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Demonstrating Impact

Annual Review 2014/2015

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Mission Statement

Centre 404 is working towards a world where people with learning disabilities and their families have the support they need to enjoy the same rights, freedoms, responsibilities, respect, choices and quality of life as people within the wider community.

We aim to contribute to this by providing excellent quality services and by supporting people with learning disabilities and their families to get their voices and views heard.

Centre 404 was founded in 1951 by parents of children with learning disabilities and over the years has built vital services across three main areas: Supported Housing and Independent Living, Clubs and Activities and Support for Family Carers.



FRONT AND BACK COVERS:
ENJOYING A CANAL BOAT HOLIDAY
ON OUR SUMMER SCHEME

Introduction

Welcome to Centre 404's 2015 annual review.

We are proud of our achievements over the past year and the personal stories in this review are testament to the progress we have made.

In the last 12 months we have been busy asking more people than ever before for their views and suggestions on our current services and future work of Centre 404. All this feedback will underpin a new strategy from 2016 onwards and ensure the charity is moving in the right direction.

After much planning and anticipation I am delighted to report that in partnership with Islington Learning Disability services we launched a new housing support service. There are currently 14 tenants who have moved into their own newly built flats where support is tailored to each tenant's needs and wants, whilst encouraging independence and community engagement.

As public and community spaces shrink, whether through cut backs or societal changes, we remain committed to providing a physical space for people to meet and to nurture community connections. With this in mind, we drew up detailed plans to create additional rooms for more activities and to take the pressure off heavily used areas of our building. Based on feedback we know that people want to be able to meet face to face and to do things together. This aligns with the work we have been doing developing group based activities through the pooling of personal budgets and open

access provision for adults and children. We see this work as essential to people retaining a sense of community and belonging as well as fostering independence.

Our families tell us it can be a lifelong battle to get their needs met and the right services in place, but the kind of support we offer goes a long way towards them feeling more able to cope and clearer about their rights. There is more demand than ever for specialist and in-depth advice to parents and carers as changes to welfare reform start to bite. As such we have worked with additional numbers of families across Camden and Islington and are looking to continue to expand this support to more families across North London in the coming years.

We hope you will agree that the following pages demonstrate the impact of our work. At its most simple Centre 404 does the small things and the big things that can all add up to make a real difference to someone's day, week or year and very often their longer term wellbeing and happiness. To be able to do this is a big responsibility and a great privilege, with huge rewards for the staff, volunteers and trustees of Centre 404. So I want to thank these dedicated people. I also want to thank our family carers and service users for sharing with us the joys and challenges of their everyday lives and working in partnership with us to deliver positive outcomes and a better society all round.

Linda McGowan, CEO

In the last year Centre 404 provided direct daily or weekly services to over 1,553 individuals. This is an increase of 13% from last year

Julie

Before moving to a new supported housing development on Leigh Road, Julie lived with her parents for 50 years.

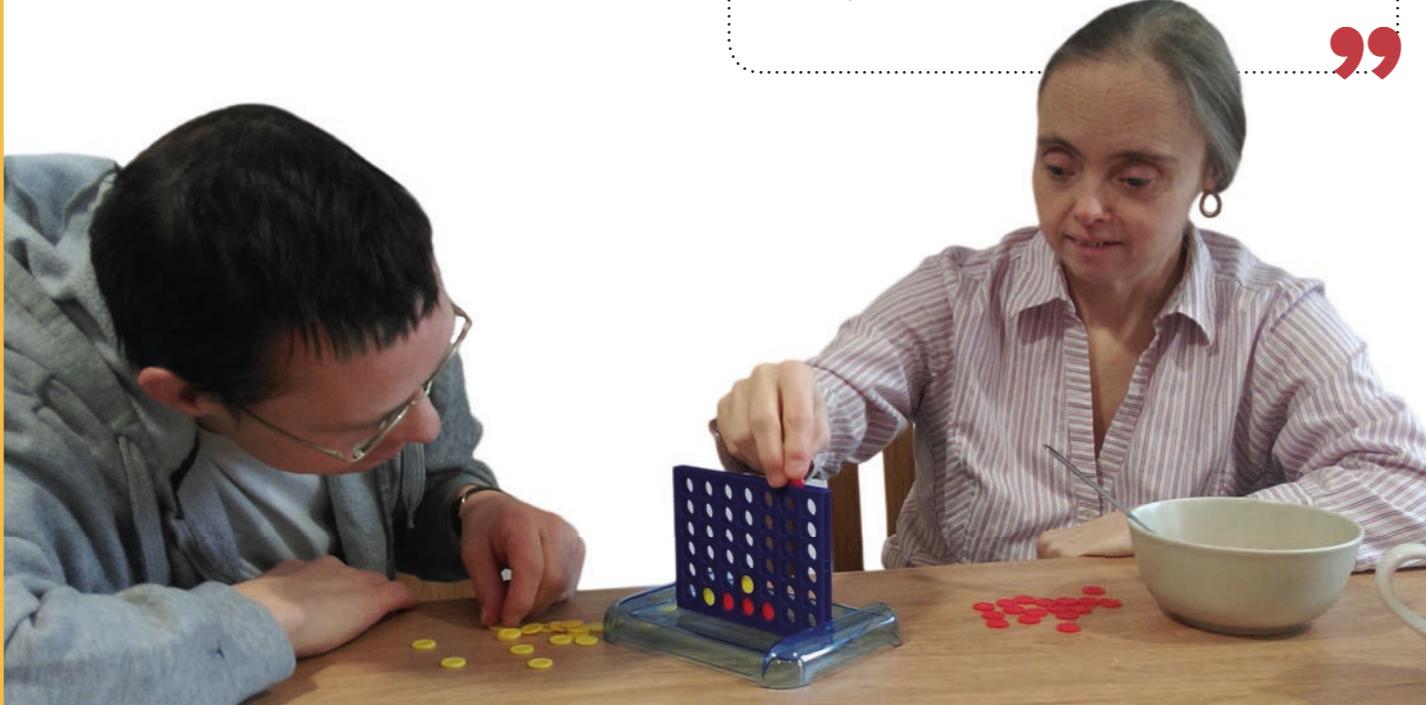
She had very few independent living skills and was reluctant to move out and meet new people, despite her parents' age. After her mum took a fall and went to hospital, Julie had to move to emergency accommodation. Here, she was supported by a Shared Lives carer who was also supporting another tenant moving to Leigh Road. She got on so well with the other tenant and the carer that she changed her mind about moving.

“

When I first saw it I was a little bit nervous. I couldn't talk to anyone at first. I liked meeting my support workers before I moved in. My key worker is amazing. I like my support workers. It's really important I get on well with them. We just clicked together.

It's changed my life forever. It's a dream come true. I do bowling at Finsbury Park, go swimming and do Pedal Power and gardening. I have made a lot of friends. I've learnt to wash my clothes and cook. I taught the other tenants how to play snooker. I was nervous showing my mum around; she cried because she was proud.

”



Independent Living

Over the last year, Centre 404 has been able to increase the number of people we support.

We now successfully support 93 people with a range of disabilities living independently in their own home or in shared accommodation across Islington and Camden. 32 of these people have high and/or complex support needs. Out of the other 61 people with a mild to moderate learning disability, 24 have a dual diagnosis of mental health needs.

Our growth has been down to the opening of a new supported living development. Designed and delivered in true partnership with the landlord, Islington council, the scheme provides up to 19 tenancies for adults with a learning disability and has helped bring a number

of people who had been placed out of borough back to live near their families again.

We also enhanced our work with families and social circles through the development of a family and circles of support charter. This coincided with Centre 404's involvement with a DVD providing huge insight into working with families, Learn with Us. The DVD was developed by the Family Carers' Reference Group, facilitated by Centre 404 in partnership with Islington Social Services Learning and Development. Lead family carer Clare Palmer then worked with Centre 404 to develop the DVD into a workshop, which has been embedded in our training programme and receives an enthusiastic response from staff. Other providers and councils are now also becoming interested in using the Learn with Us training resource.

This year we carried out our biggest ever collection of feedback from our housing service. This has been used to develop a new 5 year strategy, and feeds into our work-plan for the coming year.



- ▶ There was 100% satisfaction with people's homes and housemates



- ▶ Over 95% satisfaction with support workers



- ▶ 100% said they can choose what to do when they are with their support workers



- ▶ 90% said their support worker helps them to do things independently

Supported Living

We support tenants who have a range of needs and live either on their own or with others in a shared house.

Support provided can vary from a few hours a week to 24-hours a day. As support is based on individual need it can be used for things like learning new skills, helping to budget and stay on top of bills, maintaining good health and wellbeing, developing friendships and finding employment or volunteer opportunities. 41 people used this service over the last year.

Derek

Derek has been diagnosed with Autism and Anxiety Disorder.

He really enjoys being outdoors and going on long walks, but due to difficulties socialising with people it was a challenge for him to go out into the community. He has worked hard over the last 4 years to become more independent and with encouragement from his support workers, Derek is now able and happy to go to community activities alone. Prompted at the right time he now walks to and back from his Art Therapy Group with no support. He is very happy with this new independence and never misses a session.



Our New Supported Living Project

Last autumn, 14 people moved into our new housing development on Leigh Road, Islington. Some of these tenants will be learning independent living skills over a period of 18 months before being able to move on to lower level support services.

The service provides a range of group and individual activities which are on offer 7 days a week, during the day and into the evening. The success of the service is already evident with tenants having made strong friendships, maximising use of the large open communal spaces and expressing huge positive differences in their lives.

Charlotte

Charlotte is an outgoing woman in her early thirties who loves good company, busy places, and sensory stimulation.

Before moving to Leigh Road she lived in a care home a long way from her family, in a sleepy rural village in Kent. This wasn't the sort of environment Charlotte thrives in, and she wasn't her usual party-loving self. Charlotte is not able to tell people how she feels or what she wants through speech, but she made it clear she wasn't happy there.

“

I like it here, I like living here, everyone is nice to me and I like my flatmates. I take care of the house when they go out – I like that.

”

We have been struck by how keen her work team are to give her as good a time as possible. Any of my suggestions for activities are met with enthusiasm and the attitude of, “we'll try it and see how we can fit it in”. In her previous placement any of my ideas were met with caution and endless risk assessments. We were delighted to see the large grin she gave on her return to her flat after a weekend with us. We felt it really had become home to her. She loves the energy generated by the social events and for us it is so good to be able to pop in for as long or as short a time as we can.

Anne, Charlotte's Mum



Ron

Ron has a learning disability and is the main carer for his wife Eileen, who has many health issues including diabetes, asthma and a heart condition.

In January 2014 he was diagnosed with a heart condition himself. Previously a heavy drinker and smoker, Ron decided to make some lifestyle changes.

Independently, he completely cut cigarettes and alcohol out of his daily routine. Ron was supported by Centre 404 to attend many health appointments and was also supported to learn more about healthy foods and drinks. Ron is not only managing his condition well and is stable, but is also using his new dietary knowledge to support his wife to make informed choices, improving her health too.



“

I started smoking when I was 9. Since I had the heart problem, I cut out drinking and smoking. My support worker said it's up to you to do it. They gave me a blood test at the hospital – the doctor said they'd find out if I was lying. It showed that I had quit in my blood test. The nurse said I'd done really well.

It's been over a year since I stopped now. I feel a lot better now and my support workers go to the hospital with me. Now I'm healthy. I tell my friends to go outside and smoke.

”

Outreach Services

Outreach Services provide support to people living in their own homes for just a few hours a week around specific independent living skills such as budgeting, shopping or cooking. 52 people used our outreach service during the last year.

Ken

Ken was referred to Centre 404's Outreach Service just under a year ago. During the initial visit, we found that his house was completely empty and even essentials like kitchen utensils were not present.

Ken only had one chair in the entire house and a small radio to entertain himself. His washing machine had been broken for a long time and as a result Ken was wearing unclean clothes. This not only affected his personal hygiene but also had an impact on his social life.

After a deep clean of his house, Ken was supported to go through lots of letters he had been storing and manage his finances. He had been overpaying his rent and was entitled to a refund, which meant that he could be supported to buy items for his house, new clothes and a telecare alarm. Ken's support worker also observed that he was not taking showers because of his mobility and so after an OT assessment, Ken also got a walk-in shower.

This service does not use any cover or agency staff and service users work with a small, flexible consistent team around them which helps to maximise the positive outcomes we can help people to achieve. Stories like Ron's and Ken's show how vital this extra support can be.

”

Before I didn't have much to do, now I get out. I have been volunteering to train new staff at the recruitment days, along with other clubs where I have met new people. My sister and nieces are very grateful and are glad that I am out and about and am meeting new people. Centre 404 has given me perspective on a new way of life. Without Centre 404 I don't know where I'd be.

”



James

James lives with his parents, who also have a learning disability. In the past he has made unsafe friendships which on several occasions led to intervention from the authorities.

James now works with his support workers and family to identify his anxieties about relationships. By building and maintaining constructive relationships, he is less at risk of becoming socially isolated. He is also working on getting healthy, and his support workers are helping him to find enjoyable ways to exercise!

I really enjoy going out with my support workers, planning trips and going to visit different places – I like having a laugh with them! We have been swimming and walking. I like swimming best. I have a lot of health appointments and my workers come with me to help me understand and say how I'm feeling. It is good having Centre 404 to go to if I am worried about something and I know I can call them if I am in trouble and talk things through.

*"If the goal is independent living, the route is self-directed support and the vehicle is personal budgets."*ⁱ

Mencap, 2015



Personalised Services

Increasing independence is one of the main aims of our services. Designed to give people with learning disabilities and their families more say in how they receive support, Personal Budgets can be crucial in achieving this.

As more people look for effective ways to use their budgets we have seen this area of our service grow, and anticipate further growth and diversification as we respond to the needs of a community with more choice and control over their support.

Finding and Matching Service

Our Personal Support Worker Finding and Matching Service currently offers provision for children and adults in Islington, Camden, Hammersmith and Fulham, and Haringey – where we have seen use of the service almost double.

People using the service are matched to support workers according to their needs and interests so they have maximum control and choice. This year we saw an increase in referrals for people with profound and multiple learning disabilities, and for people transitioning from child to adult services as they get set up with a personal budget.

For Personal Budget holders we currently offer:

- ▶ Affordable group activities, including yoga, wheelchair ice-skating and a music group, which allow people to pool their budgets
- ▶ Finding and Matching Service; recruiting, training and managing personal support workers to match the needs and wishes of individuals and families
- ▶ Individual Service Fund (ISF); supporting adults with a learning disability to manage their money and paperwork



In March 2015 we provided over 1260 hours of support, an increase of over 300 hours from the same time last year.



Judith

Judith has been attending Centre 404 for almost 8 years, where her infectious laugh has made her well-known.

Now aged 18, Judith and her family are making full use of her personal budget to get support from the Finding and Matching service, and find a wide range of activities to suit Judith's interests.

Judith benefits hugely from the various Centre 404 activities she attends. The Friday night disco is a highlight of her week and a great chance for her to dance or just hang out with other young people. The music group on Wednesdays and Stages on Saturday are great fun and have really built her confidence in music and drama.

Mary, Judith's Mum

A busy and active person, Judith attends various groups including Saturday Stages, Friday Night Social and the Music Group. In July last year she was able to take a trip with the Music Group to Wireless Festival to see some of her heroes in action - Bruno Mars being the clear favourite. Her confidence has gone from strength to strength, performing for family and friends with the Stages Group and performing with the Music Group at a Friday Night Social.

Group Activity and Pooling Budgets

By coming together in a group, people using Personal Budgets can pool their money – making everyone's budget go further and reducing the potential for social isolation.

Together, they can access cheaper booking rates and make more efficient use of staff support.

Our groups designed for people with Personal Budgets continue to rise in popularity and have been attended by 204 adults and young people this year. They offer a chance for people to get out of the house and take part in something exciting and fulfilling, meet friends, make new ones, feel safe and have fun.

Over the last year we have run:

- ▶ Healthy Cooking Club
- ▶ Wheel Chair Ice Skating Group
- ▶ Music Group
- ▶ Friday Night Social
- ▶ Yoga

During the next year we will respond to the needs of the community and look at implementing more groups, allowing more people to attend activities that they want to take part in.



"Pooling Personal Budgets is another way that empowers disabled people and promotes their choice in how they wish to lead their life in order to be part of the community life."ⁱⁱ

Disability Rights UK, 2015



EXOTIC ANIMAL COMPANY WILD FANGS PAY A VISIT TO THE JUNIORS GROUP

Clubs and Activities

Over the past year we have maintained our after school provision for children and young people and our evening provision for adults with learning disabilities, running 12 clubs a week in total.

The number of people that are currently benefiting from this provision has noticeably increased over the year, particularly those using our Personal Budget services.

We were fortunate to continue our partnership with the Lord Taverners' Association, which not only awarded a 16 seat wheelchair-accessible minibus but also paired us up with Middlesex County Cricket Club, who provided two free cricket coaching sessions for our Youth Group. In order to maintain a sporting balance, we also worked with Arsenal FC who provided free football coaching!



We have worked with:

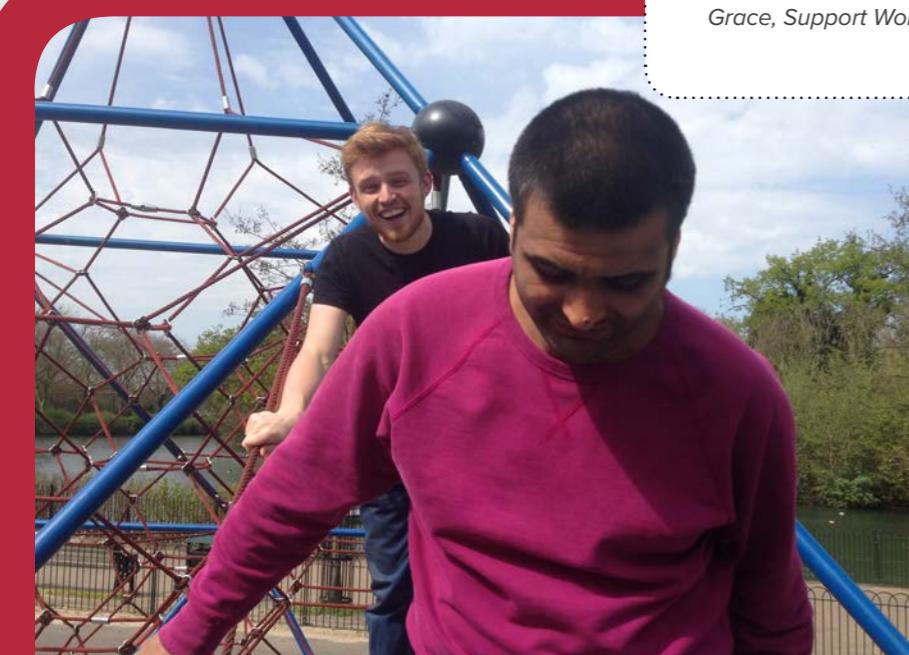
113 children and young people up to the age of **25** in our youth provision

212 different adults in our various adults groups and Day Service.

Ismail

Ismail, 39, is the most recent member of the Day Opportunities group. When he first joined, he wanted to do everything very quickly and was hesitant about trying new things.

Over the last few months, Ismail has enjoyed his autonomy; leaving the group to play tennis or basketball, exploring the building freely, and choosing which jobs he wants to help with – usually all of them! He is now much more calm, confident and patient, and has become very considerate of the other service users. By sharing his things, helping others with their coats or cleaning up, he has formed strong friendships and become an indispensable member of the team.



“

I take Ismail out every evening and he seems much happier. He enjoys helping others and being part of a team. He is more confident now.

Yusuf, Ismail's Dad

Ismail is a lot happier and he looks forward to visiting Centre 404 every day. One of the biggest ways that Centre 404 has helped Ismail develop is his willingness to try and stick with new activities. Whereas before he would start a new activity and very quickly get agitated, now when he tries something new he has more patience and focus.

Grace, Support Worker at Ismail's care home

”

Provision for Adults

This year we have had to restructure some of our services for adults with learning disabilities. Funding for this vulnerable group is scarce, but we are committed to ensuring continuity for these services, which provide age appropriate activities and an opportunity to make friends.

Our Day Opportunities service for adults with complex needs has now been running for almost two years.

We offer a regular service to five adults from Islington and Haringey, as well as holiday provision to a young man from Camden. The service is based in the community for two days each week, and service users have tried a wide range of activities over the last year including wheelchair ice

skating, trampolining, yoga, cycling with Pedal Power and cookery at Manor Gardens Welfare Trust. We have been able to extend some of these sessions out to other service users too, ensuring that our Day Opportunities users have the chance to meet new friends. This year, we hope to work with the Kindness Offensive to create a sensory garden together at their headquarters on Camden Road.

“1 in 4 people with a learning disability who responded to Mencap’s online survey in spring 2012 now spends less than one hour outside of their home every day.”ⁱⁱⁱ

Mencap, 2012



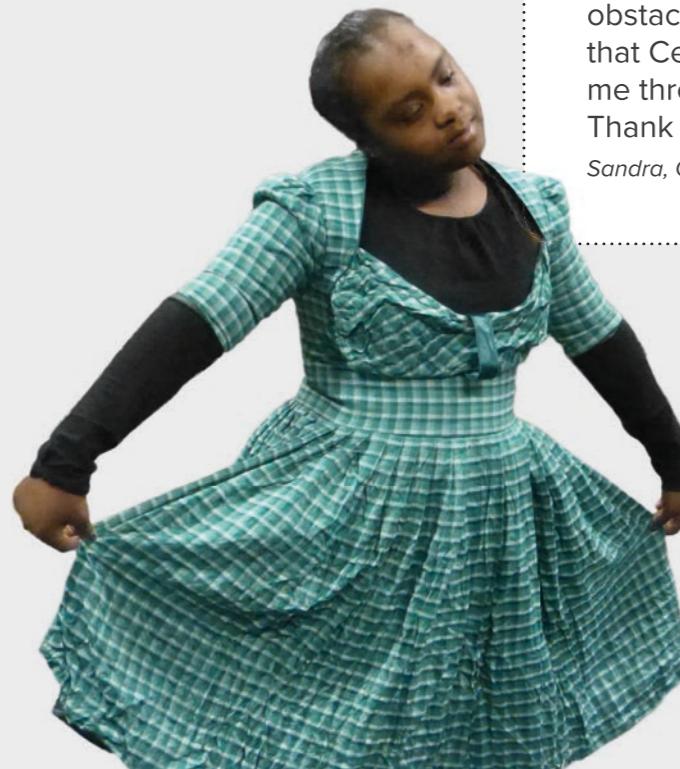
Nearly 200 people attended our Friday Night Social in the last year.

- ▶ It's more popular than ever – recently we had 70 people attend in one night
- ▶ Featuring guest spots for 12 Elfrida Siren DJs
- ▶ Supported by 10 wonderful volunteers in the past year

China

China is 14 and has been a member of Centre 404 since she was 9.

When she first started to attend Stages, a drama group, and Aiming High, a group for young people, she wanted attention from both staff and her peers and her behaviour was often challenging. Recently, China has taken on much more of a leadership role, helping others integrate and showing a genuine interest to help. Last summer China was awarded the Jack Petchey Award for her “dedication and focus in the group”. It was noted that China had been trying really hard to be a ‘team player’, despite her love of being the leading lady!



“

Centre 404 has opened up a new whole world for her. China has grown into a beautiful young teenager who is able to talk to someone other than me and express herself without feeling different. She still has big obstacles to face but I pray each day that Centre 404 will be around to help me through with her into adulthood.

Thank you.

Sandra, China's Mum.

”

Provision for Children and Young People

Our services for children and young people include after school and evening groups for those aged 5-25 years old, funded by a combination of local authority and charitable trust funding. We have also been able to provide holiday play schemes three times a year, including a residential canal boat holiday.

This year we started a new Short Breaks Outreach service for children aged 5-18 years old in Islington, based on the model that we use in Camden. Through these schemes we work with individual children either in their home or out in the community for a few hours each week, providing valuable respite to their families – some of whom can be at breaking point. In Islington, we can now provide either paid staff or a volunteer buddy, depending on the referral and support needs of the child.

“8 out of 10 family carers are at breaking point because of a lack of short breaks.”^{iv}

Mencap, 2013

Thanks to BBC Children in Need, the children and young people who attend our Juniors Group and holiday play schemes were lucky enough to be asked to design a Pudsey Bear t-shirt for sale in Debenhams over the Christmas period. The winning designer had her t-shirt made up and sold in Debenhams stores nationally, and a small group of children were invited along to meet the VIP Bear himself at Debenhams last December.





“

Juniors Club is now an important part of Max's weekly diary. When he wakes up each morning his first question is "What day is it?" When I tell him it is Tuesday he asks what the Juniors activity is and he tells me it is minibus day! He has grown in confidence since attending and his behaviour is becoming less challenging due to the extra reinforcement of positive behaviour he receives. He had been taught some unsavoury language by peers at school and the staff at Centre 404 are helping me nip this in the bud.

It is really helpful that Max is collected direct from school and dropped home after the club as it means that I have the opportunity to work for a longer day than usual. I can honestly say that Centre 404 has been a great support since receiving Max's diagnosis and without it the outcomes I see today would have been very different.

My elder son Jamie attended the Siblings Group too. This was excellent as it seemed to Jamie that for the first time in his life he didn't take second place to Max with his extra needs. It was an outlet just for him. He loved attending and very rarely missed a week. One of the team leaders also has a sibling with Down's Syndrome and helped Jamie deal with some of his emotions and feelings about his brother.

Jenny, Max's Mum

”

Max

Max, aged 9, recently joined the Juniors Group. When he first joined, Max was unable to express opinions about what he likes.

After trying lots of new things – like holding a bearded dragon, a visit from the Dog's Trust and meeting Pudsey Bear himself, Max now gives a considered opinion from a range of options, rather than the safe option of blowing a raspberry!

1079 families received one to one support
– of these **224** are new to the service

Families receiving one to one support from Centre 404



721 care for a child under 18 with SEN or disabilities – 54% of these families care for a child with high and complex needs



358 care for an adult with learning disabilities – 76% care for an adult with high and complex needs



81% live in social housing / 5% of these family carers have their own disability/ 62% have their own health needs/ 64% care alone.

Reducing Poverty

Centre 404 helped raise

£494,971

for families this year:

Charitable bodies:
£26,405

Other welfare benefits:
£63,652

DLA/PIP: £404,914

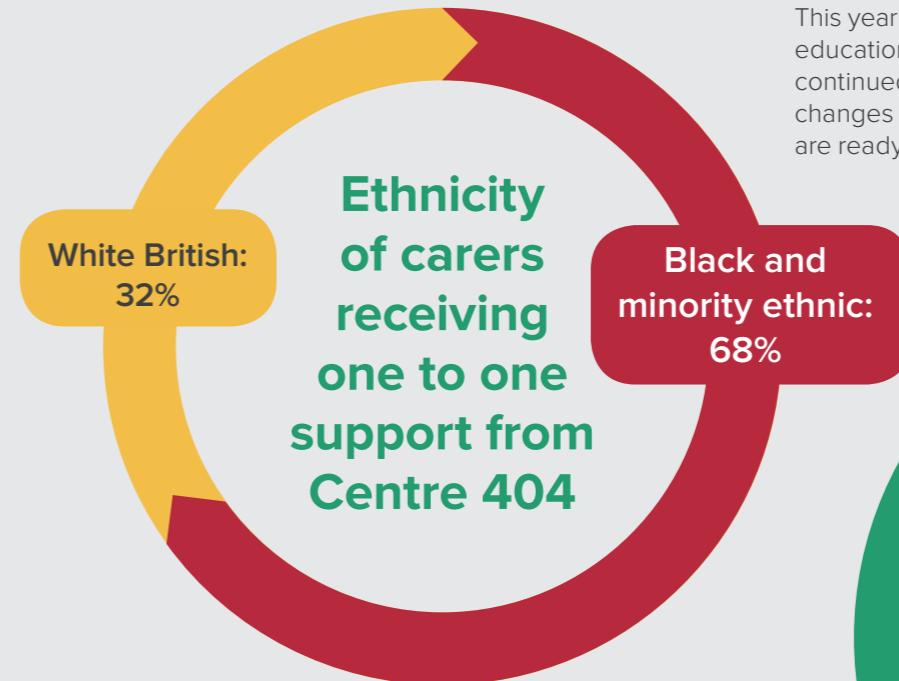
Supporting Families

We offer local, person-centred support for family carers throughout their lives. This means we can be there through major milestones such as initial diagnosis, starting school, transition to adult services, leaving home and planning for later life.

Our services for families include:

- ▶ Advice and information on education, health, welfare and social care matters
- ▶ Social activities for the whole family
- ▶ Support groups – getting family carers involved
- ▶ Practical workshops for family carers
- ▶ Forums and focus groups allowing family carers to have a voice and influence decision-makers

This year saw the introduction of new reforms on special educational needs, disability, adult social care and the continued roll out of welfare reform. In light of all these changes our staff have received relevant training and are ready to support families when needed.



“Black and minority ethnic carers are less likely to be receiving practical and financial support with caring and more likely to miss out on accessing support for longer – often as a result of a lack of advice and information and struggling to access culturally appropriate services.”^v

Carers UK, 2014

Keeping Family Carers Informed

As part of our service we keep family carers up to date with news via regular email bulletins, social media, our website, information events and a brand new text messaging service.

We also circulate two newsletters four times a year to 2030 family carers. They are packed with information about events, support groups and training available in the local area.

Including regular contributions from family carers, the newsletters are essential sources of information for other family carers across North London to feel involved and empowered.

Dawn

Dawn's son, Tyrese, is 11 and has speech and language difficulties.

Last year Dawn asked for support to appeal using dispute resolution with the Local Authority for refusing to carry out a statutory assessment of her son's special educational needs. Centre 404 supported Dawn to fill in the appeal forms and helped her to make sense of the tribunal paperwork. As a result, the Local Authority granted Tyrese a statement of special educational needs. Prior to having a statement, Tyrese was struggling alone in class but now he now receives 1:1 classroom assistance and small group work.

This year in response to the recent changes in law, we held two major events for family carers. In November Professor Luke Clements, one of the leading authorities on community care legislation, gave a talk to family carers on the Care Act 2014 which was attended by 199 people. In March we held a conference for family carers on the Children and Families Act 2014, which was attended by 119 people. Speakers included representatives from the Department of Education, Council for Disabled Children, Islington Education, Irwin Mitchell Solicitors and a parent, all giving their perspectives on the Act's implications for young people and parents.

“

I am so happy that my son finally has a statement and he'll be getting the support he needs in school. I would not have appealed against the Local Authority on my own because I'm not very good at filling in forms or using a computer.

I don't know of anywhere else that could have supported me to do this. Knowing that Centre 404 is within walking distance from my home makes me feel happier. The staff are all friendly at Centre 404 and helpful.

”



95% of family carers said they would feel more confident if they had to tackle the same issues again after coming to Centre 404

Social Activities

Events and social activities are really important in helping family carers meet new people, build social support networks, reduce isolation and enjoy themselves.

Kiran

“

Discovering that my 5 year old daughter has learning disabilities and was diagnosed with complex needs was a tremendous blow for me and my family.

Unable to cope, I became stressed, overwhelmed, and depressed with trying to understand how to get support at school and at home for my daughter.

From the onset, my caseworker at Centre 404 listened, gave reassurance and pragmatic advice. She held my hand through every step of the process of completing the Disability Living Allowance application and the Parent View for the Education and Health Care Plan application. I know Centre 404 will always be there at each and every step of my journey. This gives me strength and hope to do the right things to help my daughter to live a happy life.

This year we ran several events for the whole family so everyone could enjoy going out together. The Carers Health and Wellbeing Fair as part of Carers Week was a big success and new for this year, we hosted Family Cinema Days at the weekend.

“Providing family events makes a big difference – it is nice to be able to come somewhere and not have to explain things such as why my son does not talk very much”

Sara.



Family Carers Get Involved

Family carers having their say is essential to the way Centre 404 works. We actively encourage family carers to speak up on issues that affect them and the person they care for.

Pauline

Pauline is an older carer who is physically disabled.

She is the main carer for her daughter Amanda, 43, who has a severe learning disability with autism. Pauline had trouble with complications to her daughter's personal budget and bank accounts. With Centre 404's support, she managed to resolve the issue and make a formal complaint to the bank, outlining the principles of the Mental Capacity Act.

“8 in 10 (83%) carers have felt lonely or socially isolated as a result of their caring responsibilities.”^{vi}

Carers UK, 2014

We host a number of support groups for parents and family carers across Camden and Islington, covering a range of ages and including a group specifically for Turkish families. All these groups give an opportunity for family carers to engage in local consultations, discussing and influencing change with all the relevant decision makers.

“

I was frightened to ask for help. I've never asked for help before. I knew what I wanted to say but I just couldn't put it down in the correct way. I just think that Centre 404 is a great place to get some help – there should be more places like it. Centre 404 helped me in a big way.

”



Marie

Marie's daughter, Mary Jean, is 25. She has a severe learning disability, health issues and is in a wheelchair.

The family were struggling to get the council to repair their heating over winter, which became an increasing concern due to Mary Jean's poor health. They also needed a larger Motability vehicle, as Mary Jean had started to have frequent seizures which meant an extra passenger had to sit next to her. They applied for a grant but the result was only enough to cover the deposit for a new vehicle.

Centre 404 supported the family to apply for another grant to fund the vehicle, and contacted the council's repair team several times to explain the urgency of the heating situation. Finally, the heating was fixed and Mary Jean was given a longer radiator so that her room would be warmer. The family also received a grant large enough to cover the deposit for a new Motability vehicle.

“

I was under so much stress when I came to Centre 404. I had a lot to deal with. The help I received from Centre 404 made an enormous difference to me and my family. It is wonderful to be able to come to one place where people can help me to get through all these problems and get things done.”

”



Practical Support For Families

Centre 404 offers one to one support to help families access the right level of education, health, welfare and social care services.

Our support services include:

- ▶ Specialist advice around education, health and social care for parents of children with special educational needs or disabilities
- ▶ A partnership with the Bridge Special School, providing practical and emotional assistance to parents
- ▶ Information and guidance around carers' assessments, Personal Budgets and breaks for carers of all ages

- ▶ One to one support and advocacy for family carers of adults with a learning disability
- ▶ Dedicated groups for older family carers aged 60+



87% of family carers said they felt less stressed after coming to Centre 404.

Volunteers

Volunteers have always been vital to Centre 404, and this year we received more help than ever.

This has a real impact on the lives of those using our services; as an example, this year our service users have been able to try new activities, go out for tea and receive information in their own language, all because someone gave up their time.

Having the input of volunteers allows us to do more with the support services we offer. Here are some of the ways volunteers helped us go further:

- ▶ Supporting weekly clubs and activities like playschemes
- ▶ Administration and data entry
- ▶ Reception cover
- ▶ Fundraising
- ▶ One to one buddying
- ▶ Group buddying, particularly at our new housing development
- ▶ Gardening
- ▶ Supporting events

We are lucky to have the support of some very talented volunteers, and hope to see even more people sharing their musical, creative and social skills with us over the next year.

Rupert

Volunteers add real value to the work that we do, and the feedback we get from volunteers themselves is that it has a positive impact for them too.

Rupert has been volunteering with the Warm and Welcome Wednesday Group for adults since August. Before then, he had never formally volunteered and although he lived locally, wasn't aware of Centre 404's services.

This year we had support from 120 volunteers. 60% are new to Centre 404 this year. 25% have a learning disability themselves. Thank you to each and every one of the volunteers who have helped us this year.

“

I joined Centre 404 at a career break in my life. I knew I wanted to give some of my life and work experiences back to others.

My first days at the group were daunting, but the management and other volunteers are terrific in supporting you through this process, always there to guide and encourage you.

Centre 404 has given me confidence and a lift I hadn't been expecting. You do these activities thinking it's solely to help others, but what suddenly becomes apparent is how much it helps you.

”



Money Counts

Centre 404 has again managed to provide a wide range of services to Islington and neighbouring boroughs whilst facing ever increasing funding challenges in the current political and economic climate.

It is testament to the dedication of the staff and volunteers that Centre 404 has been able to provide these services within budget whilst

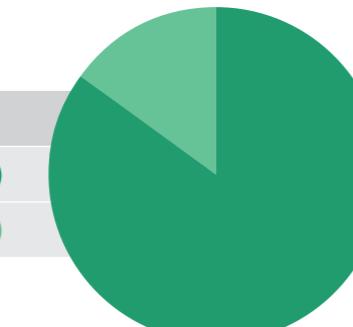
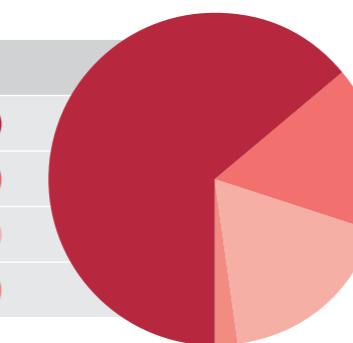
Supported Housing and Independent Living

Where the money comes from

	%
Local Government	64
Direct Payments and spot contract	16
Supporting People and Day activities	18
Others	2

increasing its service provision significantly with the successful opening of Leigh Road last September. More challenges await in 2015/16 including the continued implementation of the building improvement plan and the increasingly difficult fundraising environment, but I am confident that we have the ability to meet these successfully.

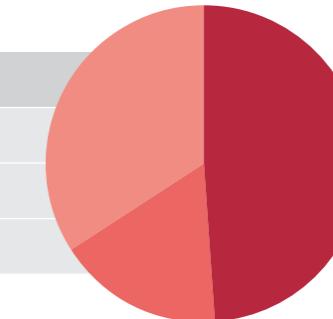
Derek Weist, Treasurer



Leisure & Learning and Family support

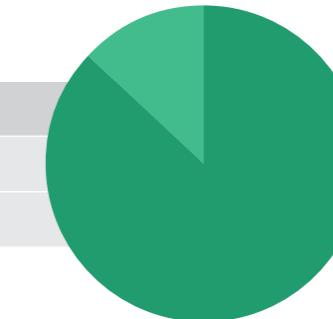
Where the money comes from

Where the money comes from	%
Trusts & Government Funding	49
Local Authority	17
Others	34



How the money is spent

How the money is spent	%
Charitable activities	87
Support and governance	13



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Thank You

We would like to thank all the funders and partners who have generously contributed to the successful running of our services this year:

Albert Hunt Trust, The Arsenal Foundation, BBC Children in Need, The Big Lottery Fund, Bruce Wake Charity Trust, Cripplegate Foundation, Chapman Charitable Trust, Chidwick Trust, Department for Education, Help a Captial Child, Inman Charity, Jack Petchey Foundation, Jill Franklin, Lloyds Community Trust, the London boroughs of Islington, Camden and Haringey, Richard Cledesley Trust, Waitrose, and the Worshipful Company of Goldsmiths.

We have been lucky to work with some wonderful organisations this year, including the Kindness Offensive, Manor Gardens Centre and

Islington Arts Factory. We would also like to thank the community fundraisers and volunteers who gave time and effort raising vital funds for us. Particularly to Paul Formosa, who pedalled hard for the Learning and Leisure service! Lastly, thank you to Ellie, Bruce and Anthony at Ave Design, for creating this annual review.



HOMERO AND HIS SON LEANDRO
AT THE FAMILY FUN DAY

A Message From The Chair

We were delighted to finally launch the new housing support service in the autumn of 2014 at Leigh Road. The positive feedback from tenants, families and staff so far on the accommodation and support is very reassuring.

We have moved along with planning for phase 3 of our building improvements. Our day opportunities service for people with higher support needs, along with other new groups, requires plenty of space so the demands for creating an extension grow stronger by the day. As part of preparing for this phase we have learnt so much more about the history and heritage of our wonderful premises, which is in a conservation area. Some families have described the building as 'our heart's centre' and we are therefore determined to provide a safe and welcoming haven for years to come. This is especially important for people with learning disabilities and their families who experience so much change and uncertainty in their everyday lives.

During this period we have also been busy collecting views and consulting with service users to inform future strategic planning. The feedback indicates that service users are making their own choices and taking control of their lives, as well as making connections in the community and building friendships. This confirms we are on the right track but there is even more to be done as public sector cuts continue to threaten local services.

In spite of the financial challenges, we have maintained vital services as well as developed newer ones. We will continue to develop innovative services that are value for money and meet the growing needs of people with learning disabilities and their families.

Finally we could not do all that we have achieved in the past year without our dedicated and hardworking staff team, our passionate and generous volunteers and last but not least the commitment and wise counsel of our trustees.

Jean Willson OBE

Award-winning team

It was with great pride that we won the 2014 Linda McEnhill award from the National Palliative Care for People with Learning Disabilities Network. The award for Outstanding End of Life Support was given to Victoria's Team for providing excellent quality end of life care through an effective working partnership with Centre 404, the Willson family and Islington and Camden Ellipse Palliative Care team. Jean nominated the team because she felt that the way they worked should be recognised, and her daughter was able to live happily and die with dignity in her own home. The experience has really prepared the Centre 404 team for palliative care in the future and we are really proud that the contribution of our staff was recognised.

