

A man with a joyful expression is jumping in a grassy garden. He is wearing a grey long-sleeved shirt, light blue jeans, and dark blue sneakers. His arms are outstretched, and his mouth is open in a shout. A large, semi-transparent rainbow arc is overlaid on the right side of the image, containing the text for the annual review. The background shows lush green foliage and a wooden wheel leaning against a blue wall.

Annual Review

2018-2019

Demonstrating Impact

CEO Introduction

Welcome to this edition of our annual review 2018/19.

A big theme this year has been improving our resources and facilities, which in fact began the previous year with the development of our accessible play and sensory structure in the garden, followed by the completion of our indoor sensory room in autumn 2018. These are both much-used facilities for our services users and members of all ages and abilities.

Currently, our biggest news in terms of improving our resources is the launch of Phase Three of our building project. We were able to secure sufficient funding to go ahead with this project in the summer and hope to have the work completed by spring 2020. This final phase in our major refurbishment plans for the premises is an important milestone in our organisations' development. One of the main drivers for this project was the ever-increasing need for additional space, combined with our aim to provide a wider range of activities and services to a greater number of people. We will therefore be creating two multipurpose meeting rooms for training and activities, as well as further improving accessibility. Other upgrades will include the façade of the building and layout of the forecourt to create a green haven, along with essential restorative repairs to heritage features, the roof and windows. The whole project has been planned to be as environmentally sustainable as possible and to reduce Centre 404's carbon footprint. Capital work such as this can be all-encompassing, especially during the building phase, but it is vital for the future of the charity to have a building fit for purpose and future expansion.

Over the coming months our website and other social media channels will feature regular updates and pictures on the improvements and our sustainable development approach. In addition, we will be reporting on the activities we plan to deliver as a result of the upgraded/ additional space.

As well as the usual ongoing funding challenges, many social care charities currently face recruitment issues, especially in London. Employing talented people with the right values is central to Centre 404 being able to successfully offer quality services that make a positive difference. In response to this challenge, we have begun to invest more resources in innovative approaches to recruitment and will continue this objective into 2020.

Challenges aside, it has been a productive year in which we have widened our presence in Camden, Haringey and Enfield in accordance with our strategic intention to reach more people who need our support. Our Day Opportunities Service now operates from premises in Haringey and Camden, and we have just started providing outreach support to people with a learning disability across Camden too. Reflecting on recruitment issues and the importance of making a positive impact to the lives of those we work with, we are more appreciative than ever for our hard-working staff and generous volunteers. I am also deeply grateful to our trustees and subcommittee members, who give their time freely to ensure the charity remains sustainable and is responsive to the needs and wishes of the people we exist to support. Our staff, volunteers and trustees fulfil this duty with heart, passion and commitment - I could not ask for more!

I have introduced just a few highlights and challenges for Centre 404 from the past year, so please dip into the following pages where I hope you will truly see the diverse range of work we do and the difference our organisation makes to people's lives.

Linda McGowan, CEO



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Enjoying an obstacle run on an outing to Calvert Trust Exmoor



The Have Your Say Group

1 | Housing: Independent Living & Housing Related Support Services

Across our supported living and outreach services we have delivered support to 101 people, with many of those meeting goals and learning new skills.

We have created additional posts that have enhanced quality checks and the implementation of new systems, whilst developing and supporting the growth of our work with people with learning disabilities.

It's been a stable year in terms of current services and projects, and we're excited to report on our expanding work in Camden. We won a floating support contract to support people with a learning disability to lead more fulfilling and independent lives.

Our co-production work with families continues to be strong. Over the last year our Learn with Us project has been part of an academic study by University College Hospital (UCLH) which aims to assess and examine the impact of the training for our support staff. Family carers of those we support also received training from our HR team and Quality Manager to help recruit support workers and partake in our recruitment panels.

The Have Your Say service user working group has also helped to co-produce new leaflets and a number of easy-read policies for us over the year, as well as helping us to interview and train staff.



Service User Survey

83%
of respondents
would recommend
Centre 404 to
a friend.

78%
of respondents
feel they get enough
accessible information
about Centre 404
services and
events.

90%
of respondents
feel happy and
comfortable with
their support
workers.



Next of Kin Survey

87%
of respondents
would recommend
Centre 404's
services to
a friend.

100%
of respondents
said they are made
to feel welcome
by staff when
they visit their
relative.

Supported Living CASE STUDY

📍 **Islington**
Mildmay Avenue

★ **ACTIVITIES I TAKE PART
IN WITH CENTRE 404:**
Steering Group and Have
Your Say Group

🕒 **SERVICE USER FOR:**
8 years

Jolene

Jolene has been supported to pursue her career interest in Health and Social Care. She has been continuing her Level 1 Health and Social Care course at City and Islington College, which she attends two days a week. She was supported to attend two meetings with the Community Access Project, where she discussed her options around the number of hours to take on to ensure it does not affect the benefits she receives.

With the help of support staff she has updated her CV and sent this to companies online that recruit people to work in social care with the elderly. After having worked for a charity that supports children with disabilities for the past 20 years, Jolene had been considering a change for a while. With support from Centre 404, Jolene's career prospects have drastically changed, which is a very exciting prospect for her. With the help of support staff, she updated her CV and sent it to companies that recruit people to work in social care with the elderly. She was successful at interview with an organisation called Helping Hands and started her induction training in early April. Jolene has also received support from Centre 404 to develop the Steering Group, a meeting

for service users to discuss Mildmay Avenue and their support without the presence of support staff. Jolene is also part of the Have Your Say Group and will pilot a new Peer to Peer Befriender initiative, whereby service users with milder support needs will volunteer to be befrienders for service users with higher support needs.

*"I like
Centre 404 because
they get all the service users
involved with interviewing and helping
the staff with important tasks and making
the information accessible to understand.
Also they have an activity person to make sure
the people feel less alone and people can make
new friends. I would like to say thank you so
much to all the staff at Centre 404 for their
hard work... without them the service
users wouldn't be where
they are now."*

Supported Living

**Over the last year we
have provided support to
53 people with a range
of needs in our supported
living projects. Our aim
is to support people to
live meaningful and
happy lives.**

We do this through providing a range of personalised activities mixed in with learning independent living and coping skills, improving communication skills and developing and maintaining friendships, relationships and networks.

This year we have had a focus on using a total communication approach and increased the number of people we support who have multimedia profiles. These are interactive digital support plans, which can include video clips, sounds and pictures, as well as text, which can be used to induct staff in a fun, interactive and engaging way. Our managers all received two days training on Active Support to enable us to engage and involve tenants in all aspects of their support.

We really enjoy hosting events and love any excuse for a get together or party, so over 2018-19 we held an art event for service users and families for Dignity Action Day and a silent disco for Autism Awareness Week. In addition, as part of Dying Matters Week, we held an event with families to start developing work which will help people with severe and profound learning disabilities cope with the loss of their loved ones.



*Canoeing on an outing
to Calvert Trust Exmoor*



*Enjoying the gardens
at our Leigh Road
supported living project*

Supported Living CASE STUDY

📍 **Islington**
Anson Road

★ **ACTIVITIES I TAKE PART IN WITH CENTRE 404:**
Drumming, Music Therapy, Disco, Joy of Sound, Sensory Sessions, Art and Crafts, and community social events

🕒 **SERVICE USER FOR: 9 years**



Alev

Alev is Turkish/Kurdish and so has grown up around a lot of Turkish culture and language. This is an important part of her life and she loves Turkish food and music. Alev is nonverbal but uses vocal sounds and body language to communicate how she is feeling, and understands both Turkish and English. She likes to clap her hands, especially when she is happy. She enjoys interacting with people through touch or smell and vocalisations but also enjoys exploring her environment independently.

Since Alev has moved to Anson Road her involvement in the community has improved a lot. She attends different social activities based on her love of music, such as Drumming, Music Therapy, Disco, and Joy of Sound. She is supported to have an active life; she loves spending time in the garden and going for long walks around the local community every morning. She has been supported to purchase sensory equipment and Alev's sensory sessions are one of her favourite's activities.

In regards to her health, staff have been supporting Alev with her PKU diet, which has had a hugely

positive impact on her life. She is displaying less challenging behaviour, has not had any seizures since the diet was introduced and her blood test reports are very good. Alev is currently expanding her communication skills and intensive interaction has proven very positive in increasing her confidence. Moreover, she is able to manage her emotions more effectively, which is evident in her crying less and laughing and smiling more. She is much more interactive with staff than ever before and often approaches them for intensive interaction sessions. She is also increasing her range of objects of reference, so is able to communicate her choices more effectively.

As a result of her improved communication, she also enjoys socialising with other flatmates and over the past year attended the Christmas party and summer party at Leigh Road, the Centre 404 AGM, and has celebrated many birthday parties at Anson Road. At Anson we also celebrated International Cuisine Day, Saint Valentine's Day and recently we have introduced a regular art and craft session where Alev can explore her different senses.

Supported Living CASE STUDY

📍 **Islington**
Kiver Road

★ **ACTIVITIES I TAKE PART IN WITH CENTRE 404:**
Bowling club, wheelchair ice skating, Pedal Power, knitting club and group art, reading and sensory stories

🕒 **SERVICE USER FOR: 8 years**



Martha

Martha has benefitted by having a dedicated staff team supporting her, who know her extremely well and can anticipate her changing health needs. Staff have been able to identify when her health is declining by picking up on very minute signs. This in-depth knowledge and understanding has meant Martha has been referred to the right services quickly.

The team have worked together to think of ways to improve Martha's enjoyment of life and have been dedicated to trying to get her back to her old happy self after a period of depression, fragile health and several hospital stays last year.

The team at Kiver Road worked hard on finding and introducing Martha to new activities and people. Martha now positively enjoys many activities during her week. She appears to be happy and it is evident that she looks forward to her activities each day. Martha has joined a bowling club, goes wheelchair ice skating, pedal power, knitting club, and takes part in group art, reading and sensory story activities at home with her housemates. Martha visits her mum weekly or her mum visits her at home, and her mother is always pleased to hear that Martha is out and about enjoying her day when she calls to check in on her daughter.



Housing: Outreach

This year our Outreach Service has supported 48 adults with a learning disability both within their homes and out in the community.

Our experienced Outreach team ensures a supportive environment for service users to develop skills and build confidence. A strong focus for us is to enable people with learning disabilities to live independently within their local communities, build stronger local connections and reduce social isolation.

This year our Friendship Group has been a real success, alongside loads of new groups and activities being added onto the weekly calendar for service users to choose from. For example, learning how to use mobile phones and learning about plants at Kew Gardens. The weekly Cooking Group is also enjoyed by many, with the focus being on cooking healthy but affordable meals for £3 or less. Many service users also enjoyed a daytrip to the Isle of Wight last year and for some it was the first time they had been on a ferry.

The Outreach Friendship Group has also led a number of workshops to help educate service users about changes that impact their lives, for example Universal Credit Workshops. There has also been great partnership work with organisations such as Three Discovery and University College Hospital, to empower service users to set up email addresses, become more confident using their mobile phones and to overcome fears around accessing medical services or attending hospital.

We offer person-centred support, which includes support with attending appointments, budgeting, social activities and assistance with daily living tasks. Support can also be offered in a number of ways through one-to-one care, group support and drop-ins to deal with ad-hoc issues. Our new Correspondence Clinic has also been a real help to some of our service users who sometimes experience anxiety around receiving official letters from other organisations.

48 adults with learning disabilities supported by our Outreach Service this year



Off to the Isle of Wight, first time experiencing travelling by ferry



Outreach CASE STUDY

Islington

★ **ACTIVITIES I TAKE PART IN WITH CENTRE 404:**
Weekly Friendship Group, Knitting, Bingo, the Centre 404 Cooking Group and the Dignity Day celebrations

🕒 **SERVICE USER FOR:**
1.5 years



Madeline

Madeline was previously quite socially isolated after her partner sadly passed away. It was at this time that Madeline was referred to Centre 404 by Single Homeless Project (SHP).

By working in partnership with Islington Learning Disability Partnership (ILDP) and SHP we have together helped Madeline to take back control of managing her home and decluttering to make it a safe environment for her live. She has fully embraced the support and activities that Centre 404 have to offer.

In the last 12 months it has been great to see Madeline build meaningful connections with other service users who attend the weekly Friendship Group. She is a kind and caring person and has established herself as a respected member of the group. She enjoys lots of activities such as knitting, Bingo and the Centre 404 Cooking Group, which she attends every week without fail.

Madeline was initially reluctant to accept help with her health and related appointments, but through close work with Centre 404 staff she now happily receives support with this. Consequently, she is now more confident to attend hospital appointments and is actively engaged and takes an interest in her health and wellbeing. This work has been possible through our partnership with UCLH and their desensitisation programme, which is supporting adults with learning disabilities to become more familiar with clinical environments to overcome fears and worries.

“they have really helped a lot.”

Madeline was involved in the Centre 404 craft event which marked Dignity Day, where she was able to teach her peers, family carers and Centre 404 staff how to knit. Another key skill that Madeline has developed in the past 12 months is being able to identify and report risk, to keep herself safe. Madeline shared this useful knowledge with her friends so that they can also remain safe in their homes and out in the community.

Positive Behaviour Support

Drawing from current evidence-based best practices within learning disabilities research; we incorporate Positive Behaviour Support ethos into our work practices.

Over the last year we've also continued to grow our Positive Behaviour Support (PBS) team. We have 6 in-house PBS Coaches, and a PBS Autism Lead, all supervised by a clinical psychologist. They are all trained to complete Functional Assessments and can produce accredited Positive Behaviour Support plans. Through PBS training, our team is able to approach and analyse behaviours that others find challenging and try to replace them with something more positive. This ensures that our service users are able to advocate for their needs in a positive manner. Our PBS & Autism Lead is Josh, his main

Our PBS & Autism Lead Josh
and four of our in-house PBS Coaches
(l-r) Javed, Mags, Beth and Sarah

"Over a thousand autistic people are currently in mental health hospitals. That number has increased since March 2015, when it should have decreased. All too often this provision is inappropriate and fails to understand autism properly. As a result, many autistic people are at risk of being subject to traumatic and unnecessary restraint, seclusion and overmedication."

NATIONAL AUTISTIC SOCIETY (2018) ⁱⁱⁱ

focus is promoting compassion and tolerance to those who have not had the opportunities in society of others. In order to achieve this we attend to behaviours that might cause concern to the community with a central focus on promoting quality of life and community integration. By collaborating with the service user, families, professionals and carers, Centre 404 are able to create bespoke services that matter for the person.

Q PBS NATIONAL RESEARCH

A piece of research conducted in 2018 looked into the impact of PBS from the perspective of people with learning disabilities, by exploring what was important to them in relation to support approaches. People that took part in the study highlighted the importance of being 'treated like a human being', which is promoted through PBS approaches. Participants also shared that it assisted with supporting them

to live 'a full and normal life'. There was comparison made between positive aspects of PBS approaches and negative restrictive practices used previously. The direct positive impact of PBS was discussed by all participants, who articulated that it had clearly 'made a difference' in their lives (Chaplin et al: 2018) ⁱ

"It is estimated that less than 20% of those who would benefit from this type of support [PBS] are actually receiving it"
BRITISH INSTITUTE OF LEARNING DISABILITIES (BILD), 2015ⁱⁱ

ⁱReference: Chaplin, J., Noone, S., Mayer, C., McKenzie, K., McNall, A., Whelan, K.J., (2018). "I feel like just a normal person now": An exploration of the perceptions of people with intellectual disabilities about what is important in the provision of positive behavioural support. British Journal of Learning Disabilities, [online]. Volume 46(4), Pages 241-249. Available at <https://onlinelibrary.wiley.com/doi/10.1111/bld.12236>. [Accessed Jul7 2019]. ⁱⁱ An Introduction to PBS. (2015). [video animation]. England: British Institute of Learning Disabilities (BILD). ⁱⁱⁱ National Autistic Society (2018). Beyond Transforming Care: What Needs to Change. [online]. London: National Autistic Society, P.3. Available at: <https://www.autism.org.uk/get-involved/media-centre/news/2018-12-06-beyond-transforming-care.aspx> [Accessed Jul13 2019]

PBS CASE STUDY

📍 **Barnet**

★ **ACTIVITIES I TAKE PART IN WITH CENTRE 404**
Music, dancing, writing, meeting new people, gym classes, keeping fit, going to the seaside, designing calendars, spending time with animals, shopping, eating out and redecorating

🕒 **SERVICE USER FOR: 2 years**

Philip

Centre 404 deliver autism and mental health services to local PBS standards and the national Transforming Care Programme.

In 2017 Centre 404 embarked on a new project to deliver Positive Behaviour Support (PBS) to Philip, a man with autism and long standing mental health issues. Philip's move from 21 years in hospital into the community would align to the national programme in transforming care away from hospital treatment, towards care in the home. Since his hospital discharge, Philip is now living in his own home thanks to careful planning and investment in the service over a year before discharge.

Centre 404 Senior Managers met with Philip in hospital every fortnight for 6 months, to discuss how his worries for the future would be put at ease by consistency and boundaries. Philip had a strong sense of what skills he wanted his staff to have and he developed a skills list that we could include in the job description and advert. Recruitment was undertaken with 2nd interviews in

the hospital and Philip as a panel member. His team was successfully recruited with 2 managers for the service, Beth and Margaret, by Spring 2018. Ahead of discharge the team were trained in bespoke areas and from July visited Philip weekly at the hospital. Funding allowed for major home modifications to ensure it was ready for Philip, and following these substantial preparations Philip was discharged on 12th November 2018.

Philip has been supported by 2 staff 24 hours a day to help him realise what he can achieve. His team have supported the bond he has with family members and have engaged him in a wide range of activities. We look forward to future plans with Philip.



"Centre 404 were extremely helpful and professional in helping my son move from the hospital to the community. They visited frequently and involved both myself and my son in choosing the staff he likes for his community placement."

PHILIP'S MUM - ALICE -



The 404 Stormers:
Centre 404's resident band

Some fun activities at
our Enfield Play Schemes
in the Easter Holidays

2 | Learning & Leisure

Over the last year the Learning and Leisure service welcomed our Personal Support Worker Finding and Matching Service (PSWFMS) under its remit.

Personal Support Worker Finding and Matching Service (PSWFMS) now runs alongside our long-standing Day Opportunities service, Children and Young People's Groups and Adults Groups. This has enabled us to share staff across our services more effectively and so maximise the reach of our service.

With the growth of Learning and Leisure's existing and new provisions, coupled with the PSWFMS joining us, we have seen our staff team more than double over the last year, and new arrivals

425
service users
registered
across our
services

are continually bringing a wealth of experience and enthusiasm into their roles. Some groups have seen changes to their funding, but with thoughtful planning and adaptation from our team we are pleased to say that all groups continue to thrive as they always have done. We now have a total of 415 service users registered across our services! This coming year will see us having a strong focus on setting up more personal budget and self-funded groups to continue tackling social isolation for people with a learning disability in Islington and the surrounding boroughs.

Day Opportunities Service

After hitting its 5-year anniversary in 2018 and receiving very positive feedback from family carers, service users and social workers, our Day Opportunities Service started planning to grow and develop more widely.

Coming into 2019 we have seen the opening of a two-day-a-week provision in Haringey, along with a five-day-a-week provision in Camden. We are all thrilled to be able to expand our reach and offer much needed social opportunities to those who are socially isolated and/or who benefit from a supportive service to be able to access their community meaningfully.

We have been actively moving away from having a reliance on our minibuses and are instead reserving these more specifically for our after-school and evening clubs. This means we have been actively encouraging those who

attend the Day Opportunities Service to access public transport, so our members are now spending less time in the back of a bus and more time integrating meaningfully into the community and experiencing the same everyday activities as anyone else. We still have the odd cheeky game of bowling (who doesn't like bowling, right?) but are also exploring more meaningful opportunities such as volunteering, learning new life skills like cooking, money handling, shopping and supporting people to discover new interests and hobbies.

In 2018/19 we have 13 service users and 7 new people attending Day Opportunities Service, and in 2019/20 we expect more to join us as we expand this project across Islington, Camden and Haringey.

13
service users
and 7 new people
attending Day
Opportunities
in 2018/19

Day Opportunities CASE STUDY

📍 **Islington**

★ **ACTIVITIES I TAKE PART IN WITH CENTRE 404:**
Music, singing, swimming, walking in the community

🕒 **SERVICE USER FOR:**
7 months

Kevin

When 22-year old Kevin first started attending our Day Opportunities Service, he was quite nervous and shy, but in the 7 months he has been with us has shown significant positive improvements such as a lessening of support and an increase in his singing.

Historically two staff members have always supported Kevin at any one time due to his particular support needs. Centre 404 have been working with him to reduce this support as part of his personal development. We always have two members of staff available but Kevin has recently been supported by only one person, with no concerns arising.

He is so much more relaxed and happy each day and although Kevin does not generally use words to communicate, he sings and laughs daily now. His Mother has commented that he never used to sing before coming to Centre 404.

"Since Kevin has been coming to Centre 404 he has been singing more and more each day and we are very happy with the service he receives."

**KEVIN'S MOTHER
- COMFORT -**



Learning and Leisure: Clubs and Group Activities

Over the past year, all of our clubs and groups have seen attendance numbers growing. We have a total of 86 regular service users, with 48 in Adults Groups and 38 in Children and Young People's Groups.

A big focus over the last year has been continually improving our communications and marketing so that people across the borough are aware of the great provisions we have on offer.

Our Friday Night Social continues to be hugely popular with over 250 registered members. We continue to be innovative and creative in the range of activities we are offering to ensure people are accessing meaningful and educational opportunities.

Our groups have attended exciting places such as city farms, puppet shows, adventure playgrounds, soft play areas, trampolining, ice skating, choir rehearsals and theatre shows.



250
registered users
for the C404
Friday Night
Social

80
the average
attendance for
the C404 Friday
Night Social

There have also been some amazing people from various organisations visit Centre 404 to give workshops on a variety of different topics, such as talks from The Dogs Trust, professionals from the fashion industry teaching the groups about the process from how to cut fabrics all the way through to making the clothing, talks from sexual health and relationships professionals, discussions on hate crime and travel training, LGBTQI+ talks and discussions as part of our London Pride Week celebrations.

We continue to have a focus on co-production and our service users are always involved in ideas for activities at the start of terms and providing feedback at the end of terms.

Children and Young People Clubs

CASE STUDY

📍 Islington

★ **ACTIVITIES I TAKE PART IN WITH CENTRE 404:**
Dancing, music, learning about and taking outings on transport

🕒 **SERVICE USER FOR:**
2 years

Ben

Ben is 16 years old and helps to plan all his outreach activities with Centre 404 to ensure he is supported to access activities of his interest. Ben particularly enjoys train stations and takes a great interest in Transport for London. We have been able to make contact with the manager of London Euston station who has offered Ben free trips and station tours.

In November 2018, Ben started attending our Aiming High Wednesday Club and has made new friendships and taken on a supportive role by helping other club members.

He was initially very shy, anxious and reserved, but staff began to notice changes in the way Ben was engaging and interacting with others. He has great empathy, has formed good relationships with everyone and is now taking part in many activities - he particularly enjoys dancing and music.

This year Ben has also been nominated for a Jack Petchey award, which recognises outstanding young people aged 11-25 across London and Essex.



"I feel confident and happy since Ben has joined Aiming High Wednesday Club, so him joining was a great decision. I really appreciate the in-depth handover I get after every session."

BEN'S DAD
- PAUL -

Adults Clubs CASE STUDY

📍 Islington

★ **ACTIVITIES I TAKE PART IN WITH CENTRE 404:**
Cooking, arts and crafts, Pedal Power and visiting museums

🕒 **SERVICE USER FOR:**
6+ years

Phyllis

Phyllis has been attending Centre 404 for many years. She lives independently so coming to the groups gives her something to look forward to in the week and gets her out in the local community to socialise with her friends at the centre.

Phyllis enjoys coming to Warm and Welcome Wednesdays as the session is based around making social connections and improving wellbeing. She is very adventurous and loves to learn new skills, she really enjoys cooking sessions and arts and crafts.

Phyllis also attends our Out and About group every Saturday, which takes her places she wouldn't be able to get to without the group, and she has made many new friends. Phyllis also really enjoys keeping fit at pedal power, a cycling session the group sometimes visit on Saturdays.



"Phyllis really enjoys the Out and About group, she meets friends through all the activities provided. Without this Phyllis would not have any social interaction outside of her family, these groups and clubs are very important to her wellbeing."

PHYLLIS'S SISTER-IN-LAW
- YVONNE -

Personal Support Worker Finding and Matching Service (PSWFMS)



All services within Centre 404 are personalised to the needs of people we support, and in keeping with this we offer a bespoke service for those in receipt of a Personal Budget, as well as people who have their own personal funds or individual budgets who may live independently or with their family.

100% of respondents feel happy and comfortable with their support workers

The Personal Support Worker Finding and Matching Service recruits, trains and manages a team of Personal Assistants (PAs) who provide support in the community across North London. Support is usually on a 1:1 or 2:1 basis, for people with a wide range of learning disabilities, including those with additional behavioural, physical and mental health needs. The type of support offered is tailored to the needs of the individual, and ranges from assistance with budget and home management, help looking for and participating in work or volunteering opportunities, and improving life skills through to support accessing health services, maintaining and improving wellbeing and helping to develop and maintain relationships. We aim to match PAs to service users with compatible personalities and interests, and work hard to sustain positive, constructive and communicative relationships with those we work with and their families.

94% of service users felt able to speak to staff if they are worried

We also provide a service that responds to changes in their needs, preferences and personal goals. It is a flexible and person-centred service and we pride ourselves on listening to those we work with and as far as possible adapting the service we provide in response to feedback and new requests for support.

Over the last year, the service has supported 76 people, and by the end of March 2019, we were providing over 400 hours of support each week. This is a 17% increase from last year and a huge milestone for the service, which has been achieved whilst continuing to maintain the quality and bespoke nature of the support we offer. Centre 404 also supports 31 people with a learning disability to manage their personal budget as an Individual Service Funds (ISFs), including all aspects of making payments for support and activities, assistance with budgeting for changes in support, managing records and paperwork for the account and liaising with care managers around how personal budgets can be best used.

PSWFMS CASE STUDY

Islington

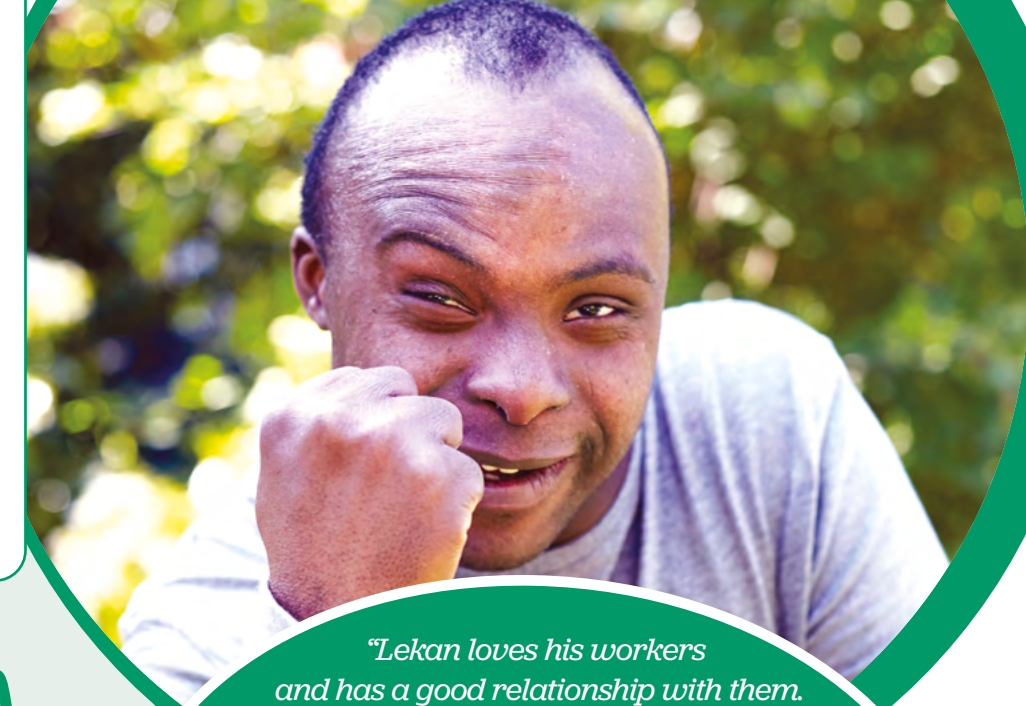
★ ACTIVITIES I TAKE PART IN WITH CENTRE 404: Inclusive dance group, dance theatre, Friday Night Social, Relaxed Prom, trampolining & Zumba

🕒 SERVICE USER FOR: 7+ years

Lekan

Lekan is a sociable, friendly and lively young man with Down's Syndrome who is supported by Centre 404 Personal Assistants to attend various classes and groups. Centre 404 works in partnership with him, his mum and the organisers of the groups he attends to ensure his support can be flexible around the times and days of what he would like to do. This includes providing additional support for him to rehearse for and take part in special events, such as his dance performances with the Dandelion Collective inclusive dance group. Here Lekan is a valued, charismatic and dynamic member and his worker is also expected to be an equal and active part of the group! Lekan's PA's have also supported him to participate constructively in a dance theatre course at CityLit for people with learning disabilities, on which he has previously been at risk of losing his place.

More generally we have worked hard with Lekan on his social skills, to assist him in developing and maintaining positive and appropriate relationships with those around him, whether in a formal classroom setting or around friends at the Centre 404 Friday Night Social, enabling him to have a positive and active role in his community. We work closely with his mum and other organisations



"Lekan loves his workers and has a good relationship with them. I hear from friends when they see him on the street that his workers are very interactive and they get along really well with him, and Lekan always seems happy. Sometimes I ask Lekan to show me the way to Centre 404 or college – he knows which bus to get on and rings the bell at the stop to get off. He can travel on buses more independently. This is a great improvement and he has learnt that from Centre 404 and his support workers."

LEKAN'S MUM
- ADUKE -

to make sure his support runs smoothly around term dates and is organised differently when there are breaks from classes or one-off events and activities that he might enjoy – such as attending the 'Relaxed Prom' and trying out trampolining and zumba. Centre 404 also manages Lekan's personal budget as an ISF, supporting him and his family to budget and pay for the activities he would like to do throughout the year, and advocating on his behalf around the outcomes that attending certain courses or activities could help him to achieve. Next on the agenda: cooking skills!



Jump

for

Joy

At Centre 404
we focus on what
people can do not what
they can't do, and we're
always up for some fun
as you can see from
this centre spread of
joyful images.



Our families enjoying a summer coach trip

Some of our Supporting Families staff, volunteers and service users fundraising together for the service

3

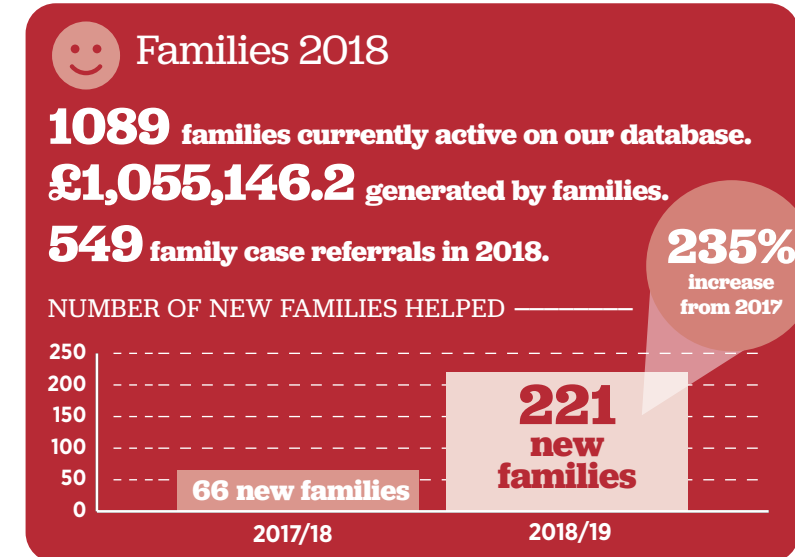
3 | Supporting Families Service

The Supporting Families Service offers comprehensive information, advice and advocacy support around four key areas of Health and Social Care, Welfare Benefits, Wellbeing and Life Transitions.

We provide holistic support for family carers in Islington, Camden, Haringey and City of London, which includes regular support groups, workshops and activities.

The majority of our carers experience multiple disadvantage when poor health is exacerbated through stress caused by financial difficulties, housing problems and the challenges of negotiating the right support for their cared for relatives. Many do not know where to go for support and the stress experienced can lead to physical and mental illness.

This year, the Supporting Families Service has been particularly committed to improving the health and wellbeing of family carers and maximising the income of those experiencing financial hardship. This last year has seen the number of families helped by Centre 404 increase by a huge 235%. The reason for this significant increase in delivery is a focus on outreach and partnership work with other local organisations.



ABOUT THE FAMILIES WE SUPPORT AT CENTRE 404

- **30%** have their own health needs
- **68%** care for a child with learning disabilities or autism
- **32%** care for an adult with learning disabilities or autism

HOUSING

- **90%** have the people they care for living at home
- **86%** live in council housing
- **Only 2%** rent privately

PEOPLE

- **68%** are from Black, Asian, Minority Ethnic and Refugees (BAMER) backgrounds
- **90%** are female
- **59%** are lone parents
- **59%** are unemployed
- **35%** are older carers

Supporting Families CASE STUDY

Islington

SERVICES I USE AT CENTRE 404:
Financial Information,
Advice and Support,
Islington Parents Forums
and workshops

SERVICE USER FOR:
12 months

Maria

Maria self-referred to Centre 404 at a difficult time in her life, when she felt anxious and inadequate as a mother struggling with her 18 year-old son Asier's autism diagnosis. She is the mother and primary carer of 3 children, and the family solely relies upon her income from her part-time job.

Centre 404 has helped advise Maria in her family's welfare benefits rights and support her to challenge a DWP (Department for Work and Pensions) decision not to award PIP (Personal Independence Payment) to her son. We supported Maria to fill in a new PIP claim form and supported Asier to attend a DWP consultation with a health professional to assess his abilities. Asier has since been successfully awarded PIP. Maria subsequently received advice about Carer's Allowance and Tax Credits including other benefits Asier may be entitled to. Centre 404 also helped refer Maria to a local councillor in respect of their dire temporary housing situation, which was inadequate and unsuitable for the family's needs (a small, damp basement flat with a shared room for Asier and his two sisters). We advised Maria about her legal rights to adequate housing and supported her to apply for grants to furnish her home once rehoused.

The family have since been rehoused, and Maria is now able to afford things such as specialist shoes and uniforms for Asier, which has allowed him to fully participate in the things he loves, such as basketball. Overall the family now eats more healthily due to Maria's ability to prioritise a better diet. The family dynamic has positively changed for the better and Maria is experiencing a renewed energy and optimism. Maria now feels more confident and is regularly attending Centre 404 Islington Parents Forums and workshops throughout the year, as she is keen to involve herself and build networks with other family carers in similar situations. She plays an active role in advocating for her son and has reported feeling less anxious and stressed, with a better understanding of her son's autism diagnosis.

"Centre 404 supported me when I was bewildered and in despair about my son's autism diagnosis. The information and advice has helped me understand my son's autism condition. Without Centre 404 support to navigate the disability benefits maze we would have continued to struggle financially. Centre 404 has been there for us to ease and overcome language barriers when talking to DWP and social services."

Families: Groups & Activities

We run support groups, events, outings and other activities throughout the year. 910 family carers attended this year and 100% told us they enjoyed themselves!

The positive feedback received is overwhelming and includes an emphasis on the value of being with non-judgemental families and staff in environments where their children are able to be themselves. The organisation of activities is highly appreciated particularly opportunities of going on coach trips out of London.

CINEMA DAYS

There have been 4 cinema Sundays in the past year, all of which have been universally enjoyed. The cinema experience gives the family an opportunity to meet and enjoy a film in a relaxed environment with snacks.

SUMMER COACH TRIPS

This year we took full advantage of the warm weather and took families on a variety of coach trips outside of London, which included a zoo, a city farm and the seaside. A total of 93 families enjoyed the outings over the summer – 329 adults and children.

93
families
enjoyed the
coach trips

"The whole trip was really good and the kids loved it"

"Without Centre 404 we wouldn't have been able to go on any of the trips we've attended. Thank you so much."

329
adults and
children enjoyed
the outings over
the summer

"Beautiful day. It was very uplifting"

"Freedom for children to behave as they do without any judgement"

Groups and Activities: Focus on Health and Well-Being

A core aim of the Supporting Families Service is working with parents and family carers to improve their health and wellbeing so that they are able to achieve the best possible quality of life.

Caring is a 24-hour job that puts pressure on the carer's health and well-being resulting in:

- isolation and loneliness as a result of limited social interaction due to the complexity of the care provided and lack of support
- neglect of their own health and well-being as they prioritize the needs of those they care for. This results in isolation; loneliness; poor nutrition; physical health issues; anxiety; emotional problems such as low self-esteem, feelings of guilt; depression; and stress.

We adopt a holistic approach to the needs of our carers, responding to the different issues that affect health and well-being.

1 in 8 adults (around 6.5 million people) are carersⁱⁱⁱ
The pressures of caring can take a toll on carers' physical and mental health. **54%** of carers have suffered depression because of their caring role; **77%** of carers also felt more anxious; and **83%** more stressed because of their caring role. CARERS TRUST, 2015^{iv}

ⁱⁱⁱ Carers UK (2014), Facts & figures, <https://www.carersuk.org/news-and-campaigns/press-releases/facts-and-figures>
^{iv} Carers UK (2015) State of Caring 2015, https://www.carersuk.org/images/Facts_about_Carers_2015.pdf

WELLBEING EVENTS

This year we have provided a series of sessions and events with a focus on reducing social isolation, anxiety and stress as well as giving a chance for family carers to relax, enjoy and look after themselves.

- Pampering Day Event in February, which included nutrition and mental health workshops, and make-up, massage and nail sessions.
This was attended by 41 family carers.
- Mother's Empowerment Day event in March, which included life coaching, yoga, motivational seminars and nutrition and wellbeing sessions.
This was attended by 33 family carers.
- Our annual Wellbeing Day as part of Carer's Week in partnership with Islington Carers Hub in June, which included hula hooping, aromatherapy, pilates, dance, massage, meditation and mindfulness.
This was attended by 60 family carers.



"I met the most wonderful people this morning. People who are trying to manage impossibly hard lives but are a pleasure to talk to"
WELLBEING TRAINER

"I had a massage and I was walking on air afterwards, my nails painted a lovely shade of gold, my face made up which took years off me, a session on mindfulness, made a lavender bag and chatted about nutrition, all these were free and I understand lots of the services were provided by volunteers. What a fantastic way to look after carers, please pass on my congratulations and thanks to all concerned."

**JO ROACH, FAMILY CARER
AND PEDAL POWER FOUNDER
AND DIRECTOR**



Health and Wellbeing CASE STUDY

📍 Camden

🗨️ **SERVICES I USE AT CENTRE 404:** Support, trips and family activities, monthly Coffee Morning and various wellbeing events.

🕒 **SERVICE USER FOR:** 5 years

Margarita

Margarita is a Bolivian mother-of-two and the parent carer to her daughter Esmeralda who has Down's Syndrome. When she first came to Centre 404 she was struggling with integrating socially into British society due to language barriers.

She is now a long-standing and active family member with Centre 404. This past year, Margarita and her family have attended trips to the zoo, seaside, the Olympic Park and Kew Gardens. She is a regular at our monthly Coffee Mornings and has also attended the Christmas Party, several Cinema Days, BBQs in the garden and our various wellbeing events.

Here is Margarita's journey in her own words:

"Coming to Centre 404 has made me feel part of the community and British society. I feel involved and engaged within the big family of Centre 404. I feel better informed, confident and empowered. I know I have a choice, Centre 404 have helped me understand my rights as a carer and as a woman. Before coming to Centre 404 I was alone and isolated. In Centre 404 I have found my place and my friends. I have found people with who I can share experiences and support".



Margarita now better understands her daughter's condition and how to develop strategies to meet her needs. Margarita says the wellbeing events such as the Pampering Day have shown her how to take care of herself: "Centre 404 has taught me ways to spend more time for myself. They have shown me how to appreciate life and love yourself. When I first came to Centre 404 I was very depressed, did not eat or sleep. Now I sleep well, have friends and go to the gym! I feel happy. My most sincere thank you to all the staff in the Supporting Families Team for taking me through the journey to happiness."



"Caring for my daughter was a big problem for me before. I did not know what to do. Centre 404 has been the solutions to my problems. We enjoy more time together and understand each other better. My family accepts my daughter's condition. She has become the essential part of the family."

Parents Supporting Parents: The Peer to Peer Volunteer Project

The Peer to Peer project started in 2017 as an initiative for parents to learn volunteering skills and support other parents.

The Peer Volunteers are experts by experience and provide the most comprehensive support to parents in similar situations to them.

We currently have 9 volunteers. Some of them have been with us for a few years, others for a few months and some are new and beginning their journey.

The main aim of the project is to offer parent carers practical one to one support around form filling as well as emotional support and helping to break social isolation. Parents supported by Peer Volunteers are empowered, better informed, and feel more in control of their lives.

It is a project that also helps volunteers to gain new skills, and as many of them say, it is a chance to give back to the community they belong. Our monthly Coffee Morning and weekly Knit and Natter Club are part of the Peer to Peer project and run by Peer Supporters.



The cake Margarita made for the first year anniversary of the Coffee Morning.



"I haven't knitted since I was a child so coming to Knit and Natter is really nice"

"I enjoy sharing stories with other carers"

Peer to Peer CASE STUDY

Islington

SERVICES I USE AT CENTRE 404: Peer to Peer Volunteering and the monthly Coffee Morning

SERVICE USER FOR: 5 years

Djamila

Djamila is one of our amazing Peer to Peer Volunteers. She has been attending our monthly Coffee Morning regularly and after watching volunteers engage with the group was inspired to be a Peer Volunteer herself.

This is her story in her own words: "I came to Centre 404 in 2014 and the support worker helped me a lot with the issues I was facing as a mum with a young child who was just diagnosed.

When I came I was lost and worried and my support worker at Centre 404 gave me hope and confidence. She was very caring and knowledgeable. I feel much more confident and happier and well informed.

My life and my family life has changed enormously since. That is why I decided to volunteer. I wanted to say thank you and to give something back."

"I enjoy working with other volunteers and meeting parents and carers. It makes me happier and gives me positive energy. I also learned new skills. I am not lost any more."



SHORT STORY:

Erika from voluntary work to employment!

Erika is a mum of an 8 year old boy with autism. She started coming to Centre 404 in 2016 and soon became a Peer Volunteer.

Erika quickly progressed to a paid position as a Carers View Monitor. The Carers View project at Centre 404 is delivered in partnership with Elfrida and employs a group of parents to independently monitor the quality of the learning disability provision commissioned by Islington Council.



"I'm part of the Carers View project which gives me a bit of income. Centre 404 has also given me the opportunity to volunteer and to connect with other carers. Volunteering also shifted my attention from 'what I don't have' to 'what I have and I can share'".

"Workshops and meetings are packed with relevant information to guide me to find the right support and improve our quality of life"

Co-production

Our support groups and forums offer information and advice and a way of empowering family carers in speaking up for their own rights and those of other carers.

In these groups we discuss matters that are important to families, participate in consultations and comment on developments in local and national disability services. We facilitate 3 important speaking-up groups in Islington and Camden. The aim of the forums is to provide statutory services with the views and concerns of their service user group.

Family carers enjoy the opportunity to meet and talk to other parents, as they can fully understand the issues associated with having children with learning disabilities and can learn from each other's experiences and advice. Carers also value the opportunity to get specific information to help them in their situation.

"Very helpful. As a mum with 3 SEN children, I get very anxious. Centre 404 is like a second home to me"

INFORMATION AND ADVICE IN THE COMMUNITY

This year, we have facilitated various information and advice services across North London. These sessions offered support to parents and family carers to understand paperwork, navigate the Health, Social Care and Welfare Benefits system, make referrals, and provide information about groups and activities.

IN THE PAST YEAR WE HAVE PROVIDED:

- Weekly parental drop ins at the Richard Cloudesley School in Islington ending in December 2018
- Weekly drop-ins for older family carers in Haringey
- Monthly parental drop-ins at the Swiss Cottage School in Camden

Our Volunteers Week 2019 Celebration



Trip to Kew Gardens with our Garden Group Volunteers

4 | Volunteers

Our volunteer projects have gone from strength to strength over the last year. We have had 117 volunteers work with us on various different projects and committees, of which 31 have a learning disability.

We have developed many new exciting community partnerships such as providing work experience placements for young people at a local SEN school The Courtyard, as well as local university students and foreign exchange students from Sagitter Training. We have also been trialing work placements for unemployed Islington residents via the Council's iWork scheme.

In addition, Centre 404 has been developing corporate volunteering partnerships as we are committed to the mutually beneficial role of volunteering in our communities, both for the wellbeing of the volunteers and also for the skills offered to us as a charitable organisation. Recently we hosted four Data Scientist volunteers from iwoca who were a huge help with some comprehensive data analysis for us. Last summer we had a group of Marks & Spencer volunteers help remodel our garden with our longstanding Garden Group Volunteers. This was a great day enjoyed by all, and as a result our garden continues to provide a beautiful space for our service users.

Our volunteer opportunities continue to provide useful transferable skills and aid a sense of wellbeing and connection to community. We continue to have a high success rate for our volunteers either finding employment or being signposted to volunteer at other organisations, which builds their skillset and friendship networks within the community.

We had another hugely successful Volunteers Week celebration in which volunteers from all our different projects came together to learn about each other, their roles and length of service at Centre 404, as well as enjoying some food, drinks and an awards ceremony.



Centre
404 has
117
volunteers

31
of our
volunteers have
learning
disabilities



Volunteer CASE STUDY

📍 **Islington**

✂️ **ROLE:**
Reception and general
office administration

🕒 **VOLUNTEERING SINCE:**
2019



Kalim

Kalim started as a Volunteer Receptionist with us in January 2019 and has quickly become an integral part of our front of house team, providing a professional yet relaxed and friendly energy to all that come through our doors; service users, staff and visitors.

Kalim has in turn gained valuable experience of working with people again after a long break, and a sense of achievement in volunteering. He has relearned important skills such as interpersonal communication, time management and how to avoid stress at work. As well as volunteering, Kalim also enjoys cooking and looking after the affairs of his brother who has a learning disability.

"Centre 404 is a great community and I enjoy being a part of it. The reception is the central hub of Centre 404 and I like meeting and talking with service users and staff."

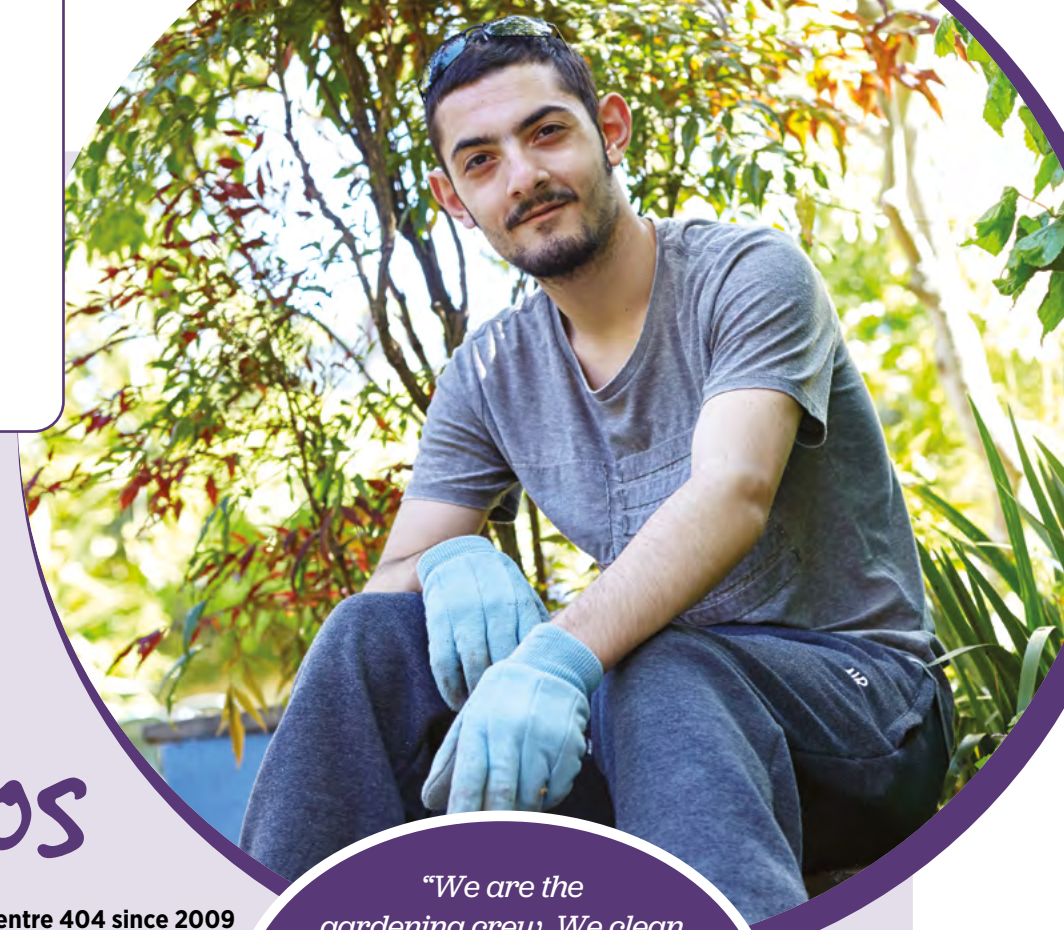


Volunteer CASE STUDY

📍 **Islington**

✂️ **ROLE:**
Gardening

🕒 **VOLUNTEERING SINCE:**
2015



Emilios

Emilios has been attending Centre 404 since 2009 and volunteering since 2015 on various projects. He is always chatting away to someone and is great fun to have around.

He really gets into the spirit of the Centre 404 community and regularly pops by, making an effort to get to know new staff and service users alike. When his friend and fellow Garden Group volunteer Sal (featured in last year's review) was in hospital this year he was in constant contact and also made sure to regularly update everyone at Centre 404 on his progress.

Emilios now mainly does flexible volunteering to fit in with his other commitments, but can regularly be found volunteering at our Friday Night Social and at Garden Group. He has also recently tried out volunteering on our reception and was a huge help with setting up for our Volunteers Week event this year. Having such a friendly and sociable young man around is a wonderful asset to our organisation.

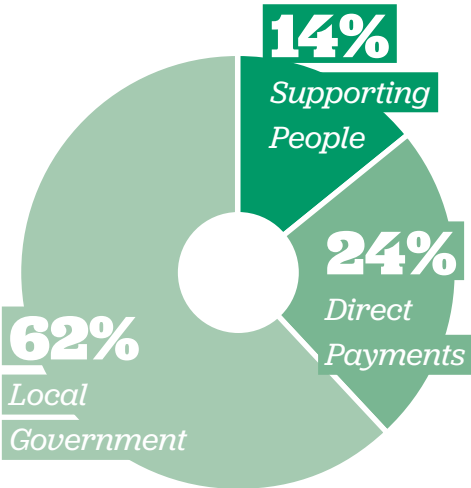
"We are the gardening crew. We clean the garden so it will help with the environment and plus to make it tidy and beautiful, and so when people come they will see our fabulous garden."



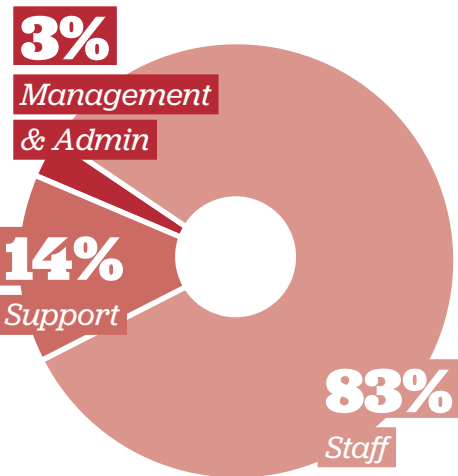
Money Counts

SUPPORTED HOUSING & INDEPENDENT LIVING

+ Where the money comes from		
DESCRIPTION	VALUE	%
Local Government	£2,814,457	62%
Direct Payments and Spot Contract	£1,086,873	24%
Supporting People and Day Activities	£636,662	14%
TOTAL	£4,537,992	100%

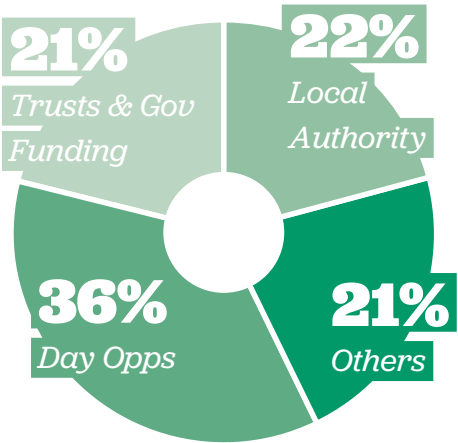


- How the money is spent		
DESCRIPTION	VALUE	%
Staff	£3,484,653	83%
Support	£607,755	14%
Management and Administration	£113,028	3%
TOTAL	£4,205,436	100%

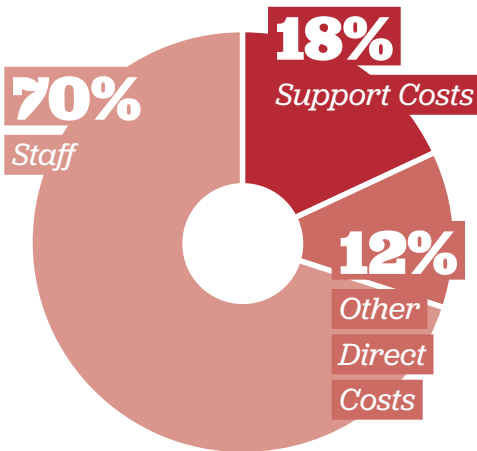


LEARNING & LEISURE AND FAMILY SUPPORT

+ Where the money comes from		
Description	VALUE	%
Trusts & Government Funding	£151,496	21%
Local Authority	£158,201	22%
Day Opps	£264,045	36%
Others	153,140	21%
TOTAL	£726,882	100%



- How the money is spent		
Description	VALUE	%
Staff	£519,232	70%
Other Direct Costs	£89,847	12%
Support Costs	£129,811	18%
TOTAL	£738,890	100%



Centre 404 continues to grow, and for the first time our revenue has exceeded £5 million for the year. This has allowed us to support an increasing number of activities in Islington and neighbouring boroughs, despite the continuing funding challenges in this sector.

In addition we have been able to contribute our own resources towards the essential refurbishment and extension work on our building. We also received much needed funding for this Phase

Three refurbishment project from the National Lottery Community Fund, the London Mayor's Good Growth Fund as well as other sources. This means that Centre 404 can now proceed apace without undue financial risk, and remain on a firm footing to continue to expand and improve our services to the community over the coming years.

Derek Weist - Treasurer



THANK YOU!

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

- | | | |
|---|---|---|
| <ul style="list-style-type: none">• 29th May 1961 Charitable Trust• BBC Children in Need• Chapman Charitable Trust• City Bridge Trust• David Solomons Charitable Trust• Derwent Tech Belt Community Fund• Islington Giving• Islington Voluntary and Community Sector Partnership | <ul style="list-style-type: none">• Grants Programme (VCS)• Lynn Foundation• Morrison's Charitable Trust• Richard Cloudesley• Second Chance in Archway• The Albert Hunt Charitable Trust• The Alchemy Foundation• The Batchworth Trust | <ul style="list-style-type: none">• The Clothworkers' Foundation• The Cotton Trust• The Cripplegate Foundation• The London Mayor's Good Growth Fund• The National Lottery Community Fund• The Royal Horticultural Society• The Will Charitable Trust• The Wolfson Foundation |
|---|---|---|

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

- | | | |
|--|--|---|
| <ul style="list-style-type: none">• Arcadian Gardens Surgery Haringey• Archway Methodist Church• Camden Carers Centre• Camden Disability Action• Camden Special Parents Forum• Central and North West London NHS Foundation Trust (CNWL)• CityLit• Dandelion Collective• DoubleTree (Islington)• Elfrida• forum+ (Camden LGBT Forum) | <ul style="list-style-type: none">• Help on Your Doorstep• Islington Carers Hub• Islington Council iWork• Islington Learning Disability Partnership (ILDP)• Islington People's Rights• Islington SEND Community Service• iwoca• Manor Gardens• Manor Gardens Welfare Trust• Marks and Spencer (Marble Arch)• Pedal Power | <ul style="list-style-type: none">• Semble• Sagitter Training• Single Homeless Project (SHP)• St Luke's Church• The Courtyard (St Mary Magdalene Academy)• The Dog's Trust• Three Discovery• University College London (UCL)• University College London Hospitals (UCLH)• Voluntary Action Islington• Volunteer Centre Camden |
|--|--|---|

We would also like to thank the community fundraisers and volunteers who have given their time to help Centre 404. Finally thank you to Tim and the designers at Pinup Design for helping to create this annual review, and Sonya Hurtado for capturing most of the case study photographs.

Accreditors



Training Partnership



A Message from The Chair



Following on from the hugely successful AGM and garden party last year with nearly 300 people in attendance, we have not only been busy delivering essential services but also working hard to ensure we can improve our premises.

The Phase Three building works, as introduced by our CEO at the opening of this annual review, have meant our main offices and community hub has temporarily relocated to premises nearby. Despite this big move, we have continued to provide all our services and activities by utilising other accessible local venues. Relocating can be quite a challenge, so my thanks go out to all the staff teams for their very hard work and cooperation in moving office, whilst still providing our essential front line services with consistent quality. Capital work on this scale is demanding and time-consuming, but it is important for future-proofing the charity and it's legacy. So I am especially grateful as Chair to our dedicated CEO Linda, for her vision of this second major building phase and for leading us through the planning, fundraising, procurement and implementation of such a large capital project. She has kept the staff team, trustees and members motivated and on board about the scheme and the process. She has been the driving force behind the objective to ensure that the project uses sustainable materials where possible and reduces our carbon footprint through the introduction of solar panels and a new cleaner energy heating system.

In May this year we were thrilled to learn that Islington's newly elected Mayor, Councillor Rakhia Ismail had chosen Centre 404 and Nafsiyat Intercultural Therapy Centre as her

mayoral charities for the year. Cllr. Ismail regularly held her council surgery sessions in our building, and in doing so she heard directly from our family carers as to just how challenging life can be when a loved one has a learning disability. At her inauguration, she explained she had chosen both charities due to her admiration of their work and felt that our members needed 'a voice'. We are looking forward to working with Cllr. Ismail and through this partnership, hope to raise awareness of our member's needs' and the work we do at Centre 404.

Once again, my thanks go to the many volunteers who give their valuable time and commitment in our clubs and group activities, housing-related services, family support and administration functions, as well as those on our sub-committees. I am also grateful to all our hard-working staff and, last but not least, my gratitude goes out to my fellow trustees who have taken us through a year of change and big decisions. In particular, they have given their time, consideration and support for the building project. This time next year the trustees will be back at our permanent residence excitedly planning and consulting on the strategic direction Centre 404 will take in the coming years, based on the opportunities that the newly extended and improved premises will bring.

Jean Willson OBE, Chair

Goodbye to a long-serving member of staff

During the year we said goodbye to Bob Dowd; the Family Support Services Manager. Among the many leaving events and send-offs, we also hosted a farewell party for him with the family carers he and his team have supported over the decades. After 24 years of service to Centre 404, there were many families who wanted to show their

appreciation of Bob and we wanted to honour his long service and loyalty to the organisation. Throughout his time with us, he was always an excellent advocate for family carers and it truly is the end of an era. We wish Bob good fortune and fun times in his retirement.

Jean and Linda



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