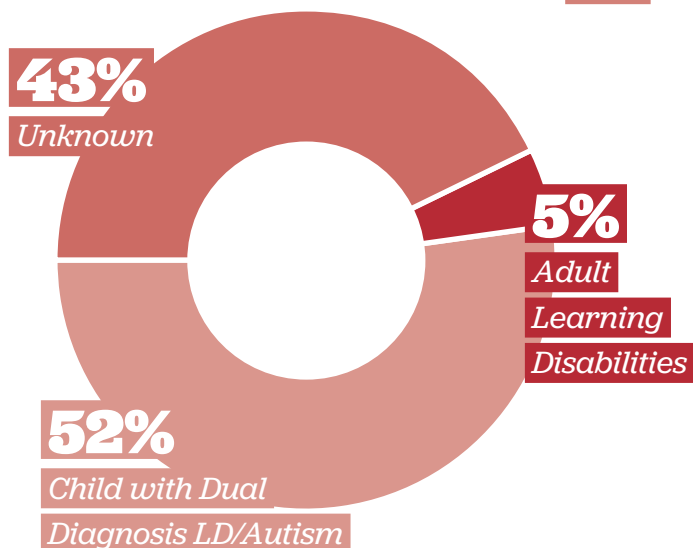
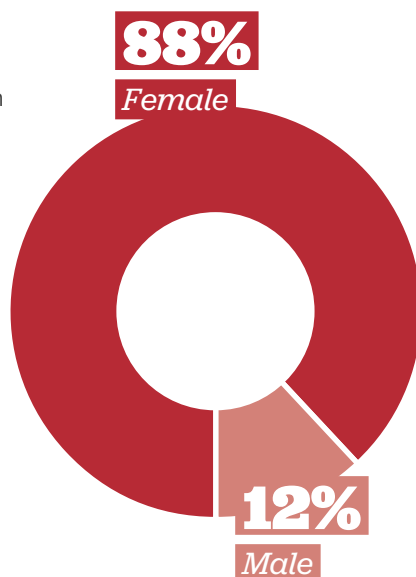
## Gender

Gender percentages  
of family carers

**52% of our carers** cares for a child with a diagnosis of autism and/or learning disability

**5% cares for an adult** dependent with a diagnosed learning disability

**43% cares for a child with learning difficulties**, multiple and/or complex needs and impairments or physical disabilities



The ASC for Tea invites in guest speakers and were on this occasion joined by Virginia Bovell chair of the Family Carers Action Group



Coffee morning with carers



2023 Kew Garden visiting with carers



## Supporting Families

📍 **Islington**

🕒 **SERVICE USER FOR: 1 month**

**AGE: 32**

**SERVICE THEY USE: Supporting Families**

**T**rieza reached out to the Supporting Families service as she needed a Blue Badge to ensure safe transportation for her autistic son during appointments and activities. With the help of a family caseworker, she applied for the Blue Badge, but during their meeting, it became clear that Trieza heavily relied on a local taxi firm due to the complex challenging behaviours her son exhibited. To further support her, the caseworker suggested applying for a Taxi card, which would make her travel easier and reduce costs.

During their conversation, it also became evident that Trieza was feeling socially isolated as a carer, so the caseworker recommended connecting her with other families facing similar challenges. With the assistance of the caseworker, Trieza quickly completed the application for the Taxi Card in early May, using the information she had already provided for the Blue Badge application in April. She qualifies for the taxi card due to her son's challenging behaviour resulting from a complex high-needs learning disability. Now, she has been issued with a Taxi Card that provides subsidised door to door journeys in licensed taxis and private hire vehicles for London residents who have serious mobility or visual impairments which is funded by the council.

Trieza now feels supported and informed, knowing that she has a place to turn to for help and a chance to meet other families who understand her experiences as a parent of a child with autism. Trieza anticipates that having these aids will not only make travelling with her son safer and more manageable but also reduce her expenses on taxi fares significantly.

At Supporting Families, we provide personalised support to families like Trieza's, helping them navigate challenges and fostering a sense of belonging within the community. Together, we can create a network of care and understanding for all families who need it.

# Trieza



**“** *The Taxi Card Centre 404 supported me to apply for is vital to help us get around without difficulty. Centre 404 support to parents is excellent. Thank you very much !!*

**”**

## CASE STUDY



### Income Maximisation

📍 **Islington**

🕒 **SERVICE USER FOR: 9 years**

**AGE: 57**

**SERVICE THEY USE: Supporting Families**

**I**nci's connection with Centre 404 began in 1998 when her son's nursery directed her to seek support here. Since 2014, Inci has been a registered carer with our Supporting Families services, seeking assistance and guidance for various aspects of her caring responsibilities.

Initially, Inci reached out to us for advice and support with tax credits and welfare benefits entitlements for her disabled dependents. With her multiple and extensive caring responsibilities for her son, who has a learning disability, and her elderly husband, who has physical and mobility impairments, Inci found herself navigating complex challenges.

As the years passed, Inci continued to lean on Supporting Families Services for help. We provided support in applying for welfare benefits, a Blue Badge, and a Freedom pass for her son, making his daily journeys safer and more manageable. We also assisted Inci with welfare benefits applications, easing financial burdens. Recently, Inci sought our guidance to address issues related to home adaptations and housing repairs. Our team worked closely with her to find practical solutions, ensuring her family's well-being and comfort.

Throughout her journey with us, Inci's resilience and ability to manage her caring responsibilities have grown significantly. She has developed valuable skills and gained confidence in advocating for her disabled dependent's best interests. Moreover, she has recognised the importance of self-care as a carer and has embraced the practice to nurture her well-being. At Supporting Families Services, we are proud to be part of Inci's journey. We are here to help families like hers, so that together we make our community a better place.

“

*Every time I've had a problem, I've had Centre 404 to turn to when I've needed advice and support. I've always felt supported, since the very beginning of my journey as a carer of a disabled child.*

”



# Events and activities

**T**he service collaborates with health and social care professionals and other stakeholders to organise regular information sessions and workshops on topics of importance to caregivers.

Supporting Families works in close groups and forums with national and local Parent Carer Forums, providing family caregivers with a platform to voice their opinions on local and national issues concerning disabled children and adolescents. The primary focus is to improve outcomes for families caring for children and adult dependents with Special Educational Needs and Disabilities (SEND) by offering essential information, advice, and support. This report highlights the various initiatives undertaken by Supporting Families to strengthen and support families caring for disabled children and adults.

This year, Supporting Families collaborated with the Islington Parent Carer Forum to facilitate a highly successful education law event. The event featured esteemed guest speakers, including Amara Ahmad, a leading specialist in education and children's law from Doyle and Carter, Sarah Parker from Islington SENDIASS service, and Candy Holder, the Director of Pupil Services from Islington Council. The involvement of Carly Stechman, Chairwoman of the Islington Parent Carer Forum, further strengthened the event. Together, they actively participated in the green paper consultation and review with Local Authority and council representatives, amplifying the voices of families in shaping education policies and services.

Supporting Families continues to empower and uplift family caregivers through impactful partnerships and initiatives. By facilitating opportunities for family carers to express their voices, providing crucial support and information, and nurturing a sense of community, the service makes a significant difference in the lives of families dealing with special educational needs and disabilities. The collaborative efforts with parent carer forums and local authorities reinforce the importance of collective advocacy in creating an inclusive and caring environment for all. As Supporting Families moves forward, it remains dedicated to empowering families and ensuring their needs are met on their unique journeys.



## Supporting Families Services

Recognising the significance of a supportive community, Supporting Families organises regular coffee mornings and enriching day trips to museums, galleries, and Kew Garden. These serve as opportunities for caregivers to come together, share experiences, and build connections with others who understand the challenges they face.

## ASC for Tea

ASC for Tea is a bi-monthly and inclusive group that provides vital support to parents and caregivers caring for children under 16 with autism. It offers opportunities to connect with health and social care professionals with expertise in autism, providing valuable insights and assistance throughout the often-challenging journey from birth to adolescence and into adulthood.

## Number of Events:

- 6 ASC for Tea
- 10 Discovery Coffee Mornings
- 4 Male Carer events, including a Christmas pub lunch
- 2 Kew Gardens visits
- 4 Parent Carer Forums
- 5 Family Carer Action Group Meetings

Family Carer Action Group in May 2023



### The Family Carer Action Forum (FCAG)

The Family Carer Action Forum (FCAG) is a valuable support network for families, including grandparents and siblings, caring for adult dependents with learning disabilities and/or autism spectrum conditions. The FCAG serves as an essential information and advice forum, giving family carers elected to represent and express their views in various council settings, such as the Islington Learning Disability Partnership (ILDLP) Board. Through the FCAG, council officers can directly hear about family carers' experiences, concerns, and opinions, fostering effective collaboration between service users, family carers, council officers, and service providers.

In partnership with the Family Carer Action Group, Centre 404 facilitated a meeting about Respite Services in Islington and Recruitment and Retention levels of Support Workers. Respite service provides carers time away from caring. It also provides children and young people with special educational needs and disabilities the chance to do something they enjoy.



Mar 2023: Educational Law event, we partnered with the Islington Parent Carer Forum and conducted a workshop together! The presentation was mainly about SEND, Education, Health, and Care Plans

Celebrated Eid with our amazing family carers/parents over a cosy coffee gathering with related activities! We marked this special occasion together and the room was filled with warmth and laughter as we enjoyed coffee and refreshment.



Keeping going workshop for family carers



# SENDIASS Enfield



**T**he Service strives to help parents/carers, children and young people and professional staff to work together to provide the best possible support to children and young people with Special Educational Needs and Disability (SEND). The Special Educational Needs and Disabilities Information Advice and Support Services (SENDIASS) at Enfield operates in accordance with the provisions of the Children and Families Act 2014 and associated Special Educational Needs and Disability Code of Practice 2015 and the National Quality Standards for impartial Information Advice and Support Services.

**Total number of cases delivered by the Service:**

Individual drop in, support at meetings, support and assistance to draft letters, and any other supporting work.

- **152 parents and young people** helped
- **216 hours** spent working directly with them.

**Total number of information sessions delivered by the service**

**Information Sessions:** The SENDIASS service was co-delivered with ECAAS 2 Information Sessions on Transition to Reception. The sessions were delivered via Zoom.

- **15 parents** approximately attended these sessions.

**A further 2 workshops have been delivered by the service** in conjunction with Dr Rachel Walker (Communicating with Children Young People with ASC), Head of Enfield Advisory Service for Autism (EASA) and the second with Javed Bhunnoo of Centre 404 (Positive Behaviour Support).

- **20 parent carers** approximately attended each of these sessions.

**Coffee Mornings:** Enfield SENDIASS hosted 2 coffee mornings with OVPCF. The coffee mornings were attended by 13 parents.

- **13 parents** approximately attended the coffee mornings.

**SEND numbers in LA Enfield**

There are currently 4,307 children with Education, Health, and Care Plans (EHCP). There are a further 5000 children who are under SEN support. Not all the children and young people that we are working with have an EHCP and may come to us with the intention of requesting one.

- **152 parents and young people** supported by the Service.

**Total number of users from minority/hard to reach groups and levels of translation/interpretation required**

- **34% of our service users** were from Black Minority and Ethnic groups.

We have one staff member who speaks French and Lingala so she is able to translate for parents and another staff member speaks Urdu and Hindi. Otherwise, parent carers will bring a friend as an interpreter to support them in a meeting.

**Total number of referrals received and their source**

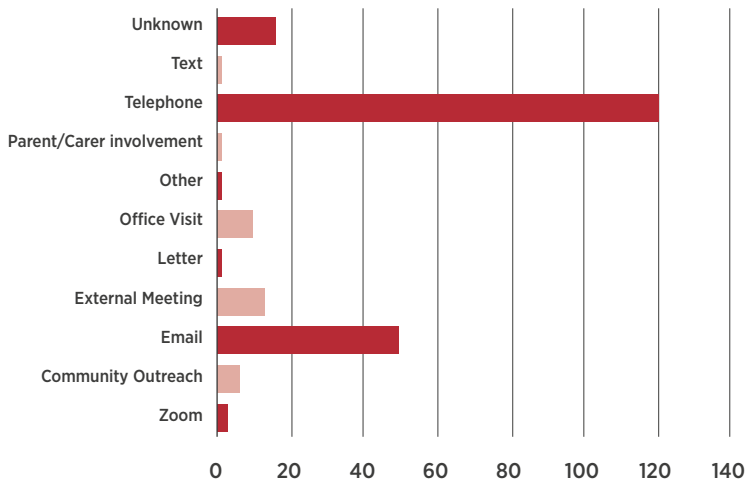
- **152 referrals** that we have received in total.

Most of these requests come directly from parents, as SENDIASS is a service that parents can reach out to on their own. Sometimes parents mention that they learned about us from the local authority Special Educational Needs (LA SEND) Team or other specialised teams that have been helping children and young people.

- **About 15% of the cases** we handle come from different places.

For example Early Help, Child and Adolescent Mental Health Services (CAMHS), Special Educational Needs Coordinator (SENCOs), Enfield Advisory Service for Autism (EASA), and more recently from Centre 404.

**Hours Spent**



Signposting on our Helpline

We signposted and referred parents and young people to the following services and partners:

2	Enfield Advisory Service for Autism (EASA)
2	Centre 404
1	Carers UK
1	Contact a Family
15	Enfield Local Authority Special Educational Needs (SEN)
5	Enfield Local offer
1	Independent Provider of Special Education Advice (IPSEA)
1	Early Help
1	Our Voice Parent Carer Forum (OV PCF)
1	Enfield Carers Centre

Other destinations were cited but have not been recorded. We're making an effort to improve our collaboration with the local authority Special Educational Needs (LA SEND) Team for better coordination.

Referral Trends

Typical themes and concerns that came up were exclusions, more significantly unofficial exclusions as several schools have used their own discretion to put children on reduced timetables, often those with EHCPs, on the premise that they cannot meet their needs with the current funding or their view is the child should be in a specialist provision. A lot of information and advice is given for Education Health and Care plans (EHCP) requests or the Education, Health and Care needs assessment (EHCNA) process. Our caseworkers also attend or help prepare parents for Annual Reviews and Mediation that has been triggered because of Refusal To Assess (RTA) or Refusal To Issue (RTIs). There were 3 cases lodged with the SEND tribunal.



Quotes from staff, parents and service users:

*“Brilliant – thanks, we are very grateful for all your support.”*

*“We are happy and you are the reason for our happiness and I hope the help our daughter gets now would help to better her future....Thank you so much!”*

*“I just wanted to say thank you and to appreciate your supporting for me and my kids all time and specially when you help me to find school for J. I will never ever forget that you stay beside us all time.”*

*“Just wanted to thank you for the appeal of my son. I am so grateful for help and assist you give to me and my son ,the meeting was so long but you start with us. You ask questions I don't know I should ask. Am so so grateful, my son is back at school today. Thank you again”*

*“Just wanted to say that your support in the meeting on Friday was really invaluable- both K..... and I felt like you really helped us to keep things amicable with parents, and your suggestions for moving forward were spot on. Thank you!”*



# Waltham Forest SENDIASS



**W**altham Forest SENDIASS (Special Educational Needs and Disabilities Information Advice and Support Service) aims to help parents/carers, children, young people and professional staff to work together to provide the best possible support to children and young people with SEND.

Waltham Forest SENDIASS aims to promote good working relationships between children, young people, parents, education settings and the local authority (Council), whilst seeking to empower parents to play an active and informed role in their child's education.

## AT A GLANCE YEAR OF 2022

### KEY STATS

SENDIASS Waltham Forest meets its core functions around its operational, strategic and governance duties as set out in the minimum standards and aims to fulfil its statutory obligations, by developing a sustainable service offer which continually meets local needs.

- **1734** referrals
- **3630** website sessions
- **98%** client satisfaction
- **5 Young People** independently accessed Impartial Advice Services
- **2071** calls to helpline providing vital information and information in respect of special educational needs provision and SEND Code of Practice

### AT PRESENT

- Waltham Forest SENDIASS has a strong community presence with a community office base that allows service offer to extend to face to face appointments parent/carer training and outreach events.
- Accessible service offer in place with 5 points of contact, helpline, dedicated email inbox, website, call back service and voicemail inbox.
- Service user voice drives improvement and growth: Feedback is retrieved from service users on a quarterly basis.

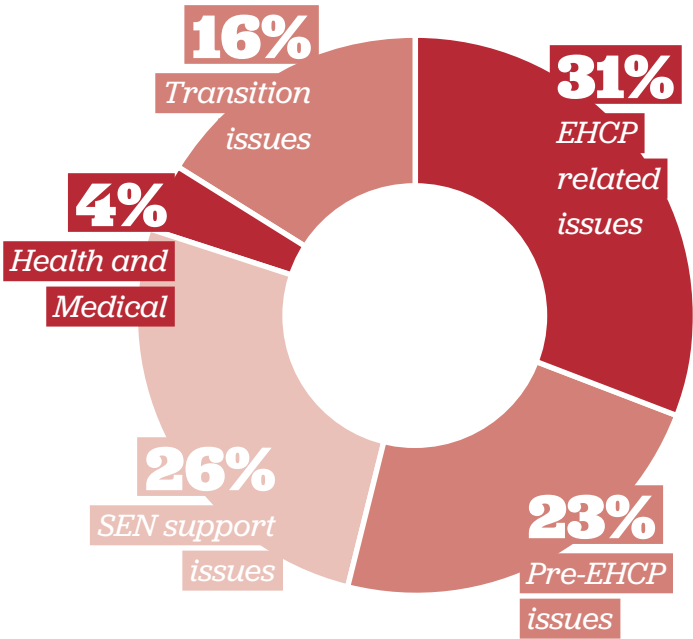
### Referrals

1734

### Client satisfaction

98%

### Referral Categories:





SEND workshop for parents and carers



Waltham Forest College linked to Preparing for Adulthood

## Quotes from service users / family carers:

*"Very informative and very helpful. I was given the information I asked for and was even given additional information regarding timeframes which was useful. I was given all the information I was after really and have recommended the service to other friends and parents"*

*"X was very polite and delivered a fine service. The service is marvellous, I even would rate it 5 stars!"*

*"A very good service and was given really good advice. I received really clear information and the lady I spoke to was very polite. I would highly recommend the service to others"*

*"Your advice is very welcome!! Thank you so much for supporting me. I'd be a total loss otherwise"*

*"The support I received was very helpful. I was supported by both X and X. I recognise that the service is really busy and that it's a small team. It would be nice if there was an answer phone machine so that I can leave a message, and If the service can get some more funding to increase capacity"*

*"Really impressed very grateful for it the service. You were very helpful in making things understandable in a friendly manner. I recommend the service over Facebook quite a lot actually. One thing that you could improve is clarifying the process of getting advice and when it would require casework as this was not clear. Nevertheless, I still received all the support I required and got the outcome I needed"*

*"Very helpful, very supportive and informative especially in a time where I wasn't getting support from anyone else"*

*"Excellent service. So relieved to have found you. I was supported during the whole complaints process, and I received a really positive outcome. A really brilliant service. One thing I would say is that I didn't know that your service existed and found out about you over Facebook"*

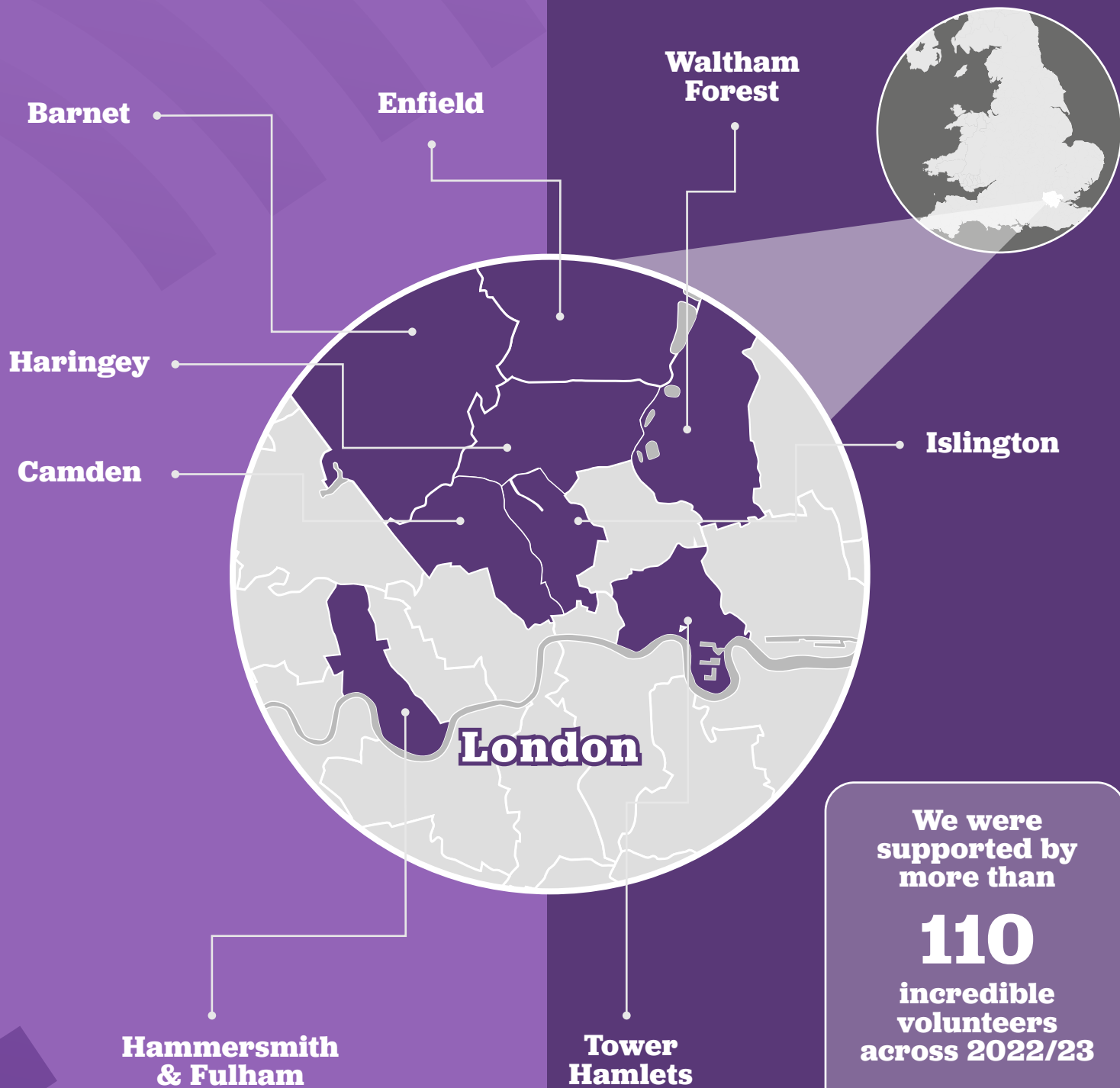
*"What an excellent service"*

*"Many thanks for your support once again. The support in navigating this process has generally been lacking from other areas, so I am very grateful to you for reaching out so quickly with guidance"*





# **4** **Volunteering**



**We were  
supported by  
more than**

**110**

**incredible  
volunteers  
across 2022/23**



# Volunteering with Centre 404

**V**olunteers have always been at the heart of what we do at Centre 404. Our volunteers do the most amazing things: supporting service users on a practical basis to live their lives to the full, taking calls from families needing to discuss their children’s special educational needs in education with our caseworkers, volunteering in our gardens, baking cakes and helping out at one-off events to fundraise, collaborating with staff at Friday night social and providing administrative support. In addition, our service user volunteers get involved in our recruitment events and days ensuring that the people we support and their families can live their best lives.

We were supported by more than 110 incredible volunteers across 2022/23, who provided vital support in our services and activities. Following the uncertainties that the pandemic brought, we worked to rebuild volunteer teams throughout this year and have been delighted to see them flourishing. We celebrate the diversity of our volunteers from whole families involved in volunteering bringing along their children to events to our oldest volunteers in their 80s.

This year has seen an increase in young people looking to make a difference to our community through the power of volunteering. We have seen our first Duke of Edinburgh young person graduate after completing their three months volunteering, have been joined by over 15 interns and we look forward to more young people joining us. Volunteering enables young people to grow in confidence, enhance life and employability skills.

We have continued to build our fledgling corporate volunteer programme and have been joined by teams from Amazon and National Grid. Our partnership with Volunteer Matters demonstrates the wonderful things that can happen when communities work together. Their support in connecting us with organisations has made a big impact in enhancing the lives of the people we support allowing us to connect with the Dogs Trust, transform our gardens, installing sensory plants and run a creative workshop with our residents at our Leigh Road project as well as support our Learning and Leisure annual sports day.



Sabbir working in administration,  
Joanne Peters (South Bank University),  
Ann Sun (UCL) working as event support and volunteer service user  
Xavier in the middle welcoming new and existing volunteers



Volunteers joined service users to support dog therapy organised by Dogs Trust

We’re so thankful for the time, energy and commitment our volunteers give to support our work and the support we have had from the People’s Army at our cake and thrift sale. Volunteers’ Week 2023 was a chance for us to demonstrate this, to celebrate our volunteers, and to show them how valued and appreciated they are.

Volunteer support 2022/23	Young intern volunteers	Volunteer service users
110	15+	12





Thank you Volunteering Matters + National Grid



Gardening Group



June 2023 Leigh Road Volunteer meeting the residents



Duke of Edinburgh Volunteer Jack collaborating with service user Charlie at Friday night social



Volunteer thank you party



Volunteer service user China collaborating with Tori at Friday night disco



Volunteer Fair



### Volunteer

📍 Islington

★ **ROLE AT CENTRE 404:** Receptionist

🕒 **VOLUNTEERING SINCE:** 2019

**R**achel, a retired special-needs coordinator, has found a new sense of purpose as a volunteer receptionist at Centre 404. Every Tuesday, for three hours per week, she dedicates her time to the centre, and what makes her role even more special is her delightful puppy dog companion, Dora, who always accompanies her.

What drives Rachel to keep coming back to Centre 404 is her strong commitment to her volunteering role. As a trained professional, having a regular routine on Tuesdays brings structure and fulfilment to her week. She particularly enjoys talking on the phone and takes great pleasure in assisting parents with their queries.

Throughout her volunteering journey, Rachel has encountered memorable moments. Our community centre is always busy and vibrant with lots of staff and service users. When parents call in, seeking important information about their children, she answers with the utmost professionalism, understanding the urgency of their concerns.

The presence of Dora has added a touch of joy and happiness to Rachel's volunteering experience. Not only does Dora brighten the atmosphere for staff and service users alike, but she also creates a warm and welcoming environment. Dora's presence enables Rachel to connect with people, spreading smiles wherever they go.

Rachel's background as a special-needs coordinator has been invaluable in her role as a volunteer receptionist. She draws upon her knowledge and expertise to provide effective assistance to parents and service users, making a positive impact on their lives and making sure they receive the support they need. Rachel's dedication ensures that the reception area is always attended to, allowing the regular receptionist to take a much-needed lunch break.



Centre 404 is grateful to have Rachel as part of its volunteer team. Her commitment, enthusiasm, and caring nature have made her a very valued member of the Centre 404 community. Her willingness to lend a helping hand and the presence of Dora have enriched the experiences of those at Centre 404, creating an even more welcoming and supportive environment for everyone involved.

## CASE STUDY



Destiny (left) Prarthna (right)



Destiny with service users at Day Opportunities

# Empowering Futures:

## A Case Study of Destiny and Prarthna's Work Experience at Centre 404

**M**eet Destiny and Prarthna, two talented and enthusiastic interns from America who joined Centre 404 for a transformative work experience as part of their study. They stayed with us for 2 months.

Centre 404 provided a nurturing and inclusive environment for Destiny and Prarthna to develop their skills. Both interns received personalised guidance and mentorship from experienced staff members. Destiny was given the opportunity to engage with service users in meaningful activities, fostering a deeper understanding of their needs and challenges.

Meanwhile, Prarthna assisted in administrative tasks, honing her organisational abilities, and learning about the vital behind-the-scenes work that supports Centre 404's mission.

As their work experience ended, Destiny and Prarthna reflected on their transformative journey at Centre 404. Destiny expressed her gratitude for the invaluable hands-on experience, which deepened her commitment to pursuing a career in social work. Prarthna, too, acknowledged the significance of her time at Centre 404, affirming her aspiration to work in a supportive and meaningful environment.



### Work Experience

📍 Islington

★ **ROLE AT CENTRE 404:** Intern

**What was your main reason for choosing to have work experience at Centre 404?**

- I loved what Centre 404 stood for.
- I wanted to have the experience of working with children and adults with learning disabilities and autism.
- It lines up with what I want to do in the future.

**What do you enjoy most about volunteering here?**

- Meeting new people
- Learning Makaton so I can take it with me in my future.
- Having the opportunity to do different training.
- Building a connection with the service users.

**Have you gained any valuable lessons or skills from this work experience?**

Yes, most definitely because this is my first time ever coming abroad. I feel that I have learned a lot about myself and have built up my confidence in working in the field of Social Work.

**Is there anything specific that stands out to you about Centre 404?**

That Centre 404 has all ages and that they involve their service users in volunteering.

**What are your plans for the next step after your work experience with us?**

Finish my 4th year at Indiana University (senior year) with an internship in DCS (Department of Child Services) and then further my education with a Masters in Social Work. After I graduate with my masters move somewhere out of Indiana and begin working as a social worker.



### Work Experience

📍 Islington

★ **ROLE AT CENTRE 404:** Intern

# Prarthna

**What was your main reason for choosing to have work experience at Centre 404?** The decision was driven by its ethos, focusing on empowering individuals with disabilities and fostering an inclusive community. It provided an opportunity to pursue a passion for disability work and gain valuable insights into mental health challenges. The experience aimed to prepare for a future career in the mental health field, making Centre 404 an ideal choice to contribute meaningfully to the lives of individuals with disabilities and advocate for their rights.

**What do you enjoy most about volunteering here?**

The vibrant club activities. The variation and community they foster are truly remarkable, catering to specialized and specific needs. Being a part of these clubs has been immensely fulfilling, as it not only allows me to engage with individuals with diverse abilities but also witness the genuine sense of belonging and joy they experience. Additionally, the welcoming and supportive community at Centre 404 has made my volunteering experience truly rewarding. The camaraderie among staff, volunteers, and the people we serve creates a warm and inclusive environment that leaves a lasting impact on everyone involved.

**Have you gained any valuable lessons or skills from this work experience?** Absolutely, this work experience has provided me with valuable lessons and skills. The most important lesson I've learned is witnessing the power of interactive and compassionate support. Observing how compassion is not just a sentiment but a tool that can be skilfully employed to improve the well-being of many has been transformative. Understanding how empathy and understanding can create an inclusive and supportive environment has been invaluable. Moreover, I've honed my communication and interpersonal skills by engaging with diverse individuals and learning to tailor support to their unique needs. This experience has deepened my commitment to making a positive impact in the lives of others and strengthened my passion for working in the disability and mental health field.



**Is there anything specific that stands out to you about Centre 404?**

Its remarkable history of service. For over half a century, the organization has consistently been doing wonderful things, empowering individuals with disabilities, and creating a positive impact on their lives. The legacy of dedicated service makes Centre 404 truly commendable and inspiring.

**Could you please share a quote about Centre 404 from your perspective?** Dynamic diversity of communication fuelled by empathy

**What are your plans for the next step after your work experience with us?**

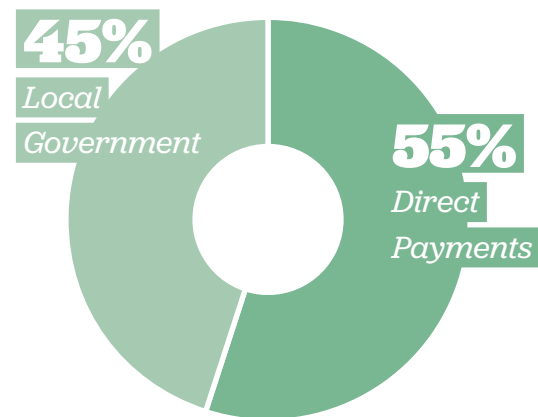
- A higher degree in clinical psychology and eventual practice
- Work in my family's NGO, Tamana
- I start my year-long commitment to Lifeworks, a therapeutic classroom as a social work associate.
- The big goal is to fight access to mental health resources among inequitable communities.



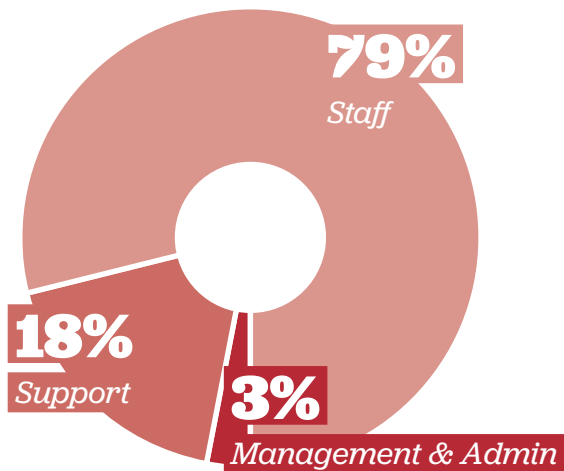
# Money Counts

## Independent Living and Housing Related Support Services

+ Where the money comes from		
DESCRIPTION	VALUE	%
Local Government	£2,188,505	45%
Direct Payments and Spot Contract	£2,641,310	55%
Others	£168,636	0%
TOTAL	£4,829,814	100%

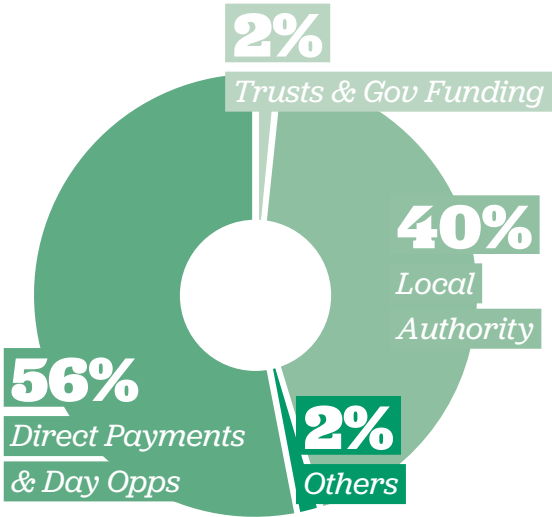


- How the money is spent		
DESCRIPTION	VALUE	%
Staff	£3,842,255	79%
Support	£863,132	18%
Management and Administration	£102,106	3%
TOTAL	£4,807,493	100%

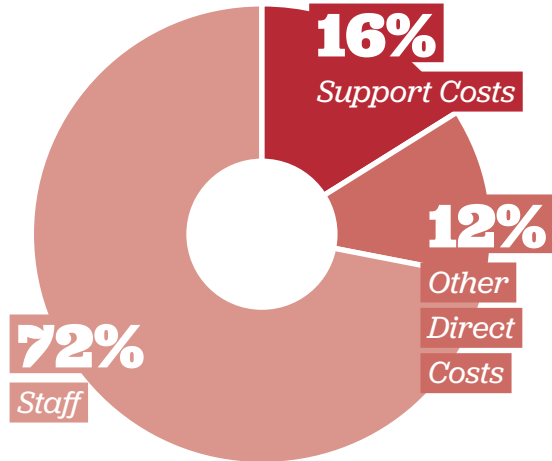


# Learning & Leisure and Family Support

+ Where the money comes from		
Description	VALUE	%
Trusts & Government Funding	£54,782	2%
Local Authority	£877,127	40%
Direct Payments & Day Opps	£1,268,894	56%
Others	£46,283	2%
TOTAL	£2,247,086	100%



- How the money is spent		
Description	VALUE	%
Staff	£1,912,554	72%
Other Direct Costs	£315,103	12%
Support Costs	£410,965	16%
TOTAL	£2,638,622	100%



## MESSAGE FROM THE TREASURER: DEREK WEIST

Centre 404 remains financially sound, despite the challenges of the past year. Cost increases, particularly wage inflation, have had an impact on our cashflow, but we have managed these very effectively and continue to expand and diversify our work in many London boroughs. Many opportunities and challenges remain, but with our strong reserves we can look forward to 2023/24 confident in the knowledge that we can continue to provide a high level of service for our users.



# A word from our Chair

**I**would like to start by thanking and congratulating everyone who is part of our work and community here at Centre 404. From waking night staff to family carers lending a listening ear to their peers, to our housekeepers, support workers, to our drivers, to our administrative services, to our senior managers. I am humbled by your continued efforts, commitment, resilience and creativity. Thank you.

To all those who commission our services, who have entrusted the lives of their loved ones to our care, or trusted us to advocate and support you on precious matters of health and wellbeing: I can assure you that we have a Charity here that is governed by Trustees and senior managers who go above and beyond to ensure the highest standards and that any issues are resolved transparently. I confidently recommend Centre 404 to you as I would my own family. I would also like to take this opportunity to welcome our new trustees to the Board. I am very much looking forward to working together with you. I am very much looking forward to working together with you.

I would like to acknowledge the hard work our CEO, senior managers, and Trustees have put in to formulating our new 5-year strategic plan. It's been no easy task with all the uncertainty and challenges the recent pandemic and cost-of-living crisis has offered.

Furthermore, I'm very proud that we have been able to offer a response to the cost-of-living crisis in support of the people we work with. This has included providing hot meals at our clubs and discretionary grants for families. We have also reached out and listened to what people have needed, seeking to meet those needs as best we can.

I would like to end by reminding family carers and those who use our services that we have a tremendous resource in the form of our community building and garden at 404 Camden Road. This is our heritage and I encourage you to use and enjoy the space as much as you can, do share ideas for events and activities you would like to hold and come along and get involved.

**Paul Formosa, Chair**



“

*I would like to acknowledge the hard work our CEO, senior managers, and Trustees have put in to formulating our new 5-year strategic plan. It's been no easy task with all the uncertainty and challenges the recent pandemic and cost-of-living crisis has offered.*

”

# Thank you!

**On behalf of all of us here at Centre 404, we would like to thank our partners and funders below:**

## Thank You Funders

London borough of Islington, London borough of Camden, London borough of Brent, London borough of Haringey, London borough of Enfield, London borough of Hackney, London borough of Tower Hamlets, Gatsby Foundation, Monday Charitable Trust, The Big Give, Cloudesley, Mayor's Office for Policing and Crime (MOPAC), Self-Funders, Jack Petchey, BBC Children in Need, Department for Education (DFE) – Holiday Activities and Food Programme, Young Camden Foundation, Cripplegate Foundation/ Islington Giving, East London Business Alliance, Vodafone, and who funded via service user's direct payments or personal Budgets.

## Accreditors



## Training Partnership



## Thank you to our donors

We would like to thank everyone who attended our Quiz Night and others who have made donations; Sir Andrew Cahn, Critico Security, Panayiotis Michael & Family, Clare Palmer, St Luke's Church, Pleasance Theatre, Rowans Bowling and London Walks.

## Thank You Community Partners

Elfrida, Whitton health, Ambition with Autism, Child and Adolescent Mental Health Services (CAMHS), Enfield Advisory Service for Autism (EASA), Education, Health, and Care Plans (EHCP's), Islington Learning Disability Partnership (ILDP), Drumunity, Arsenal F.C., Pedal Power, Dickerson Art Workshops, Edible Landscapes, Pulse Social Sports, Disability Sports Coach, Institute for the International Education of Students (IES Abroad London), Pedal Power, Islington Parent Carer Forum, Parent Forum, Early Help, NELFT NHS Foundation Trust (NEFLT), Special Educational Needs Coordinator (SENcos), Local Authority Special Educational needs and Disabilities (SEND) Team.

We would also like to thank the community fundraisers and volunteers who have given their time to help Centre 404, including Kevin (our resident DJ), Amara Ahmad, Sarah Parker, Candy Holder, Carly, Asta and Catherine, Dr Rachel Walker, Assia, Amanda, Gill. Also, thank you Alethea Art for the mural.

Big thanks to Tim at Pinup Design for assisting with the design and layout. Additionally, heartfelt gratitude goes out to all the staff at Centre 404 who have dedicated themselves to making a positive impact on our service users.





**404 Camden Road, London, N7 0SJ**

**T:** 020 7607 8762

**E:** [general@centre404.org.uk](mailto:general@centre404.org.uk)

**Registered Charity No: 299889**

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