



# Annual Review

2019 / 2020

**Demonstrating Impact**

**CENTRE  404**

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





# CEO Introduction

Welcome to this edition of our annual review 2020

**I**t has certainly been an eventful 12 months since our last annual review. We finally relocated in June 2019 so that Phase 3 major refurbishments could be made to our premises. This is the final phase to cover much needed improvements.

Please see the premises spread in this report for the latest pictures and progress. You will see we are nearly at completion but there has been a delay due to the complexity of the design and of course the COVID-19 pandemic meant the building site had to temporarily close.

The ensuing pandemic compelled us to respond, plan and adapt very quickly due to the nature of our work. We support a wide range of people but among them are extremely vulnerable service users who require 24 hour support in their homes, so these services needed to keep running. We also wanted to continue with other much needed provision to alleviate the anxiety and burden many of our families were going through in this difficult period. With this goal in mind we were able to deliver advice, information and support direct to carers online at the same levels as pre COVID-19.

Likewise, in spite of our clubs and group activities needing to close in compliance with government health guidelines we were able to move many of these activities online so that vulnerable children, young people and adults were less isolated. You will see from our COVID-19 section in this report that the services adapted brilliantly to providing these crucial services.

The disruption of moving and the pandemic meant we had to accelerate our digital transformation programme due to higher reliance on technology and remote working. This programme included rapid additions and adjustments to our technology and most importantly highlighted concerns about digital exclusion. We were fortunate to able to secure funding for tablets, laptops and smart phones for many of our service users and family carers. This is an area we will continue to work on in the coming year.

We were acutely aware that family carers had particular needs and experienced higher risks during these unprecedented times. Caring for a child or older son or daughter with very little external support brought immense stress to our service users and families in addition to the overall worries common to every household around finances and health. Given the unprecedented circumstances of the pandemic and the relocation I am immensely proud of staff, trustees and volunteers who worked tirelessly together to ensure we kept going as an organisation. Volunteers and staff went above and beyond during this period to reach out to service users and families.

Finally, I am especially proud of frontline support workers and volunteers who travelled into work every day during the most challenging periods in order to support and care for others.

**Linda McGowan**  
CEO

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# Independent Living & Housing Related Support Services OVERVIEW

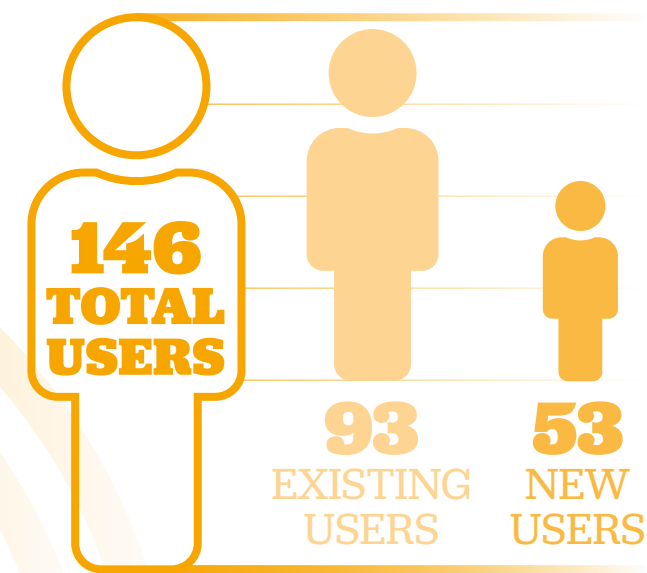
**In our Annual Survey this year, findings showed very positive feedback for the service overall with particular value placed on the quality of support staff and managers. There were high levels of satisfaction regarding the promotion of choice and independence across the service, such as 92% of service users indicating their Support Workers encourage independence.**

Health and Safety was also rated highly, with 98% of service users saying they are supported and encouraged to live a healthy lifestyle. 9/10 next of kin would recommend the service to a friend, with many commenting on their satisfaction with the level of family involvement and on the quality of personalisation through support delivered to their loved one. 100% of service users asked said they get enough one-to-one time with their Support Worker.



# Independent Living & Housing Related Support Services

Independent Living and Housing Related Support Services  
**Number of Service Users:**



**A**cross our Supported Living, domiciliary care, Positive Behaviour Support and Outreach Services in North London we have delivered support to 146 people with a range of needs.

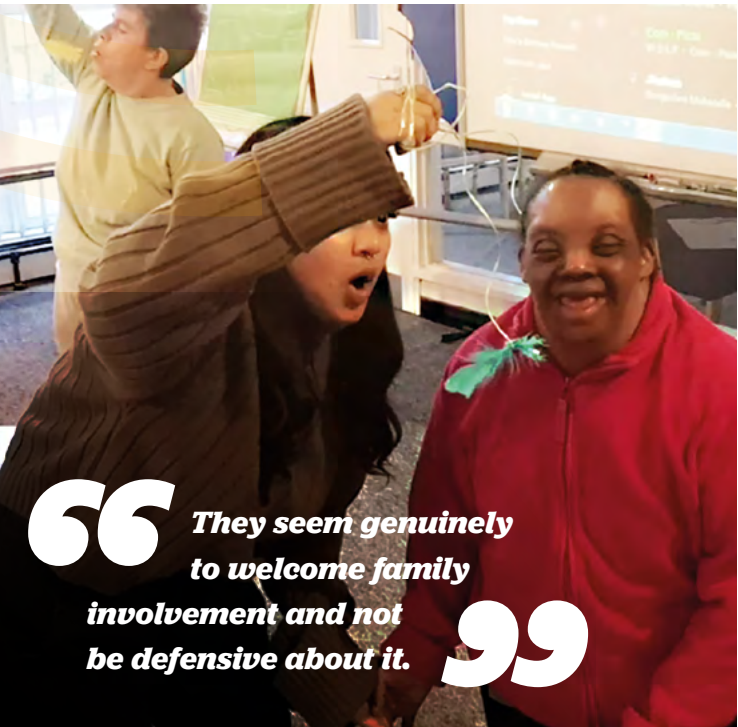
We have achieved excellent outcomes for many of those we support, as presented in the case studies for Christina, Sarah and Dean later in this report. Our committed staff team has also had great outcomes this year. We were extremely proud to see one of our skilled Support Workers, Alison Allcock receive the Support Worker of the Year Award at the Islington Dignity in Care Awards 2019, along with her colleague Yasmin Mahamed who was also nominated for an award. A number of staff have completed PBS Functional Assessment training and 5 team members have become Staff Engagement Champions.

One of our biggest achievements has been getting our Camden Floating Support Service up and running. We recruited a designated Quality and Implementation Manager to ensure the service was set up with the right Centre 404 values and ethos and whilst change is difficult for people, we have had really positive feedback already from those using the service. This year we implemented the use of an Electronic Call Monitoring (ECM) system in our Outreach services to efficiently manage staff rota, offer greater continuity and safer delivery of support.

We have also implemented a rolling internal coaching programme for housing teams. The coaching sessions include various topics such as how to be a good key worker, writing effective logs and use of IT systems. For managers we have implemented rolling management capability sessions on topics such as how to motivate staff, effective supervisions and performance management. These coaching sessions have worked to upskill our workforce and drive up quality in service delivery.

We also provide specialist Positive Behaviour Support (PBS) to people with behaviours that can challenge others within all of our services. We have a pool of dedicated specialist PBS support workers who are trained to identify triggers and recognise early warning signs in behavioural escalation, and use appropriate interventions to prevent crises from occurring. Our PBS offer has helped a range of people we support to improve their quality of life and access activities that otherwise were closed to them.

Our co-production work with families is ongoing with Centre 404's very own Learn With Us training now being embedded into nursing degrees at some universities.







The group at our Race for Men fundraising event in summer 2019



Some ideas for the "DigniTree" at Dignity Day 2020



Celebrating at our Sports Day in summer 2019!

# Supported Living

**I**n the last year we have provided support to 51 people with a range of needs in supported living. It has been a fun and busy year as always with our active support workers helping people to live meaningful, happy and fulfilled lives.

Our teams are trained to provide 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. All of this is achieved whilst keeping people fit and well, including support for people with complex and multiple health conditions. Our Dignity Action Day event held in February 2020 focused on health and wellbeing. Activities included an accessible story telling session about the meaning of dignity, a mindfulness session, discussion on what dignity and a healthy life looks like and an interactive healthy cooking session. People also had the opportunity to write/draw on a leaf cut-out about what dignity means to them, which was then posted on a 'DigniTree'.

Over the last year we have been focused on reducing social isolation and keeping people active. For Learning Disability Week in June, we arranged an outdoor accessible sports day for all our service users to join. This event was held to promote exercise and encourage people to take part in regular physical activity. This occasion was followed by a Race for Men fundraising event where a number of service users took part to raise money and awareness for prostate and testicular cancer.

Tackling inequalities and hate and mate crime for people with learning disabilities was another success this year. Centre 404 staff sensitively challenged a local restaurant where employees were discriminatory towards service users for making noises. This resulted in a formal apology from the owner and offer of a free future visit. All services continue to raise awareness and remind people we support about the dangers of hate and mate crime, as unfortunately this continues to be an issue some face. We worked closely with housing authorities and landlords to ensure service users are protected and maintain their safety and wellbeing at home. Supporting service users to experience and explore new places has been another highlight, through supporting people to visit diverse locations such as the Canary Islands and St. Lucia. Some of our service users had never travelled to Paris or been on a Eurostar train, so earlier this year we supported 10 people on a day trip to fulfil this wish.



More celebrations at our Sports Day!

**“** The support workers are the best. **PARENT**

*It's homely and well kept. Staff friendly and there's unity and love amongst them.*

**PARENT**

*My health is very good and I always feel safe with my Support Workers.*

**SERVICE USER**

“Almost three in four people living with autism and learning disabilities have experienced hate crime.”

| MENTAL HEALTH FOUNDATION, (2018) |





Supported Living

📍 Islington, Leigh Road

🕒 SERVICE USER FOR: 4 years



The past year has seen big changes in Christina's life on both a practical and emotional level. Driven by her motivation alongside continuous support and encouragement from her Support Workers at Leigh Road since her arrival 4 years ago, Christina has made fantastic progress and achieved major goals this year.

As communication can be a challenge for many people with a learning disability, struggling to maintain contact with friends and family is a common issue. Unfortunately, when Christina moved to Leigh Road she wasn't in contact with any of her family members. However this year she has finally managed to get in touch with one of her sisters and nephews! Her sister was immensely happy when Christina was supported to call her for the first time and it was an emotional experience for them both. Since being reunited, her sister and nephew have attended her birthday party and Christina spent New Year's Eve at their house. They now have regular phone calls and Christina is extremely happy about reconnecting with her family; knowing how much they care about her.

One of Christina's goals was to develop her independence skills when travelling or out and about. Support Workers have worked closely with her in learning how to travel and stay safe in the community, giving lots of encouragement as she progressed. The hard work has paid off and since her enrolment on a drama course in September 2019 Christina has been taking the bus independently and attending City and Islington College completely by herself! Christina is a natural storyteller, she loves reading aloud to others and does it in a way that really gives life to the characters. The support she received to enrol and attend the drama course has allowed Christina to realise her natural acting abilities, which has drastically improved her self-esteem and confidence. Her class has already delivered one performance where Christina was able to showcase her brilliant acting!

One of the most exciting events of the year for Christina was attending Disneyland Paris - a lifelong dream of hers as a great Disney film enthusiast! She shared the experience with two of her closest Leigh Road friends Julie and Monica, which consolidated their relationship even more. Together they enjoyed the parades with all the Disney characters. Christina didn't stop calling their names and managed to get lots of hugs from them, which filled her



I was happy to go on the bus myself and get off at Finsbury Park. I'd get the number 4 or 19 bus to get there. My confidence increased the more I got the bus by myself, but I had to take things slowly.



Christina's performance at Christmas, showcasing her acting abilities with her college friends

with happiness! She even had the opportunity to personally meet The Snow White Princess, which she was particularly excited about.

Continuing this interest, Christina has also been to the theatre in London to see Sleeping Beauty and the Lion King Musical. With the support from Centre 404, Christina's life has been enriched by all the new experiences and goals she's achieved over the past year. And after her successful trips and holidays it's not stopping there, as Christina is now planning to visit the Walt Disney World Resort in Orlando!



# Service: Positive Behaviour Support (PBS)

Centre 404 is leading an ambitious plan for positive behaviour support to vulnerable adults across North London in 2019 and 2020 Through supported living and a new day service in Haringey, outreach across Islington and Camden, and specialist behavioural assessment, Centre 404 has been making further steps over 2019 and 2020 to enhance outcomes for those with behaviours that challenge others and who are at risk from restrictive practices.

The Positive Behaviour Support (PBS) service for Philip, a man who had previously received long-term hospital treatment and was discharged in November 2018 into Centre 404’s care, has seen several developments to personnel; welcoming new faces within the team, including the introduction of Sam Ochieng to the position of Deputy Manager in Autumn 2019. On these changes Project Manager, Mags McClellan, said, ‘I’m excited for the future with PBS at Philip’s service. Although there have been ups and downs in the last 18 months, I’m looking forward to the work we can achieve with the team under the PBS Framework.’

Statistics show that the first year after a person leaves long-term hospital stay can be the most difficult for them as they adapt to new ways of living in the community. Although he has faced challenges along the way, Philip is in no doubt that he loves living in his home surrounded by people he knows and trusts. His team have worked incredibly hard to support him for a year and a half of community living and they ensure that he has the best opportunities for success moving forward.

Centre 404 are delighted to have been awarded a new contract for 2020 to run day services at Walthef Gardens in Haringey to people requiring PBS input. The building has been newly refurbished, providing a valuable space to increase opportunities for people who may experience difficulties in the ways they express themselves. PBS at Centre 404 has also developed in innovative ways to people with autism at risk from social isolation and who are often ineligible for specialised care due to



Jamilah, as pictured on the front cover with her Mother Touriya, enjoying a scooter in the park



Philip enjoying some Christmas time



Gary at the Mildmay Christmas Party

their functional abilities. For Gary, pictured at the Mildmay Christmas party, weekly visits have enabled him to maintain a consistent routine and also find new interests and social activities. Services have also been adapted for people with autism where observational analysis by a functional behavioural assessor has been used to better understand a person’s difficulties and support carers in this process. In one case, assessment identified a young man’s motivation for avoiding college, and developed strategies with his carers for supporting him in these situations. Authorities recognise functional behavioural assessment as the cornerstone of PBS and Centre 404 have a trained team of managers able to deliver these.

Finally, PBS has been used in outreach services to support families with loved ones who may demonstrate behaviours that challenge. The PBS service has been commended by community health professionals for its use of communication tools with a young man who had been declined college placements, and also with Jamilah, a Camden resident who is developing confidence around new people and activities in her life. The charity as a whole are invested in positive behaviour support and look forward to new opportunities in the near future.

An article in the Metro earlier this year described the anger of a mother who’s Autistic son was sectioned regularly restrained during his time in hospital. The article explained that hospital patients were “subject to more than 20,000 restrictive interventions in the six months to February, which included physical restraint, seclusion and drugging”. | SOURCE: METRO NEWSPAPER, MENENDEZ, 2020 |

As at the end February 2020, there were 3,640 people with learning disabilities and/ or autistic spectrum disorders (LDA) in hospital. Of these inpatients 1,330 (37%) had been in hospital for over 2 years. | SOURCE: NHS DIGITAL, 2020 |





# Outreach Services

Our Outreach Service continues to support adults with a learning disability both within their homes and out in the community both in Islington and now also in Camden.

This brand new branch of our Outreach Service delivered in Camden opened on 1st July 2019 and is officially called the Camden Floating Support Service. As of March 2020, we have 48 service users and over 400 hours of weekly support that we are delivering. There were 2 launch events held to promote the new service and introduce service users and any family carers with the key people who would be running the service. The events were well attended and included senior commissioners from Camden Council.

Within both our services; Islington Outreach and the Camden Floating Support Service, the support we offer is always personalised to meet the specific needs of each person with a learning disability. Our overall aim is to support people to reach their full potential and we achieve this by enabling the learning of new skills and confidence building, whilst also promoting the right for individual choice.

Our Activities Coordinators for both services are now able to collaborate and work closely together, with the result of being able to offer more meaningful and fun activities to our residents both in Islington and Camden. This not only increases the range of activities available to our service users but also broadens their social networks. Activities to choose from include the weekly healthy Cooking Group and the IT Group to learn skills in using a computer and mobile device.

The Activities Coordinators also offer a Correspondence Clinic for service users to access support independently outside of their individual 1:1 support, which helps enable those otherwise very dependent on their support workers to gain confidence and seek support on their own in this area.

There is also a weekly Friendship Group that aims to reduce social isolation through supporting people to learn appropriate social skills

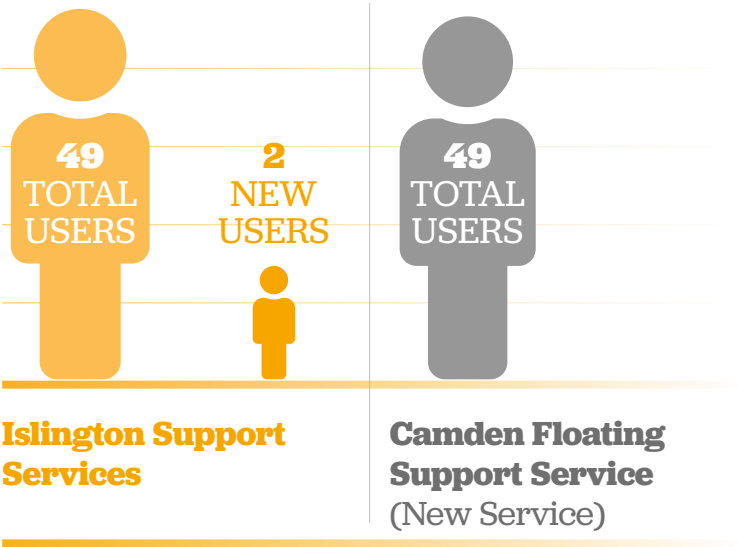


A mindfulness activity at our Dignity Day February 2020 celebration



Service users and staff enjoying our Sports Day in summer 2019

## Outreach Services:



**81%** said they would recommend Centre 404 to a friend.

**81%** of respondents said they were happy with the support they receive from Centre 404.

**88%** of respondents said their Support Workers turn up on time and the same number agreed their Support Worker encourages them to be independent.

**“** I am very impressed with the support my son receives. And feel that the friendship group is a godsend that gets my son out of his flat... My son is not usually enthusiastic about social things so fully expected him to stop going but has continued to go every week. **”**

PARENT

in order to widen their social network. As part of Friendship Group, there are weekly outings to various parts of London and beyond during summer months, and regular trips to seaside areas such as Brighton and the Isle of Wight, which are enjoyed by all.

The Outreach Service's partnership with SHP (Single Homeless Project) has gone from strength to strength. This partnership has opened up opportunities for both organisations to share training and for service users to have access to alternative groups and activities, enhancing their ability to lead happy fulfilling lives. There is much more planned partnership working on the horizon to utilise the skill set and resources that both organisations can offer to our service users, in particular around education, employment and supporting services users to connect with their communities and build meaningful relationships. One of our ultimate goals as a service and organisation is to abolish social isolation for our service users.

### OTHER ASPECTS OF SUPPORT WE OFFER INCLUDES:

- Attending appointments.
- Filling out forms.
- Staying fit and healthy.
- Meeting new people.
- Developing and maintaining life skills, such as food shopping, cooking and household chores.
- Help with finances and budgeting, and to maintain a tenancy.
- Voluntary or work placements.
- Travel training.



CASE STUDY

Supported Housing & Outreach

📍 Islington, Mildmay Avenue

🕒 SERVICE USER FOR: 9 years

Sarah



**P**rior to moving into Mildmay Avenue, Sarah lived in a small one bedroom flat which was on the 4th floor. Sarah often found it difficult to access the community as the lift to her flat was regularly broken meaning she had to go up and down multiple stairs and was made more difficult due to her mobility issues. This resulted in Sarah being unable to access many of the Centre 404 social events she enjoyed and meant she generally remained socially isolated.

In 2019 Sarah was nominated by staff to move to Mildmay Avenue when a ground floor flat became vacant. ILDP accepted this proposal. Sarah and her family went to view the property and both parties were happy with it. So thanks to staff recognising the challenges she was experiencing and advocating for her needs, Sarah was able to successfully move in January 2020.

Since then Sarah has been much happier and integrated well into the Mildmay Avenue community, which has had a positive impact on Sarah's well-being and motivation. There are regular activities such as monthly trips, games nights, cooking group, various workshops and film nights at Mildmay. Sarah has attended and especially enjoyed participating in the cooking group, which has enabled her to learn new skills and socialise with other tenants, meaning she is less socially isolated. Sarah has also made friends with her new neighbour, who she plans to spend more time with.

The move to Mildmay Avenue has allowed Sarah to have more support input whilst also remaining as independent as she can, and she gets on well with all the staff. Sarah is friendly and sociable and likes to keep herself busy, so now she can regularly attend her computer classes and goes to the church on Sunday. Looking ahead, Sarah is now looking forward to participating in a beauty workshop called 'Pamper Night' at Mildmay Avenue and getting out to attend her niece's wedding in the summer.

CASE STUDY

Floating Support Service

📍 Camden

🕒 SERVICE USER FOR: 8 months

Dean



“  
*My support workers are nice and everything, they help me get to college, they're my favourite.*  
”

**D**ean lives at home with his mum and is also close to his brother who visits regularly. He enjoys spending one to one time with people and being out and about rather than stuck at home.

Dean came over to Centre 404 from a different care provider in August 2019. This was a difficult transition as Dean had been with the other care provider for a long time and knew a lot of the staff really well. He likes familiarity and routine so the transition had the potential to be difficult. However since starting support with Centre 404, Dean has made some significant improvements in different areas of his life.

Being supported six times a week with a flexible routine to attend a variety of classes as well as access the community generally, has significantly increased and improved his social life outside of his home. Dean has also been supported to attend college three days a week, learning skills for everyday life. He has excelled at his 'living skills' course and learnt how to clean shoes, make a cup of tea and do his laundry. Dean would sometimes become very anxious when part of a large group, finding it hard to focus and changing his behaviour. Through positive interaction and maintaining the same support workers on the same days of the week, Dean began to build a predictable routine which allowed him to be more relaxed during classes, such as Centre 404 cooking group on Thursday afternoons. If he had become upset during activities, support workers would reflect with him and his mum later on to see what it was that upset him. This period of reflection allowed him to process what had been going on for him at the time, and

Dean is now able to be in social groups for longer periods of time. This means that the support worker can focus on supporting him with tasks during an activity, rather than on his behaviour. In regards to Personal Care, Dean previously only allowed his mum to support him with showering and brushing his teeth, which often resulted in an argument, or in him neglecting his hygiene, often only showering once a week. We implemented a weekly routine where support workers will prompt him to shower and brush his teeth. As a result, the dentist has already noticed a huge difference. The aim is for Dean to become independent and more in charge of his personal hygiene. Dean's increased social life has allowed his Mum, his main carer, a bit more time for herself. She also doesn't have to worry about his personal hygiene as much and Dean has made a step towards being more independent. She said that he looks forward to his support workers coming and if there are ever any problems she can contact the manager or Dean's key worker.





## Learning & Leisure OVERVIEW

What an amazingly busy but brilliant year we seem to have had! Learning and Leisure's biggest achievement this past year was most definitely the successful sourcing of venue spaces and subsequent move out of our Centre 404 building and into temporary 'accommodation' for all of our provisions during the building refurbishment.

Finding venue space that was the right size, had the right accessibility requirements, the right facilities, in the right locations and which didn't cost the earth wasn't an easy challenge.





Enjoying some cooking at one of our community partner building during the relocation



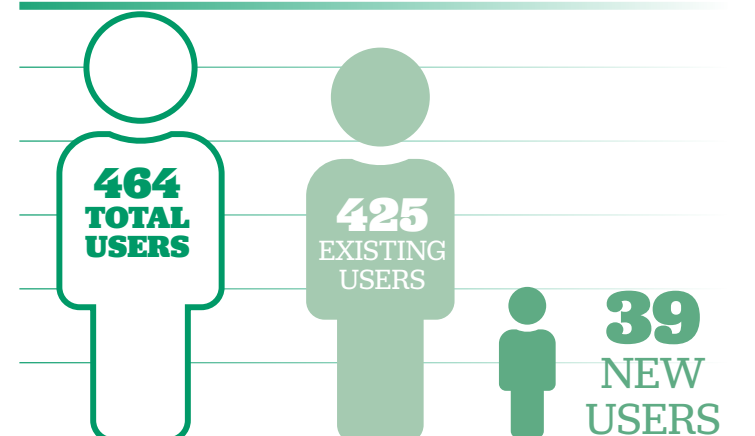
One of our winners, Ben with his Dad Paul and the Mayor Of Islington, at the Jack Petechet Awards

## Learning & Leisure

**I**t wouldn't have been possible if not for all of our community partners and funders who supported us throughout this period of relocation and we want to highlight the fact that not a single service we run needed to be cancelled.

I am pleased to say that the Day Opportunities service has continued to grow despite all of the disruption and we are now actively supporting people in premises both in Islington and Camden. The Finding and Matching service is now well and truly settled within Learning and Leisure after it's move over from our Housing and Supported Living Services last year and continues to offer great community-based outreach provisions. Finally, our Adults, Children's and Young People's groups and clubs have yet again had another fantastic year of activities and growth. We continue to work with our community partners to offer fun (e.g. Kayaking, Go Ape, Ice Skating), social (e.g. Team Games, Adventure Playgrounds) and educational (e.g. Sexual Health, Cultural Events, Online Safety) activities ensuring important life lessons and skills are accessible.

### Learning & Leisure Number of Service Users 2019/20:





# Day Opportunities

We are pleased to say that we now are not at all reliant on the minibuses as we used to be for this service. We have successfully managed to incorporate public transport as our main means of travel support for everyone in the service and this allows us to more proactively get people out into their communities and have the opportunity for ‘normal’ interactions with people instead of being shielded away from the norms of daily life.

We have continued to grow our Islington and Camden services and now support 19 people with new referrals coming in monthly. We successfully continued a 5 day a week service delivery in Camden and Islington, both of which have grown and continued to deliver increasingly specialised services in partnership with the local authorities and social workers.

During the Centre 404 move from our main building and relocation of services during this time we have managed to maintain full capacity for all of our services including the Day Opportunity provision. During a time that could have caused a lot of disruption we have been able to continue with our quality improvement of the activities and scope of support we are able to offer people. This in turn presented the opportunity at building some great relationships with local community centres, most notably Charlie Ratchford Resource Centre in Camden which is managed by our friends at Voluntary Action Camden and Brick Works Community Centre in Islington managed by friends from the Hanley Crouch Community Association.

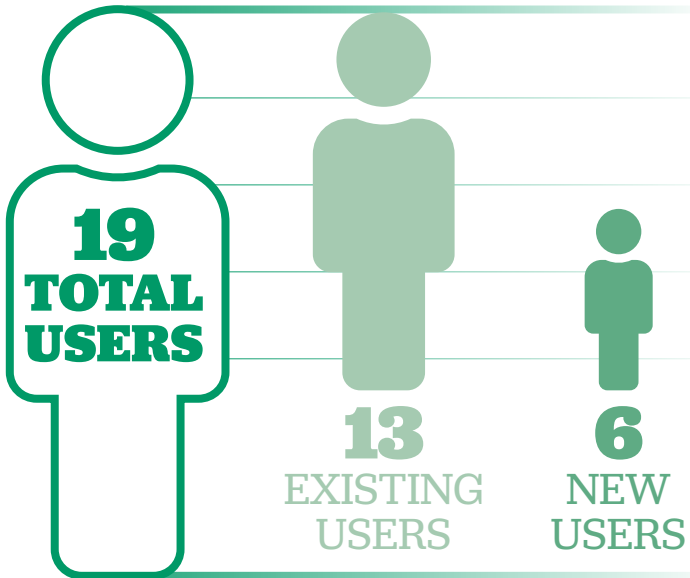
Learning life skills and personal goal achievements still happen regularly for the people we are supporting. All support plans, risk assessments and activity schedules got a complete review and we have also begun to implement more behaviour support plans as we work towards delivering a Positive Behaviour Support approach in the Day Opportunities Service.

As part of the continued growth and development of the service we have been on the lookout for new and exciting opportunities where we believe we can do some good for people who would benefit from our support. With this in mind we bid for and won a Haringey Council contract for the delivery of a Positive Behaviour Support Day Opportunities provision in the borough. This is the largest contract to date for the service and was due to start April 2020. Covid-19 has delayed this but we are hopefully to get underway in the summer.



Day Opps staff at a recruitment event

## Day Opportunities Number of Service Users 2019/20:



Mandy and Doreen!

**“** Sadrul rises at the break of dawn, eagerly waiting for his Carer to get him ready to attend Centre 404. When staff arrive Sadrul is keen to leave the home straight away. If it wasn’t for Centre 404 providing their service, my brother would become emotionally distressed and very difficult to manage at home. He enjoys outings as well as activities inside the centre, especially meal times.

**MUHAMMAD | BROTHER AND MAIN CARER FOR SADRUL**

*“I don’t know what I would do without Centre 404. The staff are kind and helpful and would go out of their way to help.”*

**BRENDA | MJ’S SISTER**

**”**



Day Opps staff at a recruitment event



CASE STUDY

Day Opportunities

📍 Islington

🕒 SERVICE USER FOR: 1 year

Doreen



**D**oreen is a 68-year-old lady with a learning disability and also visual and hearing impairments. When Centre 404 first met Doreen she was someone who had gotten very used to being at home and as a result often refused to leave the house.

The one activity that seemed to interest her enough was a weekly shopping trip with her sister Janet on a Friday afternoon. Unfortunately it got to the point that, more often than not, even this wasn't enough of a reason for her to leave the house. Sometimes these shopping trips were quite difficult as Doreen would get upset and find it difficult to understand if, for example, certain products were not available.

A few months ago Doreen was given a walking frame to use from her Occupational Therapist. It was hoped that due to her reduced eyesight and difficulties with her balance that this support might give her the confidence to get out and about more again. She had never used one of these before and was very resistant to using it initially.

Doreen's social worker made a referral to Centre 404's Day Opportunities service for support to help encourage Doreen to get out again into the community and hopefully improve her overall quality of life to rebuild her community and social connections. We thought about the different personalities of our staff and ended up matching Mandy to be her Key Worker who would get to know her well and gain Doreen's confidence and trust.

Mandy started visiting Doreen twice a week to get to know her. Everyone expected it to take months (or potentially to never be achieved) for Doreen to start going out in her community again and in the first few weeks sometimes Doreen refused to even come down the stairs and say hello. But after just Doreen is encouraged to take her new walking frame with her and is slowly getting more used to using it whilst enjoying trips out to her favourite restaurant, McDonalds.

CASE STUDY

Children & Young People Clubs

📍 Islington

🕒 SERVICE USER FOR: 2 years

Bilal



**“ I want to thank Centre 404 and the Jack Petchey scheme. I have seen big bounds of confidence grow in Bilal since he has been attending Centre 404 and it is the only social provision that I trust. ”**  
BILAL'S MOTHER

**B**efore Bilal started attending Centre 404, he was quite socially isolated and only attended school. Centre 404 is the only social club that he attends during the week showing its importance for Bilal's social and personal growth. Without Centre 404, Bilal would still be isolated and lacking social experiences and opportunities with his peers.

The key challenges for Bilal were his confidence, self-esteem and positive attitude. At the start, he wouldn't always get involved with the activities and felt most comfortable doing things he had already tried. Since this, Bilal has come on leaps and bounds with his confidence and attitude to give things a try. He will throw himself into all sessions and approach new challenges with a positive and confident attitude. Recently, Bilal's club went Swimming and Bilal showed brilliant confidence as he learnt how to dive; which was something he hadn't tried before. This is just one example of how he challenges himself and demonstrates resilience when he finds things hard at first. The welcoming, supportive environment of the club has enabled Bilal to make lots of friends and build upon his self-confidence and belief.

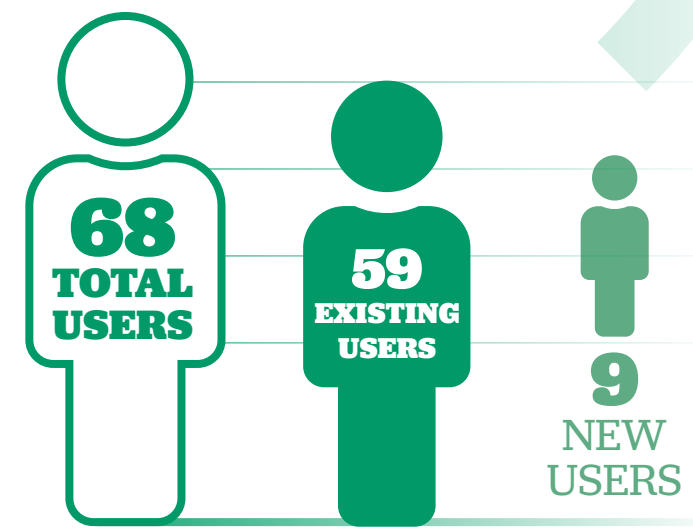
His peers support him as much as he supports them. Specifically Liam, who is now a registered volunteer at Centre 404 since turning 16, suggested becoming another travel buddy for Bilal with another volunteer. Liam knew that Bilal was worried about travelling on public transport and how to face the potential risks involved with this by himself. Their friendship has enabled both Bilal and Bilal's Mum to feel comfortable and confident with Bilal travelling independently, knowing that he is well supported. Without this friendship and the support from Centre 404, Bilal would not be travelling independently to Youth Group and overcoming the many challenges he faces. Bilal has demonstrated increased independence and knowledge when travelling with Liam on the buses and trains. Furthermore, since Bilal started the Travel Buddy scheme, his Mum has started volunteering as a Travel Buddy herself for other children who want to make the same progress as Bilal after seeing what a difference it made for him! Bilal is a valued member of our Youth Group.

The club has enabled Bilal to try new things, make new friends and reach his own goals. In 2019, Bilal won the Jack Petchey Achievement Award for his growing contribution to activities and increased helpful behaviours towards his peers. Since this award, his progress and achievements have continued to transpire. Throughout the year, Bilal has found a new self-confidence, sense of ambition and positive attitude.



# Children and Young People Clubs and Group Activities

Day Opportunities  
Number of Service Users:



## KEY SERVICE STATISTICS AND DATA FROM FEEDBACK SURVEYS:

In our most recent feedback collected in July 2019, families were asked what kind of benefits they believe our Children and Young People (CYP) clubs give their child.

**93%**  
of families reported their child gains confidence through attending their club.

**80%**  
reported their child learns new skills when attending their club.

**80%**  
of parents reported their child has gained independence by attending CYP clubs.

**87%**  
reported their child makes new friends at CYP clubs.

**100%**  
of families reported their child always feels safe when with the support workers at Centre 404.

We deliver regular educational, social and fun activities to both children and young people with a learning disability and/or autism. We run a range of termly and weekly group activities for people of all abilities with a strong focus on learning new skills and building social connections. We aim to help support people to be involved in and understand what it means to be a part of their community and regularly work with a number of community partners to achieve this.

This last year saw some quite significant changes as all of our groups, as they had to relocate across various venues as a result of our Centre 404 building refurbishment. We managed this move well and so did all of our members and it didn't take long getting used to the new spaces and slightly different timings. It was a big change but it also brought with it new opportunities such as getting to know new areas of London and using new and different facilities. Moving to different venue spaces also allowed us to start exploring the possibility to deliver new sessions, so we were able to successfully deliver Drama and Movement Therapy and have now decided to continue exploring the delivery of new therapies in the coming year.

We continue to utilise local venues such as GoApe, city farms, canal trips, adventure playgrounds, soft play areas, trampolining, ice skating, Camden Market, museums and more. Also continuing to work closely with other organisations such as the Police and Transport for London, alongside talks from sexual health and relationships professionals, discussions on hate crime, visits from sports groups, self-defence professionals and LGBTQI+ talks, to name a few.

As was the case last year, 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. We also continue our partnership with the Jack Petchey scheme and feel honoured to be able to award our young people for the achievements they make at Centre 404.



Centre 404 is amazing. Both my children have a more positive mood overall since they have joined the club, particularly on a Tuesday when the club is on they are so excited beforehand and happy when they get home.

PARENT

Centre 404 has been a huge support for the girls. They both have the opportunity to attend a club where they can make great friends and engage in activities which they can enjoy to their full potential.

PARENT



“Children with special educational needs (SEN) are twice as likely as other children to be bullied regularly.”

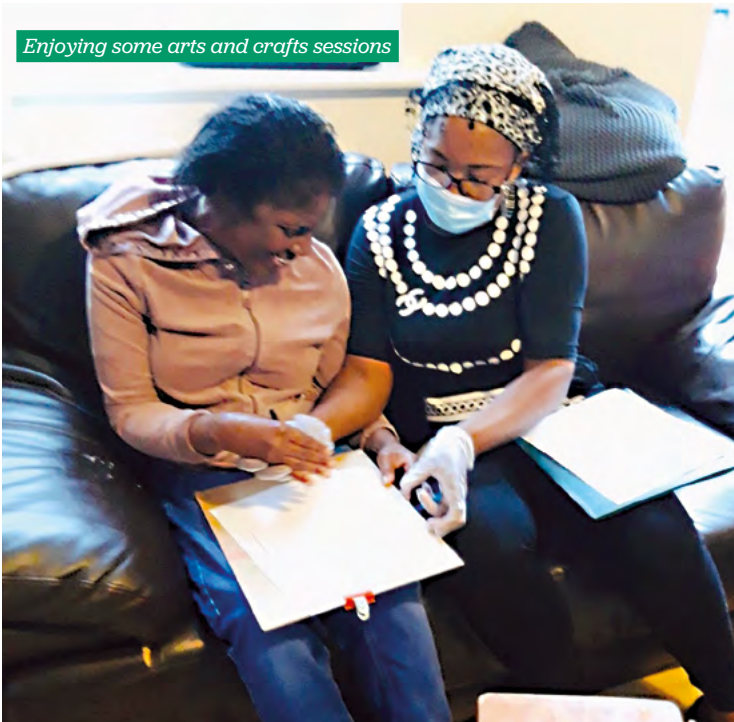
| IOE LONDON, 2014 |

“Pupils with a learning disability or SEN tend to have fewer friends and participate in fewer social and recreational activities than their peers without a learning disability.”

| TAHERI ET AL, 2016 |

NATIONAL RESEARCH QUOTES





Enjoying some arts and crafts sessions



Phyllis at Out and About  
Saturdays on a museum trip



Out and About Saturdays group enjoying  
some fancy dress on a museum trip!



Enjoying some cooking sessions



Pete taking part in our  
National Tea Day  
competition!

# Adults Clubs and Group Activities

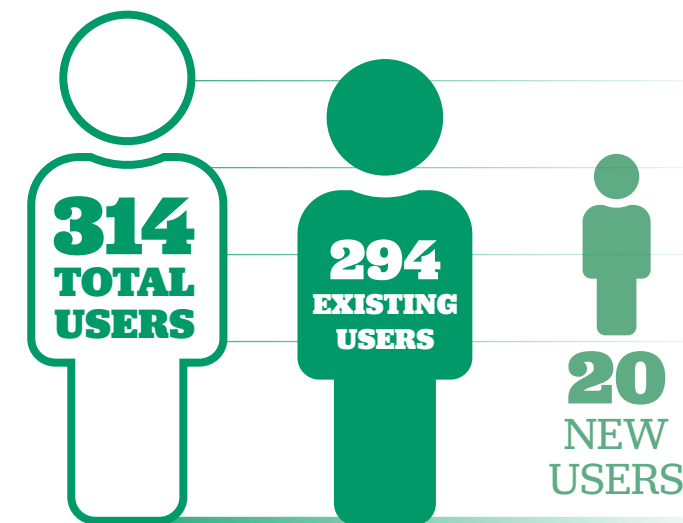
**W**e deliver regular educational, social and fun activities to adults with a learning disability and/or autism. We run a range of termly and weekly group activities for people of all abilities with a strong focus on learning new skills, building social connections, increasing independence and opportunities to improve mental health and well-being. We aim to have life skills programmes in place and work on independence skills as part of all our Adult Clubs offer.

We also continue to have a focus on co-production and our service users are always involved in ideas for activities. All service users are involved in planning and review of all our activities and last year this resulted in some new partnerships but also positive participation across our clubs which was reflected in increased attendance numbers.

Over the last year we worked on employment skills with our Young Adults Group (YAG) and supported two people into paid employment, whilst also increasing volunteering opportunities for our members. We implemented more structured Positive Behaviour Support and made quality improvements across our Adult Clubs. This included better ways of recording support needs and improved staff training. We continue to increase our person-centred offer through diverse activities and in addition to new Drama and Movement Therapy we continue to explore other suitable activities.

As already mentioned, this last year saw some quite significant changes as all of our groups had to relocate across various venues as a result of our Centre 404 building refurbishment. We managed this move well, as did all of our members. It was a big change but it also brought with it new opportunities such as getting to know new areas of London and using new and different facilities.

## Adult Clubs & Group Activities Number of Service Users (incl disco):





CASE STUDY

Adult Clubs

📍 Islington

🕒 **SERVICE USER FOR:**  
Service user for 10+ years. Helping out for 40 years (from age 11). Official Volunteer for 9 years.



**T**oni is very local to the community centre building of Centre 404 and has been attending our clubs since the 1980s. Toni started helping out at Centre 404 when it was still called the Beacons Clubs when she was just 11 years old, helping at the disco and at events and BBQs. Toni talks of her history with Centre 404 with much pride and affection, and this connection within her local community has had a hugely positive impact on her throughout different stages of her life. She has always been committed to helping out in her community and was active in other local disability charities as well.

Sadly in 1989 Toni was the victim of a hit and run, which left her in a wheelchair and with permanent brain damage affecting her short term memory. The result of this incident meant Toni acquired additional support needs to help with her everyday life. Over 10 years later, her cousin Alyson who is a Senior Support Worker at Centre 404, encouraged her to come along to the Adults Clubs as she thought it would help Toni increase her confidence, independence and her social network. Accessing Centre 404's Adults Clubs as a service user has positively improved and expanded all of these areas in Toni's life, whilst providing her Mum with a break in caring for her. Toni enjoys visiting the Centre 404 community building and seeing familiar faces, as well as feeling more confident exploring new venues she would not ordinarily have felt comfortable going to. Now, Toni is far more confident overall than when she first started visiting Centre 404 after her accident, and instead of needing to be convinced to join in she is proactively asking to join when something interests her. She is now very comfortable and relaxed meeting new people and has made a network of friends with other service users, as well as positive connections with Support Workers. She has also become an active voice when asked to contribute at meetings, and has suggested many potential activities that could be added to the groups. For example, the group ran a session on building birdhouses that she helped to plan, which was enjoyed by everyone.

**“** We really appreciate the services and staff at Centre 404. Being a part of the clubs means Toni has something to look forward to each week which keeps her spirits up and allows her to leave the house which offers us a break from caring for her. **”**  
JANICE - TONI'S MUM

CASE STUDY

PSWFMS

📍 Islington

🕒 **SERVICE USER FOR:** 7 years.



**C**harlotte has been using Centre 404 services for the past seven years. She is 28 years old and lives at home with her Nan who also has her own health care needs.

Charlotte has faced some personal challenges over the last few years, particularly with the passing of a close relative which had a big impact on her life. Charlotte was feeling very sad but was finding it difficult to talk about these feelings with support staff. This resulted in these feelings often being displayed as challenging behaviours. Similarly around this time, Charlotte gained some newfound independence and began attending more social events at Centre 404 and spending increased time with her peers. However, still struggling with ways to express her feelings, Charlotte was finding it difficult to relate positively with her friends and support staff, which resulted in some tricky situations that isolated Charlotte from these activities.

Furthermore, until last September Charlotte attended college but was very upset when it came to an end and found this difficult to deal with. In response to the issues she was facing, support from Centre 404 was increased to five days each week so Charlotte could explore other options and build a positive social network. With this support, Charlotte has reached a much happier place in her life this past year. She loves being around people and going out into her community! Charlotte has formed good relationships with a few key workers and enjoys going to Camden Market, having lunch out, visiting Hampstead Heath for walks, going to the library and swimming at various different pools and lidos.

Charlotte has a love of animals and through support from Centre 404 managed to secure a volunteering role at Freightliners City Farm where she now attends once a week. She certainly likes to keep busy and followed this up with a second volunteering job at PDSA charity shop. Through this volunteering opportunity, Charlotte has gained a variety of skills such as organising the clothes, labelling stock and helping to create some lovely displays. PDSA have been very impressed with her work and are giving Charlotte a reference. Next her plan is to apply for a paid part-time job. The world is her oyster!

**“** I'm happy with Centre 404. I like working with my support workers. They've taught me to cross the road – they taught me to count money. I can get out of the house on my own and go to the corner shop. **”**



# Learning and Leisure: PSWFMS Overview

The Personal Support Worker Finding and Matching Service supports 63 service users in total. 31 of which, we also manage Individual Service Funds (ISF's) for. 9 of these are ISF only and 1 of these was a new ISF this year. The average WEEKLY hours delivered is 451

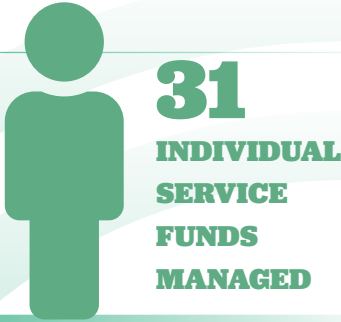
We recruit, train and manage a flexible team of Personal Assistants (PAs) who provide support in the community across North London. Support is usually on a 1:1 or 2:1 basis, for people with a wide range of learning disabilities, including those with additional behavioural, physical and mental health needs. We aim to support people to live more independently, learn new skills and have a meaningful and active role in their community.

As we work with individuals we ensure the support we offer is precisely that as well; individualised and specific to the person. We also provide a service that responds to changes in their needs, preferences and personal goals. In recognising that the needs and wishes of people often change, we offer 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.

Everyone who comes to us looking for support wants it for a different area or aspect of their lives. It may be that we support them once a fortnight to keep on top of their finances and correspondence or it may be that we support someone daily to access the community, shop, cook and manage their medications.



## PSWFMS Service Users Supported:



By supporting someone to live as independently as possible and access the community meaningfully we aim to support them to improve their mental and physical wellbeing and always be striving to live a full and most importantly happy life. We aim to match our Personal Assistants to service users with compatible personalities and interests as far as possible, and work hard to sustain positive, constructive and communicative relationships with those we work with and their families.

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.

The Personal Support Worker Finding and Matching Service has now been situated within the Learning and Leisure service for a full year and despite some key senior staffing changes and periods of post vacancies within the provision, we are pleased to report that we have maintained service levels with no drop in the number of people supported or quality in support.



# Covid-19 Response

## OUR RESPONSE TO THE CORONAVIRUS PANDEMIC

As CEO, I have always been proud of our frontline workers. But my gratitude has increased tenfold due to their dedication during this crisis. All of our dedicated staff and volunteers make Centre 404 a very special place to work and this is apparent now more than ever. Our teams of staff and volunteers have adapted to new ways of working and utilised new technologies to continue to support the people we work with and their families.

The local community came together to offer lots of encouraging messages of support, donations and practical help from shopping to keeping in touch with our families.

Please see the important work that we continue to do as we adapted to the coronavirus pandemic here, and just some of the inspirational stories of what it's like to be part of Centre 404.

**Linda McGowan**



## SUPPORTED HOUSING & OUTREACH SERVICES

Working in partnership with all stakeholders such as local authorities and volunteer groups we were able to ensure that essential supplies are not disrupted for people we support. Therefore, even during the initial panic buying weeks, our service users had access to the essential supplies including those living in outreach services. The main focus since the outbreak is to keep our service users safe whilst maintaining good health and mental well-being.



## LEARNING & LEISURE

- We delivered over 50 play packages to the children and young people we support in Islington.
- Started a weekly Challenge Tuesday for our service users at home, which included painting rainbows for the NHS.
- Updated our website with some helpful home resources.
- Continued supporting service users and their families while thinking creatively about support we are able to offer during this time, this continues to include support with shopping, medicines, 1:1 support, support at home, and telephone and video check ins.

**CENTRE 404**

SUPPORTING PEOPLE WITH LEARNING DISABILITIES, AUTISM & THEIR FAMILIES

## HOUSING: POSITIVE STORIES OF OUR STAFF GOING ABOVE AND BEYOND:

Facetime set-up for service users to stay in touch with their families, as some are unable to visit physically. .... Staff working on ideas to maintain people's spiritual well-being. For example, two of our service users from Anson Road who used to go to church every Sunday, are now being supported to attend the weekly mass online. ....

Skype and Zoom accounts created for teams of tenants who are now self-isolating from each other, with a host of virtual activities being run by staff and volunteers for service users to enjoy and engage with. .... National Tea Day competition reorganised to be virtual by holding an online competition where service users and staff sent in a picture of themselves drinking tea, but in a 'funniest' or 'craziest' way! The winners received a month's supply of tea and biscuits!.





## SUPPORTING FAMILIES

- Actively calling carers to identify needs/establish support.
- Providing additional individual grants to cover emergency expenses of carers (in partnership with Cloudesley).
- Partnering with mutual aid groups to support carers, Islington council (distributing tablets/food parcels).
- Developing the Peer Volunteer programme.
- Launching Befriending project (connecting isolated carers with volunteers).
- Various wellbeing events/activities
- Weekly virtual coffee mornings and bi-monthly support groups.
- Launching new Training & Consultancy Service.

*"Dear Centre 404, I have just received my food parcel and I can't tell you how grateful we truly are. Self-isolation is difficult for everyone at the moment but as I have 6 children and two with ASC I would be lying if I said this was easy. Your support is invaluable, not sure what we would do without centre 404. Thank you."*

CARLY

*"Just to let you know, yesterday we received an iPad for Elijah - it's amazing, please can you pass our thanks on. It's going to be a massive help in getting him to do school work like Mathletics and Monster Phonics. Thank you so much for all the ways you've been supporting us, we really appreciate it."*

FAMILY CARER



## VOLUNTEERS:

**15** Telephone Befriender Volunteers supporting 22 isolated family carers and service users weekly.

**10** mutual aid community volunteers doing regular weekly shops for 6 of our tenants at Anson Rd.

**5** volunteers doing bulk shop at Leigh Road for 19 tenants.

**3** volunteers helped to secure donations, put together and decorate packages and distribute and deliver gifts to support our frontline key worker appreciation gift campaign.

**3** Virtual Activities Volunteers providing group befriending via zoom, leading sessions on Music Therapy, Cooking and Arts & Crafts.



## THANKING OUR FRONTLINE KEY WORKERS

On Thursday 7th May, following a successful campaign to fundraise and donate gifts to thank you our frontline key workers, some of Centre 404's Central Services team spent the day putting together staff appreciation gifts and fruit baskets.

We wanted the staff appreciation gifts to go to all our support staff on the frontline who put themselves at risk everyday to ensure that our service users are safe and receive the utmost level of care. The delivery of these packages was rather epic due to the number of staff and volunteers we have and number of locations in which we operate, but we pulled it off and it was all worthwhile to show appreciation for the heroic efforts of our staff during these unprecedented times!.

*"I just wanted to send a huge thank you to the team who organised and made possible the making and delivery of the wonderful goody bags we received at LR, I'm using every single item that was in the lovely bag. Tears started to well up in my eyes when I read the card inside."*

MICHELLE

*"Hiya Josie, thank you so much for the goodies, made me feel real special."*

KALIM





## Supporting Families OVERVIEW

**The Supporting Families Service offers a comprehensive information, advice and advocacy support service around Health and Social Care, Welfare Benefits, Wellbeing and Life Transitions. We provide holistic and respite support for family carers in North London and also run regular support groups, workshops and activities, empowering family carers in speaking up for their own rights and those of other carers.**

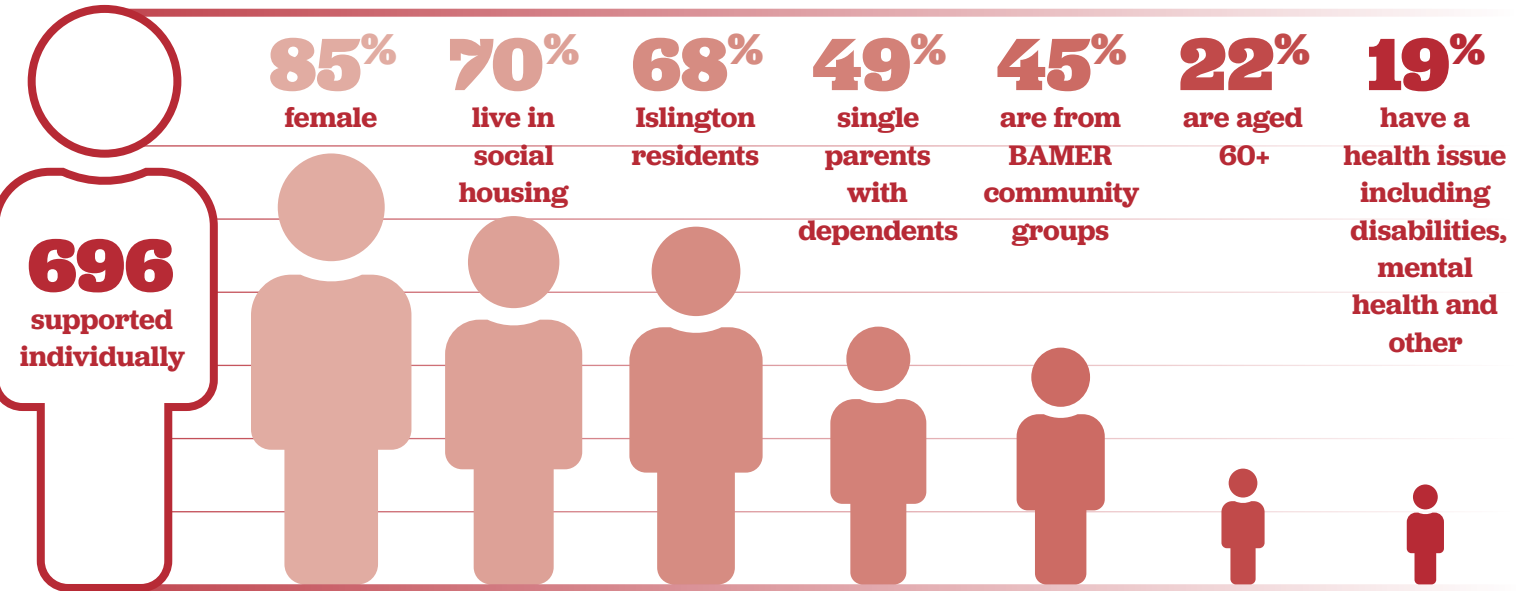


# Supporting Families, Casework Support

**W**e currently have 1259 family carers active in our database; who have received support from Centre 404 and who we continue to communicate with about our services. This year, we had 696 one to one referrals for casework support.



Of those 696 families we supported individually:



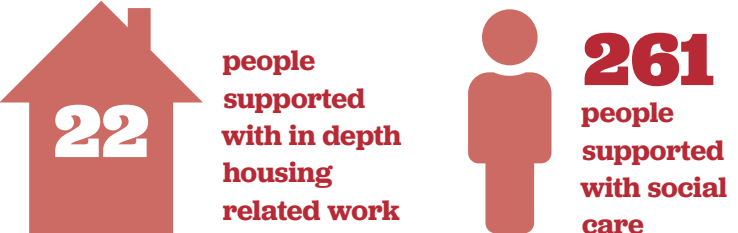
# Social Care Support

**F**amily carers experience many difficulties in understanding and influencing the procedures for negotiating care packages and budgets on behalf of the person they care for and themselves. Access to social care changes dramatically when the child reaches adult age. To facilitate that transition, local authorities set up Preparing for Adulthood Services. Our parents and family carers have played a key role in the creation of the new guidelines and pathways to adulthood support for people with learning disabilities or autism.

We had a workshop on 'Thinking Ahead' delivered by parent volunteers, which was attended by 15 family carers! We partnered with Disability Rights UK to deliver a 'Transition to Adulthood' workshop covering Education, Health and Care Plan's (EHCP's), Post 16 Education and Training, Reasonable Adjustments, Best Practice, money and resources. We had 14 attendees, who fed back their appreciation for the scope of the workshop which covered a range of areas important to them.

Our Supporting Siblings Workshop in September focused on how to best support siblings of a child with a learning disability or autism. Siblings play an important part in the care of the person with learning disabilities and families often worry about the support they receive.

We supported 261 people individually with social care. This includes: applications for blue badges, freedom passes and council tax, general information and advice, short breaks and financial assessments. This year we supported 22 people with in depth housing related work, such as navigating social housing issues and liaising with professionals to advocate for the families needs and ensure their home is safe and appropriate.





# Touriya



## Supporting Families

- 📍 **Camden**
- ★ **SERVICES THEY USE:**  
Supporting Families Department in partnership with Camden Carers Centre
- 🕒 **SERVICE USER FOR:** Approximately 3 years

**W**hen Touriya first joined Centre 404 she was feeling lost and struggling to navigate services to get the help she needed to put support in place for her 26-year-old daughter Jamilah who has autism. As a result, her own wellbeing was being neglected.

In her own words, Touriya explains “before being introduced to Centre 404 I was having a very difficult time in navigating my everyday life, I felt helpless and depressed. The last year caring for my daughter had become increasingly difficult due to a breakdown in support”. Touriya initially attended a Coffee Morning and was allocated a caseworker from Centre 404 who worked in Camden Carers Centre. Gradually, Touriya was supported by her caseworker through early transition from Children’s Social Care to Adult Social Care and to access the relevant services she and her daughter really needed and deserved. She was also supported to have a Carers Assessment so she could start to get more support and benefits to help in her role as a carer.

As a result of this work, Jamilah now has a dedicated clinical team in place, who together are able to work with Touriya and Jamilah to bring her positive outcomes. Touriya’s caseworker supports her by attending meetings with professionals, helping her to contribute to the conversation and communicate what is working and what her concerns are. Her caseworker also acts as a liaison with these professionals so that Touriya can focus her time and energy on more immediate needs in caring for her daughter. Thanks to this advocacy and support led by Centre 404, Jamilah now has a variety of activities in place and support workers who take her out to engage in the local community. Since receiving advice and support from Centre 404, she has engaged with classes run by Camden Carers Centre and now attends the Coffee Morning at Centre 404. She received a health and lifestyle consultation by a health worker at Camden Carers Centre, as well as Rebalance to concentrate on her fitness and receive advice around nutrition to improve her health and wellbeing. Now that she has more time for herself, Touriya has also been supported to access other fun respite activities in the community, for example a trip to the theatre to see a musical that was organised by her caseworker!

Reflecting on her journey with Centre 404 so far, Touriya says “Being introduced to Centre 404 by my caseworker has helped me significantly through very difficult times. They continue to provide me with support and helped me understand what rights my daughter had and what my rights are as a carer.



**“ Being introduced to Centre 404 by my caseworker has helped me significantly through very difficult times. They continue to provide me with support and helped me understand what rights my daughter had and what my rights are as a carer. ”**

Reflecting on her journey with Centre 404 so far, Touriya says

**“ Since meeting my caseworker I have been introduced to a number of new people and they made me feel that I was not alone and that we are all in this together, I have been able to meet people who are in the same position and we have been able to share our experiences.**

*My caseworker Monika continues to go above and beyond. She has been a great support system and encourages me to attend events and activities. She always reminds me how important it is to have a social life outside of my caring responsibilities.*

*The extra support that I have been receiving has been a great help and has relieved some pressure off me. They have put so much effort into helping me. I would like to thank Centre 404 for everything that they have done and continue to do for myself and my family.* ”



# Income Maximisation

This year we supported 127 family carers with welfare benefit work and 59 grant applications. Parent carers are more likely to experience poverty. It costs three times as much to raise someone with a disability than a non-disabled person.

At present, benefits do not meet those needs (Trust for London, 2017). Many of the family carers we support have to give up employment to fulfil their caring role. In addition, they often miss out on benefits as they are not aware they can claim them. This year, we have delivered two Disability Benefit Workshops on Disability Living Allowance (DLA), Personal Independence Payments (PIP), Employment and Support Allowance (ESA), Carers Allowance and Universal Credit (UC). Between 14-21 families attended these workshops.

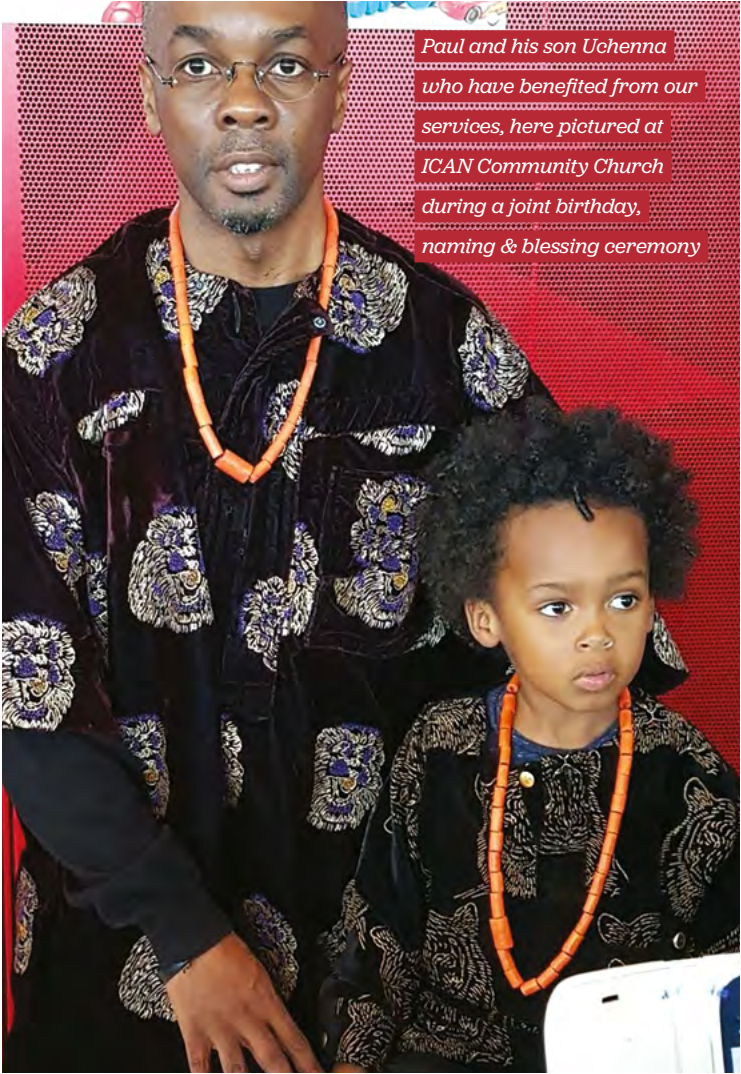


# Information & advice in the Community

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.

## THESE HAVE INCLUDED:

- Stalls at main events such as Carers Rights Days, Transition Fairs, Expo Advice and others.
- Monthly drop in sessions at the Swiss Cottage School.
- Monthly information sessions in the Hampstead Area of Camden.
- Regular information sessions at different schools across Islington and Hackney.
- Monthly parental drop ins at the Swiss Cottage School in Camden.



Paul and his son Uchenna who have benefited from our services, here pictured at ICAN Community Church during a joint birthday, naming & blessing ceremony

“Raising a child with a disability involves extra costs, with 33% of families facing extra costs of over £300 per month for their disabled child... Over half (56%) of families say that these extra costs are only partly covered by their disability benefits.”

| CONTACT A FAMILY, 2018 |



# Support to Older Family Carers

We supported 92 older family carers with one to one casework in 2019-20. As the person cared for grows older, elderly family carers become more isolated and many suffer from ill health, depression and poor wellbeing.

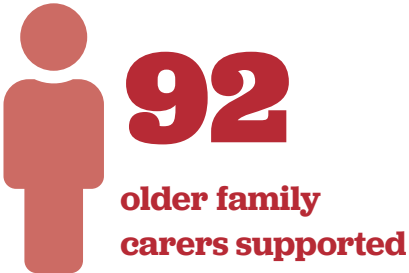
Older carers are often desperately worried about what will happen when they are no longer able to care.

## AS PART OF OUR PROJECT TO SUPPORT OLDER FAMILY CARERS (65+) IN ISLINGTON, HARINGEY, HACKNEY AND CAMDEN, WE HAVE FACILITATED:

- Weekly community drop-ins at a Carers Meeting in Haringey.
- Fair Access to Care Services meetings and “Have Your Say” events with carers and Social Care professionals in Haringey.
- Scrutiny meetings with social care providers and family carers in Haringey, Islington and Camden.
- Two information sessions at GP surgeries with high numbers of referrals of people with Learning Disability or Autism in Haringey and two in Islington.

In addition, our yearly Wills and Trusts Workshops are very well attended with 30 people coming to it last year.

Our family carer volunteer trainer delivers a yearly Survival Workshop on how to navigate the system and survive as a carer. It was another huge success this year, with over 30 people attending!





CASE STUDY

Supporting Families

📍 Islington

🕒 SERVICE USER FOR: Approximately 1 year

Paul



Paul is the primary full-time carer of his 7-year-old son Uchenna, who has autism. Here is their story of how Centre 404 has supported them in Paul’s own words.

Without the support I have received and services used things could have been dire. For example, I would not have been able to complete my son’s DLA application to the standard that I did without the support and advice I received from my caseworker Jackie; and the transfer in December to our current accommodation was made immeasurably smoother with help from her and another caseworker, Eva.

Eva continues to help with regards to other issues relating to our move. So our domestic life has been much improved and without a shadow of a doubt would have been terribly traumatic were it not for help received from Centre 404; in fact with hindsight I would say that were it not for Centre 404 things might have got so bad that social workers exercising their statutory powers would have had to intervene.

Additionally, as a parent my confidence and knowledge continue to grow through the learning provided by Centre 404 by way of seminars and coffee mornings.

In short, my view is that life would be pretty dire for the parents that Centre 404 supports if the charity were not there to support them; social services can offer some help but they don’t have the same dedicated expertise and therefore would look to signpost you to other organisations such as Centre 404 so we in Islington are lucky that it exists.

“ I regard them as an essential service akin to the NHS and their existence is, in my view, no doubt saving the NHS and Children Services millions due to lessening of personal crises such as mental health breakdowns due to stress. ”

CASE STUDY

Supporting Families

📍 Camden

🕒 SERVICE USER FOR: Approximately 15 months

Ann



Ann is a carer for her son who is 45 years old and has a learning disability. They live in separate flats nearby each other within sheltered accommodation and Ann is responsible for her son’s everyday matters including cooking and cleaning, so often finds it hard to make time for herself.

Ann is an extremely social person and previously attended a different carers group but hadn’t quite found exactly what she was looking for. Having a social life is something she values but was lacking before she came to Centre 404. She stopped attending the other group when she came across the Centre 404 Coffee Morning as she felt immediately welcome and in a good mood from the moment she arrived.

She is now a regular at the monthly Coffee Morning sessions, which has become an opportunity for her to socialise, meet other carers and parents and share their stories. It is a time for herself where she can have a break and let someone make her a cup of tea and talk to her. The Coffee Morning sessions focus on positive aspects of carers’ lives and puts them in the centre of attention. The focus is shifted from the cared for onto the carer. It is about acknowledging their mental and emotional wellbeing. The Coffee Morning is a cross generational gathering where carers and parents laugh together, as well as learn from each other and about each other. Ann now regularly meets others here and has started building a strong friendship with one of the young mothers who also attends. Since discovering Centre 404, Ann is now a regular and happily participates in a variety of activities where she has the opportunity to learn new things and take some respite. This year she took part in jewellery making, visited Kew Gardens and attended a pampering session. She also received some beauty treats to use at home for herself! This newly found social life has given Ann’s wellbeing the boost she was looking for, whilst providing her with continued support and advice around her caring role. Ann is happier and with some regular activity now has something to look forward to. Being part of Centre 404 also helps her to stay up to date with what is available for carers in her borough, which means she is better equipped, less stressed and has more energy in order to care for her son.

“ I have unexpectedly developed friendship and that is priceless. It is always very well organised and every now and then we have surprises and lovely treats. I feel privileged to be part of the Coffee Morning. ”



# Health & Wellbeing

Caring is a 24-hour job that impacts on the health and wellbeing of the carer by causing stress, isolation, stigma, poor diet, anxiety and physical problems from handling the person cared for and neglecting the carers’ own needs.

## THIS YEAR WE DELIVERED THE FOLLOWING HEALTH AND WELLBEING EVENTS FOR FAMILIES:

- Women’s Health Day focused on menopause, puberty, HPV Vaccine, HRT and consent, Period Poverty and Sexual Health. It was attended by 18 family carers.
- During the Carers Week in June 2019, we partnered up with the Carers Hub to deliver a wellbeing event attended by 60 carers. This included arts and crafts, hula-hooping, Pilates, dance, blood pressure checks, aromatherapy, massage, mindfulness and meditation.
- A London Legal Walk with the staff team and family carers raising £420!.
- A trip to Holland Park Ecology Centre attended by 15 families with their children.
- A pampering day attended by 18 family carers with mocktails, make-up, hairdressing, nail painting, massage, mindfulness, professional photographer and a healthy lunch workshop.
- Three family cinema days at the Hilton Hotel.
- A weekly 3-month course of Zumba for family carers.
- Monthly coffee morning.

 **310**  
families attended our wellbeing activities this year



# Getting Involved

We continue to provide opportunities for parents and family carers to have their say in matters that are important to them. We listen and support families to represent their views, and those of their cared for, at statutory level to ensure the services they access address the needs of the families.

The topic of transition was high on the agenda for both forums that Centre 404 facilitate – the Parents Forum and the Family Carers Reference Group. We also support parents individually who are struggling with the many problems that transition can bring. Whatever the age of the child, family carers face many challenges with regard to the whole process of supporting someone as they transition from children’s to adult services.

The changes that confront families include the organisation and funding of social care and post-16 education, the benefits system, and the reducing influence that parents and carers have in terms of decision-making and health care. It is also a major challenge to find appropriate accommodation for their disabled family members, and information in all these areas is often hard to come by. As a result, Centre 404, along with family carers from several other forums in Islington and neighbouring boroughs, joined forces to form a Services Transition Action Group (STAG). STAG wrote a detailed submission for LBI’s draft Preparing for Adulthood strategy and has been closely involved in the drafting of some of its chapters.

 **115**  
115 family carers attended our forums this year



# Train the Trainer Project: Learning new skills and cascading down to others

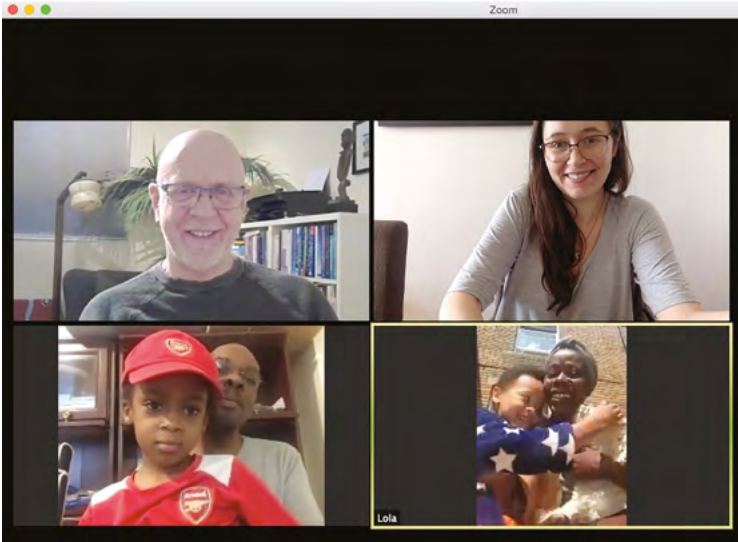
**O**ur new Train the Trainer project has focused on: a) providing family carers with the skills necessary to deliver workshops and activities to their peers, and b) passing on knowledge and techniques to their children and to other families to improve the education of their children at home and encourage positive behaviour in school.

We trained a group of 8 family carers to deliver workshops and information sessions through Train the Trainer workshops and weekly technical drop-ins to learn how to make useful resources like presentations, hand-outs and minutes. We were very proud of the Chair and Co-Chair of our Parents Forum, who delivered a successful training session on SEND Parent representation. This was a complex and comprehensive piece of work and its success really highlights the benefit of our Train-the-Trainer Project, both for those delivering and those receiving this service. It was a great example of the importance of collaborative, participatory work and the powerful impact this type of provision delivered by parents can have. 90 family carers attended our workshops!

## STAFF AND VOLUNTEERS TOGETHER HAVE DELIVERED THE FOLLOWING TRAINING:

- Learning Disability Vs Learning Difficulty: Understanding the differences in diagnosis and impact when accessing services – Attended by 20 family carers!.
- Toilet training: Learning effective techniques to train children with SEND and how to pass that knowledge to school staff.
- Autism related support with shared tips and advice on positive behaviours in education and sources of support.
- Home-schooling during the virus outbreak and sources of support.

Workshops for parents planned for 2020-21 include Makaton signs and picture based systems for communication, Understanding Autism, and Sleep Awareness. Workshops to come for parents and their children will include Positive Behaviour Support training and Mindfulness for children. We look forward to reporting on the success of these next year!



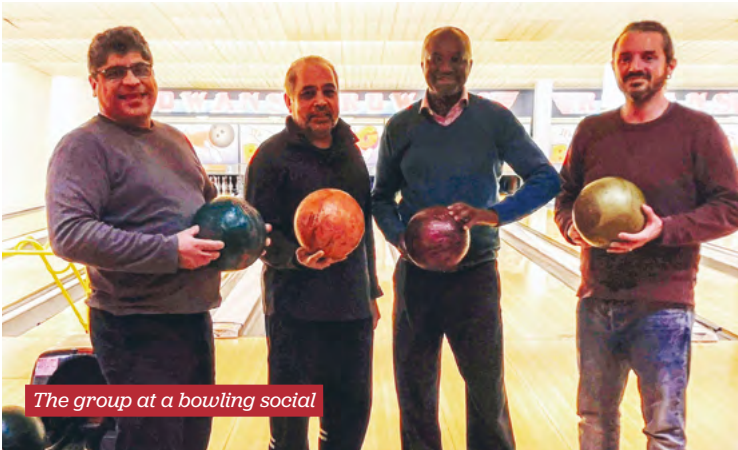
A virtual mindfulness session for family carers and their children, delivered in partnership with Chris from The Stress Project



Monika and 'Peer to Peer Volunteer' Djamila at the Volunteer of the Year Award, for which Djamila won the runner up award



A few of the group sharing and warming up around the fire



The group at a bowling social

# Male Carer Group

**F**orty two percent of carers in the UK are male and this includes those of people with a learning disability. However only 12% of carers that engage with our carers' services are male.

Centre 404 is committed to delivering services that reflect the needs of our users, and so with these figures in mind we wanted to find a way to better engage with male carers and develop a group that meets their needs more directly. In October 2019 we held focus groups to consult on their needs and experiences and in the December that followed, we held our first male carers session.

Male Carers Connect aims to reduce social isolation by increasing the social support network of its members; offer a confidential space for sharing experiences and receive peer-to-peer advice on caring challenges; and provide respite in the form of group activities and outings. Involving male carers in the development of this group was vital, not only for their contribution to ideas and planning, but also for engaging others. Two volunteer carers successfully co-facilitated the focus groups and another assist with admin and helped ensure everything ran smoothly. Two of these volunteers continue to be key to the operation and connectedness of this group.

Since its inception to March 2020, the group started to form a small core of members and we hope this will continue to increase steadily. So far the carers have come together for a morning fire pit gathering at Culpepper Community Gardens, bowling in Finsbury Park and compete as a team in the annual Centre 404 Quiz Night!

Having successfully been granted a small pot of funding from the Celebrate National Lottery 25 fund towards running costs, we have already started planning the next series of sessions and look forward to welcoming new members.



Supporting Families

📍 Islington

🕒 SERVICE USER FOR: Approximately 1 year

Etienne

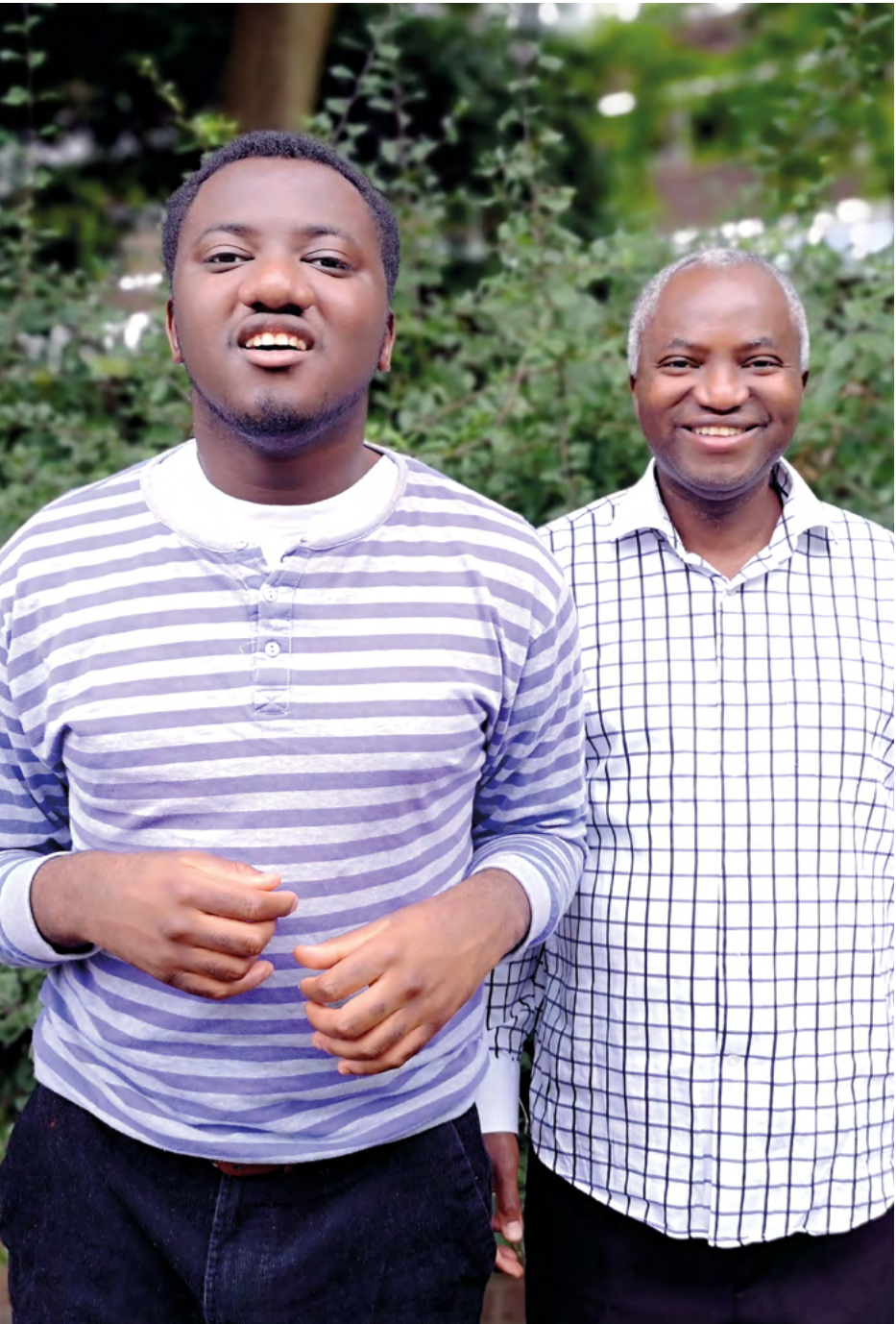


Etienne is the primary carer for his 18 year old son Steve who has a diagnosis of Autism and severe learning delay. Etienne became the sole carer for his son 10 years ago after a highly stressful period for the family during which he separated from Steve’s mother, who was then unable to cope and meet Steve’s high support needs.

From a young age, Steve presented with many behaviours that challenged and would often unintentionally put himself in danger whilst out in the community. This has meant he required constant and careful support from his father, which has taken its toll over the years. It was around this time Etienne was first referred to Centre 404.

As his son grew older, Etienne found himself needing to seek out more support and respite for himself and began searching for somewhere that could assist him to develop the tools to empower himself as a carer. He first started attending groups at Centre 404 such as coffee mornings, carers’ events and discussions to improve his knowledge around caring for a vulnerable child, learning disability and about the available services within the borough that could support him and his son.

In October 2019, Etienne was referred through a fellow male carer friend to get involved in focus groups being facilitated by Centre 404 that were looking into the experiences and needs of male carers. Here, Etienne immediately became bonded to other male carers as they each shared and respectfully listened to one another’s experiences and stories about the joys and challenges of their caring role. As he explains, “I personally took each shared experience as a source of strength to my own role of carer”. Following the focus groups and having listened to these voices and their needs, Centre 404 set up a Male Carers Group and held the first session in December 2019. The group met



“ I remember the time when we went bowling in Finsbury Park. It was a real moment of fun that allowed me to kind of recharge my battery, ready to carry on with my role of carer. I have definitely benefited from these refreshing activities to feel keener to care for my child. ”

ETIENNE COMMENTING ON THE VALUE OF MALE CARER GROUP SESSIONS

to take part in activities together, which provided the opportunity to strengthen the ties amongst its members whilst also having some much needed fun!

During this time, the group also decided to set up a Whatsapp group to remain in contact, share useful information and support one another outside of the group setting. Alongside the respite provided by attending Male Carer activities at Centre 404, Etienne has found great emotional support and comfort in the group which has improved his wellbeing and helped fulfil his aim to become an empowered carer, enabling him to feel better equipped to care for his son.

Since receiving support and accessing groups at Centre 404, both Etienne and Steve have broadened their social networks and benefited greatly from our services, which highlights the value of Centre 404’s whole-family approach. Steve quickly grew in confidence to make new friends his own age when he started attending the weekly disco, whereas previously he was more comfortable in the company of adults. This has allowed Etienne to form his own social support network in the Male Carers Group and he is now looking forward to getting involved in more activities once the lockdown eases.





# Volunteers OVERVIEW

A big focus for the volunteer project over 2019/20 has been revamping the database to include new fields to report on important trends such as volunteer hours, diversity trends and support and supervision records. This has allowed us to better identify where we need more volunteers and which volunteers need re-engaging, as well as many other important aspects of the volunteer journey.





Our three nominees and two winners  
at the VAI Volunteer of the Year Awards 2019!








Our four amazing student Events Volunteers  
from UCL who helped at our Quiz Night 2020



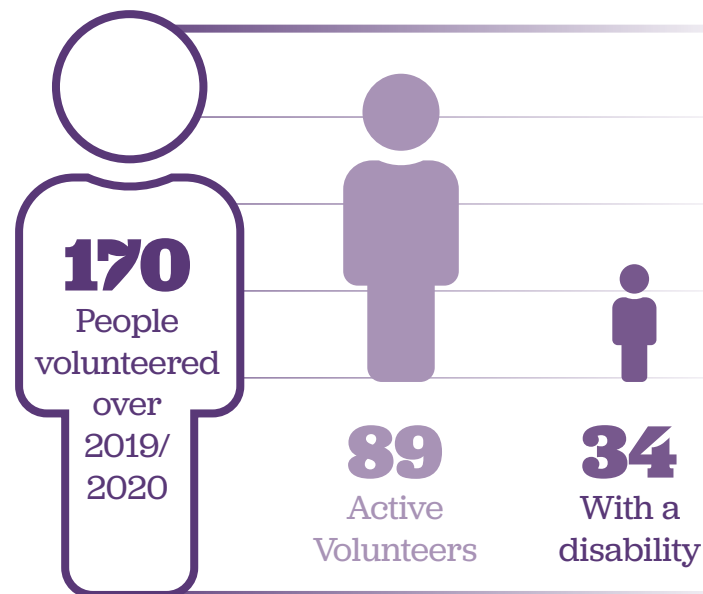
Some of our lovely  
Volunteer Receptionist team

#### Top 5 reasons people volunteer at Centre 404

- 1 I want to help people/ make a difference.** 
- 2 To get work experience to help in my career/ education generally.** 
- 3 To feel part of and give back to the community.** 
- 4 To make good use of my existing skills.** 
- 5 The cause is really important to me and or my family/friends.** 

## Volunteering with Centre 404

### Volunteers in stats



**W**e have been working hard to expand our recruitment channels, for example increasing our advertising from 4 to 12 websites and are delighted to report that there were 170 people who volunteered for us over 2019/20, up from 117 the year before! This includes important new corporate partnerships and one-off and short-term volunteering opportunities, which are now being meaningfully recorded. That's 28 individual one-off/short term volunteers and 38 corporate volunteers.

We have also seen 5 of our exiting volunteers progress onto paid work as a direct result of their volunteering, including 3 internal recruits. This demonstrates that volunteering is an excellent means for personal and career development. It can increase skills, broaden work experience and enable networking, whilst also providing the opportunity to give back to the community.

We were successful in receiving an £8000 grant from The Jack Petchey Foundation to support an increased focus on recruiting and supporting young volunteers within our community. Since the project started in January 2020 to March 2020, we successfully recruited 9 new young volunteers and reengaged with 7 existing volunteers. 3 of these were young volunteers with a learning disability who volunteered on a new work experience project based on the Centre 404 reception, which aimed to provide these young people with valuable skills and experience. We saw two winners at the Islington Volunteer of the Year Awards in November 2019! Paul Formosa for the 'Pat Haynes Memorial Trustee of the Year' award, and our lovely Families Peer to Peer volunteer Djamila Aitammour who won the runner up highly commended 'Volunteer of the Year' award. All attendees had an amazing night celebrating our volunteers and we are so proud of all our nominees: Paul, Djamila, Kalim, Angela, and our Garden Group!

We have updated the Volunteer Policy and Volunteer Handbook and have received positive feedback on our self-assessment for our NCVO Investing in Volunteers re-accreditation to be completed by September 2020. We have also implemented Volunteer Champions within each service to help provide structured support and supervision to volunteers allowing them more 1-to-1 time with a designated supervisor. This enables an enhanced system whereby feedback is recorded, reported and most importantly, acted upon, thereby improving the volunteer experience and volunteer retention.

"In a survey conducted by YouGov on behalf of NCVO, 77% of respondents said volunteering had improved their mental health, with just over half (53%) saying it had improved their physical health."

| NCVO, 2019 |

"90% of volunteers feel they make a difference through their volunteering - most commonly to an individual's life."

| NCVO, 2019 |





CASE STUDY



Jackie

Volunteer

- 📍 Islington
- ★ ROLE AT CENTRE 404: Volunteer
- 🕒 VOLUNTEERING SINCE: Over 16 years

Jackie has been a dedicated volunteer at Centre 404 for over 16 years. She regularly volunteers at Happy Tuesdays , CYP Youth Group , Out & About Saturdays. Jackie also volunteers within recruitment and will be on the Learning & Leisure committee.

She is a very valued and appreciated volunteer on our children's and adults clubs, as well as interview recruitment panels and the Learning & Leisure committee. She also does the most amount of volunteer hours by a long way, at 56 hours a month! As you can see from the quotes from Jackie and some of our staff, volunteering at Centre 404 over the years has made a hugely positive impact on Jackie and also all the service users and staff that she works with. She adds a huge amount of value to our community and we couldn't be more grateful for her dedication and support.

*The lovely Jackie, there's so many nice things you can say about Jackie. What I would say is how professional she is and if you need any help she will always help you, like over the years how she's given me advice on service users that she knows. I love working with Jackie she's part of our team and I could go on and on and on how lovely she is.*

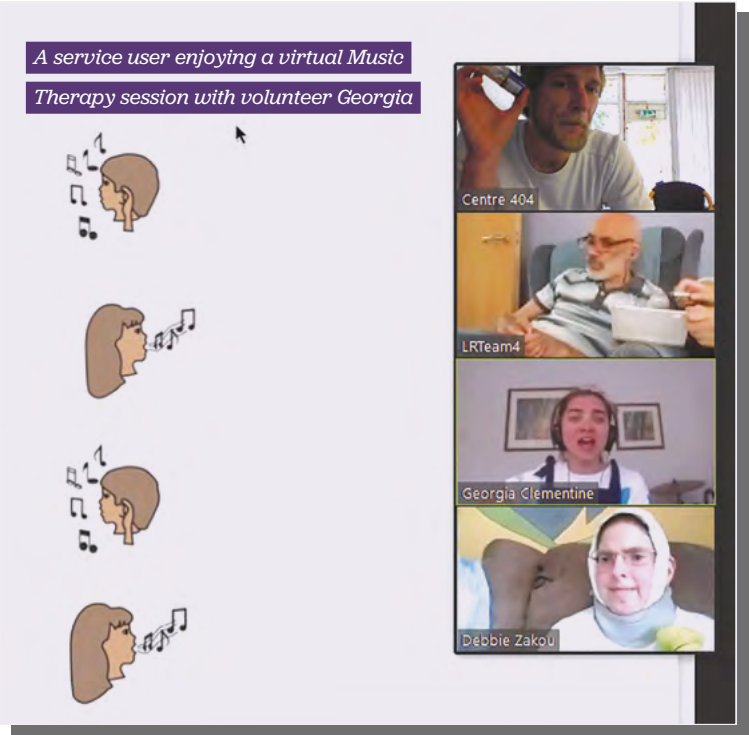
ALYSON - SUPPORT WORKER  
LEARNING & LEISURE CLUBS

*Jackie is a valued member of our team. Her commitment, passion to make a difference in people's lives and person-centred approach has benefited many service users across our clubs. Jackie is positive, willing to learn and loved amongst service users and staff teams. We are so grateful to have Jackie on our team.*

ANAMARIA - HEAD OF  
LEARNING & LEISURE SERVICE



Our longest serving Volunteer  
Befriender Angela



A service user enjoying a virtual Music  
Therapy session with volunteer Georgia

Spotlight:  
Volunteer  
Befriending

This year we really wanted to focus more recruitment efforts on volunteer buddying and befriending as once successfully implemented these volunteers prove to be some of our longest serving, with the relationship that forms being socially and emotionally beneficial in an immeasurable way, both for service users and also for the volunteers giving something back.

We are pleased to say that in addition to our 3 regular volunteers that have been volunteering with their buddies for years; Angela, Thierry and Dylan, we now have 2 new volunteers; Mark and Tessa.

Unfortunately Covid-19 has restricted our capacity to recruit for this role in the traditional sense, however we do now have 15 Telephone Befriender Volunteers supporting 27 isolated family carers and service users weekly. This includes 4 Peer to Peer family carer volunteers.

We also have 3 Virtual Activities Volunteers who are leading group activities such as Music Therapy, Arts and Crafts, and Cooking. These group sessions also have many of the benefits of befriending and the bonds that are made online will continue to develop and grow as and when we move back to face to face activities and befriending.



## CASE STUDY

# Dylan



### Volunteer

📍 Islington

★ **ROLE AT CENTRE 404:**  
Buddy/ Befriender

🕒 **VOLUNTEERING SINCE:** June 2018

**D**ylan has been volunteering with his buddy Trevor since June 2018 and they do all sorts of fun activities and outings together. Dylan enjoyed his volunteering so much that his brother Mark was also motivated to join us too in February 2020.

**Why do you volunteer?** I started volunteering because I felt I had been fortunate in many ways and I should give back to others who had perhaps been less fortunate in some ways. However the more I did it the more I became to regard it as much more - it is one of the most meaningful things I do and I truly enjoy all aspects of doing it. It is something I will always do.

**What do you get from it and what do you think that your buddy gets from it?** My buddy and I both get a relationship that is totally different from the relationships we have elsewhere in our lives; we would unlikely have met and become friends if it weren't for Centre 404 given we are very different. For my buddy I hope I provide a light and fun friendship as any two adults would have, but also an outlet and support when he needs that. We laugh and enjoy days out but we also have very deep and meaningful conversations other times. He is truly a delight and I always enjoy seeing him!

**The transition to remote befriending:** Covid has changed many things as it has in befriending. The essence, however, is no different - we just speak more often and for shorter time periods but chat about many of the same things. We both look forward to having a walk or visiting a museum together again soon though.



## CASE STUDY

# Mark



### Volunteer

📍 Islington

★ **ROLE AT CENTRE 404:** Buddy/ Befriender

🕒 **VOLUNTEERING SINCE:** February 2020

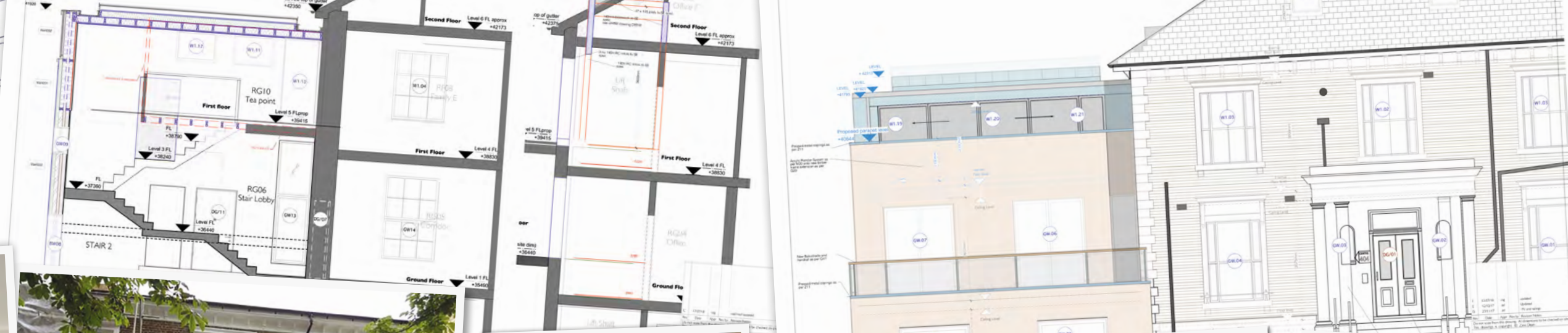
**M**ark was paired with Sam from our Leigh Road Supported Living Project, but has also been regularly calling another service user called Greg from our Outreach service since we moved to telephone befriending during the Covid-19 pandemic.

**Why do you volunteer?** I feel a moral duty to lend my time and skills wherever possible to help others who need it, especially during these difficult times that we face with Covid. What I expected less is actually quite enjoying my chat with the two that I support, it's been very interesting to learn about the characters in their lives and what they enjoy. To learn from some perspectives that are different to mine is a really enriching process. Making time for the phone calls does not feel like an obligation as they are both so lovely.

**What do you get from it and what do you think that your buddy gets from it?** I very much enjoy being able to act as a springboard for ideas from the service users. I find it very satisfying to allay any fears, talk through concerns and provide another external objective perspective about the goings on in their lives. I think that I've gained understanding and patience. I feel myself more and more trying to understand issues from their perspective to be more empathetic and understanding. I think that my buddies mainly get a friend to talk to. While they will of course have friends of their own, I am someone from outside their circle, from a different walk of life to chat to. With regards to Covid, I enjoy being able to offer advice and clarify scary statistics or sensationalised news which could be misconstrued.

**The transition to remote befriending:** Moving to telephone befriending has been quite easy! Both of the service users that I speak to are quite comfortable on the phone. While in-person is better, platforms like Zoom make the experience all the more real. I think that we can all get the vast majority of the value from online options.





# Phase 3 Building

**T**his past year, the home of Centre 404 on Camden Road has undergone one of the largest renovation projects it has seen since the charity was established 69 years ago! As a result of the organisations' continued growth, works aimed to create additional space to deliver crucial services and include a multitude of sustainable initiatives to incorporate into not only the building itself, but the way in which we operate as an employer and deliver provision for people with learning disabilities.

We had been meticulously planning and designing the project since 2017 to ensure sustainability and the best outcomes for our beneficiaries were a top priority. As a community organisation, we understand that any improvements we make to the sustainability of our building and way in which we work, will extend to benefit all those who attend our centre and come into contact with our services, as well as the immediate local area.

One of the major sustainable investments of this project is an Air Source Heat Pump (ASHP). This state-of-the-art technology works using renewable energy by transferring heat from outside the building to inside, whilst also heating the water. This investment will not only drastically reduce our carbon footprint but also improve air quality, as we transfer from a gas boiler which emits carbon dioxide and nitrogen dioxide, to the electric ASHP system. The installation of solar panels on the roof will also assist with powering the ASHP and heating the water, further reducing our energy consumption.

A second key aspect of the project is the renovation and ecological enhancement of the front façade and forecourt of the building. The previous state of this space was tired, misused and unsightly; feedback from stakeholders described it as "old and shabby, doesn't represent the forward-thinkingness and progressiveness of the mission statement and values" (employee).

This part of the project focuses on increasing our green space, encouraging wildlife to enrich biodiversity and improving the environment. The space has been transformed from an empty concrete forecourt to a green haven that better reflects the vibrancy of the organisation and the positive work we do. These initiatives have radically enhanced the building and our sustainability, whilst still preserving its charm and heritage features.

We are also very proud to report that in November Centre 404 received a highly commended award in the category of Energy Efficiency and Carbon Reduction at the Camden and Islington Sustainability Awards! This award recognises our commitment to sustainability and highlights these efforts within the Phase 3 building project.

A third important aspect of these works are two extensions to provide increased space for staff, volunteer and family carer training and meetings. This in turn means the ground floor can be reserved for all the fun groups and activities we run. With this, we have also improved accessibility by extending the lift up one floor, adding another disabled toilet and improving our signage to make sure the people we support can access and utilise the building to its potential.

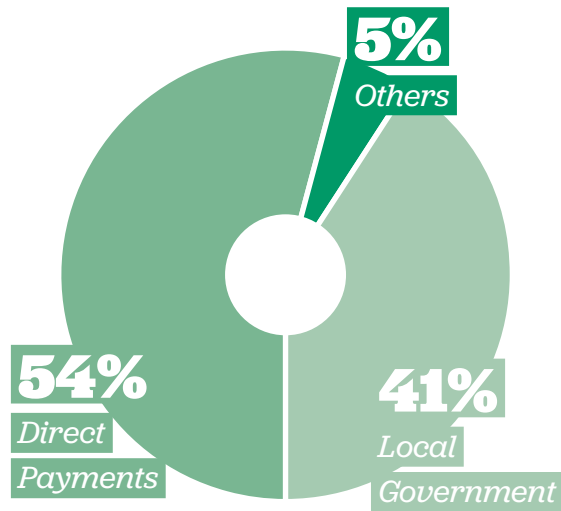
We are very excited to welcome service users and visitors in our newly spruced up community hub in 2020-21 and will let you know about the exciting opportunities it brings us over the coming year. Our gratitude to the funders of this project can be seen on the final page of this review.



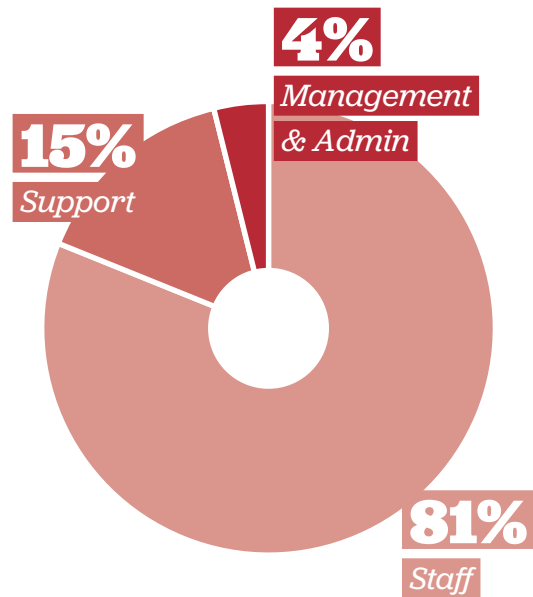
# Money Counts

## Independent Living and Housing Related Support Services

+ Where the money comes from		
DESCRIPTION	VALUE	%
Local Government	£1,886,749	41%
Direct Payments and Spot Contract	£2,494,056	54%
Others	£213,204	5%
TOTAL	£4,594,009	100%

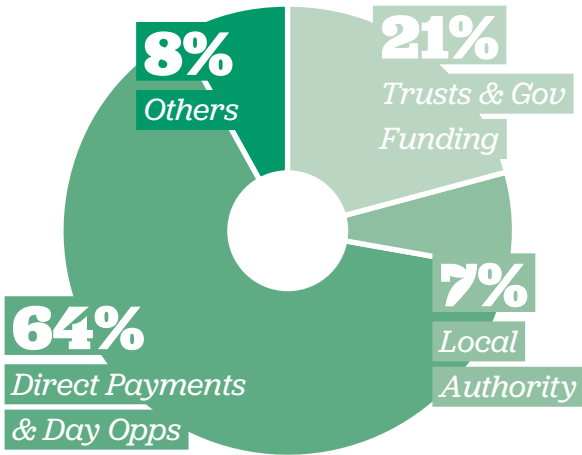


- How the money is spent		
DESCRIPTION	VALUE	%
Staff	£3,687,093	81%
Support	£675,588	15%
Management and Administration	£134,935	4%
TOTAL	£4,497,616	100%

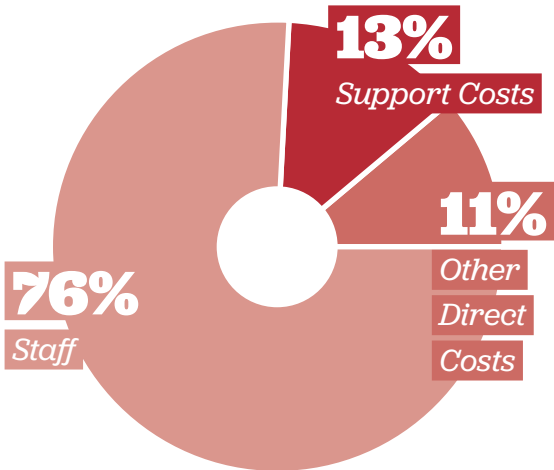


## LEARNING & LEISURE AND FAMILY SUPPORT

+ Where the money comes from		
Description	VALUE	%
Trusts & Government Funding	£265,138	21%
Local Authority	£78,014	7%
Direct Payments & Day Opps	£797,607	64%
Others	£97,101	8%
TOTAL	£1,237,860	100%



- How the money is spent		
Description	VALUE	%
Staff	£910,616	76%
Other Direct Costs	£134,381	11%
Support Costs	£154,884	13%
TOTAL	£1,199,881	100%



### MESSAGE FROM THE TREASURER: DEREK WEIST

Centre 404 continues to grow, and annual revenue and expenditure are now both approaching £6 million per annum. As activity expands, we remain vigilant in ensuring that the charity remains on a firm financial footing. We are pleased that the Phase Three refurbishment project was completed more or less on budget and that our reserves remain healthy. We will continue to proceed with financial prudence in these uncertain times of Covid-19, Brexit and economic uncertainty. This will ensure that we remain able to expand and improve our services to the community over the coming years.



# 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.

**A Special Thank you to our Phase 3 Funders:**  
Mayor of London's Good Growth Fund and National Lottery and the Wolfson Foundation

**Thank You to Our Coronavirus Funder so far (to June 2020):**  
Waitrose Holloway Road, M&S Edgware Road, Lidl Kentish Town, City Bridge Trust, Cloudesly, Tesco Bags of Help, COVID-19 Communities Fund, BBC Children Covid-19 Booster Grant.

## Funders and Partners

**Housing:** Camden Council, Islington Council

**Families:** Richard Cloudesley, City Bridge Trust, Sir John Cass's Foundation, The Hampstead Wells and Camden Trust, Islington Council, Contact, Sobell, DoubleTree Hilton Angel Kings Cross

**L&L:** Children in Need, Islington Giving, Young Catalyst Programme, Jack Petchey, Big LoYo (The National Lottery Community Fund), Second Chance Charity Shop, Neighbourly, Haringey Council.

**Volunteers:** Jack Petchey Foundation, The National Lottery Community Fund, Islington Giving, BBC Children in Need, Waitrose Holloway Road

### Phase 3 Funders



### Accreditors



### Training Partnership



### Funding



## Other Organisations & Groups

**Housing:** Camden Council, Islington Council, Elfrida, Haringey, Health Watch Islington, Synergy, The Camden Society, Single Homeless Project (SHP), One Housing, ISHA, Greenwood Centre,

**Families:** Elfrida, Camden Carers Centre, Help on Your Doorstep, Islington Carers Hub, Islington SEND Community Service, Islington People's Rights, Voluntary Action Islington, Camden Special Parents

Forum, Camden Disability Action, Arcadian Gardens Surgery, Haringey, The Haringey Carers Coffee Morning, Community Engagement, Haringey Advice Partnership, The Haringey Carers Forum, Local Area Organisers, Haringey

**L&L:** Charlie Ratchford Community Centre, Brick Works Community Centre, Islington Arts Factory, Williamson Street Community Centre, Sobell Leisure Centre, Pedal Power, Charlie Ratchford Community Centre, Little Supernovas, I Can Dance, Islington Play Association, Community Police. Pedal Power, Disability Sport Coach

**Volunteers:** St. George's Mutual Aid Group, NCVO Investing in Volunteers, Jack Petchey Foundation, Voluntary Action Islington, Volunteer Centre Camden, UCL, Volunteering Matters, Office Space in Town, Semble, QBE, XLN Telecoms Service, Mencap, Events Academy

We would also like to thank the community fundraisers and volunteers who have given their time to help Centre 404. Finally thanks to Tim and the designers at Pinup Design for helping to create this annual review.



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# Message from the Chair

**A**fter all the hard work of preparation, planning and fundraising and the many other variables of launching a major building project, we were finally able to get the first shovel in the ground last summer.

Little did we know that after having gone through the upheaval of the relocation to temporary premises, that there would be the major global disruption of the pandemic. I knew from my own experience as a family carer this was going to be a very stressful time for many families so I was keen to make sure as an organisation we catered to the specific needs of carers while in lockdown.

I was therefore very impressed with how our staff and volunteers rose to the occasion. They continued offering remote support to family carers via a variety of methods and ensured that those families who needed it were given tablets or laptops so that they could support their children with homework and keep in contact. In addition we had a regular group of committed volunteers and staff who delivered shopping and essentials to families and tenants in our independent living projects.

Amongst all this upheaval due to the pandemic we managed to stay on track with the building with only a relatively short delay. I cannot quite



believe we are just about nearing completion. It was a brilliant team effort by trustees and staff but I have to acknowledge and give credit for this major achievement to our CEO Linda. She has been the driver all the way from the phase one improvements through to the much larger scale of phase 2 in 2012 and this final and largest phase 3.

Looking back at pictures of the building just 10 years ago, it is unrecognisable. It was truly a herculean task and it really is Linda's legacy. So I wanted to formally and publically thank her on behalf of all the trustees for her vision, energy, and tenacity to get us to where we are today. Our premises has all the facilities and improvements we wanted and needed, such as additional space, better accessibility and some impressive sustainable features.

This building is not just an asset for Centre 404 but to the wider community and it will set us in good stead for the decades to come. Finally thank you to all our staff, trustees and incredible volunteers for keeping a cool head and continuing to deliver crucial services to our service users and families during this lockdown period and for bearing with us during the upheaval of a major building renovation.

**Jean Willson OBE,**  
CHAIR







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