

ANNUAL IMPACT REPORT

2025/26

MESSAGE FROM THE CEO

When I joined Centre 404 as Chief Executive in July 2025, what struck me straight away was how much the people here care — and how far back that care goes for so many of the families we work with.

It's been a year of real achievement set against real pressure. Costs have gone up and demand has grown across almost every part of what we do — our Special Educational Needs and Disabilities Information Advice and Support Service (SENDIASS) alone supported over 1,000 families this year. Through all of it, our staff and volunteers kept showing up with the same person-centred, dignified support that has always set Centre 404 apart.

I'm proud of what we built together. We became a London Living Wage employer, recognising the skill our staff bring every day. We reduced staff turnover, so more of the people we support are working with faces they know and trust. We strengthened safeguarding from the boardroom to the frontline, and improved our financial management enough to close the year with a surplus of over £200,000 and stronger reserves — a foundation we'll need as we grow.

Figures only tell part of it. The stories in this report say it better — Enzo travelling independently to the gym, Samiha trying new things on a trip to Chessington, Jade finding the confidence to advocate for her daughter. That's what all of this is for, and it happened for hundreds of people this year, not just the ones whose stories made it onto these pages.

As we move into 2026/27, we're launching a new three-year strategy, shaped together with the people we support, their families, our staff and trustees. It will guide how we grow and deepen our impact while staying true to what has made Centre 404 matter to this community since 1951.

Thank you to our staff and volunteers, to our trustees for their guidance, funders and partners for their continued trust, and above all to the people that we support and their families, who teach us every day what really matters.

Anna Lewis
Chief Executive





CONTENTS

MESSAGE FROM THE CEO	02
MISSION AND VALUES	04
THE DIFFERENCE WE MADE	05
HIGHLIGHTS FROM THE YEAR	06
IMPACT AT A GLANCE	07
ADULT SERVICES	08
YOU SAID, WE DID	09
ENZO'S STORY	10
CHILDREN AND YOUNG PEOPLE	11
SAMIHA'S STORY	12
SUPPORTING FAMILIES	13
JADE'S STORY	14
OUR PEOPLE	15
SAFEGUARDING	16
MONEY COUNTS	17
LOOKING AHEAD	19
THANK YOU	20

MISSION AND VALUES

WHO WE ARE

Centre 404 supports people with learning disabilities, autistic people and their families.

We are a charity working across 9 London boroughs.

Centre 404 started in 1951, when a group of parents and carers came together to support their families.

Today, we support children, young people and adults.

We help people to:

- learn new skills
- make friends and connections
- have more choice and independence
- live the life they choose

WHAT WE BELIEVE

We believe everyone should have the same rights and opportunities. People with learning disabilities and autistic people should have choice and control over their own lives.

Everyone should:

- be valued and respected
- feel included
- have the chance to achieve their goals
- get the support they need to live a good life

Our goal is a world where people with learning disabilities, autistic people and their families can thrive.

Every day, we work towards this by listening to people, treating everyone with dignity and respect, and providing support that is right for each person.



THE DIFFERENCE WE MADE

At the heart of Centre 404's work is a commitment to helping people live fuller, more independent and connected lives. Throughout the year, we supported individuals to build essential life skills, grow in confidence and strengthen their relationships within their communities.



BUILDING CONFIDENCE AND WELLBEING

- New experiences and new connections
- Getting a job and being creative
- Meeting people and new challenges
- Using public transport

“Support built around what matters to each person — not just everyday needs.”



CREATING INDEPENDENCE: CHOICE AND CONTROL

- Cooking, home and travel skills
- Speaking up for themselves
- Taking on new responsibilities

“Some people spoke directly to their landlords to fix problems in their own homes.”



STRENGTHENING COMMUNITIES AND CONNECTIONS

- New friendships and activities together
- Feeling more confident and less lonely

“In Islington, we reconnected people who hadn’t spent time together for years — they now go bowling together every week.”

HIGHLIGHTS FROM THE YEAR



Building social connection

One child achieved a major milestone in confidence and social engagement. Once withdrawn, they now spend time with staff, go out for meals, and choose shared spaces with peers over isolating in their room.



Confidence through music

One adult reached a personal milestone, taking part in a singing competition independently with support. He gained confidence, social skills and self-esteem — and won an award for his participation.



Learning and everyday life skills

Another child made strong progress in learning and independence, advancing from counting to 100 to using the 10 times table. With Positive Behaviour Support, they are now helping at home too, making fruit salad with their mum.



Travelling independence

One person learned to travel a particular route in the community with support, and can now recall the bus route and get there independently.



Reconnecting with community

One adult, isolated since the COVID-19 lockdown, was supported through encouragement and reassurance to rebuild confidence. She now attends church on Wednesdays, enjoys activities at Centre 404, and wants to continue attending.

IMPACT AT A GLANCE

WHAT WE ACHIEVED THIS YEAR

The numbers below sit alongside the stories that follow — together they show what 2025/26 looked like



231,000+

Hours of Supported Living delivered



74,500+

Hours of Outreach and Community Support



27,600+

Hours of Day Opportunity support



1,002

Families supported through SENDIASS services



279

Family carers received dedicated casework support



£285,000

In annual benefits secured for families



538

Overnight Short Breaks delivered at Discovery House



7,500+

Volunteer hours contributed across the organisation



98%

Of children at Discovery House made progress towards their goals



90%

Of Camden Community Support service users reported being happy with their support

ADULT SERVICES: KEY ACHIEVEMENTS

SUPPORTED LIVING

Helping people live more independent lives

- 83 adults supported across 12 Supported Living services
- 231,000+ hours delivered
- More people secured paid employment
- More people travelled independently

DAY OPPORTUNITIES

Achieving personal goals, skills & connections

- 30 adults supported
- 2,250 sessions delivered
- 27,600+ hours of support
- 70% achieved their personal goals

END OF LIFE & DEMENTIA SUPPORT

Dignity, comfort, respect

- Close work with families
- Person-centred, dignified care
- Healthcare professionals involved

POSITIVE BEHAVIOUR SUPPORT

Improving quality of life

- 50+ support plans
- 20+ quality of life reviews
- Tailored, person-led support

ADULT GROUPS & ACTIVITIES

Building friendships & community

- 66 adults attending on average
- 91 sessions delivered
- Supported by 62 volunteers giving 2,500+ hours
- Strengthened links with the local community

HARINGEY OPPORTUNITIES PROJECT

Building confidence & life skills

- 16 people supported
- 27,600 hours of support
- 12 of 16 people became more independent
- Supported people with complex needs

OUTREACH, FLOATING & DIRECT PAYMENTS SERVICES

Supporting wellbeing

- 250+ people supported
- Developed daily living skills
- Built stronger support networks



YOU SAID, WE DID

Following feedback from the people we support and their families, we are always learning and adapting

These are some examples from our Adult Services:



ACCESS TO MANAGEMENT

YOU SAID

Families and service users wanted easier access to a manager when they had concerns.

WE DID

- Introduced regular keyworker training and improved management accessibility.

OUTCOME

- People we support and their families are now finding it easier to speak to a manager when they need to — up from 72% in 2022 to 87% in 2025.



COMMUNICATION WITH FAMILIES

YOU SAID

Families told us they wanted clearer updates on staffing changes and a better understanding of key worker roles.

WE DID

- Introduced regular newsletters and began recording each family's preferred contact method.

OUTCOME

- On average, 86% of the people we support and their families are satisfied with staff communication.

ENZO'S STORY

From reliance to independence: the impact of Centre 404's Adult Services

When Vincenzo, commonly known as Enzo, moved into supported living in February 2024, he faced several challenges affecting his confidence and independence. Living with a mild learning disability, Asperger's syndrome and epilepsy, he often struggled with communication, emotional regulation, social interaction and maintaining routines. Following a road traffic accident, he had also lost confidence in travelling independently and relied heavily on support.

Through a person-centred approach, staff focused on building trust, developing structured routines, improving communication skills and increasing community involvement. Support included personalised timetables, travel training, health and wellbeing activities, Occupational Therapy input and encouragement to engage in social and community opportunities.

A significant achievement has been Enzo's increased confidence and independence. After initially requiring staff support to attend PureGym, he now travels independently and attends trainer-led gym sessions three times a week. He has also rebuilt his confidence using public transport, enabling him to access his community more freely.

“

I can travel on my own now and go to the gym by myself. I feel more confident, and I can do a lot more things independently than I could before.



Today, Enzo is a calmer, healthier and more confident individual who is actively working towards further independence. His goals include developing greater medication awareness, travelling independently to additional community activities and pursuing volunteering opportunities. His journey demonstrates how personalised, consistent support can empower people to overcome barriers and achieve meaningful, lasting outcomes.

CHILDREN AND YOUNG PEOPLE

This year, our Children and Young People's services supported children, young people and families to learn new skills, try new things, build confidence and become more independent.



CLUBS & PLAYSCHEMES

46 children · 8 new to the service

- Managing feelings and money
- Travelling independently
- Staying safe online
- 15 volunteers, 1,200+ hrs



DISCOVERY HOUSE

36 children · 538 stays

- 803 after-school sessions
- New friendships and confidence
- Rest and recharge for families



OUTREACH & HOLIDAY ACTIVITIES

10,700+ hrs of support

- Trampolining and rock climbing
- Community trips and confidence
- 180 meals through Holiday Activities and Food (HAF) programme



SPECIAL EDUCATIONAL NEEDS AND DISABILITIES INFORMATION, ADVICE AND SUPPORT

1,000+ families supported

- Rights, Education, Health and Care Plans (EHCP) and appeals
- Planning for the future
- 97% made progress



SAMIHA'S STORY

New experiences, lasting memories: the impact of Discovery House

Discovery House has had a profoundly positive impact on Samiha and her family, providing opportunities that might otherwise be difficult for her to access. Through the support of a skilled, patient and caring team who understand her individual needs, Samiha has been able to take part in a range of activities, outings and new experiences in a safe and supportive environment.

One particularly memorable experience was Samiha's trip to Chessington World of Adventures. Following the outing, Samiha's mother spoke about the joy the day brought to Samiha and how much it meant to see her daughter trying new things, having fun and creating lasting memories.



Samiha's mother also highlighted the kindness, patience and attention to detail shown by staff throughout the trip. She especially appreciated the care taken with Samiha's personal presentation and explained that seeing photographs from the day reassured her that Samiha was not only safe and well cared for, but genuinely happy and fully engaged in the experience.

“

As a parent, it means so much to see Samiha enjoying herself, trying new things and creating positive memories.

SUPPORTING FAMILIES

This year, our Supporting Families team worked with 279 family carers. This included 93 families who were new to the service.

We gave families practical advice, emotional support and help to understand their rights.

We helped families to:

- apply for benefits and financial support
- apply for travel support, such as a Blue Badge or Freedom Pass
- find grants and other specialist support
- get important items for their homes
- access technology and family breaks



We also brought family carers together through coffee mornings, workshops and meetings.

This gave 58 family carers opportunities to share their views and help us improve our services. Our support helped families receive around £285,000 a year in benefits they were entitled to.



JADE'S STORY

From isolated to empowered: the impact of Centre 404 on Jade's family

When Jade's daughter was diagnosed with autism at the age of three, she began a journey that often felt overwhelming and isolating. Throughout that journey, Centre 404 has provided consistent support, guidance and reassurance, helping Jade feel less alone and more confident as both a parent and carer.

Through workshops, coffee mornings and one-to-one support, Jade gained a better understanding of autism and her daughter's needs. The opportunity to connect with other parents facing similar experiences helped reduce feelings of isolation and created a valuable network of support and friendship.

Centre 404 also supported Jade through challenging situations, including her daughter's Disability Living Allowance appeal and tribunal. Having access to advice, guidance and practical support helped make a stressful process more manageable and gave Jade the confidence to advocate for her daughter effectively.

As a result, Jade has grown in confidence and feels better equipped to understand her daughter's needs and secure the support she requires. The knowledge and experience she has gained have also empowered her to support other parents and carers, sharing encouragement and understanding with families facing similar challenges.

Today, Jade describes Centre 404 as a safe and welcoming community where she feels heard, understood and supported. The support she has received has not only strengthened her ability to care for her daughter but has also increased her confidence, resilience and sense of connection with others.

For Jade, Centre 404 has been more than a support service. It has been a trusted partner throughout her family's journey, helping her move from feeling isolated and overwhelmed to feeling empowered, connected and confident in supporting both her daughter and other families.



Centre 404 has been part of our journey since my daughter was very young and I honestly don't know what I would have done without the support.

OUR PEOPLE

Our staff are at the heart of everything we do. This year, we continued to invest in our staff through training, wellbeing and better ways of working. This helps our staff provide high-quality support to people and families.



INVESTING IN OUR PEOPLE

- This year, Centre 404 became a London Living Wage Employer, helping to make sure our staff are paid fairly for their important work.
- We also reduced staff turnover to 24%, helping us build a stronger and more stable team. Having a consistent team means the people we support can build trusted relationships with staff they know.



STAFF VOICE AND ENGAGEMENT

Our staff engagement scores continued to improve:

- Great Place to Work engagement score increased to 62%
- 72% of staff agreed that Centre 404 is a great place to work
- We gave staff more opportunities to share their ideas and have their voices heard through regular updates, focus groups and our Equality Diversity and Inclusion Working Group.
- Our Staff Excellence Awards celebrated staff for their great work, teamwork and commitment to our values.



THE VALUE OF VOLUNTEERING

- Volunteers remain an essential part of Centre 404's work. This year, our volunteers gave more than 7,500 hours of their time.
- They supported our activities, events and services, helping people try new things, make connections and feel part of their community.

SAFEGUARDING

Safeguarding remains a key priority for Centre 404, and over the past year we have continued to strengthen our safeguarding culture through learning, awareness raising, leadership development, governance and policy review.



KEEPING SAFEGUARDING VISIBLE

Monthly safeguarding emails are now shared with all staff, helping to ensure safeguarding remains a live conversation and not simply a compliance exercise.

They include:

- practical scenarios
- key reminders
- myth-busters
- policy updates



LEADERSHIP AND GOVERNANCE

In January 2026, Centre 404 delivered safeguarding training to the Board of Trustees. Designated Safeguarding Leads completed refresher training to ensure safeguarding leadership remains aligned with current best practice and statutory guidance.

This led to:

- strengthening governance oversight
- ensuring trustees remain informed about their safeguarding responsibilities.



POLICY DEVELOPMENT

The Child Safeguarding Policy was reviewed and updated during the year. Changes included alignment with Working Together to Safeguard Children 2026, including:

- broader safeguarding language
- updates designed to strengthen protection for children and young people.

MONEY COUNTS

Alongside creating social impact, Centre 404 continued to strengthen its financial sustainability, ensuring we can continue delivering high-quality support while investing in future growth.

Message from our Treasurer, Derek Weist:

“It has been an exciting year for Centre 404. The recently recruited senior staff have made a huge positive difference, with greater clarity of direction and improved governance, including much improved financial management and reporting. An increased operational surplus and higher reserves puts us on a stronger financial footing for implementing our strategic objectives over the next three years, including the managed and careful expansion into some new and diversified areas of activity.”



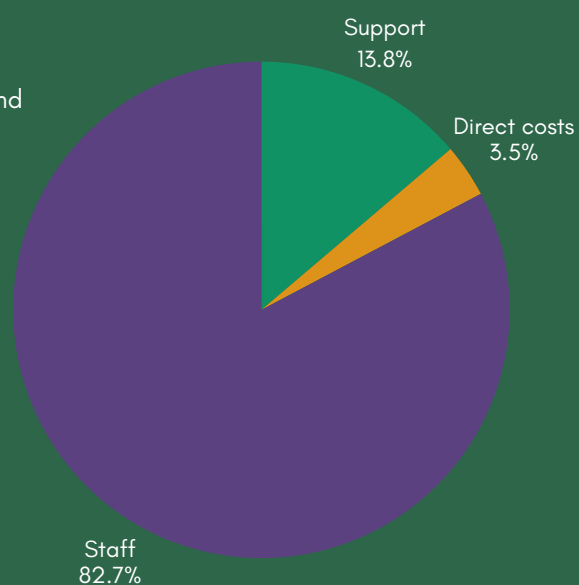
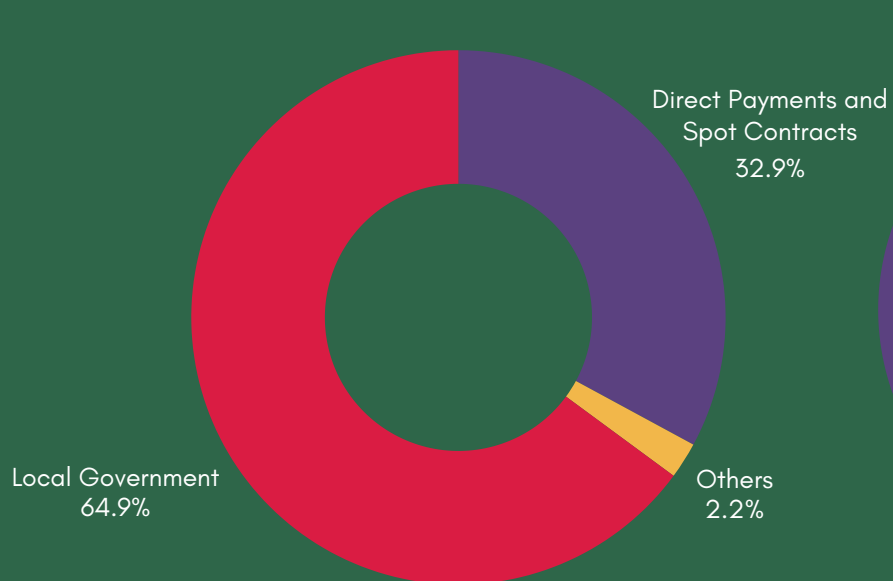
MONEY COUNTS

Where the money comes from

Description	Value	%
Local Government	£7,620,806	64.9%
Direct Payments and Spot Contracts	£3,862,672	32.9%
Others	£257,632	2.2%
Total	£11,741,110	100%

How the money is spent

Description	Value	%
Staff	£9,539,941	82.7%
Direct costs	£400,190	3.5%
Support	£1,588,397	13.8%
Total	£11,528,528	100%



LOOKING AHEAD

As we move into 2026/27, Centre 404 remains committed to empowering people with learning disabilities, autistic people and their families to lead fulfilling lives. We will continue to focus on independence, choice, wellbeing and connection, ensuring that the people we support remain at the centre of everything we do.

The year ahead will also be an important one for the organisation as we launch a new three-year strategy to guide our work in the years to come. Building on our strong foundations, this strategy will help us respond to changing needs, strengthen our services and partnerships and identify new opportunities to increase our impact. Through collaboration with the people we support, their families, our staff, trustees and our stakeholders, we will shape a shared vision for the future that reflects our values and ambitions.

We look forward to continuing to work together to create a more inclusive environment where people with learning disabilities and autistic people can thrive, contribute and achieve their goals.



THANK YOU

We are deeply thankful to our supporters whose generosity and commitment have helped us create meaningful opportunities and improve the quality of life for people with learning disabilities and autistic people across 2025/26.

Thank you to our Funders and Community Partners and Corporate Partners

Sir Andrew Cahn, Critico Security, Jack Petchey Foundation, Cripplegate Foundation, Coombe-Tennant Foundation, Young Camden Foundation, Department for Education, Percy Bilton Charity, Tesco Groundworks, Chapel of Life, Cameron Farrier, The Late Lillie Maud Watson, Second Hand Chance, Virginia Bovell, The ELBA & BIG Alliance Toy Appeal, National Grid, Canopus Services Limited, Aviva, Islington Gardeners, QBE and Tesco Caledonian Road (for the big donation of chocolates and mince pies). Thank you also goes to the London Boroughs of Brent, Camden, Enfield, Hackney, Haringey, Islington, Tower Hamlets and Waltham Forest.

Thank you Donors

Thank you to all individuals who have donated to various campaigns this year.

Thank you Volunteers

We would like to recognise the incredible contribution of our volunteers. Through your dedication, enthusiasm, and hard work, we have been able to achieve so much together. We would also like to thank our Board of Trustees: Maggie Elliott (Chair), Sean McLaughlin (Vice Chair), Derek Weist (Treasurer), Tara Willson, Felix Arnold, Faye Oliver, Etienne Makosso and Copeland Ingram for all of their tireless efforts.

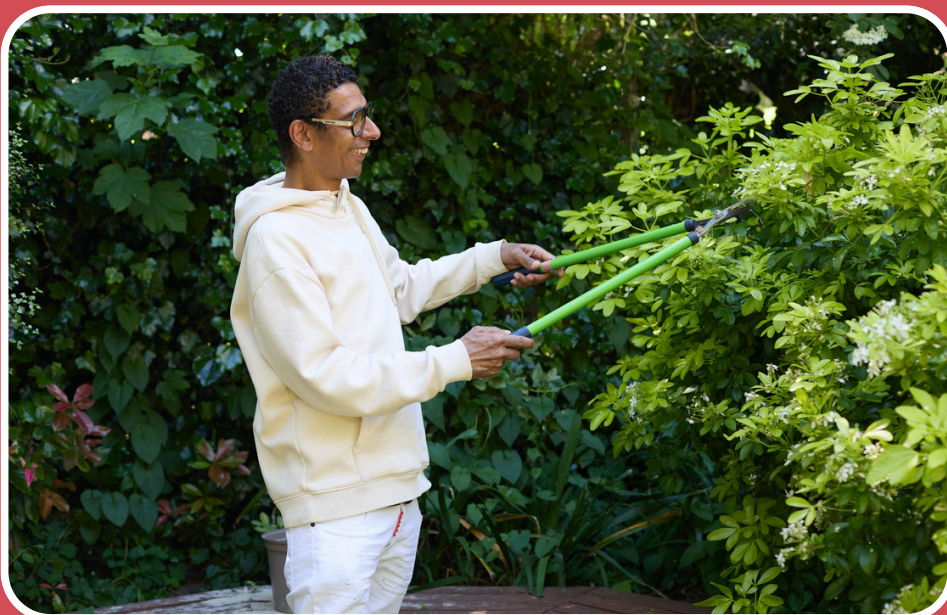
Acknowledgements

Thank you everybody who contributed to the creation of this Impact Report, supplying text, photography, statistics and other valuable support throughout its development. A special thank you goes to all of the amazing Centre 404 staff who continue to go above and beyond to improve the lives of the people we support.



Training Partnership









Supporting people with learning disabilities, autism & their families

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