



Supporting people with learning disabilities, autism & their families



Impact Report

2024/2025

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Introduction



Maggie Elliott
Chair of Trustees

The past year has been one of the most challenging in Centre 404's recent history. We faced significant transitions, uncertainty and the ongoing pressures of a complex external environment. Yet through it all, the strength of our community shone through. Our dedicated staff continued to deliver high-quality, person-centred support across all our services – from supported living and outreach, to children's programmes and family advocacy. Volunteers stepped up with energy and compassion and our trustees remained steadfast in their governance and care. I want to express my deepest gratitude to Tracy Seymour, who took on the role of Interim CEO during this turbulent time. Her leadership, calm presence and unwavering commitment helped steer the organisation through uncertainty and ensured continuity for the people and families we support.

This impact report reflects not just the outcomes of our work, but the spirit in which it was delivered. It tells the story of resilience, creativity and care – of staff going above and beyond, of families finding hope and of



individuals achieving remarkable progress. As we welcome our new CEO, Anna McEwen, we do so with optimism and renewed purpose. Anna brings a wealth of experience and a deep understanding of inclusive practice. I am confident that under her leadership, Centre 404 will continue to grow, evolve and thrive. Thank you to everyone who has been part of this journey. Your support, belief and partnership have made all the difference.

This impact report tells the story of resilience, creativity and care – of staff going above and beyond, of families finding hope and of individuals achieving remarkable progress.



Anna McEwen
CEO

I am honoured to join Centre 404 as CEO at a time when the organisation has demonstrated such resilience, compassion and impact. Although I was not here during the reporting year, I have been deeply moved by the stories and achievements captured in this report. The past year was not without its challenges, but it is clear that the Centre 404 community rose to meet them with strength and care. As I step into this role, I am inspired by

the dedication of our staff, volunteers and trustees – and by the trust placed in us by the families and individuals we support. I am committed to listening, learning and leading with integrity as we move into the next chapter.

Together, we will continue to champion inclusion, empower voices and create opportunities for people with learning disabilities and their families. I look forward to working with you all.

Our reach across London

This year, we had the opportunity to support individuals and families across nine London boroughs – from Camden and Islington to Brent, Enfield and beyond. Each connection was a chance to listen, encourage and walk alongside people as they worked towards their goals.

ADULT SUPPORT

We supported **319** adults, helping them build confidence, independence and meaningful connections in their communities.

SPECIALIST SERVICES

Through Positive Behaviour Support (PBS) and the Haringey Opportunities Project (HOP), we were privileged to support **36** people with high and complex needs. Together, we focused on recognising individual strengths and creating small, achievable steps towards personal goals.

CHILDREN AND YOUNG PEOPLE

We were able to create safe, inclusive spaces for **161** children and young people to learn, make friends and enjoy new experiences.

FAMILY CARERS

We were trusted to respond to **3,011** referrals and to walk alongside **323** family carers, offering guidance, encouragement and support during challenging times.

Adult support
319
service users



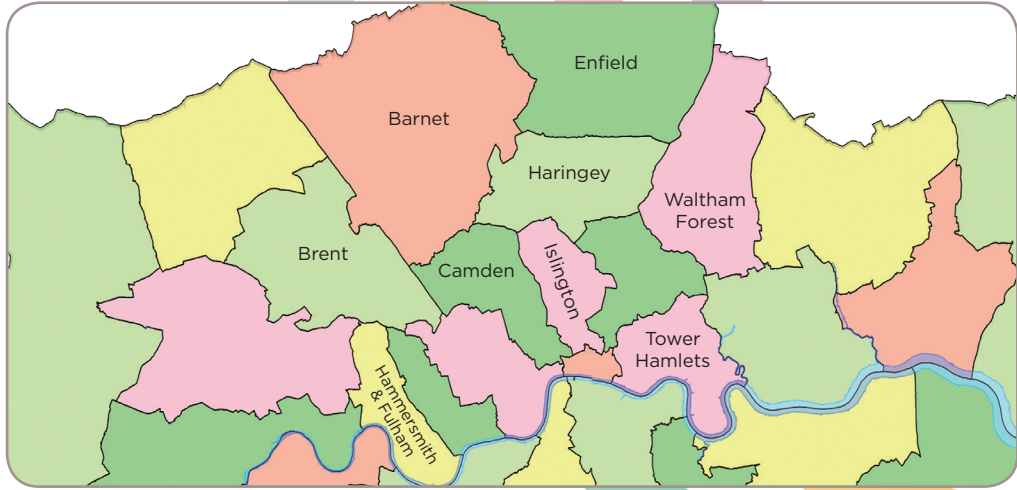
Positive Behaviour Support
36
service users

Children and young people
161
service users

Supporting families
283
referrals



LOOKING AHEAD
Behind every number is a person, a family, and a story. We are grateful for every opportunity to support those who turn to us and we remain committed to building stronger, kinder communities where everyone feels they belong.



Borough	Adults	Children and young people	Family carers	Specialist services
Barnet	●		●	
Brent	●			
Camden	●	●	●	●
Enfield	●	●	●	
Hammersmith & Fulham		●		
Haringey	●		●	
Islington	●	●	●	●
Tower Hamlets	●	●	●	
Waltham Forest		●	●	

Adult support

SUPPORTED LIVING



This year, we had the privilege of supporting **73** incredible individuals with high and complex needs. Through our supported living schemes in Islington and Brent, and our Positive Behaviour Support (PBS) outreach in Camden, Islington and Haringey, we worked together to help people live with dignity, purpose and as much independence as possible.

“I’d like to thank you again, wholeheartedly (and this time without tears) for ALL you have done for my brother.”

We supported people to:

- Learn new skills and celebrate their progress.
- Build routines that give them confidence and stability.
- Feel connected to their community.
- Receive care tailored to their needs and preferences.

In total, we provided **262,184** hours of personalised support – over **5,000** hours each week. Every hour was an opportunity to offer guidance, encouragement, and practical support to help people in their daily lives.



Isy’s story

Supported Living

Location: Harrowdene Road

Service user for 1 year + 10 months (age 32)

Isy faced communication difficulties and social isolation before moving to one of our supported living accommodations. She struggled with limited speech, health issues, and challenging behaviours, such as aggression and running away. Her previous support provider could not assist her in activities like attending college or church, which she had expressed interest in.

Since moving in January 2024, Isy has made significant progress. With the help of her keyworker, she set goals and she now attends college, enjoys a computer course and participates in outings like cinema trips and beauty salon visits. Isy has become more independent, managing her laundry and cleaning her room.

The biggest change has been her improved relationship with her mother. They now attend church together and Isy stays overnight with her mother once a month. Isy’s mental health has improved, and her medication was discontinued due to her progress.



“I feel fine and happy.”

Isy’s mother is grateful for the support, proud of Isy’s accomplishments, and thankful for the staff’s dedication in helping Isy achieve her goals and strengthen her family relationships.

Our supported living services are located at the following sites:

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

Total service users



73



Total support hours

262,184

Adult support OUTREACH AND FLOATING SUPPORT

At Community Support Services, we're more than just a helping hand – we work with our service users to grow, develop and learn in a friendly and supportive environment. Every person's journey is unique, so we create personalised support that truly fits their needs – whether that's helping them settle into a new neighbourhood, join group activities, or simply feel less alone.

Our services

Camden Floating Support Helping adults across Camden live more independently through practical skills, coping strategies, and building support networks.

Islington Outreach Supporting adults with learning disabilities and Autism to develop daily living skills, manage finances, access work or education, maintain health and well-being and take part in social and community activities.

“Thank you for the support. I'm keen for the Centre 404 connection to continue as it gives her another dimension to her life *and* she's established relationships.”

The difference we made this year

139 people supported – each person worked with a 1:1 support worker to gain confidence, develop independent living skills, manage daily tasks, access education or work opportunities and participate in community and social activities. **67** group activities delivered – including cooking classes, social meet-ups, creative workshops, wellbeing sessions and educational activities, both in person and online. **70,174** hours of dedicated support – each hour providing tailored guidance, encouragement, and practical help to meet individual needs.

Behind every number is a story of people taking part, building skills, and becoming more connected and independent. Together, we're creating a stronger, kinder community where everyone belongs.

Total service users



139



Total support hours

70,174



Laurence's story

Camden floating support services

Service user for 5 years + 4 months (age 30)

Before the pandemic, Laurence had a good rhythm to life. He went to college, enjoyed work and kept busy with activities he liked. Then COVID-19 changed everything. The long months of isolation took their toll – his anxiety grew, and some of his behaviours became harder to manage. Things reached a point where he was arrested twice and spent time in hospital under the Mental Health Act, receiving a new diagnosis. Along the way, he lost some of the independence he'd built up over the years – like cooking for himself and heading out to activities on his own.

When Laurence started receiving support from Centre 404, the focus was on helping him rebuild, one step at a time. Together with his support team, he began to set achievable goals. He got involved in his own medication routine, creating adapted MAR sheets so he could track it himself. He started cooking again – sweet and sour chicken with rice is his speciality – and began taking more care over his personal routines. He picked up new home maintenance skills, started making more day-to-day decisions, and even felt ready to travel again – visiting family friends in Manchester and taking a big trip to Thailand.

These days, Laurence is out and about more, going swimming, joining cooking groups and meeting people at social events – many of them without needing support to get there. His parents say the past year has been a real turning point, especially as the family has gone through some difficult moments, including a bereavement.



“I like all my support workers and the support I receive from Centre 404. They helped me by comforting me, taking me out and helping me around the house.”

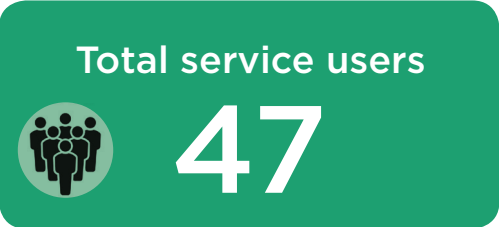
Adult support

DAY OPPORTUNITIES

This year, we welcomed 47 people into our Day Opportunities programme – a place where everyone belongs and every day brings something new to enjoy. From educational workshops, to fun group activities and exciting day trips across London, our focus is on creating a socially inclusive environment where people can try new things, make friends and feel part of something bigger.

Through individual personalised support, people developed independence and practical skills, including travel training, budgeting and preparing for employment opportunities. Activities take place both at our four locations and out in the local community, with each person following a personalised weekly timetable based on their goals and interests.

Together, we shared 96 sessions of activities and 31,743 hours of support, guidance, and companionship. Every session was more than just an activity – it was a chance to build confidence, discover new interests and create lasting memories in a socially inclusive environment.



“Thanks to Centre 404 for all the support given to service users.”



Theodore's story

Day Opportunities
Service user for 2 years (age 24)

When Theodore first joined Centre 404 after finishing college, his family worried about how much he struggled with noise and crowded places. These environments often left him anxious and unsettled. Quiet and non-verbal, he found it difficult to enjoy time out in the community in ways that felt safe or comfortable for him. Working closely with his family, the team at Centre 404 built a support plan completely around Theodore's interests – especially his love of physical activity. Swimming, long walks and gym sessions became the foundation of his week. These familiar, enjoyable routines helped him feel more confident and gradually more able to cope with busier, noisier spaces.

Over time, small steps added up to big changes. Now, Theodore regularly visits some of London's busiest museums and galleries – places that once felt completely out of reach. His physical health has improved with twice-weekly swimming and gym sessions and his days are filled with purposeful activities. Most noticeably, he is calmer, more focused and visibly happier. Staff see a new spark in him – more curiosity, more interaction and more willingness to try new things.

With steady, tailored support, Theodore isn't just getting stronger physically – he's building resilience, confidence and independence, opening up a wider and richer world around him.



“Theo has had a good year and thoroughly enjoys his time at Centre 404. We are delighted that he is so settled and happy.”

Adult support

ADULT GROUPS AND ACTIVITIES

At the core of what we do is a simple belief – that everyone deserves the chance to connect, learn and enjoy life.

We provide adults with learning or physical disabilities the opportunity to take part in weekly activities designed to encourage friendships, create moments of joy, and support each person’s well-being. From group learning sessions to creative workshops and social events, every gathering is a chance to feel included and valued.

Friday Night Social:

“It’s their one good night out a week.”



Warm and Welcome Wednesdays:
“It’s a place to make new friends.”



This year we shared:
130 sessions filled with learning, creativity and fun. **2,925** hours of dedicated support. Countless smiles, new skills and lasting memories. Our activities are opportunities to build confidence, make friends and experience the simple joy of being part of a community.

- Happy Tuesdays
- Warm and Welcome Wednesdays
- Young Adults Group
- Friday Night Social
- Garden Group



Rebecca’s story

Adult groups and activities
Service user for 25 years (age 34)

When Rebecca first came to Centre 404, it wasn’t always clear what might spark her distress and the moments that followed could be intense. Supporting her safely sometimes needed extra care and attention. Over time though – with gentle consistency, clear boundaries, visual social stories and a lot of trust-building – things began to shift.

These days, Rebecca is one of the most vibrant personalities at Warm & Welcome Wednesdays and Friday Night Socials. She shares easy laughter and creative ideas with her long-term support worker

and her warmth now extends naturally to her peers. She happily joins group conversations, looks out for others and often notices when she’s starting to feel unsettled – taking steps to calm herself before it escalates.

Music, dancing and cooking have become some of her favourite ways to connect and express herself. Her grandmother says she “always has fun at Centre 404,” and it’s easy to see why. The young woman who once struggled to find her place now moves with confidence, surrounded by friends, creativity and joy.



“I love dancing and meeting new people at Centre 404.”

Specialist support

POSITIVE BEHAVIOUR SUPPORT

At Centre 404, we use a Positive Behaviour Support (PBS) approach to assist people we support to live well in a way that is personalised to them. Research shows that PBS can make significant and meaningful differences in the lives of people with a learning disability and/or an Autistic spectrum condition.

Positive Behaviour Support (PBS) is about helping people feel safe, understood and fully included at home, at school and in the community. It recognises that behaviour is often a way of communicating, especially when words are hard to find. Instead of labelling behaviour as 'challenging', PBS looks at the reasons behind it – whether someone is upset, uncomfortable, or not having their needs met – and finds better ways to support them. At its heart, PBS means building strong, trusting relationships and making changes that improve someone's everyday life so they can thrive.

All our staff take part in Introduction to Positive Behaviour Support training, with ongoing coaching for support teams. We review incidents through data and feedback, helping us keep improving the way we work. Our service users have personalised PBS plans, guided by Quality of Life tools that make sure support focuses on what matters most to them.

“He has a wonderful relationship with all his support workers and is always so happy to see them. His big smile always lets me know he is so well cared for and enjoys their company.”

OUR SUPPORT THIS YEAR

Adults

Over **40** people are consistently supported through bespoke PBS plans and specialised interventions tailored to their behavioural needs, all with the aim of enhancing quality of life through a holistic and reflective approach.

Children

6 children received **3,299** hours of PBS support through our PBS outreach programme. This included understanding their needs and goals, building trust and positive relationships and creating personalised PBS plans with strategies to support behaviours and wellbeing. Ongoing monitoring and review ensured progress was celebrated and support was adjusted as needed. As a result, children gained confidence, improved social skills and enjoyed more positive daily experiences.

Monthly PBS coaching and reflective practice for our teams ensure consistent, high-quality support across all ages. Through these efforts, individuals and families experience meaningful improvements in independence, wellbeing and daily life.



Sam's story

Positive Behaviour Support (PBS) Adult
Service user for 9 years (age 29)

Sam is a kind, bright young man in his twenties who has autism and is non-verbal. When he first started going out into the community, he sometimes shouted or stamped for long periods and would occasionally run off, which worried his family. Leaving activities he enjoyed was especially difficult.

With patient reassurance, clear routines and the support of familiar staff, Sam began

to feel more at ease. Since October 2024, he hasn't run off once.

These days, Sam enjoys trips to the zoo, bowling, and the Science Museum. Crowds don't unsettle him like they once did and he greets both old and new staff with smiles. Sam's mum shares that the patience and support from Centre 404 have helped him grow in confidence and feel more comfortable when he's out and about.



“I am so grateful that Sam has Centre 404 in his life. The wonderful staff are to him and me, a bonus family. We don't know what we would do without them.”

Specialist support

HARINGEY OPPORTUNITIES PROJECTS (HOP)

We believe every person has unique strengths, skills and potential. Our role is to recognise those strengths and help them grow. Our staff are specially trained to work alongside each individual, developing person-centred outcomes based on regular feedback from them and their wider support network.

Together, we set meaningful goals – breaking them down into smaller, achievable steps so that progress feels possible and success is celebrated along the way.

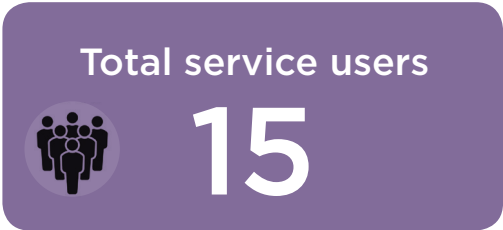
Every goal is carefully tracked through our database, with progress recorded after each session and milestones marked as they happen. This way, individuals can see just how far they’ve come and stay motivated for the journey ahead.

This year we supported:

15 people to build skills and work towards their personal goals.

21,840 hours of dedicated one-to-one and group support.

Success is measured in small steps forward and the progress people make every day.



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.

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.



Deniz's story

Haringey Opportunities Projects (HOP)
Service user for 1 year (age 29)

When Deniz first joined Centre 404, everyday life could feel overwhelming. Living with multiple complex conditions, he found it hard to communicate and even being in the same room as others could cause him distress.

Slowly, with patient and consistent support, things began to shift. Building trust with a small group of familiar staff, Deniz started to show simple signs of comfort, then began expressing basic needs, greeting others, and sitting calmly to share a meal. Each of these moments marked an important step towards connection and independence.

Now, Deniz is a lively, joyful part of Centre

404. He enjoys bowling, swimming and group outings – activities that once seemed out of reach. He can manage busy environments with much more confidence and his emotional and physical wellbeing have both grown stronger.

The change is just as striking at home. Once reluctant to step inside, Deniz now comes through the door smiling, calling out “good morning” and offering hugs to his family. His mother says, “He’s calmer, he’s learned more words and he’s happy when he goes and comes back.”

Deniz is a vibrant young man exploring the world with curiosity, joy and growing independence.



“Deniz loves HOP staff members a lot and that makes us all happy.”
(Mum and sister)

Children & young people support

HOLIDAY PLAYSCHEMES

The **Holiday Activities and Food** (HAF) programme gives children who receive free school meals the chance to enjoy not only healthy, nutritious meals but also enriching activities that support their health, well-being and learning. Each session combines fun and creativity with opportunities to build confidence and social connections, helping children feel engaged and supported during the school holidays.

Our services
This year we had the opportunity to support **40** children and young people, aged 4 to 16 years. We provided **45** sessions of activities and meals and **3,600** hours of dedicated support.
Every meal shared and activity enjoyed created moments of nourishment, joy and learning – giving children positive holiday experiences that will last far beyond the sessions themselves.

Ayisha's story

Playscheme
Service user for 2 years + 6 months (age 15)

Ayisha, who has been diagnosed with ASD, has faced big challenges with communication. At times, this has led to dysregulation and long periods of feeling socially isolated, making it harder for her to be part of her community in ways she would enjoy. Joining Centre 404's playschemes opened new doors for her. With 2:1 support, Ayisha began trying activities she had never experienced before – Go Ape, rock climbing, swimming, bowling and trips to museums, zoos and the theatre. Staff adapted their communication methods so she could express her needs more easily, connect with others and feel understood.

Little by little, Ayisha's confidence began to grow. She started building friendships, trying new things and even travelling independently on buses and trains. Her social skills and communication have improved, and



she is now more at ease exploring new places and situations. Her family have seen the difference too. They're proud of how far she has come and grateful that the playscheme has given her the chance to discover more of the world and herself.

Uchenna's story

After-school club
Service user for 2 years + 6 months (age 12)

When Uchenna first joined Centre 404, meeting new people made him anxious. He often avoided unfamiliar activities and was very selective with what he ate, worried about illness or allergic reactions. These fears sometimes left him withdrawn, hesitant to engage and easily overwhelmed in new environments.

Over the past year, things have changed in big and small ways. With patient support and steady encouragement, Uchenna has begun trying new foods, joining group activities like bowling and arcade games and even sharing the imaginative stories he creates. Storytelling has become a real passion – he now writes and performs his own tales for his peers, showing a growing sense of creativity and self-expression.

As he's learned ways to manage his emotions, Uchenna has become calmer and more confident in communicating with others. His father calls the change



"I love going out on outings with Centre 404."

extraordinary – once non-verbal, Uchenna is now a confident, humorous young man who builds meaningful connections.

"Centre 404 has been a lifeline," his father says. "It's opened doors to new experiences and friendships that have shaped who he's becoming."

AFTER-SCHOOL CLUBS

Our **after-school clubs** provide children and young people with learning disabilities and autism a safe, inclusive space to learn, play and connect after the school day ends.

The sessions focus on more than just fun – they are designed to help children build communication skills, grow in confidence and develop self-esteem. A key part of the clubs is creating opportunities to form and maintain friendships through shared

activities that are engaging, creative, and supportive.

Our services
This year we had the opportunity to support **26** children and young people. We provided **156** sessions of after-school activities and **25,350** hours of dedicated support. Each session gave children a chance to relax, enjoy themselves and take small, but important, steps towards greater confidence and independence.

Children and young people support

SHORT-BREAKS OVERNIGHT STAY

Our specialist residential short breaks service supports children and young people with autism aged 6-17, offering them a safe, engaging environment while giving parents and carers a planned and much-needed break from their caregiving duties.

Rated “Good” by Ofsted, the service provides overnight stays during weekends and school holidays, alongside three after-school club sessions each week during term time. With five bedrooms and a wide range of indoor and outdoor activities, we focus on creating fun, inclusive experiences while also encouraging independence.

Every placement is an opportunity for children and young people to enjoy new activities, build friendships and develop independent living skills in a supportive, structured setting.

Our services

This year we had the opportunity to support **41** children and young people. **417** sessions were delivered, providing opportunities to have fun, develop independence and build friendships in a safe and supportive environment. Overall, **20,621.5** hours of dedicated support were delivered.

For families, these breaks provide peace of mind and vital respite. For children and young people, they provide opportunities to grow, thrive and experience new adventures.

HOLIDAY PLAYSCHEMES



AFTER-SCHOOL CLUBS



SHORT-BREAKS OVERNIGHT STAY



Dylan's story

Short Breaks Overnight Stay
Service user for 1 year + 4 months (age 9)

When Dylan first joined Centre 404, communication and emotional regulation didn't come easily to him. Living with autism and ADHD, his limited verbal speech and sensitivity to hunger, stress, or changes in routine sometimes led to moments of distress.

With patient, trusted staff and clear, consistent boundaries, Dylan began to make progress. He's learning new ways to express his needs - like asking for an 'ice lolly' instead of grabbing - and has picked up life skills, such as sweeping and washing up after meals, which he now completes with focus

and pride.

Over the past year, Dylan's confidence and independence have grown. Time spent away from home has helped him build self-reliance, while fun, structured activities like climbing, trampolining, boat trips and farm visits have boosted his wellbeing and opened up new experiences.

Centre 404 has also supported Dylan's social and emotional development, helping him learn to wait, share and self-regulate. His communication has improved, and he now interacts with peers and staff in a more positive and engaged way.

“Dylan has limited speech but from his face mimics, behaviours and demeanour he seems to enjoy his time at Discovery House.”



Children and young people support

OUTREACH SUPPORT (CAMDEN HOMEBASED)

This service is designed for children and young people aged 5-18 years, offering families and carers regular, planned one-to-one short breaks.

Each session is tailored to the individual and delivered either at home or in the local community, depending on the child or young person's needs and preferences.

The support goes beyond basic care — it's about creating positive, meaningful experiences. Activities include personal care alongside opportunities for social, emotional and intellectual development. Every session is an opportunity for children and young people to build skills, enjoy new experiences

and feel supported in ways that suit them best.

Our services

This year, we had the opportunity to support **41** children and young people. We delivered **417** one-to-one sessions and **20,621.5** hours of support.

For families, these breaks provide valuable time to rest and recharge. For children and young people, they offer encouragement, care and the chance to engage in activities that are enjoyable and enriching.

OUTREACH SUPPORT (CAMDEN HOMEBASED)

Total service users

 **41**

 Total support hours

20,621

- **Overall Satisfaction with the variety of support your child/young person is currently accessing from Centre 404**
100% of respondents were satisfied or very satisfied
- **Overall satisfaction with the care and support your child receives (including food, nutrition, medication, personal care, emotional wellbeing and transport)**
100% of respondents were satisfied or very satisfied
- **Overall satisfaction with the communication with staff**
100% of respondents were satisfied or very satisfied
- **Overall satisfaction with the communication with management**
94.1% of respondents were satisfied or very satisfied

- **Do you/your child feel safe with their support worker?**
100% of respondents felt their child was safe with their support worker
 - **Are you happy with support overall?**
94.1% of respondents were happy with the overall support they received
- Families are very satisfied with the support, praising the excellent communication, variety of activities and well-equipped facilities like the sensory room. The Centre provides flexibility with pick-ups, engages in diverse community activities and offers strong training for staff. Parents feel supported and involved, with carers collaborating closely with them and the school to meet each child's needs. Overall, families rate the service highly, noting a positive, responsive and partnership-focused environment.



Awet's story

Outreach
Service user for 8 years (age 15)

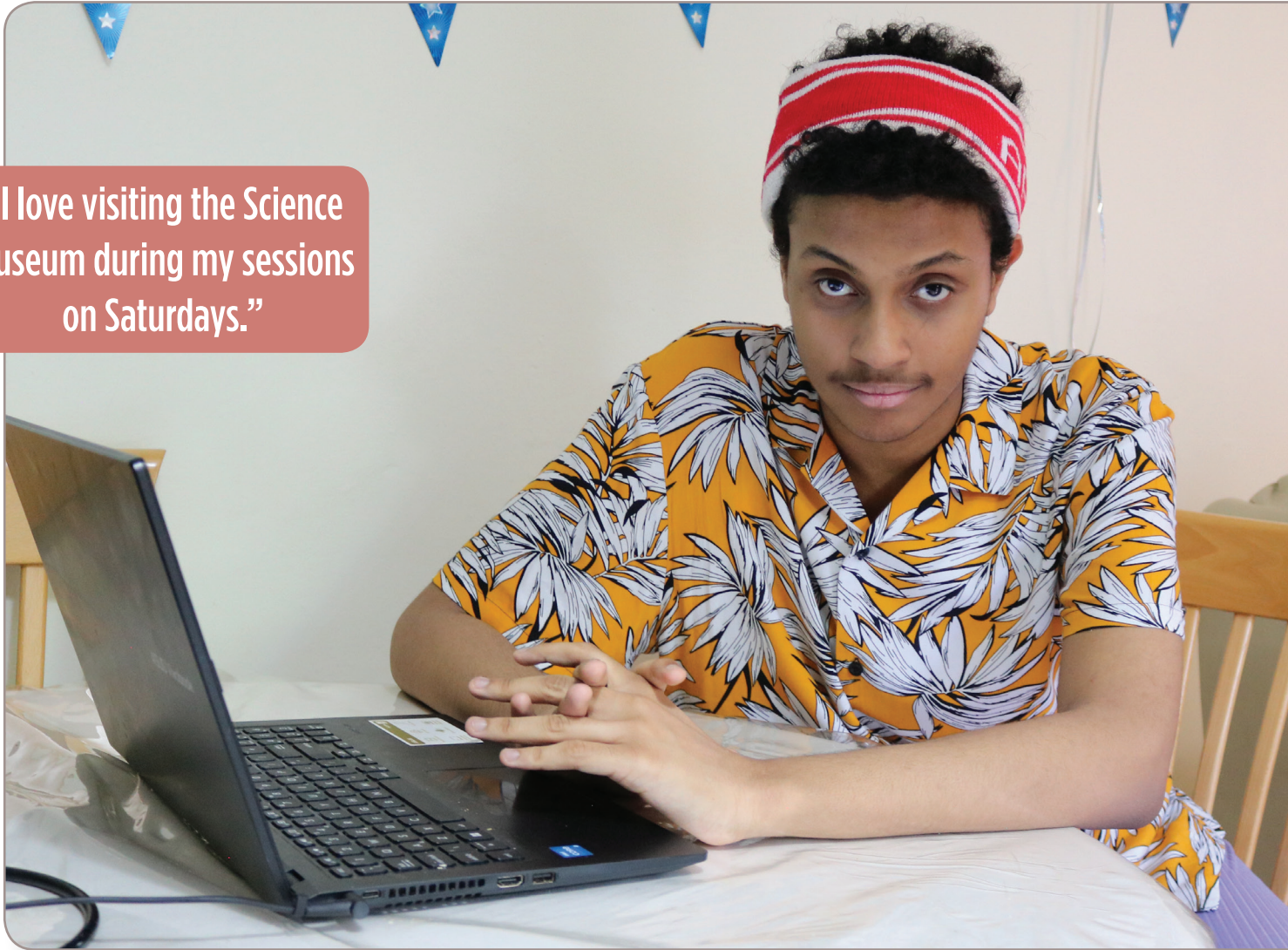
When Awet first came to Centre 404, he often kept to himself, pushing away support and getting upset when things didn't go his way. Being out in the community could feel overwhelming, especially when he wasn't able to visit the historical sites he loved. Frustration would build up and it was hard for him to stay calm.

Over time, with steady support that respected his needs and clear, consistent boundaries, things began to change. Awet started to trust the people around him more. He got involved in planning what he wanted to do and learned to be flexible when plans

shifted. One of the biggest moments came when he began going to the Science Museum on weekends – a place that used to be stressful, is now one of the highlights of his week.

Awet's grown so much in how he manages his emotions, travels independently and communicates with others. His family have seen the difference too – they say he's more open, respectful and confident. These days, their worries have been replaced by pride, as they watch him grow into a calm, curious young man who's eager to explore the world around him.

"I love visiting the Science Museum during my sessions on Saturdays."



Supporting families

STANDING BESIDE PARENTS AND CARERS

This year, we connected with **283** families, providing **206** one-to-one interventions and **10** coffee mornings. Each interaction aimed to address the specific needs of the family and ensure they felt supported. Our advocacy and outreach included working with the Islington

Practical support that makes a difference

Families often come to us for help navigating complex forms, benefits, or housing issues. Our Family Caseworker works closely with parents to complete applications for DLA, PIP, Universal Credit, Blue Badges and Family Fund grants – the kind of paperwork that can feel overwhelming without support.

In total, we provided:

97 benefits cases, including DLA, PIP, Universal Credit and Carer's Allowance
42 transport cases, such as Blue Badge, Freedom Pass and Taxi Card
33 grant applications, including Family Fund and Cloudesley
116 signposting cases to specialist services
64 other support requests, from school advice to housing guidance

Somali Community and ADHD networks, providing support that reflected families' cultural backgrounds and individual needs. We also ensured families' perspectives were represented in strategic decision-making, through forums such as the Carers Partnership Board.

Workshops and events shaped by families

We listened to what families said mattered most and hosted workshops to meet those needs.

In partnership with local organisations, we ran:

- Three Cost of Living and Budgeting sessions in partnership with The Parents House
- Transition to Adulthood workshops, supporting around 50 families as their children prepared for new stages of life
- Will Writing sessions with Age UK, helping families plan for the future
- Four Family Support Surgeries with Bright Futures Islington, giving families a chance to meet trusted staff face-to-face and tackle immediate issues, from housing concerns to school forms



Total referrals

 **283**

Each referral represents a family receiving guidance, assistance and care, showing the real-world impact of our services.

GENDER DISTRIBUTION

Female: **231**
Male: **40**
Did not disclose: **12**

ETHNICITY

Black: **81**
White: **63**
Mixed: **13**
Bangladeshi: **11**
Arabic: **10**
Turkish: **4**
Asian: **5**
Kurdish: **1**
Other: **10**
Did not disclose: **85**

AGE DISTRIBUTION

Average age: **39.90 years**
Youngest: **18 years**
Oldest: **90 years**
Most common age range: **38 to 52 years**

SENDIASS offers free, impartial and confidential support to children, young people and their families. We help families navigate education, health and social care, making complex processes easier to understand and empowering children and young people to have their voices heard.

We provide families with advocacy on applying for and maintaining Educational

Health Care Plans (EHCPs), school transitions, exclusions and other local authority issues, ensuring families get the support they need and that children and young people's voices are heard.

Through outreach and local partnerships, SENDIASS strives to make support easier to access and genuinely helpful for every family.

Enfield

Clients

 **385**

- Supported **385** individual clients.
- Delivered support via **810** phone calls, **628** emails and **147** face-to-face appointments.

“I just wanted to get in touch and provide feedback for the excellent service we received from one of your team.”

“Thank you so much for providing this much needed service to parents like ourselves. The process is extremely confusing and stressful and easy to think that everyone is against you. However, having your GHS and the team behind us made us feel part of a team.”

Waltham Forest

Clients

 **2,180**

- Supported **2,180** individual clients.
- Delivered over **1,800** hours of dedicated support

“I would also like to extend my heartfelt thanks to you for everything you do. Your support has made a world of difference to us.”

Samantha's story

Family carer
Service used for over 10 years

Through Supporting Families' Transition to Adulthood workshops, Samantha, parent of a young person with LD/autism, gained vital guidance on navigating the complex shift into adult services. The workshops covered essential topics like benefit changes, deputyship options and legal rights – empowering Sam with practical

knowledge and direction. The sessions also offered a supportive space to connect with other carers, share experiences and learn from those further along the journey. This helped transform feelings of fear and uncertainty into reassurance and confidence for the future.



“Thinking ahead to my son's future can seem scary and overwhelming, however attending the workshops has been a great relief... The group is supportive and accessible, and I look forward to future sessions.”

Volunteering & Engagement

ENHANCING THE LIVES OF OUR SERVICE USERS

The Volunteer and Engagement programme continues to grow with the addition of more social care and finance placement students from London Metropolitan University and the advancement of our volunteer research schemes with UCL. Student and community volunteers

regularly provide friendship and support to our service users and corporate teams thrive on carrying out practical tasks and meeting our staff and service users. Volunteers bring energy, enthusiasm and engagement to every event and we are grateful for all who join us at Centre 404.



Student volunteering Rosie

Centre 404's clubs and events are made possible through the incredible energy and commitment of student volunteers. Their enthusiasm brings friendship, fun and fresh ideas to our community. Rosie, studying a Degree Apprenticeship in Business Management and Social Change, volunteers weekly at the Friday Night Social and supports both young adult groups and fundraising events. Sama and Tara, UCL Masters students, conducted research on non-verbal communication with our support. Olivia and Jason regularly support adult groups, while other volunteers contribute to research projects in AI and VR. All our volunteers have a positive impact on the lives of our service users.



‘I enjoy connecting with everyone who comes to the disco – the atmosphere is great. It’s wonderful to be part of the team!’ (Rosie)



Supporting families Jade, Asta and Catherine

Our Supporting Families volunteers offer vital support, empathy and practical guidance to carers navigating complex systems. Jade joined the Islington team this year, to support families and advocate at coffee mornings. In Waltham Forest, Asta and Catherine have volunteered with SENDIASS for several years, offering compassionate and knowledgeable guidance to families of children with SEND. Their dedication makes a lasting difference in the lives of those they support.



“Volunteering has built my confidence and empowered me to support other families. It brings me so much joy and fulfilment.”

COMMUNITY & STUDENT VOLUNTEERING



Total hours

1,200

SERVICE USER VOLUNTEERING



Total hours

2,000

CORPORATE VOLUNTEERING



Total hours

1,080

UNIVERSITY AND COLLEGE PLACEMENT HOURS



Total hours

1,060

Number of volunteer fairs/events

4

Money counts



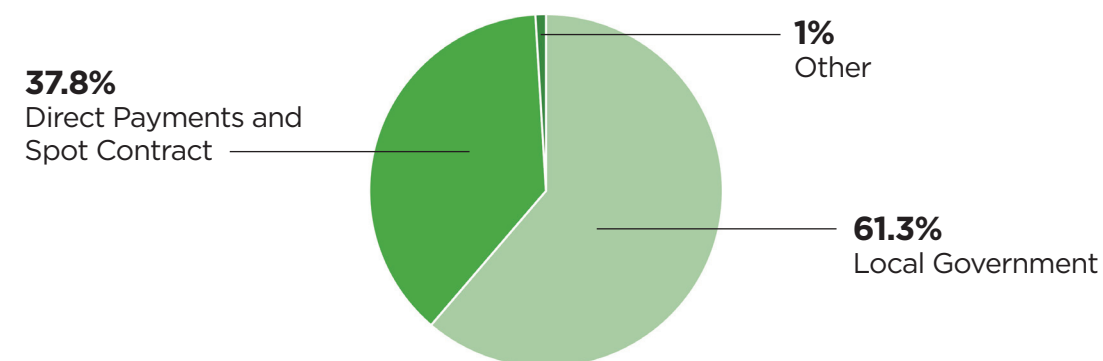
Message from our Treasurer Derek Weist

There have been some challenges for Centre 404 during the last year or two, but we have emerged from this period with a financial surplus and stronger reserves at the end of the year. With our new CEO on board, we are looking forward to maximising our positive impact on the communities that we serve, within the remit of sound financial practice.

Independent Living and Specialist Services and Community Support Services

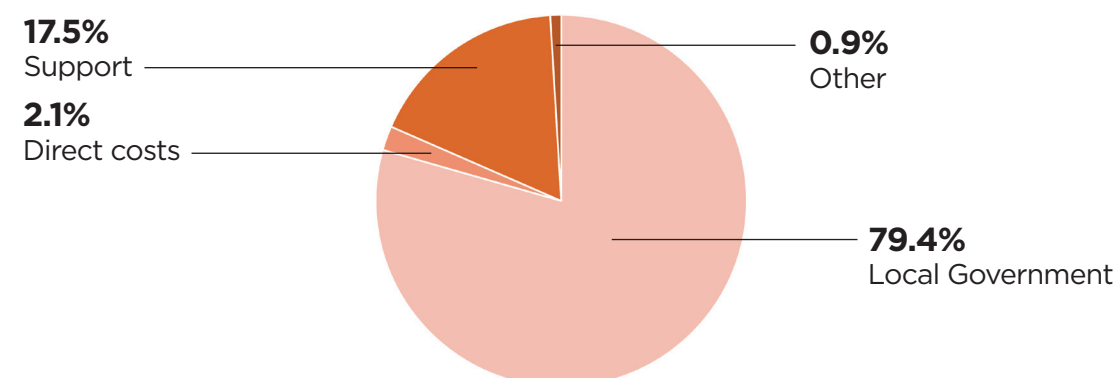
WHERE THE MONEY COMES FROM

Description	Value	%
Local Government	£4,275,467	61.3%
Direct Payments and Spot Contracts	£2,636,208	37.8%
Others	£66,910	1.0%
Total	£6,978,585	100%



HOW THE MONEY IS SPENT

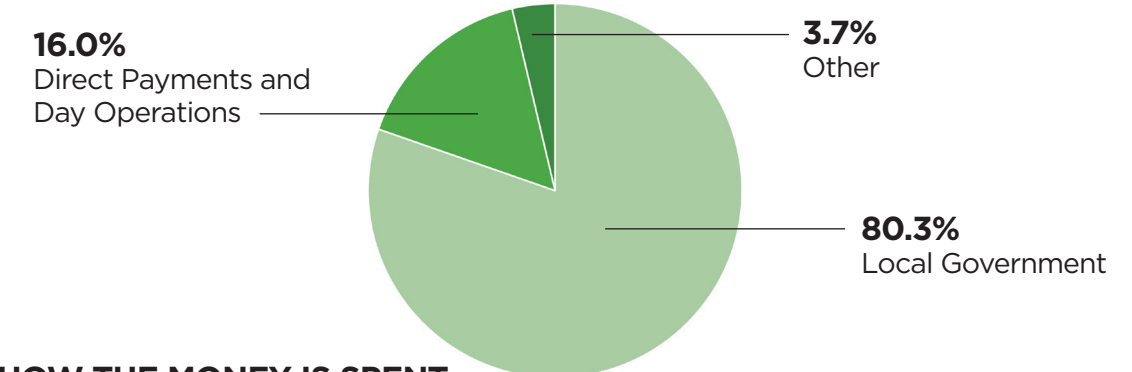
Description	Value	%
Staff	£5,467,521	79.4%
Direct costs	£145,227	2.1%
Support	£1,205,867	17.5%
Others	£65,236	0.9%
Total	£6,883,851	100%



Learning and Leisure and Family Support

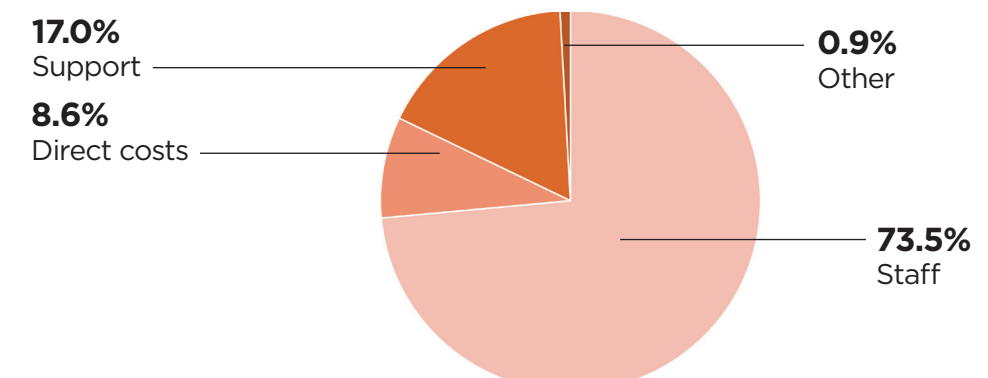
WHERE THE MONEY COMES FROM

Description	Value	%
Local Government	£2,908,783	80.3%
Direct Payments and Day Operations	£578,375	16.0%
Others	£133,821	3.7%
Total	£3,620,979	100%



HOW THE MONEY IS SPENT

Description	Value	%
Staff	£2,628,301	73.5%
Direct costs	£307,040	8.6%
Support	£606,697	17.0%
Others	£31,626	0.9%
Total	£3,573,664	100%



Thank you

We are so grateful to all our supporters who helped us enhance the lives of people with learning disabilities and autism in 2024/2025.

Thank you Funders

AKO Capital, Arsenal Foundation, Bupa Foundation, Cloudesley, Department for Education (DfE), Doyle Carte, East London Business Alliance (ELBA), 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, Lottery Awards for all, Morrison Foundation, Self-funders, The Big Give, Young Camden Foundation and who funded via direct payments or personal budget.

Thank you Donors

Thank you to all individuals who have donated to various campaigns this year, notably Jack Petchey Foundation and Critico Security.

Thank you Volunteers

We are deeply grateful to all our volunteers whose time, energy, and dedication made this impact possible.

Acknowledgements

Thank you to everybody who contributed to the creation of this Impact Report, supplying text, photography and statistics.

Thank you to Caroline Grimshaw for the art direction and design of the report.

All material ©Centre 404, 2025.

Thank you Community Partners and Corporate Partners

Alexandra Palace, Arsenal Hub, Artbox London, Aviva, Bandai UK Play, Barclays, Better Leisure Centre, Breakaway Respite Service, Camden and Young People Disability Service (CYPDS), Camden Learning Disability Service (CLDS), Canopus, Capital City College Group, Cedar Deli, Chevening, City and Islington College, City Lit College, Dandelion Dance, Daylight, Deloitte, Department for Education (DFE), Development and Learning Opportunities (DALO), Dial-a-Ride, Disability Sports Coach, Elfrida, Family Carers Action Group, Family Fund, Gail Dickerson, Haleon, Haringey Adult Learning Service (HALS), Haringey Anti-Social Behaviour, Haringey Duty Team, Islington Learning Disability Partnership (ILDP), King Henry's Walk, Lighthouse London Church, London Broadcasting Company (LBC), London Metropolitan University, Lordship Hub, Mencap, Mill Lane Open Space, National Grid, Orchard Toys, Pedal Power, Phoenix School, Playtime PR Ltd, Pulse Social Sports Group, QBE Insurance Group Ltd, Roundhouse, Rowan's Tenpin Bowl, Shaw Trust, Sobell Leisure Centre, Students' Union UCL, Swiss Cottage Leisure Centre, Swiss Cottage School, Synergy, The Greenwood Centre, The Harrington Scheme, Transport for London Museum, University College London (UCL), University College London Hospitals (UCLH), Volunteering Matters, Welcome Museum, Working Men's College (WMC), Young Camden Foundation.

The year ahead



As the new CEO of Centre 404, I'm excited to begin this next chapter with you – our community of people we support, families, staff and volunteers. The year ahead is about listening, learning and shaping our future together.

Over the coming year, we'll be reviewing our strategy and setting priorities for the coming years. Together we will make a new plan based on what people tell us is important to them. This means talking with everyone involved in Centre 404 – whether you use our services, care for someone who does, work with us, or volunteer your time. Your voices will guide us as we define what matters most and how we can make the biggest impact.

We're also investing in our central teams and systems – Finance, HR and digital – to ensure the organisation runs smoothly and sustainably. This will help us better support our frontline staff, so they can continue delivering high-quality, person-centred services that make a real difference in people's lives.

Together, we'll build on our strengths, embrace new ideas and ensure Centre 404 continues to be a place of connection, care, and opportunity for all.

Anna McEwen
Chief Executive Officer





Supporting people with learning disabilities, autism & their families



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