



Impact Report

2023/2024



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Introduction



Tracy Seymour,
Interim CEO

At Centre 404, we are committed to transforming the lives of individuals with learning disabilities and/or autism, as well as their families. Our services are as diverse as the people we support, tailored to meet their unique needs. We listen closely to ensure they receive the right support at the right time, enhancing their well-being, safeguarding them from harm, and providing access to essential resources.

This impact report outlines our activities over the past year, demonstrating how we have consistently supported individuals through a person-centred approach. We strive to provide families with the advice they need and foster a society of inclusivity and support for everyone with learning disabilities and/or autism.

In the ever-challenging environment we operate in, we have remained agile and responsive to the evolving needs of our community. We have also prioritised cost-effectiveness and sustainability, ensuring that our services remain accessible without compromising on quality. Our commitment to continuous improvement is reflected in our staff training, particularly in Positive Behaviour Support (PBS), which equips our team with the tools to deliver compassionate and effective care.

This report details the progress of our 5-year strategy, highlighting significant strides in strengthening our governance. We have recruited new board members and enhanced our reporting process to the board, ensuring more robust oversight and strategic direction for our organisation. The expansion of our services across children and young people, adults and families has broadened choice and access for those we support.

'This report details the progress of our 5-year strategy, highlighting significant strides in strengthening our governance.'

The establishment of an internal Equality, Diversity and Inclusion (EDI) working group, comprised of staff from across the charity, ensures all voices are heard and promotes an inclusive work environment. This enhances our ability to support individuals with learning disabilities and/or autism and their family carers, leading to more impactful outcomes. Our service users' Have Your Say Group has been enriched by new members, amplifying their voices and ensuring the people we support are central to the development of our work. We are proud that we are now accredited as a 'Great Place To Work' organisation.

We are grateful for the hard work and dedication of our staff, volunteers, trustees, and the generosity of our loyal supporters. Your commitment—through time, advocacy, or financial contributions—makes a tangible difference in the lives of those we support. The case studies in this report highlight the wide-ranging impact of our work. Every individual deserves to live a fulfilling and happy life—one where they can build relationships, pursue education, and feel confident about themselves and their future. Together, we are a powerful community, and we will continue building a brighter, more inclusive future for all individuals with learning disabilities and autism.



Ten year anniversary of Leigh Road, one of our supported living accommodations



Introduction
Paul Formosa,
Chair of Trustees

I hope you enjoy reading this impact report and I am sure the stories of our success will come as no surprise to you.

We have some incredible people at a charity which serves as the heart centre (hence the 'Centre' in Centre 404) for so many of us in a society where disabled people and associates still face discrimination and barriers. It can be exhausting and near soul destroying: that is why 404's existence and value should not be underestimated.

One of the great pleasures of being Chair has been the opportunity to have oversight of the work our nearly 350 staff are doing and understand why we have the incredible impact we do. Again, and again I see how well things work, based on the responsibility and care people

bring. It's great being awestruck by the people around me and its certainly made my role a touch easier.

As I come to the end of my three-year term as Chair, I am fully confident that we are ready for a new era and that I have successfully served as a bridge between our irreplaceable Chair Jean Willson who had served for 16 years, and our incoming Chair Maggie Elliot, who I have every confidence in. We will also have Sean McLaughlin serving as Vice-Chair (both of whom would be considered 'star signings' in football!). In this time, we have created and worked to a well-defined strategic plan, we bolstered and refreshed our culture and practices of governance, and we have promoted new senior leaders which adds so much strength to our executive and strategic capacity.

Our finances have remained steady despite challenges and that is thanks to my co-host of quiz night, Treasurer Derek Weist, who I am excited will be remaining in his role also. Please do not be in any doubt that this coming year will be even better than the last. Thank you.



Service users'
Have Your
Say Group



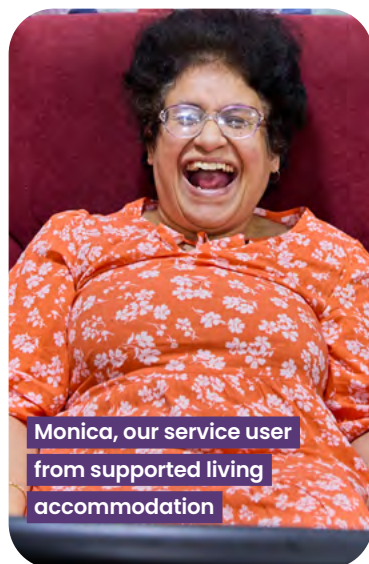
Javed Bhunnoo, Head of
Quality and Training, Positive
Behaviour Support Coach &
Functional Assessor



Equality, Diversity and Inclusion
Working Group (EDI) meeting



William Amarteifio,
Positive Behavior
Support & Autism Lead

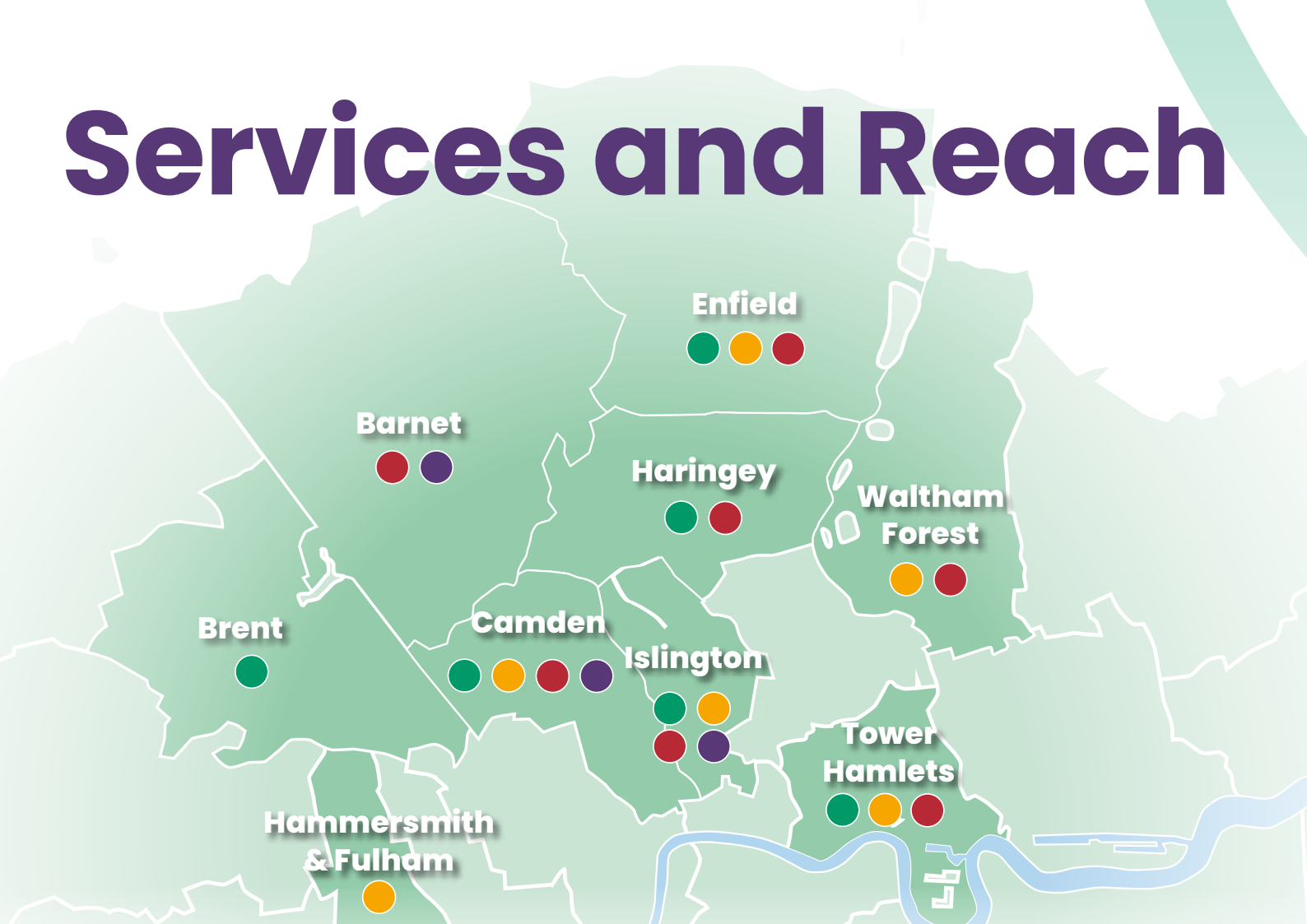


Monica, our service user
from supported living
accommodation



Our People

Services and Reach



	Adults	Children and Young People	Family Carers	Specialist Services
Barnet			●	●
Brent	●			
Camden	●	●	●	●
Enfield	●	●	●	
Hammersmith & Fulham		●		
Haringey	●		●	
Islington	●	●	●	●
Tower Hamlets	●	●	●	
Waltham Forest		●	●	

Total Number Service Users

3,828



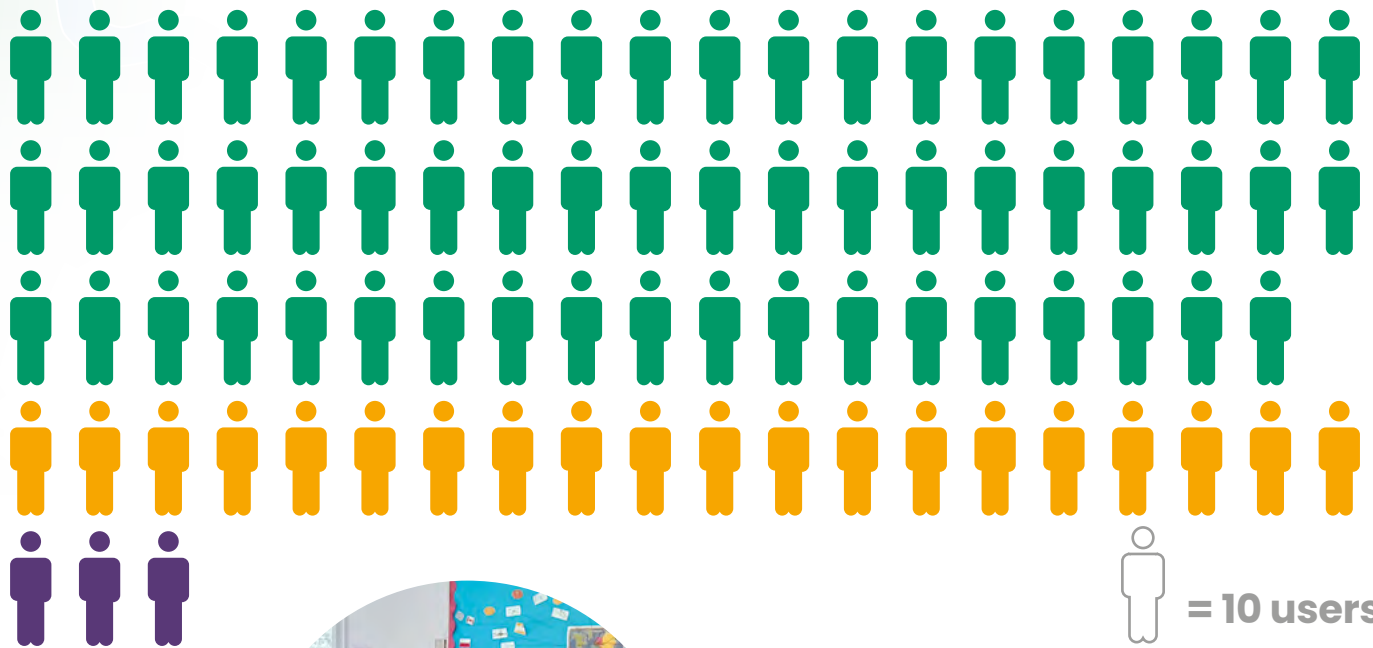
Which would fill up 44 London buses

Children & Young People
201
Service Users



Adult Support
588
Service Users

Positive Behaviour Support (PBS)
34
Service Users



Family Carers



3,005

Total Referrals



Adult Support

Work in Numbers



'The staff are so welcoming and friendly, and they are always receptive to communication regarding my daughter's care and support.'

'Life would be very difficult for him if he did not have help from his support workers.'

Parent Carers

Community Support and Outreach

Community Support Services offer a broad range of support to adults living in Islington and Camden, helping them to access their communities and integrate into society in a meaningful way.

Our aim is to meet individual needs through personalised and bespoke services.

- Camden Floating Support North and South Localities
- Islington Outreach

Total Service Users

141

Total New Service Users

32

Total Support Hours

69,940

Personal Support Worker Finding and Matching Service

It offers a wide range of person-centred support and services to people with a learning disability or autism, who have a Personal Budget. We aim to match the service user with a support worker who has similar interests and is both skilled and friendly.

We provide support wherever it is needed—be it at home, in the community, or places like college and work. This includes employing and managing staff on your behalf, carrying out DBS and reference checks to ensure statutory compliance, as well as supervising staff and managing payroll.

Total Service Users

61

Total New Service Users

4

Total Support Hours

19,416

Supported Living

In the Independent Living and Specialist Services team, we support people with high and complex needs within our supported living schemes in Islington and Brent and through our PBS outreach services in Camden, Islington and Haringey.

- Kiver Road
- Kendal House
- Harrowdene Road (2 houses)
- Anson Road
- Leigh Road
- Vivian Comma Close
- Tollington Way
- Mildmay Avenue
- Dingley Road

Total Service Users

72

Total New Service Users

22

Total Support Hours

220,844

Adult Groups and Activities

The primary aim of our service is to deliver social and educational activities for adults with learning or physical disabilities.

Our weekly activities are specifically designed to focus on socialising, promoting fun and enhancing overall well-being.

- Day Opportunities
- Warm and Welcome Wednesday
- Young Adults Group
- Friday Night Social
- Happy Tuesday

Total Service Users

314

Total New Service Users

42

Total Support Hours

49,695



Debbie's Story

Supported Living

Location: Anson Road
Service user for: 13 years
Age: 51



Debbie, who has profound learning disabilities, and a rare condition called CH4, moved to Anson Road 13 years ago after being cared for by her family. Her condition weakens her muscles and causes frequent jaw dislocations, making daily life challenging.

When Debbie first arrived, she was fragile and depressed. Centre 404's dedicated team provided extensive support, helping with physiotherapy, personal care, and meals, while maintaining her wheelchair and handling equipment. Specialists from UCLH, initially sceptical about her prognosis, noted her remarkable improvement thanks to the exceptional care she received.

Centre 404 enriches Debbie's life with activities like theatre visits, beach trips, and garden outings. Despite her condition's gradual deterioration, Debbie's well-being improved significantly; she no longer needs antidepressants and enjoys a better quality of life. Debbie's sister Angie expressed immense gratitude for the tremendous support Debbie has received. Debbie's story is a testament to the transformative power of compassionate care and community support.



Peter's Story

Community Support Services

Location: Mildmay Avenue
Service user for: 9 years
Age: 80



Peter had a challenging summer in 2023, first falling ill with Covid and then losing his eyesight due to cataracts. After weeks in hospital and a subsequent fall at home, he had to be readmitted.

Centre 404 and Islington Learning Disability Partnership (ILDPP) worked together to secure a date for his eye surgery, which was delayed by almost two months. Despite this, Peter remained positive, and the surgery in early October was a success, restoring his vision. With his eyesight better than ever, Peter quickly regained his independence. He no longer requires additional support and said a heartfelt goodbye to his carers, Samuel and Robert.

Peter has resumed his daily routine and restarted his weekly trips to the post office and shops, enjoying his newspapers and chats with friends. Peter's family has also seen positive changes. He renewed contact with his brother, visiting him in his care home in February. In March and April, the brothers celebrated each other's birthdays together, marking a happy reunion.



George's Story

Adult Groups and Activities

Location: Islington
Services used: Warm and Welcome Wednesday, Friday Night Social, Young Adults Group
Service user for: 2 years **Age:** 31



George, who faces communication challenges and struggles with healthy eating, has made great progress with Centre 404's support.

By introducing fruit at the tuck shop, George now consistently chooses healthier options over crisps. He enjoys socialising at the 'Warm and Welcome Club' and the 'Friday Night Social', even bringing new friends along. George has become more confident, asking fewer repetitive questions and feeling secure at Centre 404.

He can now travel independently by cab, with support from staff for his arrivals and departures. His improved decision-making, social skills, and increased independence highlight his significant progress and growth. The support from Centre 404 has helped George mature and gain independence, enhancing his overall well-being.



Rebekah's Story

Personal Supporting Worker Finding and Matching Service (PSWFMS)

Location: Barnet
Service user for: 8 months
Age: 37



In July 2022, Rebekah moved from a residential home to living at home, initially supported by a familiar key worker.

Following her sister's recommendation, Rebekah's mother consulted Centre 404's Manager, who suggested a team of key workers tailored to Rebekah's specific needs. Since January, Centre 404's staff have been supporting Rebekah, bringing new energy and strengths to her daily life. This approach has significantly reduced Rebekah's anxiety and improved her overall well-being. Her mum is highly impressed with the professionalism and commitment of Centre 404's staff, noting substantial positive changes in Rebekah's quality of life.

'Excellent service, fantastic staff. I love it a lot, more independent, much happier, much more positive, I think it's perfect.'

Rebekah

Specialist Services

Work in Numbers



Positive Behaviour Support

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

End-of-life Care

We collaborate closely with families and service users to positively impact the experience of death, dying, and bereavement for people with learning disabilities and/or autism. People with learning disabilities often have additional needs in palliative and end-of-life care. Understanding and addressing these needs when providing care can enhance their quality of life and ensure they receive person-centred care.

Total Service Users

34

Total Support Hours



40,376

Dementia

At Centre 404, we have supported a number of service users who went on to develop dementia. Through our work with these individuals, we have gained valuable experience and lessons in best practices and steps that are needed to ensure a better quality of life for a person with learning disabilities who goes on to develop dementia.



Samira's Story

Haringey Opportunities Project (HOP)



Location: Haringey

Service user for: 3 years

Age: 31

Samira, who is non-verbal, faced significant challenges expressing her needs and often required medication for her behavioural challenge.

Upon joining Centre 404, she initially refused to participate in activities or socialise. The staff at Centre 404 adopted a tailored approach, using one-on-one communication to avoid overwhelming her. They spent time understanding Samira's stress factors and preferences, creating personalised activities and establishing effective communication methods. The team used positive reinforcement, humour and a calm, respectful manner to support her.

Over the past year, Samira has become more confident, engaged, and empowered, participating in various activities such as bowling, cycling, and swimming. Her medication usage has drastically reduced, now only required once every couple of months compared to daily in 2021. Samira's family is very pleased with the positive changes in her behaviour and overall well-being, appreciating the professionalism and dedication of the Centre 404 staff.



Richard, a resident at Leigh Road since 2014, faced significant challenges after being diagnosed with Alzheimer's Dementia in 2020, leading to a decline in his health and frequent hospital admissions.

Centre 404 staff collaborated with health professionals and his family to stabilise his health, drastically reducing hospital visits and infections. Over the past year, Richard has benefited from the consistent support of well-trained staff at Centre 404.

His health has improved, and he is gradually re-engaging with the community through familiar activities like walks, pub visits and dementia friendly events. Richard's family is very pleased with the care he receives, particularly the effective management of his diabetes and diet, and the consistent, dedicated support from the Centre 404 team.



Richard's Story

Alzheimer's Dementia

Location: Islington

Service used: Leigh Road

Service user for: 10 years

Age: 55

Children and Young People Work in Numbers



'My son loves his weekend/ week block placements at Centre 404, it gives him the opportunity to be himself.'

'All was good. I'm very happy with Centre 404. The best place for my autistic son.'

'Staff were trained to work with children with disabilities, they knew what to do. I knew my son was safe and happy there. There were other children from his school there, he knew them so he felt comfortable.'

'My child has autism with associated behaviour needs. Centre 404 was a place that could give us a little break from her. We have other people with needs in our care as well and the summer holidays lack the structure of school that keep our child regulated.'

Parent Carers

Short Breaks Overnight Stay

Our specialist residential short breaks service caters to young people with autism, aged between 6-17 years, and is rated 'Good' by Ofsted. Our primary goal is to provide parents and carers with a planned respite from their caregiving duties and to offer children and young people (CYP) fun and engaging activities. We provide overnight stays during weekends and school holidays.

Additionally, we run three after-school club sessions during term time on Tuesday, Wednesday, and Thursday. Our facility includes five bedrooms, and we offer a wide variety of both indoor and outdoor activities. We thrive on engaging, enabling and empowering our service users to acquire independent living skills during their placements.



Outreach

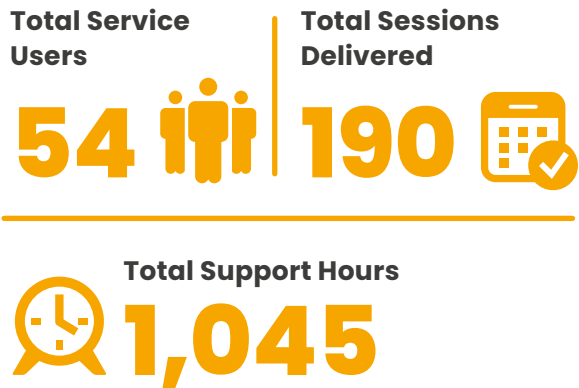
Based on the needs and goals of the service user, we can support them with activities such as life skills training and fun, engaging activities on a 1:1 basis. We aim to match support workers with the hobbies and interests of the individuals we serve.

- Islington
- Enfield
- Hammersmith and Fulham
- Camden Home based and Community support



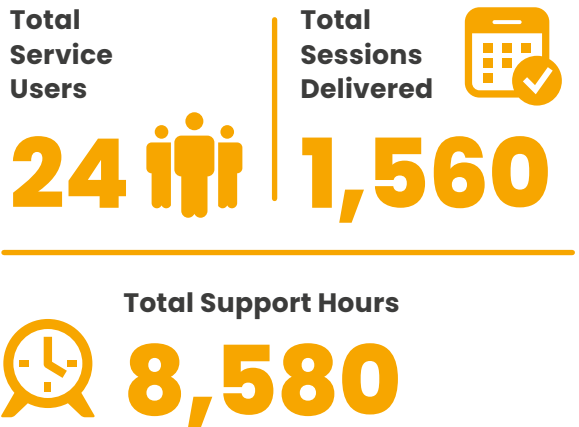
After-School Clubs

We offer a variety of group activities for children and young people with learning disabilities and autism, emphasising the development of communication, confidence, and self-esteem. Additionally, we focus on building and maintaining key relationships through inclusive, fun and engaging activities.



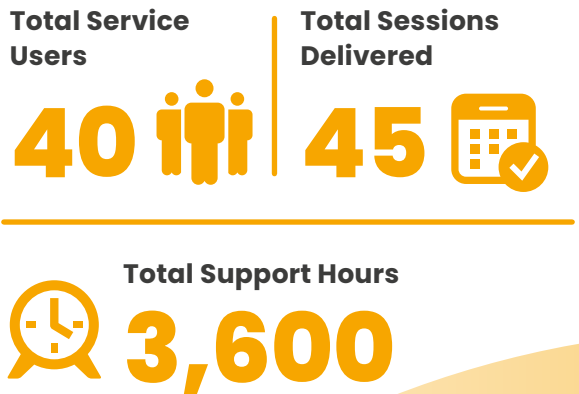
Playscheme

We deliver holiday playschemes during all school holidays for 8-17-year-olds in Islington and Enfield. Our playchemes are inclusive for those with a learning disability and/or autism. Activities are community-based.



Holiday activities & food programme

The holiday activities and food (HAF) programme provides healthy meals and enriching activities to children who receive free school meals, benefiting their health, wellbeing and learning.





Abdur was initially at risk of moving to residential or foster care. However, in November 2023, he began attending Centre 404's After-School Club through an expedited referral.

His transition involved gradual steps, including overnight and full weekend stays. Consistently supported by the same staff, Abdur's independence and communication skills have improved, and his obsessive fixation on door fobs and keys has diminished. He now seeks warmth and care from the staff.

Over the past year, Abdur has settled well, enjoys his time at the centre, regulates his emotions better and has shown no behaviours of challenge. Consequently, he is no longer at risk of moving to residential care and has been removed from the child protection plan.

Abdur's Story

Short Breaks Overnight Stay

Location: Discovery House

Service user for: 9 months

Age: 10



Keiran, who has a diagnosis of absence seizures, dyslexia, diabetes, and chronic asthma, faced behavioural challenges and struggled to follow instructions when he joined Centre 404.

With support from the After-School Clubs, he has made significant progress. He can now express his emotions, communicate effectively, and follow instructions with minimal encouragement. Keiran attends the Youth Group weekly, has made lasting friendships, and enjoys discussing his interests with staff. He particularly loves bowling and is skilled at getting strikes.

Keiran is happy during sessions, responds well to praise, and enjoys volunteering in the kitchen, helping with snacks and occasionally preparing healthy meals. These activities promote his life skills and make him feel valued.



Kieran's Story

After-School Clubs

Location: Islington

Service used: Youth Group

Service user for: 7 years

Age: 12

Since **Yaqub** was diagnosed with autistic spectrum condition (ASC) in 2016, he has faced challenges with social communication, interaction, attention span, and noise sensitivity.



Since attending Centre 404's playscheme in 2021, he has benefited from activities such as 'Go Ape', park visits, and swimming, which have significantly boosted his confidence, social skills and ability to focus.

Over the past year, Yaqub has shown notable improvement in task engagement and social interactions, as well as enjoying group activities and building relationships. His family greatly appreciates the positive impact of the playscheme, which provides valuable support and respite.



Yaqub's Story

Playscheme

Location: Islington

Service user for: 3 years

Age: 11



Taran's Story

Outreach

Location: Islington

Service user for: 2 years

Age: 12



Taran who was diagnosed with autism spectrum disorder (ASD), communication disorder, developmental delay, sound sensitivity, and attention challenges, joined Centre 404 in 2022.

He initially attended the Junior After-School Club and the Islington Playscheme and now receives weekly outreach support. Taran enjoys using the sensory room, making music and engaging in arts and crafts. His communication and social skills have greatly improved; he can now use full sentences and answer questions with support.

He has built a strong rapport with his support worker, confidently explores his interests and has improved his listening skills.

Overall, Taran has made significant strides in communication, social interaction and focus.



.....
'We wanted to take a moment to express our heartfelt thanks for your invaluable guidance, which played a crucial role in our successful meeting today. Your continuous support and insightful advice throughout this process have been truly remarkable, and we are profoundly grateful.'

Family Carers

Family Carers

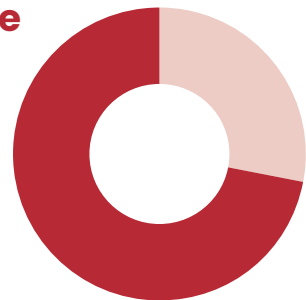
Work in Numbers

Total referrals

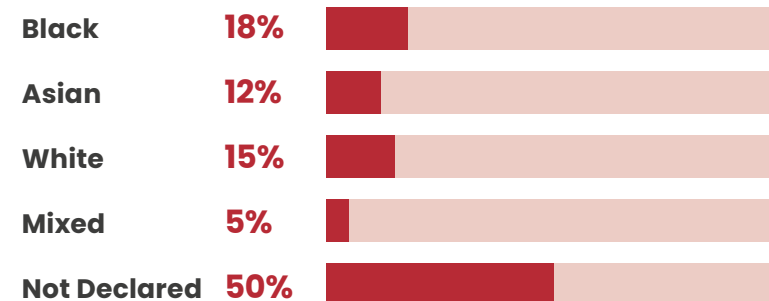
3,005

Gender percentage

Female
71.74%
 Male
27.63%



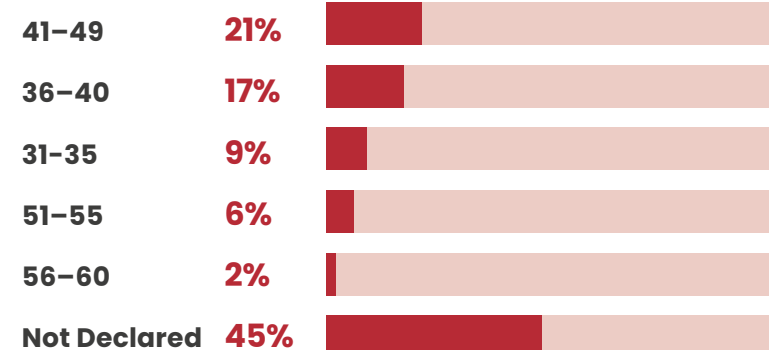
Ethnicity



Our approach

1. Identifying support needs
2. Providing information and resources
3. Emotional support & impartial exploration of options
4. Practical support
5. Encouraging self-advocacy

Age



SENDIASS

Work in Numbers

The Special Educational Needs and Disabilities Information Advice and Support Services (SENDIASS) strives to help parents/carers, children and young people and professional staff to work together to provide the best possible support to children and young people with Special Educational Needs and Disability (SEND).

Enfield

Total referrals

1,497

Total number of cases delivered by the service

184

Gender percentage

Female **77%**
 Male **20%**
 Unknown **3%**



Waltham Forest

Total referrals

861

Total number of cases delivered by the service

89

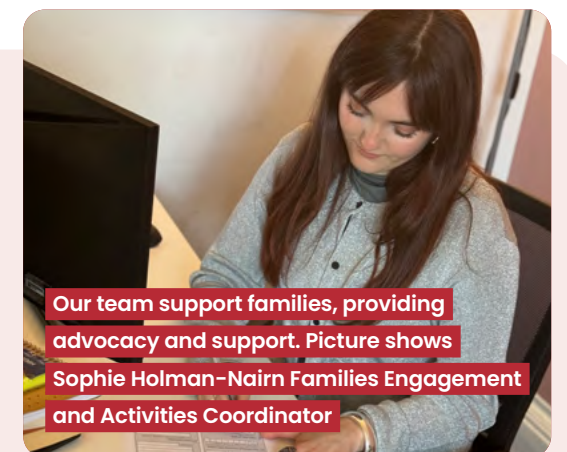
Gender percentage

Female **89%**
 Male **11%**



JK, one of the carers helped by Centre 404, was concerned about her daughter CR's low Disability Living Allowance (DLA) award, despite CR's autism and high support needs.

Seeking assistance, she turned to Centre 404. Our teams quickly gathered all the necessary information, reviewed the Department of Work and Pension (DWP)'s decision and advised JK to collect additional evidence. They prepared a strong request for reconsideration, which led to the DWP increasing the care rate but not including the mobility component. Determined to secure full support, JK decided to appeal. Centre 404 guided her through the process, helping her obtain a detailed statement from CR's teacher. This thorough and compassionate approach not only secured a higher care rate for CR, but also laid the groundwork for a strong appeal for the mobility component. The case highlights Centre 404's dedication and effective support in helping carers navigate benefit challenges.



JK's Story

Family carer

Location: Islington

Service user for: 1 year



Volunteers

Work in Numbers



Volunteers have always been at the heart of the activities that make Centre 404 such a special place. They engage with service users and staff, providing friendship and practical support. Volunteering activity generates a sense of unity and equality which reflects the spirit of the charity.

Regular Volunteering hours

1600 

University & College Student Placements hours

1500 

Corporate Volunteering hours

846 

Numbers of volunteer fairs/events

6 



Joseph, who has attended Discovery House regularly from the age of seven, is now giving back to the Centre by volunteering twice a month.

This role has given him more confidence, especially in communicating with adults and he has built up strong relationships with support workers and managers. His support worker comments, "I have seen the changes in Joseph – he has matured and has patience with the children which is wonderful to watch. He also shows fairness and empathy. I feel very privileged that I met Joseph and watched him grow up."

Joseph’s Story

Service User Volunteer

Location: Tower Hamlets

Volunteered for: 8 months



'I’m very happy at Discovery House – I really enjoy caring for the children and talking with the support workers.'

Jospeh



Regular volunteer Sabbir came to Centre 404 wishing to learn best practice from our teams.

He has been working alongside Centre 404’s PBS department, regularly attending our Independent Living Services and working with our service users.

Sabbir is a highly experienced consultant psychotherapist who uses his skills to understand the challenges that service users face in their everyday lives and then devises activities to help them with their difficulties.

Sabbir’s Story

PBS Volunteer

Location: Islington

Volunteered for: 1 year



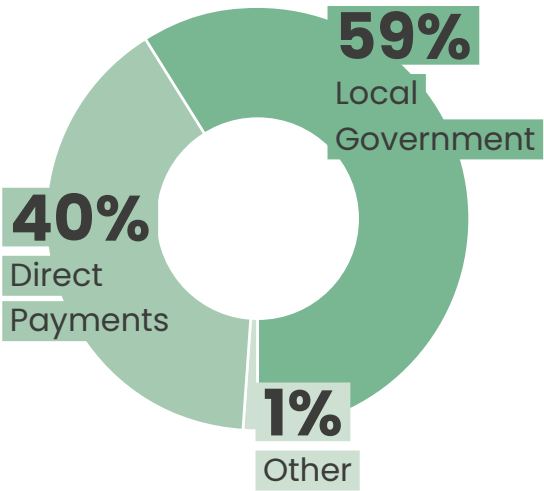
'I am impressed by the patience and skill of all the support workers that I have interacted with at Centre 404.'

Sabbir

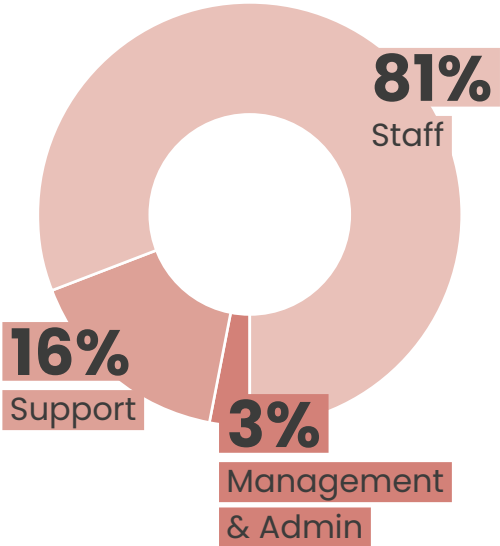
Money Counts

Independent Living and Specialist Services and Community Support Services

+ Where the money comes from		
Description	Value	%
Local Government	£3,451,995	59%
Direct Payments and Spot Contract	£2,412,065	40%
Others	£30,372	1%
TOTAL	£5,894,432	100%



+ How the money is spent		
Description	Value	%
Staff	£4,673,686	81%
Support	£925,930	16%
Management and Administration	£121,732	3%
TOTAL	£5,721,348	100%

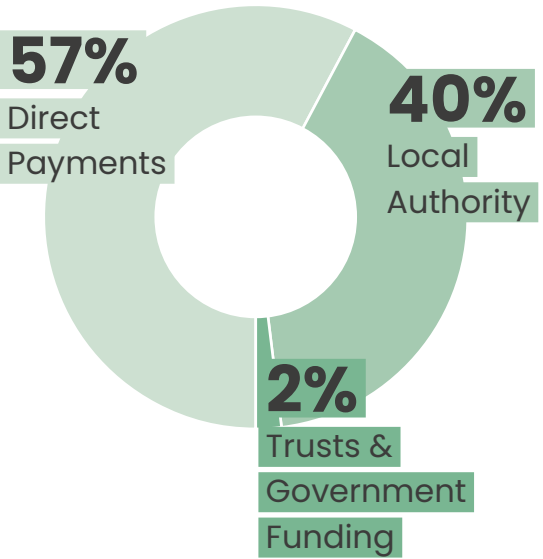


Message from the Treasurer: Derek Weist

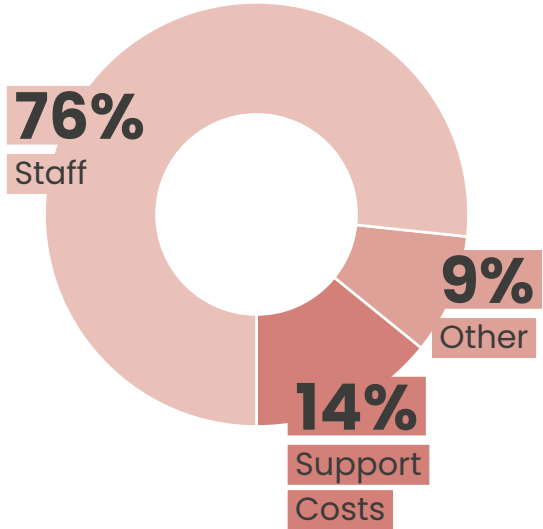
Centre 404 remains financially sound, despite the challenges of the past few years. Cost increases have had an impact on our cashflow, but we have been successful in negotiating improved contract terms with most boroughs in order to break even. In addition, we have been very selective in the contracts that we pursue, ensuring that we can cover our costs more effectively in the future. Many opportunities and challenges remain, particularly regarding fundraising for many of our leisure and family activities. However, with our strong reserves we can look forward to 2024/25 confident in the knowledge that we can continue to provide a high level of service for our users.

Learning and Leisure and Family Support

+ Where the money comes from		
Description	Value	%
Trusts & Government Funding	£58,850	2%
Local Authority	£1,109,672	40%
Direct Payments & Day Opps	£1,580,874	57%
Others	-	0%
TOTAL	£2,749,396	100%



+ How the money is spent		
Description	Value	%
Staff	£2,287,132	76%
Other Direct Costs	£279,487	9%
Support Costs	£431,938	14%
TOTAL	£2,998,557	100%



Thank You

We are so grateful to the supporters who helped us be there for people with learning disabilities and/or autism and their family carers in 2023/2024.

Thank you Funders

BBC Children in Need, Cloudesley, East London Business Alliance, Francis Winham Trust, Jack Petchey Foundation, London Borough of Brent, London Borough of Camden, London Borough of Enfield, London Borough of Hackney, London Borough of Haringey, London Borough of Islington, London Borough of Tower Hamlets, London Borough of Waltham Forest, Mayor's Office for Policing and Crime (MOPAC), Reed Foundation, Self-funders, The Big Give, Department for Education (DFE), Holiday Activities and Food Programme, Young Camden Foundation and who funded via direct payments or personal budget.

Thank you Donors

Thank you to the 64 individuals who have donated to various campaigns this year, notably Silvia Aced Rodriguez, Clare Palmer, Panayiotis Micheal (in memory), Jack Petchey Foundation and Critico Security.

Thank you Community Partners and Corporate Partners

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Training Partnership





Supporting people with learning disabilities, autism & their families

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