



Celebrating
70
years

Annual Review

2021/2022 **Celebrating 70 Years**

CENTRE  **404**

Supporting people with learning disabilities, autism & their families



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CEO Introduction

Welcome to this edition of our annual review 2021/22.

This is an extra-special anniversary edition of our annual review to celebrate our 70th birthday. In honour of this milestone, we have also assembled a historical photo and records exhibition of our charity covering these past seven decades. This will be launched at our AGM later in the summer. But in the meantime, please check out some legacy photos in this edition.

In addition, with the focus on the theme of legacy in this anniversary year, we have highlighted and paid tribute to our family carers and service users who have been using our services and working in partnership with us over many years, sometimes decades. This also includes our long-serving staff and volunteers. These people are the backbone of our community and offer us the sustainability we need in an ever-changing and complex society. We hope you enjoy spotting them in the following pages.

Anniversaries are an obvious time to look back and reflect on the achievements of the charity and how we have impacted the lives of those we serve. Part of this reflection must be the acknowledgement of our origin story. The organisation was started by a group of parents as early as the late 1940s although our official minutes and records start from late 1951.

These parent carers were looking to find activities for their children and as well as offer support to each other in a group setting. Shockingly, in this period, disabled children did not have a statutory right to education and there was little to no alternative provision for children, apart from some residential children's homes a long way from their families. For adults with learning disabilities, there were long-stay hospital environments or similar institutions. Thankfully, society has moved on in this regard.



A Beacon's Club member in the 1970s.

An example of the photos from our archives that will help form our historical exhibition this year.



Some of our Trustees at

Jean's Stepping Down Celebration



The front of our building in 2022 and in the 1970s

At the launch of our electric vehicle in 2021

These early Centre 404 founders were really pioneers as they fought to set up groups for their children, offer mutual support to each other as parent carers, and campaign both locally and nationally for equal rights and opportunities for their sons and daughters. We are therefore particularly proud of this rich history of self-help and community involvement and activism. In many respects, our history parallels the changes and progress that came about in society for people with learning disabilities and their families. I also hope that people will see from the case studies in this report that we remain true to our core founding values of self-help, shared community, and personalised, holistic support.

To further mark this 70th year, we have set up a heritage working group to coordinate a programme of activities and projects recognising our legacy. In addition to our photographic exhibition, we will be setting up a project very dear to my heart. It will be an oral history project recording the voices and stories of our family carers so that future members, staff and even academics can hear and learn from these important first-hand experiences.

Now that we are starting to see the pandemic lessening its grip in terms of lockdowns and social distancing, it is important to note the

good governance, leadership, and quality assurance processes led by the trustees and the senior management team which helped us get through this upheaval successfully and were especially needed in the early stages. However, I need to reserve a special mention and convey a great depth of gratitude towards our support staff who have been at the front line of delivering services in the past 12 months. We are also sensitive to the longer-term impact the pandemic has left on some of our family carers and service users and as such we are designing services and adapting support going forward. We are particularly focused on the financial and mental impact of the pandemic. In last year's review, I also highlighted how digital exclusion was brought into sharp focus during the pandemic among vulnerable groups.

I am therefore pleased to say that our new strategic plan currently being developed for the coming five years has digital transformation and digital exclusion as one of our main strategic objectives. Overall, I am proud to report that despite the huge implications of Covid-19, Centre 404 is coming through this challenging period intact, stable, and ready for the next chapter of making a positive difference to people with learning disabilities and/or Autism and their families.

Linda McGowan, CEO



1

**Independent
Living and
Specialist
Services**

13

Total projects

41

people supported
in 7 supported
living schemes
in Islington

196

Total number
of service
users

4558

Hours of
support
delivered
weekly





Maraysia
SERVICE USER
KIVER ROAD
⌚ 32 years



Ronke
STAFF
INDEPENDENT LIVING
⌚ 20 years



Elinor
SERVICE USER
TOLLINGTON WAY
⌚ 20 years



Peter
SERVICE USER
TOLLINGTON WAY
⌚ 18 years



Ruth
SERVICE USER
OUTREACH
⌚ 17 years



Charlie
SERVICE USER
ISLINGTON OUTREACH
⌚ 17 years



Sam
SERVICE USER,
ST PAULS ROAD &
LEIGH ROAD
⌚ 14 years



Shauna
STAFF, INDEPENDENT
LIVING KIVER ROAD
⌚ 10 years

16 years

Kathleen Minehane
STAFF,
INDEPENDENT
LIVING

14 years

Peter Hollis
SERVICE USER,
ST PAULS ROAD
THEN MILD MAY

Jessie Barrique
STAFF,
INDEPENDENT
LIVING

11 years

Daniel Pecena
STAFF,
INDEPENDENT
LIVING-
OUTREACH

Gulen Sacanli
STAFF,
INDEPENDENT
LIVING

Scott Cooper
STAFF,
INDEPENDENT
LIVING, MILD MAY

10 years

Bosede Adesina
STAFF,
INDEPENDENT
LIVING



Paula
SERVICE USER
KIVER ROAD
⌚ 32 years



Amy
SERVICE USER AND
PREVIOUS TRUSTEE
⌚ 25 years



Inara
STAFF
INDEPENDENT LIVING
⌚ 20 years



Jolene
VOLUNTEER & SERVICE
USER (MILD MAY)
⌚ 17 years



Copeland
SERVICE USER
AND TRUSTEE
⌚ 17 years



Claire
STAFF, DIRECTOR OF
INDEPENDENT LIVING
⌚ 17 years



Alison
STAFF, INDEPENDENT
LIVING AND OUTREACH
⌚ 11 years



Catherine
STAFF, INDEPENDENT
LIVING, CENTRAL
⌚ 10 years

Independent Living and Specialist Services

Independent Living and Specialist Services covers a number of adult services; Supported Living, Outreach and Floating Support, and the in-house PBS team.

Over the last year, the number of support hours delivered has continued to increase. We have been focusing on the wellbeing of the people we support through the transition between the different stages of the pandemic. This transition back to a more normal life has been harder for some than others and has meant adjusting risk assessments each step of the way, as well as working through the emotional and mental health impact of the pandemic. Whilst some could not wait to get out and about, others felt scared and unsure and needed lots of reassurance and encouragement.

The pandemic also brought with it a significant increase in admin and health and safety tasks, such as testing, cleaning, vaccinations and risk assessments. Our teams have mobilised to provide this additional support, so people could isolate or visit family and friends and to generally keep people safe.

Celebrating our heritage and legacy is important for honouring how far we have come and recognising how our services have continued to adapt, expand, and improve. For example, our flagship Safeguarding Unwise Friendship Group has been a major achievement over the last year. The group supports people at risk of abuse by 'friends' taking advantage of them financially, physically and emotionally, with the potential consequence of property loss and homelessness. The group has engaged service users in several successful events and bespoke workshops, whilst having successfully tackled difficult conversations and issues with positive outcomes.

We have also continued our innovative work by tackling the newer issue of digital exclusion (see page 24) and supporting coproduction with our service users. For example, our service user Have Your Say Group have been working jointly with Ambitious about Autism and Whittington Health on accessibility for the local hospital. This will benefit accessibility for the whole community, and we are looking forward to seeing the changes this will make.



With Centre 404 celebrating its amazing 70 year history, we are all looking forward to the future and to hopefully putting the pandemic behind us. Independent Living is also celebrating 30 years of providing support to local families in London, so it will be a year to look back and reflect on the impact that Centre 404 has achieved so far and how society's attitudes have changed towards the people we support.

When we first started delivering support within a Supported Housing setting, we had just 6 small projects and 20 service users. We are therefore hugely proud of the growth our service has achieved in 30 years, so we can continue to provide quality, person-centred care. It is testament to our work that many of our service users and staff have been with us such a long time, as illustrated on the legacy infographic on the previous page. We are also proud of the longevity of many of our projects such as Kiver Road, which we have managed since the early 1990s.



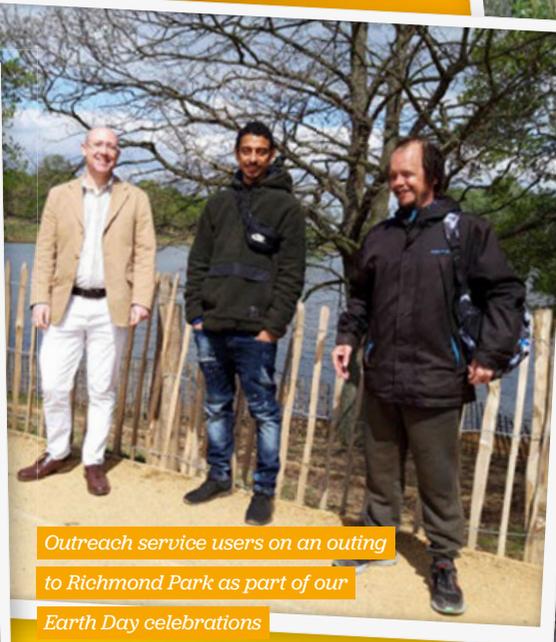
Staff and service users at our Safeguarding Unwise Friendship Group coffee morning



Easter egg hunt fun at Leigh Road with donations kindly gifted from our corporate supporters, Office Space in Town



Enjoying a spot of dancing!



Outreach service users on an outing to Richmond Park as part of our Earth Day celebrations



Paula

Independent Living

📍 Kiver Road - Islington

ACTIVITIES WITH C404: Bowling, Pedal Power, Joy of Sound, Arts and Crafts, social events in the community

🕒 32 years

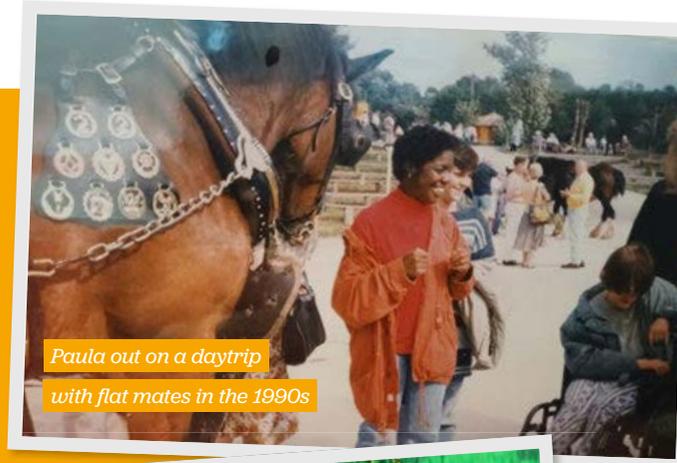
SERVICE USER



Paula is a 54-year-old woman with learning disabilities, visual impairment and autism living at Kiver Road independent living service since 1990. She is a sociable, kind, and caring woman who is very fond of her flatmates who joined the service later in 1990s.

UK born Paula was raised in New York and returned to the UK in 1986, where she eventually had found her new home at Kiver Road. Prior to moving into Kiver Road, she lived in different social settings, including foster care and family. It was a challenging time as she didn't have her needs met, nor have her own home which she could adapt to and settle in. Paula was one of the first tenants to move to Kiver Road when it first opened and rapidly made friends with arriving new tenants who moved in later in 1990s. Having her own home allowed her to be more independent and involved in the running of the house for the first time in her life, which she had always wanted.

Living with learning disabilities and autism means that certain social aspects of life can overwhelm her, and at times she finds it difficult to accept help and support. Paula explains that having a set routine is very important to her and that support staff should communicate with her in her own way and manner. An innovative support team at Centre 404 worked with her on tailoring a bespoke person-centred support plan to accommodate her specific needs, preferences and wishes. Soon staff started to notice positive changes in Paula as she began to develop friendships, strengthen the relationship with her mum Madge and family, develop a wide range of important living skills, and learned how to budget her money and manage her spendings.



Paula out on a daytrip with flat mates in the 1990s



Enjoying a BBQ at Kiver Road



Celebrating her 50th birthday in 2016



At an Afro Hair Exhibition with Inara in 2010

“

I feel happy to live at my home with all my housemates and staff have been very supportive and caring with all the tasks.

PAULA

”

Paula proactively engages in social events and venues. Pre-pandemic, she used to attend the Daylight service 5 days per week, where she was known as active, charismatic, and valued member. Daylight's closure made a significant impact on her routine, but Centre 404's support staff made sure that she understood Covid-19 and developed and delivered alternative activities to keep Paula active and happy. She continued receiving social and emotional support whilst going through the major changes in her life imposed by Covid-19.

For many years Paula has been in special relationship with Ron, who sadly passed away in 2021. Our support team were able to find the right words and simple phrases to explain to her about Ron's death and support her to cope with the bereavement.

Within the last year, her mobility has also deteriorated, and additional walking equipment has been provided by an occupational therapist that allows her to continue with her active life.

Paula therefore continues to be very active and busy- you can find her sipping coffee in Hollywood café on Sundays, having her hair done in the hair salon on Saturdays or running errands, with her support worker always by her side. It is safe to say that Paula feels empowered and in charge of her life as she continues to be a valued member of the community.

CASE STUDY

Marysia

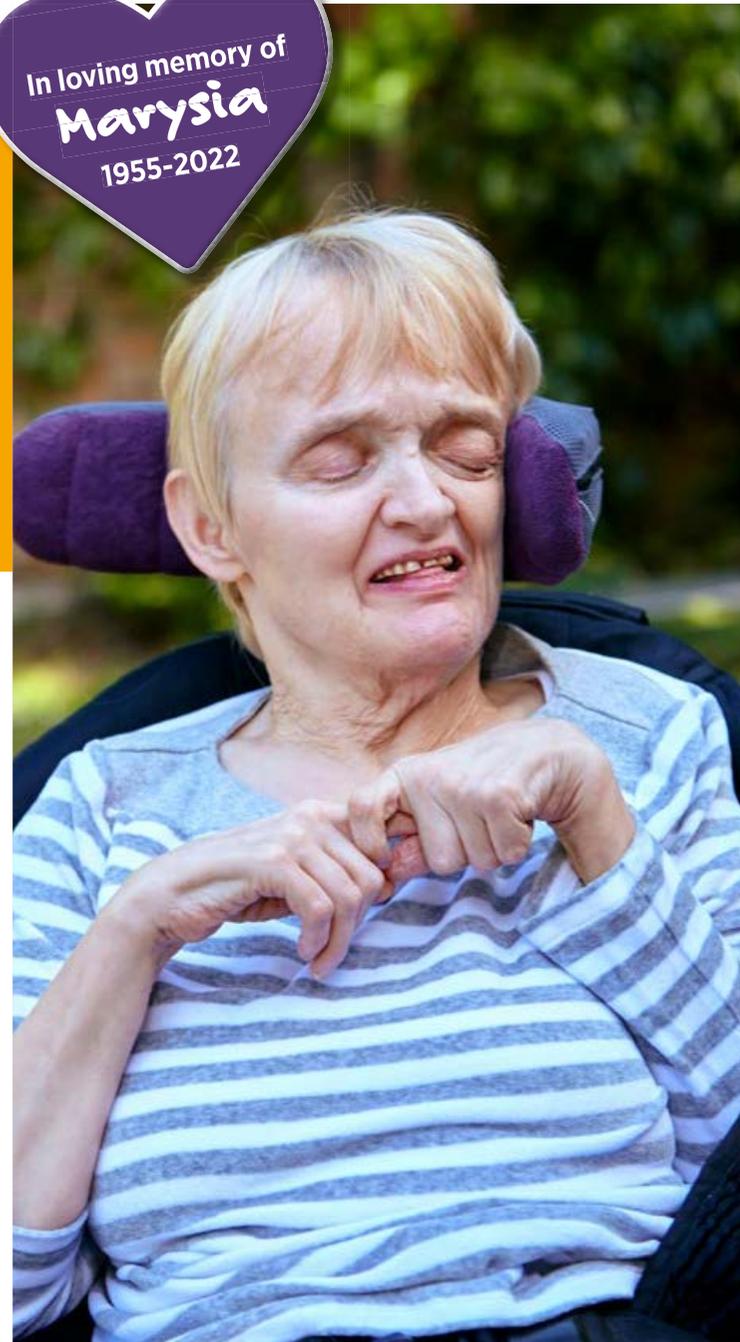
Independent Living

📍 Kiver Road - Islington

ACTIVITIES WITH C404: Bowling, Pedal Power, Joy of Sound, Arts and Crafts, social events in the community

🕒 32 years

SERVICE USER



Marysia has been living in an independent living accommodation at Kiver Road since July 1990. She was born in London and lived with her family near Holloway Road all her life. When her father passed away in 1990, she found her new home at Kiver Road, where she could experience independent living for the first time in her life. This house was perfect for her as it had a warm feeling of home, and she remained close to her mum, who could visit regularly.

Marysia is a social, funny, and kind person. She likes making funny noises and laughs when mimicking her support staff during intensive interaction. Her support is tailored to her needs, and throughout the years, our experienced staff have supported Marysia to maintain her independent living skills. As a result, even now she is still able to feed herself independently as much as possible and remains in charge of her own hygiene, which is a milestone achievement.

Previously Marysia could move around independently and loved spending time with her friends in the lounge. She is particularly fond of her flatmate Paula and a key-worker, Inara, who has been her keyperson for 20 years. She also has a volunteer befriender Angela who has been visiting her for 12 years. Having stability and consistent support has allowed her to enjoy her life to her best capacity.

Marysia with her family in 2021



On holiday in Wales in 2014



On holiday in Scotland in 2012



Christmas at Kiver Road in 2011



Marysia with Inara, her key-worker for over 20 years



There are so many shared experiences and memories, such as seaside trips, holidays in Cornwall, Essex... that you can see in the photos here.

Sadly, Marysia's mum passed away in November 2021, but they remained in a close contact despite her mother living in a care home. She was actively involved in arranging her mum's funeral and has been supported by staff to contact her family in Poland and the US. During the pandemic, she was also supported to have regular contact with her family in Poland and the US via video calls. Recently, the support team helped her to invite her family for an interment of ashes service where she said her final goodbyes to her mum and met with some members of her overseas family for the first time.

On a trip to Cornwall in 2012



Elinor

Supported Living

📍 Tollington - Islington

ACTIVITIES WITH C404: Independent Living Service, Supporting Families Service and Happy Tuesdays Club and Friday Night Social

🕒 20 years

SERVICE USER



Elinor [or Eli as she is also known] was born with a profound learning disability, meaning she cannot communicate verbally and needs help to do certain things. But she is not defined by her disability – she has a vibrant personality and lots of unique likes and dislikes! Her family, friends and support workers describe her as having a gentle spirit and a warm, kind smile.

Eli first moved to Islington 20 years ago, when she was 16, and her family received immediate help from Centre 404's Supporting Families Service to appeal (successfully) against a DLA award of medium level rather than high level. She soon got a place on the Happy Tuesdays evening club when she was 17, and it has been a highlight of her life since then! When Elinor was 24, she moved into Tollington Way due to her mother's increasing health problems. She flourished in the local independent living home where she still lives today, and still has close contact with both of her parents.

Eli is supported to communicate without words and uses music and body language instead. Staff have learnt which are her favourite songs, so they sing to her often, and she will let staff know which song she would like by humming the tune. Staff are attuned to meeting her needs through body language, for example, when she smiles or reaches to staff, claps her hands, giggles or makes loud noises that we have dubbed 'happy noises', this means she is happy.



Elinor enjoying an art exhibit in Victoria Miro art gallery.

Elinor and her mother Clare reading a book while on a Zoom call with a support worker who previously worked with Elinor.

Enjoying a fully accessible holiday to Centre Parcs

People admire Elinor for her ability to enjoy the simple things in life. When you observe her watching the world around her, you can see that she sees the beauty and is drinking it in. She is known for her love of music and beautiful singing voice, which friends, family, and support workers alike have said never fails to cheer them up. Eli seems to know when someone is having a hard day and can brighten their spirits with her infectious laughter, smiles and wonderful personality.

Because of Eli's learning disability, she needs support to do most everyday activities. When she was younger, her family were able to meet her needs, but as she grew older and her interests became more varied, Elinor required more personalised, intensive support to live her life to the fullest and do the things she loves. When she moved to Tollington Way, she not only gained the independence and flexibility to have a schedule that suited her needs but was also granted the 1:1 support that now allows her to live an enriching life centred around her interests and hobbies.

Elinor's goals are monitored closely and updated often to reflect her likes, dislikes and best interests. For example, one of her current goals is to make music often. She has her own guitar and regular guitar sessions, where a professional guitarist who not only sings and plays for her, but also supports her to sing and play the guitar independently.

“ From my point of view the relationship between 404 and myself, and Elinor's father Ian, has always been a good one, and I have felt welcome in the project.

CLARE, ELINOR'S MUM

When asked how Eli felt about the support she received, she smiled, clapped her hands, and made her 'happy noises'. **ELINOR**

”

Elinor's family also play an active role in ensuring that she receives the best support tailored to her needs. Staff have built a good relationship with her family so decisions can be made collaboratively in Elinor's best interest, whilst also involving Elinor in the decision-making process.

Staff ensure that Elinor is always given a choice and that she is actively making decisions for herself. In this way, we continue to support Elinor in a person-centred way that caters to and respects her individuality and unique interests.

Peter

Supported Living

📍 Tollington - Islington

ACTIVITIES WITH C404: Independent Living Service

🕒 18 years

SERVICE USER



Peter was born with multiple disabilities that affect his physical and mental health. However he is not defined by his disabilities and has a unique personality with distinct likes and dislikes. Peter is Irish and lived with his family in Ireland as a boy. His parents moved to Islington so he could get better support to meet his needs and could be better supported to fulfil his dreams and goals.

Peter can communicate well with staff verbally and using Makaton sign language. He enjoys chatting with staff about his favourite things, such as his Nanny Murray, Archway, Ireland and TFL transport, such as the underground stations and buses. He loves music and football and is an avid supporter of the Arsenal football team, whose matches he has been to, supported by Centre 404 staff. Peter has 1:1 support daily and receives person-centred, individualised support that caters to his needs and interests. He is very proud when he does things himself, so staff always support him to do activities independently, including showering, walking to and from rooms, wheeling his wheelchair, opening cans and bottles, cooking, and choosing his clothes.

Staff have also been proactive in supporting him to schedule outings and activities that Peter enjoys, such as watching Arsenal football matches while wearing the Arsenal jersey, going to the zoo, going on holiday to Ireland to see his family, visiting the pub and shops, visiting



Peter 'meeting' Michael Jackson at Madame Tussauds



Peter at the TFL museum

“ When asked what Peter thinks of the support he gets, he signed ‘very good’ using Makaton (two thumbs up) and spoke about how staff came from all over London to come and see him. He smiled while talking about it. ”

PETER

his friends in other Centre 404 projects and participating in group activities to name a few.

Peter has a Positive Behaviour Support plan that all staff are trained in to understand his needs and support him in the best way possible while respecting his dignity, individuality, and independence. As he has Huntington’s disease, his physical and mental health gradually declines as he ages. Therefore, his PBS plan was revised, and staff were trained to be able to calm Peter and support him through his changing personal care needs as he was getting embarrassed and upset. He feels safe around staff he has been working with longer, who he trusts and feels confident that they can cater to his needs, so often he will choose the staff to support him with personal care. Staff accommodate this as much as possible to allow him to get to know newer staff better while also helping him feel safe.

Peter loves companionship, so he benefits from dedicated 1:1 support as he enjoys having someone who is always present to chat with him, sing, play games, cook, watch telly, and spend time with. Peter’s family are happy about the care he receives and that his health and wellbeing are prioritised. They ring him often to have a chat and are pleased he is doing well and is happy.

Outreach Services

Our Islington Outreach Service supports 45 people, delivering approx 160 hours of support a week, and our Camden Floating Support Service supports 48 people, delivering approx 460 support hours a week.

Over the years, Centre 404 has developed considerable expertise in delivering outreach support with our Islington service, now successfully running for over 12 years, and our Camden service now well-established since opening in 2019.

The focus in outreach services has been to help develop strong local connections with various groups to support people through the Covid-19 pandemic, ensuring that the people we support remain safe whilst maintaining their physical and mental well-being. As things have reopened, we have quickly increased the activity offers for our service users, with a blend of both in-person and virtual activities.

The success of our outreach support is further demonstrated by winning the Islington Drop-in contract earlier this year to offer support to people with learning disabilities living in Islington. The aim of the drop-in is to offer the first point of contact advice and support and help with things such as form filling, signposting, budgeting, CV writing, and job searches. Although the service has only been running for less than a year, we have managed to achieve some great outcomes, including hosting several specialist workshops on COVID-19 vaccines, health and well-being, and tackling isolation.

Using the same successful model of support as in Islington, our Camden outreach service has also achieved some fantastic results this year: a reduction in support hours as people increasingly access our drop-in and activity events, upskilling in independent living skills, increasing development of good social skills to widen social networks, and increasing access to volunteering and employment opportunities. For example, one of our service users was recently supported to successfully apply for a care assistant role and is thriving in the role!



Outreach service users celebrating Dignity Day 2022

Total number of service users

Outreach Services Islington:

45

Camden Floating Support Services:

48

Hours of support delivered weekly

Islington Outreach 160

Camden Floating Support 460

CASE STUDY

Colin



Outreach Drop-in

📍 Islington

🕒 SERVICE USER FOR: 2 months

📌 ACTIVITIES WITH C404: Drop-In Service

Colin lives in supported living and has a set number of support hours at that service, so he wanted to gain extra support through the Drop-In service outside of his usual hours. Colin expressed that he was looking for social activities, help with creating a CV, looking for jobs and help with computers and tablet devices as he wishes to improve his understanding of technology.

He has benefitted from the flexible support provided through the Drop-In and the increased opportunities this presents for him. Previously Colin was spending excessive amounts of time on the internet trying to talk to people online, which was negatively impacting his overall wellbeing and sense of connection. However since having support through the drop-in, he is now meeting and socialising with individuals face-to-face, which means he has a greater feeling of connection and belonging and his overall wellbeing has improved. His excessive time on the internet was also a safeguarding concern as he frequently spoke to people he had never met on dating websites and sent money to strangers. He also shared with us that he sometimes gives out his passwords to people as he would not understand the potential dangers. We had a conversation with him about online safety, supporting him in creating a new email address and password for his social media accounts. This has reduced the risk to Colin and has increased his understanding of the safe use of technology.

Through the Drop-In, Colin was told about and subsequently attended an open day at Tottenham Hotspur – the football team he loves and supports – who were recruiting for staff with learning disabilities. Due to the large number of applicants, unfortunately he was not able to pursue this, but was grateful for the opportunity and looks forward to receiving support in accessing similar opportunities in future. Colin now consistently attends the Drop-In Service on a weekly basis to receive support, and takes part in our new ‘Coffee Mornings’ initiative, where he enjoys socialising with others. His support worker says that he does not usually like to walk anywhere, so he would often get the bus to places, but he was encouraged by his support worker to walk to the service. Colin was reluctant at first, but after more encouragement, he now rides his bike to the Drop-In each week, increasing his physical exercise.

“ I think it’s good I can get out of the house and I can come every week. ”
COLIN

Positive Behaviour Support (PBS)



Brian, one of our Independent Living service users, who benefits from our PBS support

The team have received good feedback and hopes to grow the service to support more people who may also struggle to be heard.

Our new PBS Day Opportunities Project in Haringey currently supports 4 individuals. We have plans in place to support a further 3 people by the end of March 2022, and a total of 25 people by March 2023. Support that is focusing on positive strategies and interventions is improving the quality of life for the individuals we support. This is best highlighted in one individual reducing the use of PRN medication from 2 tablets daily to no use of PRN medication over the period of 9 months.

Our PBS Children's project currently supports 12 children across three London Boroughs via community and home-based support. From April 2022, we are looking forward to supporting children and young people in Camden with positive behaviour strategies and interventions and working closely with Camden Children and Young People Disability Service and CAMHS (Child and Adolescent Mental Health Services).

As the lockdown restrictions have gradually been lifted, the Positive Behaviour Support (PBS) team have been busy coaching the different services within Centre 404 on the importance of Quality of Life principles. We also have focused training on PBS, Active Support and Autism Awareness.

The PBS Induction Training Day for all new staff continues to be a big success. All feedback has been positive, and we are in the process of having it formally accredited by CPD UK (Continuing Professional Development). The Autism Awareness training has been running quarterly and the PBS team also developed and delivered bespoke Autism training to Camden and Islington's NHS Foundation Trust.

Our PBS Outreach project provides specialist support to 5 individuals. Each person has a unique intervention plan written with that person, their circle of support and one of the PBS teams, to support them in replacing their behaviours of concern with something more positive.

CASE STUDY



Positive Behaviour Support

📍 Anson Road

🕒 SERVICE USER FOR: 18 months

📌 ACTIVITIES WITH C404: Independent Living and PBS Support

Stacey joined Anson Road in December 2020 after the passing of her mother and sister in 2019. It has been a very difficult transition for her as they were her main care providers and the closest people in her life. In 2020 she was also separated from her older sister Susan who moved on with a different care provider in Edmonton.

Whilst going through personal challenges and trying to make sense of the situation, Stacey found it difficult to talk with her support staff and kept her feelings and thoughts to herself. Although Stacey has been supported to attend various events and activities, she struggled to connect or make friends, which resulted in situations when Stacey would withdraw herself from others and socially isolate.

The move to Anson Road has allowed Stacey to have the support she needed whilst remaining as independent as she can. Having an established routine and consistent support staff also really helped her adaptation and recovery. The Centre 404 PBS team also contributed immensely towards her integration and settling in at her new home. The team created bespoke strategies and coping mechanisms for Stacey and support staff to effectively manage situations that challenged. Through positive behaviour support, she has become an outgoing and fun-loving young woman ready to try new things. She is more open to participate in activities with staff and communicates her intentions comfortably with the team at Anson Road. Stacey attends swimming sessions and cafés, which she enjoys very much.

Stacey is kind and caring, and she likes to keep herself busy by exploring the community and her neighbourhood. She also enjoys shopping and make up. With support, she can achieve her favourite looks that make her feel beautiful and special. Her family feel she has settled in well and reported that she calls Anson Road her 'home'. They are happy she is getting the right support, staying safe and content whilst improving in all areas of her life.

“ I like it here...its nice!
People here are nice! ”
STACEY



Once this was well established and implemented by his 1:1 PBS workers over time, additional time was spent with Alex reflecting with him on many of the incidents that he has been involved in and how he could better manage his emotions and behaviour in the future.

As a result of this long-term input, as well as the support provided to his family, Alex has since displayed notable progress. This includes zero incidents of absconding since the end of 2020, no reports of him carrying dangerous weapons since January of 2021, and although Alex continues to consume alcohol, serious incidents relating to this have decreased significantly since October 2021.

Alex's acceptance of his support sessions has increased by over 40% since December of 2021, and the average duration of the sessions has also increased from 1 hour to a current average of 3-4 hours or more, per session, based on Alex's willingness to engage and not end his support early as he would frequently do in the past.

Lastly, Alex appears to display a more relaxed and invested nature during his support sessions and has subsequently achieved the milestones of taking part in outdoor activities of his choice, which he was previously reluctant to do. In recent months, he has played football in the park numerous times, for several hours at a time, which is helping to improve his physical and emotional well-being. Within the last month, he has begun playing tennis and has been supported to register for a local leisure centre with the view to playing tennis or other sports there on a weekly basis.

*We have used a fictionalised name here to protect the identity of this service user

Positive Behaviour Support

📍 Islington

🕒 SERVICE USER FOR: 2 years

📌 ACTIVITIES WITH C404: PBS Support

Alex* began receiving support from Centre 404 back in March 2020, as part of our PBS Outreach service. He initially displayed behaviours of concern, including possession of dangerous weapons, absconding for several days and weeks, recreational drug use, and sporadic levels of engagement with his support workers.

Our work started by creating and adjusting his Positive Behaviour Support plan from the PBS team, the development of good rapport, and understanding his condition and the function of his behaviours.

Digital Inclusion



Our digital inclusion work continued throughout this year and will be an ongoing objective for us in the coming year.

After successfully getting 32 tablets from The Good Things Foundation, we are continuing to focus on tackling digital exclusion with specialist workshops taking place to support service users in using various digital devices and remaining safe whilst using the internet.

Many people have learnt new skills and made new connections. We want to build on this and ensure no one is left without the opportunity to connect with others in this way if they choose.



Digital Inclusion

📍 Islington Outreach & Mildmay

Areama said she is happy to have the tablet and grateful that she was provided with one. Similarly to Charmaine, she already has a phone but likes the larger size of the tablet screen.

As the internet data has been pre-loaded onto the device, this is not something she has to worry about. She enjoys using it to browse the internet whenever she wants.

Alan

Digital Inclusion

📍 Camden Floating Support Service

Alan received his tablet earlier this year and was trained and supported with how to use it by his keyworker. He had never used a tablet before nor owned a smartphone. He was always interested but never had the opportunity to try them out.

The main reason for wanting one was because his biggest dream is to move out of London to either Brighton or Manchester. He has friends living in both these cities and would like to be near them. He was successfully supported to use his tablet to access Homeswapper, a

website which helps you look for people to swap homes with. Unfortunately, there have been a few dead ends so far, but Alan is very keen on searching out these new places and potentially finding somewhere new to live.

He also uses his tablet to listen to Gladys Knight and search for photos of the singer-songwriter. He is one of her biggest fans and has met her several times when she has performed in the UK. Alan has even saved a picture of her as his background, which he is really happy about.



Digital Inclusion

📍 Islington Outreach & Mildmay

Charmaine said although she already has a mobile phone, she finds her tablet useful. She uses it for online shopping and to explore her hobby of interior decorating.

Through browsing the internet on her tablet, she is able to find lots of interesting examples and ideas that relate to her hobby and interests. During the summer months, she also used it while out in the community to contact public services on the move, such as the DWP's online services.

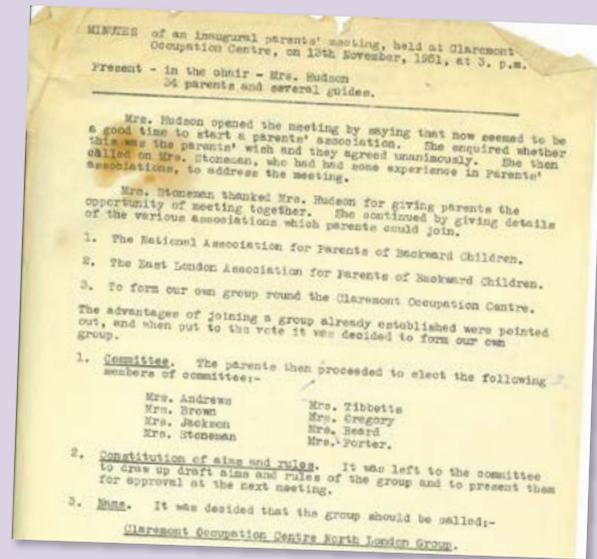


As part of 70th Birthday, we are celebrating our heritage and also our legacy service users, family carers, staff and volunteers.



Mary Stoneman and her husband at the opening of 404 Camden Road in 1966.

Mary Stoneman, a founder of Centre 404 and its first chairman, was a prodigious fundraiser. Here she is meeting with the Mayor of Islington.



Minutes from the first meeting of Centre 404. In 1951, 34 parents met to start a parents' association. Back then there was very little support for parents of children with learning disabilities, and they decided to support themselves. Their ethos of mutual support and community still drives Centre 404 today.



The Beacon Club visits London Zoo, with some special rides on the camels and lamas.



The Beacon Club: Service users campaign to raise money for Centre 404 in the 1980s.



We recently completed the Build our Future campaign which re-developed the Centre 404 building and made it accessible to wheelchair users.

As the hub of our community, the building is a special place to many people.

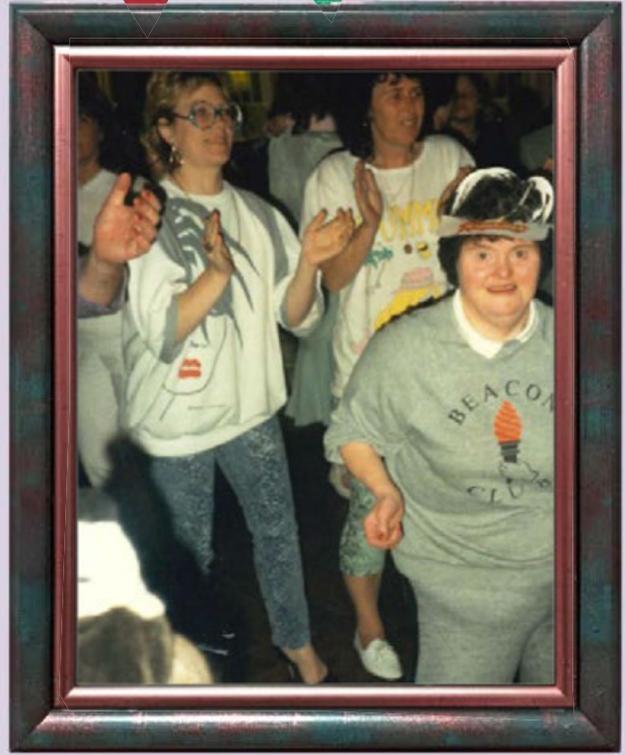




Tenants of Tollington Road, including Amy and Ruth. Centre 404 campaigned to end the use of long-stay institutions in the 1970s. In the '80s we began to set up housing projects that could be real, non-institutional, homes for service users. Our first housing project was St Paul's Road, which opened in 1982.



Centre 404's Friday night discos are legendary and we're excited to have them back after the lockdown. The Friday night disco started in 1972 as part of the Beacon Club, a social club that held activities every night of the week.



Centre 404 Legacy

Celebrating our long term service users and staff who have passed away



20 years+
Kathleen Villars
Family carer volunteer welfare visitor and support to families.



40 years+
Mary Stoneman
Founder of 404, family carer, fundraiser and strategic director.



25 years+
Tamsin Heycock
volunteer, fundraiser, garden originator, strategic operator and family carer.



20 years+
Victoria Willson
Service user.



20 years+
Hilda Collier
volunteer, fundraiser and family carer.



Bill, the bus driver for the Beacon Club, was famous for DJing the Friday Night disco.



For more details see our website here:
www.centre404.org.uk/our-history



2 Learning and Leisure

25

different projects and 2 new projects

1587

hours of support delivered weekly across 25 projects

248

Service users supported, with 50 new service users





Linda Doherty
SERVICE USER
CLUBS
⌚ 41 years



Alyson
STAFF CLUBS
⌚ 20 years



Pauline
SERVICE USER
⌚ 20 years



Jackie
SERVICE USER
& VOLUNTEER
⌚ 18 years



China
SERVICE USER
CLUBS
⌚ 13 years



Judith
CLUBS AND
INDEPENDENT LIVING
⌚ 15 years



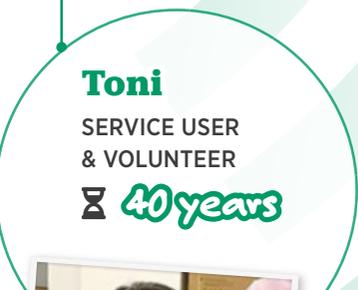
MJ
SERVICE USER
DAY OPPTS, ISLINGTON
⌚ 10 years

10 years

Stanislaus Antoine
STAFF, LEARNING
& LEISURE - PSWFMS



June Patterson
SERVICE USER
& VOLUNTEER
⌚ 42 years



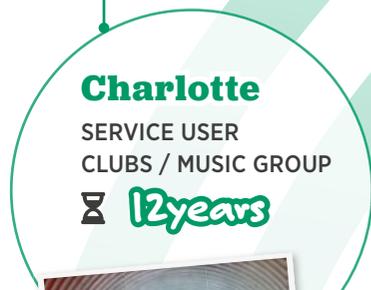
Toni
SERVICE USER
& VOLUNTEER
⌚ 40 years



Jennis
STAFF CLUBS
⌚ 20 years



Joseph
SERVICE USER
& VOLUNTEER
⌚ 14 years



Charlotte
SERVICE USER
CLUBS / MUSIC GROUP
⌚ 12 years



Lameen
SERVICE USER
CLUBS
⌚ 10 years



The relaunch of our beloved Friday Night Social after a two-year closure due to COVID.

Learning & Leisure

This year, the Learning and Leisure Service has seen successful expansion into two new London Boroughs. In Haringey, we have been delivering PBS support to individuals through the Haringey Opportunities Project (HOP) since Spring 2021. We started by supporting 4 individuals to access opportunities and increase independence through positive behaviour support approaches. In 2022-2023, we are looking to achieve the attendance of 20 service users.

In Summer 2021, we started offering support to children and young people in Tower Hamlets through our overnight stay provision. So far this year, we have supported 32 children and young people to access overnight stays, attend 3 afterschool clubs, and have been successfully running the Family Forum in partnership with the Supporting Families team at Centre 404.

We are pleased to report that this year, we have been successful in joining a framework to deliver a Day Opportunities project in the London Borough of Tower Hamlets, which is due to start in Spring 2022.

We have also been successful in winning a brand-new contract in the London Borough of Camden, which will see us support children and young people through the delivery of home-based and community 1:1 support and PBS support, from April 2022.

We are very much looking forward to our new projects in Camden and Tower Hamlets, as well as continuing to provide quality support within the existing London boroughs we work in.



Jennis and Lameen on Pancake Day



Our Tower Hamlets service users enjoying a daytrip to Legoland



Garden Group on a festive trip to Ally Pally Garden Centre

Resident DJ Kevin started with us in 1978!

We are also delighted to be celebrating Centre 404's 70th Birthday this year. Learning & Leisure has evolved from what the nursery and children's clubs we had back in the 1950s and the Beacons Club in the 1970s.

This included a Juniors Club active since 1973 and our disco, which was started in 1971 when our hall was first built - so an amazing 51 years ago!

As we celebrate Centre 404's 70 years, we also celebrate our services users and their families, especially those that have grown up with Centre 404. As we honour our heritage and legacy, it's important to recognise and reflect how far we have come in improving the lives of children, adults, and their families in the local areas we work. Society's values have shifted to be more accepting and inclusive, and Centre 404 has had a huge part in shaping and impacting that.

Day Opportunities Service

As Centre 404 celebrates its 70th birthday this year, Day Opportunities will celebrate its 10th birthday in 2023! There have been lots of new faces joining Day Opportunities since the service started, and both staff and the people supported have seen many positive changes throughout the years.

Our service user MJ has been here since the service started and she recently recounted her favourite memories of trying new things such as wheelchair ice-skating and shouting “faster, faster” for her support staff to spin her more on the ice! Over these ten years, MJ is most proud of learning to write her name, chopping ingredients to help prepare lunches, and independently making a cup of tea. Her favourite memories always come from her birthday parties when all her friends sing happy birthday to her. Relating to our increased focus on integration in the community, MJ says she is happy to no longer be using the minibuses and loves using public transport.

The staff within Day Opportunities have also seen changes, and our long-serving staff member Mandy describes a “massive difference from 9 years ago, that people have progressed and achieved so much over the years”.

This year we have been providing support for 13 people across Camden and Islington and have begun supporting a further 4 people in a new partnership with Haringey providing person-centred Positive Behaviour Support within the Chad Gordon Autism Campus, which is designed to be a safe space for any person living with Autism. We also recently held an open day in Tower Hamlets and created a strong community link with the Teviot Centre. We are pleased to be receiving referrals and will be supporting people soon. With the expansion of Haringey and Tower Hamlets, we will be supporting a total of 25 people by the end of March 2023. Referrals are coming in regularly, and it has been great to get to know the people we will be supporting during taster sessions.

A key part of our focus over the last 12 months has also been navigating our way out of COVID-19 restrictions. Exploring London’s sights, galleries and museums again has been a must-do and the people we support have enjoyed rekindling their friendships (and their support staff too), especially at their weekly bowling match!

We have implemented lots of fun, educational, and inspiring activities such as our Black History Month and, recently, designing our own strong independent woman for International Women’s Day. We have also joined a local drumming group and an Edible Landscapes community group where our service users learn how to grow, propagate and forage edible plants. In addition, we have been further promoting the use of public transport and one person is working well towards accomplishing their travel training.



MJ with one of her Support Workers Michael

“When my daughter goes there, she is happy and relaxed. SENAIT

They know her well and know what she likes. MOIRA



Clive, one of our Support Workers



Keith and Jewel at Edible Landscapes



H and Kevin during a singing and music session

Service Users Supported

17

New Service Users

4

Jemel

Day Opportunities

📍 Islington

🕒 SERVICE USER FOR: 16 months

🛠 SERVICE THEY USE: Day Opportunities

👤 AGE: 31



Jemel was not in receipt of any services prior to Centre 404 and spent a lot of time at home. His family felt he needed somewhere he could try out new activities, meet new people and experience different opportunities, which is when he was first introduced to us.

Thanks to the support from Centre 404, Jemel is now able to get out more. He has explored nearby places, such as Finsbury Park and Kentish Town City Farm, but he has also gone further afield to Surrey Docks Farm, the National Army Museum in Chelsea, the Science Museum in Kensington, and the Mayfair Tennis Ball Exchange, where he left a tennis ball with the Arsenal cannon drawn on it – his favourite football team!

He has floated down the Thames on an Uber boat to Greenwich where he explored the National Maritime Museum, has been to Foyles Bookshop on Charing Cross Road, and visited the National Gallery. He has even exhibited his art work in Mayfair!

Jemel is very sociable and loves connecting with his community. When he and his support worker travel to and from Centre 404 via a construction site nearby, they usually meet a diehard Arsenal fan who is a traffic marshal at that site. He always gives Jemel a fist-pump and discusses the latest Arsenal victories, and Jemel always laughs at the passion of this fellow-fan.

Jemel is full of jokes and quips, with a wicked sense of humour and is popular with his fellow group members. His support worker has been surprised quite a few times by persons in the community who recognise him and want to say hello. For example, he often spots an Islington Community Transport Services bus and knows the names of the driver and passengers on the bus.

Jemel is also supported to regularly attend a local community gardening project called Edible Landscapes where he even involves himself in work that volunteers normally do. He has helped create bug hotels and loves seeing the robins and blackbirds that occasionally appear. Edible Landscapes have been so impressed by his love of the site, and his work, that they applied for funding from the National Lottery to build a special raised bed for Jemel to work from with more ease from his wheelchair. The bed was recently completed and has been named after him in his honour. Since joining Centre 404 only a short time ago, Jemel has participated in lots of activities and explored many parts of London. We are very excited to see what new experiences the next year will involve!



Jemel and his key-worker Keith



Jemel with Jeremy Corbyn



At Edible Landscapes



Arts and crafts sessions

Children & Young People Clubs

We support a total number of 109 people with 47 new services users, who receive support on a weekly basis. We have also increased our specialist Positive Behaviour Support from 1 service user in 2020 to 12 in 2022. In addition, we have successfully obtained a new contract from Camden, so we are able to support more children and young people across the borough from April 2022.

We provide bespoke and unique support with the aim of developing independence, choice, confidence, and communication. We use a person-centred approach tailor to the individual. Every support session is fun, educational, and integrated within the community. We work closely with the local authorities to provide children and young people with the support required, and we do it with a smile on our faces.

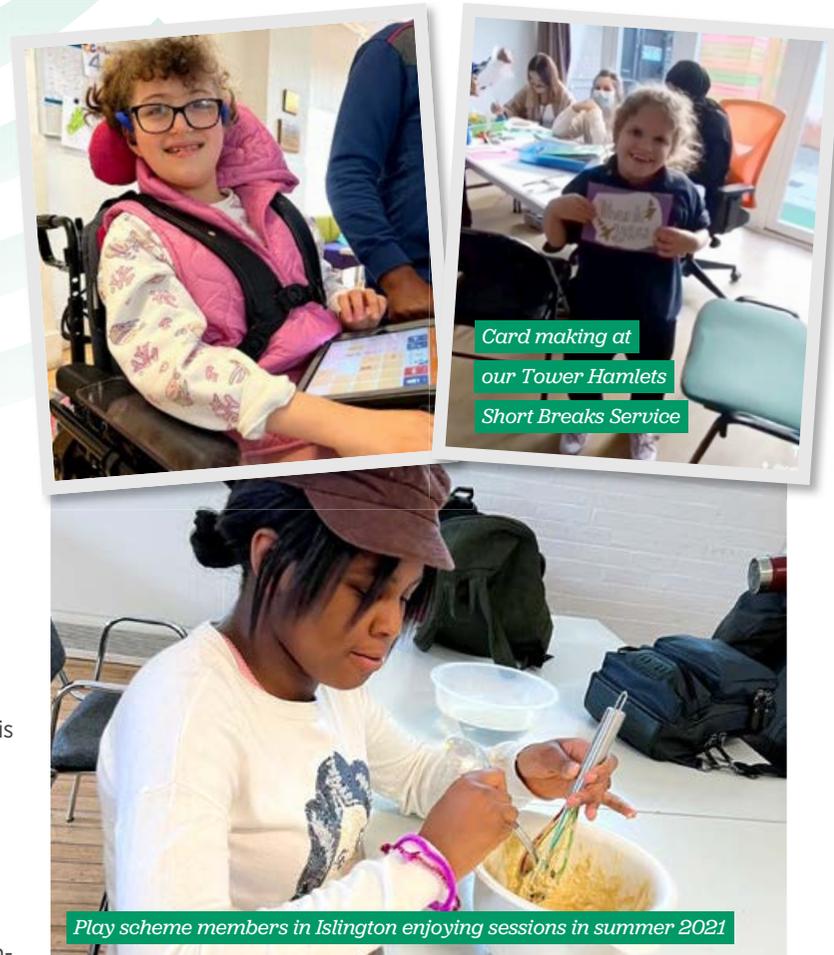
We are a well-known and valued part of the community and work hard to maintain and build vital relationships with other local community stakeholders. Our afterschool clubs and play schemes are always person-centred and child-friendly - we take a fun approach to everything! From engaging in sports, to having a picnic in the park, we always ensure the children have a great time in our care. We work with Pulse Sports Group, a local organisation that facilitates fun multi-sports with our children at Centre 404.

Service Users Supported

109

New Service Users

47



Card making at our Tower Hamlets Short Breaks Service

Play scheme members in Islington enjoying sessions in summer 2021

It's a great way for children to build their mobility, communication and listening skills whilst having fun. The children love it, and the sessions effectively combine physical activity with lots of laughter.

We have taken part in a variety of activities, such as making Valentines cards for our loved ones and decorating a T-shirt in support of Ukraine. With our older groups, such as Young Adults Group (YAG) and Aiming High, we focus on topics such as relationships and mental health. We realise many have struggled with this, particularly since the beginning of the pandemic, so we want service users to know there is support available if they need it. We aim to provide our service users with an outlet, a place to share their thoughts and feelings. Afterschool clubs are a way for young people to have positive experiences within their community with the opportunity to learn new things and embrace the differences in everyone.

CASE STUDY

Ateef



Children and Young People Clubs

Tower Hamlets

SERVICE USER FOR: 5 years

SERVICE THEY USE: Newby Place, Short Breaks Service

AGE: 13

Ateef was referred to the Short Breaks services in 2017. Since attending his respite placements, he has made huge strides in becoming very independent and overcoming some of the challenging behaviour difficulties he displayed when he was first referred.

Initially, when Ateef attended his placements, he would get distressed and struggled with the change in his routine. Over time, he was supported to channel and manage his emotions, so he is now able to express himself in a healthy way and speak to staff when he is feeling upset.

Ateef has become very mature in communicating his emotions and has this year developed independent living skills. He has been supported to attend to his personal care, wash up after himself, engage in cleaning and help out at home. This achievement has been reflected both at school and home, as well as at his placements. Ateef was recently nominated for the Jack Petchey award for this progress, his great achievements, and the growth he has made in his life.

He has also been supported to attend school and some of his placements using public transport. He has learnt a lot more about travelling using the TFL services with his keyworker, which has improved his confidence and independence.

Ateef has created positive social circles and made friends within the service, whilst his mother has also benefitted from the Parents Forum. Ateef's mother has praised the support given by Centre 404 and is happy with the service provided over the past few years. She has seen a real change in Ateef and is able to have some respite breaks and attend to her other children.

I am a big boy and really like Discovery House and get along with my key worker.

ATEEF

Adult Clubs and Activities

We have 4 walk-in adult groups in total: Happy Tuesdays, Warm and Welcome Wednesdays, Young Adults Group, and Gardening Group. Gardening Group is volunteer based, where service users can learn new skills whilst taking care of our much-loved garden at the Centre 404 head office.

Here's a fun fact, did you know Warm and Welcome Wednesdays has been running for over 20 years and used to be a men's group! One of our Senior Support Workers started as a driver for the club and felt women should be a part of the group too. They opened the club up to both men and women and service users produced the name Warm and Welcome! Warm and Welcome is a drop-in group that has been affected since the start of the pandemic. We currently support 13 adults and aim for the number to increase.

Our Happy Tuesday group is another one of our drop-in clubs, which has changed over the years. It used to have an age restriction of 25 years. But as the members got older, they enjoyed it so much that they wished to stay with the club, so the age limit was removed to allow the group to continue together. The Covid-19 restrictions had a big effect on the group and we lost a few members due to disengagement and health anxieties. However, both Happy Tuesdays and our Warm and Welcome Wednesdays Groups are still full of energy. As the restrictions continue to lower, we are pleased to see attendance increasing and are hopeful to see more old faces return.

We are pleased to have introduced 4 brand-new fun and exciting Personal Budget groups: Cooking Club, Baking Club, Cinema Club, and a dance club "Shake it Up". After a long closure due to Covid 19, we are now delighted to say that we also reopened our Friday Night Social, which has been running for over 50 years!

We pride ourselves on providing tools and skills for adults within the community. We believe that not only is learning important, but also having a space to be free to connect with others. Our objective is to provide users with life skills, strong support and to tackle loneliness. This was already a problem for the people we support, but we know the Covid-19 restrictions also further isolated a lot of people with learning disabilities. Our clubs are a wonderful way for our adult service users to let their hair down again, reconnect with friends and have some fun. We actively encourage social connection within the groups and also promote healthy eating. Our members love a party, and you can often hear the music blasting from the main hall at Centre 404. Here's to more face-to-face parties!



Our Happy Tuesdays group out and about having fun together



Our new Baking Club

"This support gives me time for myself, time to relax, to spend with my other children. I need that and they need that."

MOTHER OF MB

"I really like Warm and Welcome. It fun, there music and the staff are nice. I also like coming to YAG, don't forget that!"

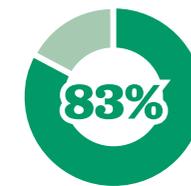
JA – SERVICE USER

Our Projects:

- Adult Clubs
- Personal Budget Groups

New Projects:

- Cooking Club
- Baking Club
- Cinema Club
- Shake it up Dance Club



83% of service users are happy with support overall



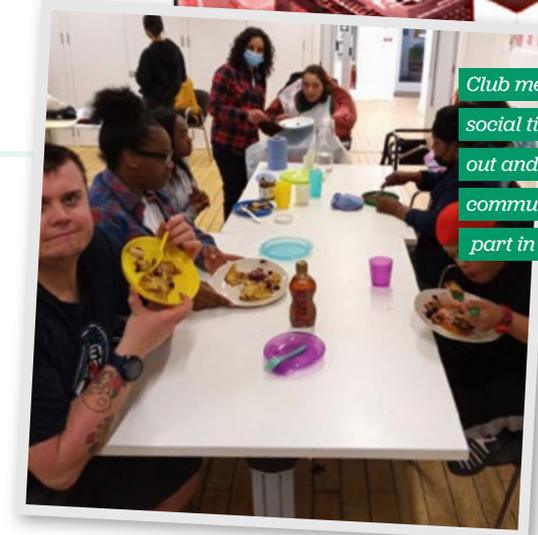
80% say they are confident in the skills of their support worker

Number of Service Users

30

New Service Users

5



Club members enjoying social time at the pub, out and about in the community and taking part in cooking sessions

Adult Clubs

Haringey

SERVICE USER FOR: 1+ years

SERVICES USED: Young Adults Group, Warm & Welcome Wednesdays, Happy Tuesdays

AGE: 32

George was very anxious when he first joined Centre 404. He was used to a routine and would always want to know what was happening, when it was happening, and who it was happening with. He struggled with maintaining and creating boundaries with others and the ability to communicate his emotions, particularly when he became upset. George is also very sociable and affectionate; he loves hugs from friends and family. He likes things to be neat and tidy and takes pride when he is praised.

Centre 404 has helped George in many ways. When he joined, support plans were carefully created to positively support his specific needs, such as communicating his emotions and setting healthy boundaries. Staff have spent time getting to know him and the best ways to communicate in order to engage with George well and support him to participate fully in the groups.

George has become a consistent member of two adults' groups: Happy Tuesday and Warm and Welcome Wednesday. He is very well liked amongst other service users and staff, often making everybody laugh. He has become particularly interested in the disco and really enjoys the evening clubs where he gets to socialise with his peers. George has developed confidence since joining the groups and is less anxious; now eager to learn and explore new things. He is extremely helpful and always insists on helping clean up or giving a hand in the kitchen. The Senior Support Workers adore working with George because he makes their job fun! They have worked closely with him so that he now has a better understanding of social situations, such as the importance of personal space and maintaining boundaries. We cannot wait to see him at the Friday Night Disco when it's fully up and running again!

George



Finding & Matching Service

Haringey

SERVICE USER FOR: 6+ years

SERVICE THEY USE: Finding and Matching, Safeguarding Unwise Friendship Group

AGE: 52

Over the last couple of years, Wayne has been subjected to financial, physical, and emotional abuse, by his neighbour and other 'friends', which was very distressing for him. In addition to the financial losses suffered, he also felt a great sense of betrayal by people who he had previously considered to be his friends and those he thought he could trust. This was especially difficult for him because his family do not live close to him. Therefore, he felt very isolated during this time.

Through having consistent support, Wayne established trust in his Support Worker. With her encouragement he availed of other services. For instance, he took the courageous step of reporting the issue to the police, and he liaised with his local bank, who were very helpful around monitoring people waiting outside the bank, as well as supporting him to take other steps to further safeguard his finances.

Last year, Wayne attended a safeguarding meeting and a barbeque at Centre 404. This gave him an opportunity to meet other people who had experienced similar difficulties in their lives. While the issues were not overtly discussed at the BBQ he attended, it allowed him to introduce himself and attend similar events in the future if he chooses to do so. This was great progress towards rebuilding his confidence around meeting and trusting new people again.

Due to the interventions of Centre 404, and other agencies, Wayne is no longer being financially exploited by others. He is successfully budgeting his money and managing his financial commitments. In February 2022, Wayne enrolled on an English class at Wood Green Library, organised by Haringey Adult Learning Service (HALS). He has shown great commitment to this class by being the first student to come prepared with pens, a file, a folder and a laptop! His tutor commented last week on

Wayne



how well he has fitted into the group and has made a real contribution to the class. As well as providing opportunities to meet other people, this course will equip Wayne with important skills necessary for employment. Sam (Tutor) 'Wayne has really fitted into the class.' (9th March 2022).

In addition to his course, Wayne works as a volunteer at Pedal Power in Finsbury Park and the Emirates stadium four days per week. He maintains their bicycles to make sure that they are safe and in good working order for everyone to enjoy.

Throughout last year, his dedicated Support Worker has also helped him to work towards meeting his goal of finding a job. She assisted him in updating his CV and contacting numerous potential employers. Wayne is optimistic about finding a job and giving back to the community.

Finding and Matching Service

The emergence of the Finding and Matching service reflected Centre 404's ethos of providing personalised and person-centred support to children and adults with a learning disability during the last 70 years. It was also established in response to national and local government changes regarding how social care was delivered.

The service started as a small pilot, led by Claire Curtis, Director of Independent Living, in 2008-2009. This pilot involved a group of five families working together to provide feedback about the service. Successful applications for Innovation funding in 2010-2011 meant that the service was able to develop and grow. From there, it grew from strength to strength to the point that Centre 404 was able to allocate a designated manager together with senior management and admin support to the evolving service.

In April 2019, the service moved from Independent Living to Learning & Leisure. With an increase in the use of personal budgets and direct payments, the service provides individuals with much greater choice over how their support is delivered. The Finding and Matching model replaced traditional perceptions of delivering social care with a service that placed the individual at the heart of their support. For instance, individuals and their families were listened to in terms of what activities they participated in, their choice of support worker, and their goals and dreams for the future. This continues to represent its underlying principles, and the project remains a very flexible, community-based outreach service.

While helping individuals to develop useful skills and greater confidence, it also provides much needed support to carers who face lots of social barriers simply due to caring for their loved one with a learning disability. The service continues to extol Centre 404's ethos of having a very strong community presence, with excellent relationships with carers.

The main aim of the service is to offer a wide range of person-centred support to people with a learning disability who have a Personal Budget. We find skilled and friendly support workers and match them with service users who have similar interests. We provide support where service users want it; at home, out in the community or anywhere they want. All this work is underpinned by Centre 404's values around supporting people to have a choice and develop independence.



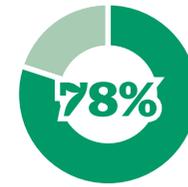
Service users and staff at our flagship Safeguarding Unwise Friendship Group event in 2022

Service Users Supported

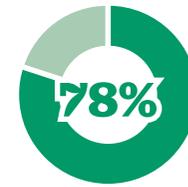
60

New Service Users

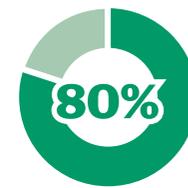
2



78%
of respondents stated that they were confident in the quality of support



78%
of respondents replied that they were confident in raising issues with staff



80%
said they were happy with the service



During the past year, the Finding and Matching service has increased its provision in Camden, as well as the number of support hours provided since the easing of respective lockdowns. The service continues to encourage individual achievements. For example, one service user has recently performed at the Queen Elizabeth Hall, Southbank, as part of a choir! Others have been supported to move home, attend college for the first time, and find jobs.

Relationships between staff and the people we support remain very good with trust and respect on both sides. The involvement of Finding and Matching in the organisation's flagship Safeguarding Unwise Friendship Group has enhanced the service's confidence in dealing with different types of safeguarding issues affecting the people we support. For instance, we have been able to promote links between community police officers and service users directly.

This has helped equipping individuals with practical ideas to feel safer in the community. It has also produced an important shift in mindset, from one of viewing 'unwise friendships' as being something outside of our remit, particularly in terms of people who have the capacity to make choices, to a perspective where we are aware of our role in positively supporting individuals to be able to avoid such 'friendships' through having more options available to them.

“

Everyone is always on time and it feels like a reliable service.

JO, SERVICE-USER

I can see that Centre 404 are really trying at the moment even though Covid has made it hard to do things as they normally would.

JW'S MUM

Our support worker is very good: Understanding, encouraging, and listens.

KC'S MUM

They really understand and try to make changes. I've never been told that a problem can't be solved, or, that it isn't important.

KCR'S SISTER

There are more staff than there used to be, which means more people to talk to and people who will listen. The Centre is good at having a balance between all those long term service users and also bringing new blood into the organisation. It's nice that there are always recognisable faces at Centre 404.

CI, SERVICE-USER

My son is always looking forward to it. He has friends there. He doesn't have friends anywhere else, not outside of school. So, he comes on Wednesday's and here he has friends.

LM'S MUM

”



3

Supporting Families Service

1486

Service users supported

239

new service users in the last year

135%

up compared to the number of new service users last year

Clare Palmer

FAMILY CARER AND FORMER COMMITTEE MEMBER (INDEPENDENT LIVING)

⌚ 20 years



Virginia Bovell

VOLUNTEER ON FAMILY COMMITTEE, FAMILY CARER REFERENCE GROUP, FAMILY CARER

⌚ 10 years



Monika

STAFF, SUPPORTING FAMILIES

⌚ 15 years



20 years

Alyson Ruddick

VOLUNTEER FUNDRAISER, FAMILY CARER

10 years

Serap Pinar

VOLUNTEER ON SUPPORTING FAMILIES, FAMILY CARER

10 years

Miranda Yates

VOLUNTEER FUNDRAISER, FAMILY CARER

Niroo Patel

VOLUNTEER ON PARTNERSHIP BOARD, FAMILY CARER

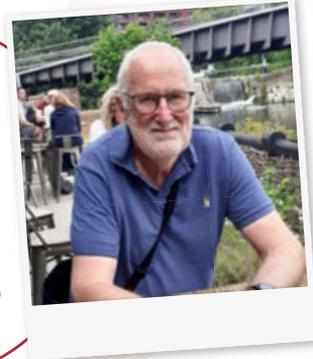
⌚ 20 years



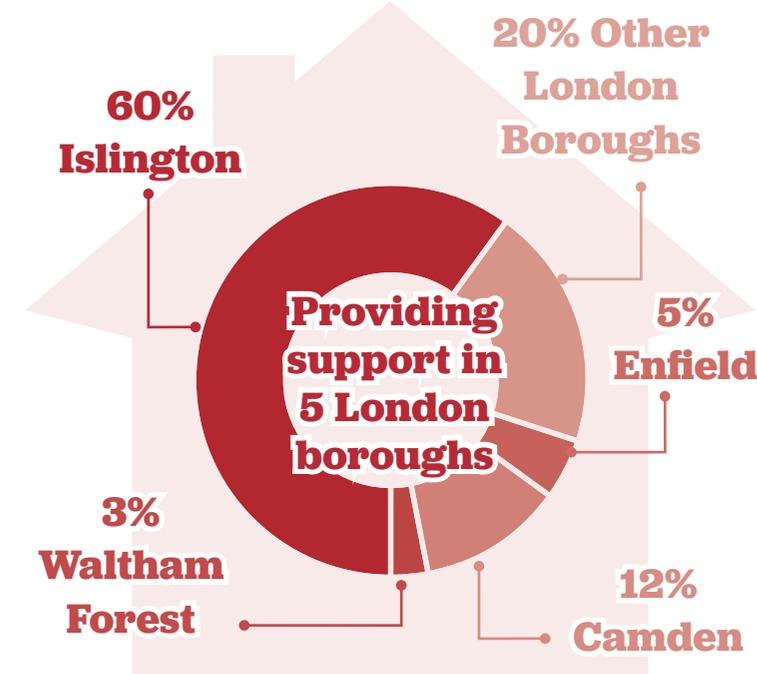
Mark Austin

FAMILY CARER AND COMMITTEE MEMBER

⌚ 13 years



Celebrating our long serving staff and service users



Where do our carers live?

Centre 404 was founded by family carers 70 years ago, and we continue to ensure that the views and experiences of carers are central to the way we work and how we shape the service we deliver. We have expanded this year to provide support in 5 London boroughs and hope to continue to grow and provide excellent support to family carers for many years to come!



60% of our carers live in the London borough of Islington

Supporting Families Service

The Supporting Families team supports family carers in all aspects of their life. We do this through one-to-one support and groups and activities. Our aim is to empower family carers by equipping them with the information and confidence they need to access services they are entitled to. We create opportunities for family carers to take time for themselves through social activities, outings and coffee mornings.

We also support the work of two parents' forums, the Islington Parent Carer Forum and the Family Carers Action Group. Parents Forums provide another opportunity for carers to have their voice heard, which means their experiences and viewpoints shape the development of services in Islington.

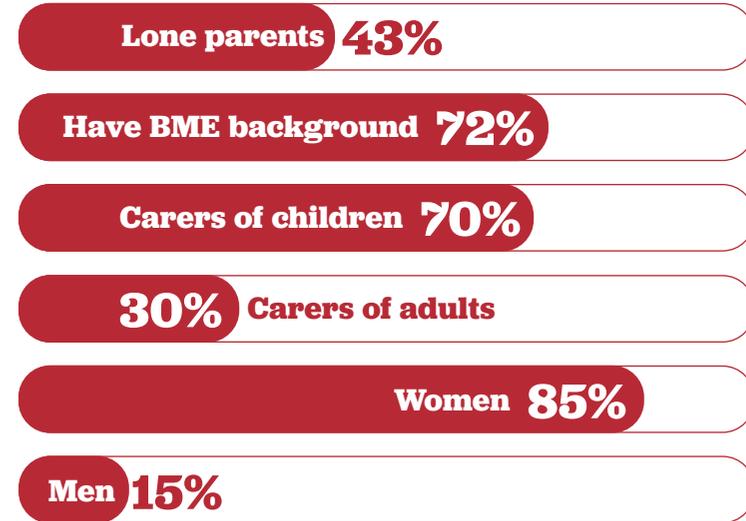
The past year has been challenging with the ongoing disruption and uncertainty caused by the Covid-19 pandemic and the increases in cost of living and gas and electricity prices our families face. However, we have successfully brought back in-person events for carers that want to socialise face-to-face, whilst maintaining an online offer for those who prefer to engage virtually. We are now offering appointments to carers in person and online and continue supporting carers through whatever communication method suits their needs best.

We have seen a huge increase in the need for our services, with an average of 20 new referrals a month, alongside providing support for families already on our database. This support includes advice relating to welfare benefits and grant eligibility, alongside carers' rights and entitlements relating to their cared for's diagnosis. We also now host the Waltham Forest and Enfield SENDIAS Services. These services provide support for families who care for children aged 0 - 25 with any special educational need within the boroughs of Waltham Forest and Enfield. This has brought 5 new staff members and a huge wealth of expertise to our service!



Centre 404 was started 70 years ago by family carers coming together to support other families. Therefore, family carers have very much stayed at the heart of what we do. We have coproduction with families at every stage of the decision-making process and are proud to have many long-serving and legacy family carers too, including those on the previous page, some of our founding members on the centre page spread and also many of our trustees and volunteers as recognised on the volunteer page.

Who are our carers?



Henna art sessions at our Parents Forum in Tower Hamlets

100% of surveyed carers have found Centre 404's services helpful

100% felt listened to in their interaction with Centre 404 staff



Family carers at our coffee morning in Islington

Events and Activities

In the last year we have run over 60 events for family carers, with almost 300 carers attending our events this year. We have continued to run events both in person and online, with some examples of these below.

Workshops include:

- Carers Rights
- Autism and Sensory Processing
- Autism and Puberty
- Planning for the future
- Help with bills
- Challenging Behaviour

Other Activities include:

- Outing to the The British Museum
- Outing to the local city farm
- Outing to Kew Gardens
- An introduction to mindfulness
- A talk for international women's day



9

social coffee mornings for all carers to take a break



21

online Yoga sessions, for all our carers!

6

meetings of the Male Carers Group, for men with caring responsibilities



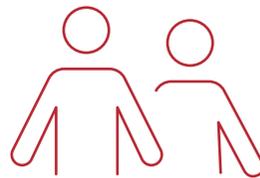
3

meetings of the IPCF, the Islington Parent Carer Forum



4

meetings of the Family Carers Action Group, for carers of adults in Islington



9

ASC for Tea morning meetings, for carers of people with Autistic Spectrum Condition

5

meetings of the Discovery House parents group



“

QUOTES FROM FAMILY CARERS:

“Very happy with Centre 404. if I have any issues, I know where to go. they make me comfortable, relaxed and less stressed.”

“I’m grateful for all the help that Supporting Families have given me, I don’t know where I would be without them.”

“It was good to talk about my feelings and see that other mums are going through the same things or similarly.”

“Being able to listen to others and being able to feel not so isolated.”

“Just to be able to open up with parents who are going through the same thing I am - I liked everything.”

“Centre 404 are great. Score 11/10. I would be lost without them.”

QUOTES FROM ENFIELD SENDIASS

“I would recommend this service to other parents. You answered my queries immediately and provided me with really useful signposting. You dealt with my queries in a very professional and understanding way. I was very happy with the service.”

“You have given me a much greater insight into the help that I can seek for my daughters. I’m really grateful.”

”



Family carers enjoying a funded outing to The British Museum



Supporting Families

📍 Islington

🕒 SERVICE USER FOR: 3 months

AGE: 39

SERVICE THEY USE: Supporting Families

Regiye is a lone parent, who recently has gone through the process of getting her three-year-old son, Adem a diagnosis of Autism Spectrum Condition with high needs.

Regiye requested support from our team at Centre 404 to get a Blue Badge for Adem. Previously, she attempted to complete the Blue Badge application herself and was denied it because they said he wasn't physically disabled. Our Supporting Families team then wrote a letter to the Blue Badge team asking for an appeal of the decision.

With the expertise and knowledge of our dedicated team, we were successful in appealing the decision and Regiye has now received the Blue Badge for Adem. She was overjoyed as this will ensure that their family is able to find and access the specialised support that they need.

"I needed help with the Blue Badge team at the council and [my caseworker] gave me a call and had a long conversation to make sure she had all information needed. She was so polite and nice so I felt comfortable the whole time talking with her, Because of her help we were finally awarded a blue badge after 6 months of trying for my son. She also helped me with my finances and because of her great knowledge I found out that the government owed me money and I was able to pay off my debt which was such a weight lifted off of my shoulders. I Finally had one less thing to worry about.

I am so thankful to [my caseworker] and she is definitely the person to speak to if I ever needed advice again. These two things that she did for myself and my son they have made such a massive difference in our lives for the better. I am so grateful to [my caseworker] that if I ever see her in person I would give her the biggest hug. Again, Thank you so much." - Regiye



“ 404 Supporting Families team has been so lovely and helpful.



Income Maximisation

📍 Islington

🕒 SERVICE USER FOR: 1 year

AGE: 45

ACTIVITIES WITH CENTRE 404: Income Maximisation, Grant Support and Coffee Mornings

Regina first came to our service during the pandemic when her son, Nile, was diagnosed with Down Syndrome when he was just 1 year old. She was an isolated lone parent and was struggling with financial difficulties.

Centre 404's Families team helped Regina by explaining how she could maximise her income, and supported her in successfully applying for a grant to enable her to purchase essential household items as she was no longer able to work due to her extensive caring responsibilities.

Since then, Regina has regularly attended our Coffee Morning, and it has been lovely to see her find her feet, make valuable friendships and become a welcomed part of the Centre 404 community.

In Regina's own words "My name is Regina and I have a son who has Down Syndrome and is now 2 years old. When Nile was 1 years old, a friend of mine introduced me to Centre 404. I was scared, I never knew what to say and my friend said to me Regina, call them, they will be able to help you. So, I called, and a lady answered and passed me through to [my now caseworker]. We spoke on the phone for quite some time, and I am so glad I called because she talked to me like she has known me for a long time. She made me feel like there is someone I can always talk to. Since then, Centre 404 has been inviting me into online coffee mornings which is very nice to meet different parents and to share experiences as well. And for the first time, I went to Centre 404 building 2 weeks ago and the welcoming was so lovely, the staff were so nice and friendly. Nile is 2 years old, and I am hoping to continue to use Centre 404 when Nile will be in his teenager years."



“ Thank you so much Centre 404 for what you are doing for parents and carers.





4

Volunteers and Administrative Support

173

Total number of people volunteering in 2021/22

138

current volunteers

28%

of which have a learning disability



Jean Wilson
FAMILY CARER AND
FORMER CHAIR
⌚ 50+ years

Phil Heycock
FORMER TRUSTEE
⌚ 40 years

Tara Wilson
TRUSTEE,
FUNDRAISER AND
BUILDING COMMITTEE
⌚ 20 years

Savaas
SERVICE USER, GARDEN
GROUP AND EVENTS
VOLUNTEES
⌚ 20 years

Paul Formosa
CHAIR, VOLUNTEER AND
FAMILY CARER
⌚ 15 years

Angela Bowyer
INDEPENDENT LIVING
BEFRIENDER
⌚ 12 years

Ashley
SERVICE USER
GARDEN GROUP
⌚ 10 years

Norman Wilson
HOUSING COMMITTEE FOR
10 YEARS AND GARDEN
VOLUNTEER
⌚ 50+ years

Susan Pearson
TRUSTEE AND
BUILDING COMMITTEE
⌚ 21 years

Rachel Dixon
FAMILY CARER AND
FAMILY COMMITTEE
⌚ 20 years

Linda
CEO, STAFF CENTRAL
⌚ 19 years

Irene
FINANCE ADMINISTRATOR,
STAFF CENTRAL
⌚ 17 years

Emilios
SERVICE USER, GARDEN
GROUP, RECEPTION AND
FRIDAY NIGHT SOCIAL
VOLUNTEER
⌚ 15 years

Ian
SERVICE USER
GARDEN GROUP
⌚ 10 years



Volunteering with Centre 404

A huge focus and achievement for this year has been to continue to grow our volunteer offer for our service users. We have successfully re-established and increased the users within our coproduction focused projects, such as our Have Your Say Group and our Recruitment Panel Volunteers who assist in second interviews for Support Workers.

We have continued the successful Receptionist Volunteer work experience placements, available to 3 of our service users and have also opened new opportunities such as admin roles with our Heritage Project; scanning and preserving archived documents and photographs. Our service user volunteer offer has also increased and diversified within clubs and groups including our newly relaunched Friday Night Social.

We have also been strengthening our links with corporate volunteer groups and fundraisers. For example we have recently hosted a corporate gardening volunteer day for a group of 20 volunteers from Metro Bank who have transformed the outdoor space at the home for 19 of our Independent Living tenants. We have also been approached by groups from eBay and Aviva and will be focusing on further promoting and strengthening these corporate relationships over the next year. It was also a great year for volunteer fundraising, with the Volunteer & Communications and Fundraising staff collaborating with each other with excellent results. We have had a total of 5 fundraising events with 49 participants, including a sponsored walk that our service users participated in.

We have also developed an important new partnership with Professionals UK who help to place skilled vocational Erasmus students from European countries on 5-12 week placements on full-time hours. We have placed 2 so far with a further 5 set to start soon within our Independent Living Projects. These have been hugely successful in both providing the young people with the lived experience they need to succeed in their chosen profession, as well as providing additional support and a wonderful youthful energy and enthusiasm to our projects and service users.



Laia, one of our Erasmus students, supporting at our Safeguarding Unwise Friendship Group coffee morning event



Centre 404 was started by volunteers in 1951, with families coming together to support other families. It was volunteer led right up until the mid-1990s when our services and staff teams began to expand. Without the selfless giving of time and resources by our volunteer community then Centre 404 would not be where it is today, which in our 70th year is continuously expanding vital, quality services, operating within 7 London Boroughs and supporting over 2000 people.

The longevity of the commitment of volunteers to our community at Centre 404 is perhaps most well illustrated by the length of service of some of our volunteers, as shown in the photos and infographics on the previous page. This is most notable for our President Jean Willson OBE who is a family carer and has been a champion of Centre 404 as well as three times Chair of Trustees for over 50 years. We had a wonderful celebration for Jean in November 2021 to honour her years of service and her stepping down as chair for the final time and handing the baton to then Vice-Chair Paul Formosa. It was a wonderful event, which both celebrated Jean and Centre 404 but also many of our legacy members that attended.

We had a similar atmosphere at our Legacy Member Photoshoot for the front cover of this edition of the annual review, with many volunteers, service users and staff being celebrated in a rare face-to-face reunion event. It is testament to the quality of our services how many members of our community have been with us for 10, 20, 30 and even 50 years!



Joseph, Toni and Jackie pictured at the legacy photoshoot in 2022



Daniella, our amazing London Marathon runner



Ashley, Jennis and Ian from our weekly Garden Group



Jackie and Linda in 2021 at Jean's celebration event



June volunteering at the Friday Night Social in 1997



Corporate volunteers from the Metro Bank who helped to transform the Leigh Road garden

5 fundraising events

49 Fundraisers	London Marathon	Hackney 1/2 Marathon	ASICS 10K Run	Sponsored Walkers	Hair Cutting fundraiser
49	1	5	1	41	1

CASE STUDY

Volunteer

📍 Islington

★ ROLE AT CENTRE 404: Support Worker

🕒 VOLUNTEERING SINCE: November 2021

Jade started volunteering in November 2021 after applying for Support Work and being suggested to start as a volunteer to build her experience and confidence. She was then successfully recruited as a Support Worker in March 2022.

Jade described how she felt; “I was over the moon” and how people made the transition and application accessible for her. Jade has a learning disability herself and explained that working here gives her more confidence. I could do hair and make up but I wouldn’t feel as confident and comfortable as I do here. I understand people here and no matter what disability and special needs you got, you can do anything in life.”

1. What is your main reason for volunteering? “I was so interested in working here and had past experience in a play centre. Normally when I do interviews I get a bit nervous and sometimes they reject me. But when they interviewed me here they made it clear that they did want me to work for you.”

2. What do you enjoy most about volunteering? “Arts and crafts activities, going out to leisure activities and parks, and keeping people on their feet and active. Being there for someone to talk to or play with when they need us.”

3. Have you learnt any useful skill as a result of your volunteering that helped you then start working? Learning about different needs and understanding what people want even if they are non-verbal. Understanding different ways of communicating, learning some sign language (Makaton). I think the easy read sheets that they have for the service users are really useful and informative.



4. What difference do you feel you make to others as a result of your volunteering? I’m still young so I join in the activities and have fun, and shadow others making sure everyone is safe. I likes to bond with everyone in the group and I have brought in some of my own things from home like a hairdressing station for the service users to enjoy.”

“*Sometimes it’s hard to get somewhere, but volunteering gets you a long way to where you want to get to. If I didn’t do that then I would probably still be looking for work, so I’m glad I done that.*”

JADE



CASE STUDY

Volunteer

📍 Tower Hamlets

★ ROLE AT CENTRE 404: Child Group Activities Volunteer

🕒 VOLUNTEERING SINCE: 2021

AI has been a service user with Discovery House in Tower Hamlets since he was just 11 years old. AI enjoyed his time at this project (which Centre 404 took over in early 2021) so much that he was upset when the provision had to end for him when he turned 18.

The staff worked together with AI and his Mum and the Volunteer Coordinator at Centre 404 to enable him to rejoin in 2021 but as a volunteer. AI is autistic and has been allocated to support a young non-verbal child; a relationship that has been very positive for both of them. Centre 404 is dedicated to continuing to provide and expand on volunteer opportunities for people with learning disabilities and/or Autism. We know how vital volunteer opportunities are both for helping people into paid work if that’s something they want to pursue but also for further developing personal and professional skills. It is especially valuable when these volunteers are recruited from within our own service users, as we are able to be part of their ongoing journey into independence.

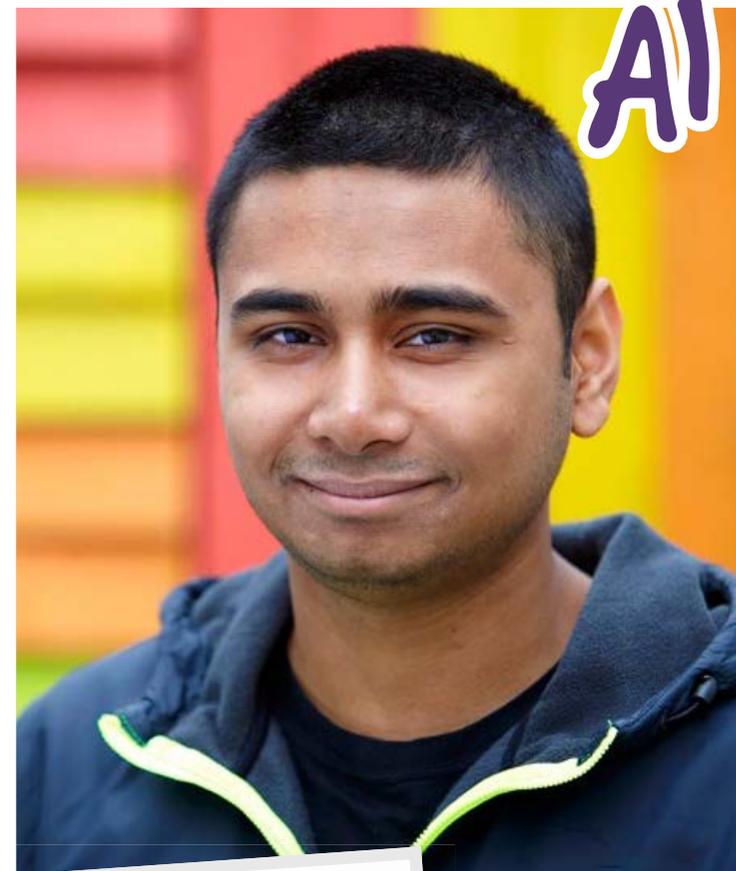
1. What is your main reason for volunteering? “I am happy to look after children”

2. What do you enjoy most about volunteering? “Washing plates and looking after children”

3. Have you learnt any useful skill as a result of your volunteering? “Being organised”

4. What difference do you feel you make to others as a result of your volunteering? “Contribute to change of children’s behaviour”

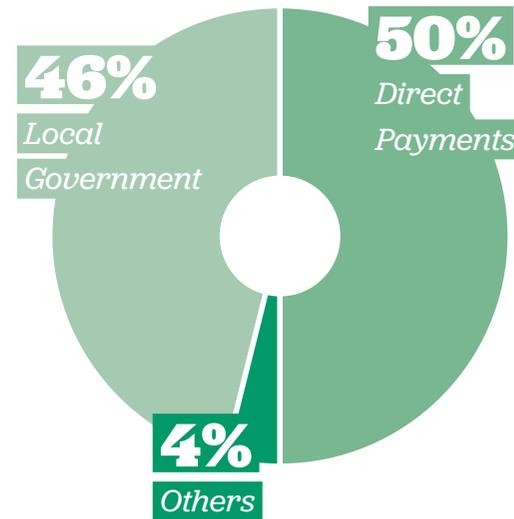
5. Why did you want to come back to volunteer? “To see my favourite staff, my friends among the young people and to help the children”



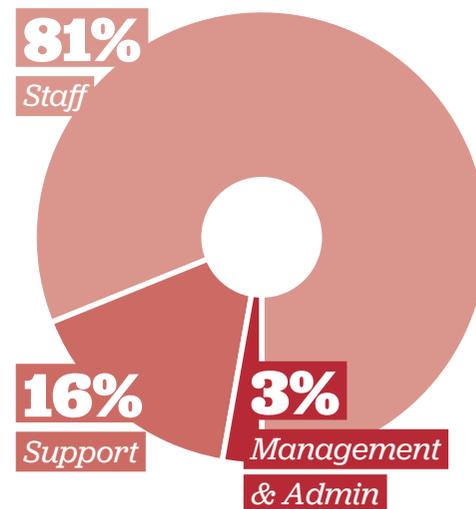
Money Counts

Independent Living and Housing Related Support Services

+ Where the money comes from		
DESCRIPTION	VALUE	%
Local Government	£2,219,104	46%
Direct Payments and Spot Contract	£2,408,047	50%
Others	£168,636	4%
TOTAL	£4,795,787	100%

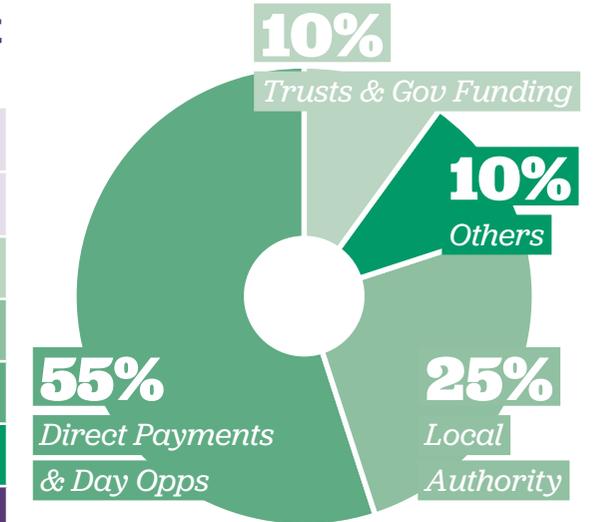


- How the money is spent		
DESCRIPTION	VALUE	%
Staff	£3,753,069	81%
Support	£719,368	16%
Management and Administration	£90,408	3%
TOTAL	£4,562,845	100%

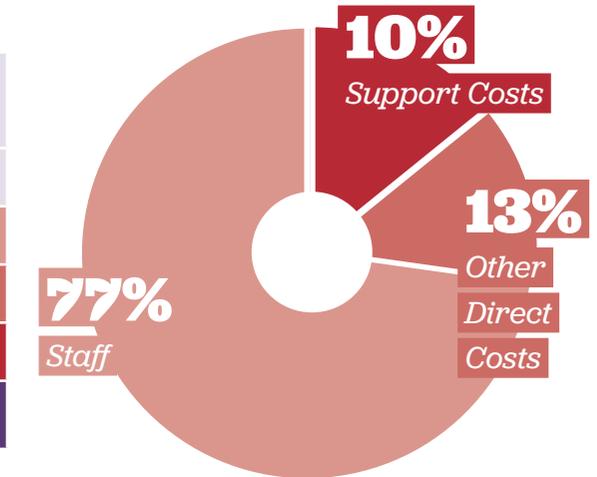


Learning & Leisure and Family Support

+ Where the money comes from		
Description	VALUE	%
Trusts & Government Funding	£190,415	10%
Local Authority	£480,766	25%
Direct Payments & Day Opps	£1,030,244	55%
Others	£186,452	10%
TOTAL	£1,887,877	100%



- How the money is spent		
Description	VALUE	%
Staff	£1,461,031	77%
Other Direct Costs	£246,922	13%
Support Costs	£179,924	10%
TOTAL	£1,887,877	100%



MESSAGE FROM THE TREASURER: DEREK WEIST

Centre 404 continue to adopt a prudent financial policy. This has allowed us to cope with the uncertainties arising from Covid 19 and the general economic and political situation over the last few years. During this time we have actually managed to expand our services, providing more support for our service users and their families. Our financial reserves remain strong, allowing us to plan confidently for further growth.

A word from our Chair

This will be my first year as Chair of Centre 404. I have been involved with the organisation for 15 years as a parent carer, volunteer and trustee. Having used our services, I can attest to what an invaluable role we play in people's lives.



Therefore, I am now proud to be taking up this responsible and key role. Even though I have been around for this length of time, as Chair, I am learning even more about the great work we do across all our services and activities and the complexity and dedication it takes to keep Centre 404 thriving.

I am also very aware I am stepping into the formidable shoes of our long-serving and much respected outgoing Chair, Jean Willson OBE. Jean and our CEO Linda had a very successful partnership, and I am committed to continuing this successful working relationship with Linda in the future. I am also pleased to confirm that Jean has been named President of Centre 404. This new role recognises Jean's long-term involvement and dedication, and we look forward to continuing working with her in this role. It is also a sign of the stature of our organisation, which has gone from strength-to-strength year after year.

As someone who has in the past utilised the services of Centre 404, I am proud that I can contribute my expertise and experience to the direction and overall governance of the charity. Indeed, I am so happy to be working with our very talented and committed current board of trustees, who bring a mixture of lived and professional experience.

Therefore, I feel it is fitting that in this 70th anniversary year, I acknowledge how we have kept the long-running and core values of mutual aid, self-help and community involvement through our board representation as well as in other networks, forums and groups across Centre 404. Long may we continue. I also hope you enjoy the references throughout this annual review to long serving staff members, people who use our services, family carers, friends and volunteers. It is our tribute to them and shows that they are at the heart of us being a sustainable and thriving community.

Looking back over the past 12 months, it is at the forefront of my mind how much staff and volunteers came together in yet another year of the pandemic. People's commitment and approach demonstrated the organisation's ability to adapt and improvise in order to keep running vital services within a restricted environment of lockdowns, social distancing and additional stringent health and safety guidelines. I would like to therefore extend my heartfelt gratitude to all the staff and volunteers who have worked tirelessly in sometimes difficult circumstances and acknowledge the stewardship of Linda, our CEO, and the trustees for steering a successful course through this challenging period. **Paul Formosa Chair, PhD**

Thank you!

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



Some of our runners at the finishing line of the Hackney Half Marathon 2021

Thank You Funders

LB Haringey; LB Islington; LB Camden; LB Enfield; LB Hackney, BBC Children in Need, Jack Petchey, DfE - Holiday activities and food programme, Young Camden Foundation, Cripplegate Foundation, Islington Giving, Department for Education, Richard Cloudesley, Campden Hampstead Wells Trust, Contact Funding the IPCF, Islington Council (FCAG), Direct Payments / personal budgets.

Accreditors



Phase 3 Funders



Training Partnership



Thank You Community Partners:

Edible Landscapes; Drumunity; Harca & Teviot Community Centre; Pulse Sports Group, Sobell Leisure, BBC Children in Need, Jack Petchey, DfE - Holiday activities and food programme, Tender Charity, MahaDevi Yoga Centre, Derwent London, Felix Project, Islington Police, Pulse Sports, Yoga Centre, Derwent London, all our volunteers (including those contributing to the work of our parents' forums), City lit College, Artbox London, Access all Areas, Homes For Haringey, Cancer Research, Haringey Adult Learning Service, Pedal Power, Peabody, Solutions, Claxton House Community Centre, Freightliners City Farm, Arsenal Hub, Person Centred Day opportunities (PCDO), DALO, ILDP, King Henry's walk, Enable, Sobell Centre, Better, Dandelion Dance, Mencap, Rowan's Tenpin Bowling, Lordship Hub, Dial-a-ride.

We would also like to thank the community fundraisers and volunteers who have given their time to help Centre 404.

Finally big thank you to Josie (right), our Communications Coordinator, for project managing this special anniversary edition.

Also, big thanks to Tim at Pinup Design for assisting with the design and layout.





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