

# KATHERINE LOW SETTLEMENT

**Serving the community since 1924**

**ANNUAL REVIEW 2016/17**



# Our Vision, Mission and Values

At Katherine Low Settlement we are driven by our vision and mission and led by our values.

Our **vision** is for a society where people fight poverty, tackle injustice, and realise their potential together.

*Our principle mission is to:*

- *Relieve and prevent poverty, disadvantage and discrimination*
- *Foster community cohesion*
- *Promote social inclusion and reduce isolation, increasing health and wellbeing of those on the margins of the local community*
- *Consider the needs of all people*

*We are led by our values of:*

- *Respecting the unique worth of individuals and empowering them to fulfil their potential*
- *Respecting the right of individuals and communities of interest to make their own choices and enabling them to make informed decisions*
- *Valuing diversity and difference*
- *Challenging discrimination in all its forms and promoting equality of opportunity*
- *Working collaboratively with others*
- *Providing the best service possible with the resources available*
- *Providing services to meet immediate needs while undertaking activities to tackle the causes of need*
- *Minimising impact on the environment and promoting sustainable development*

# Who we are and what we do

**K**atherine Low Settlement is a much-loved, busy charity which has been at the heart of the community since 1924. Our vision is for an inclusive society where people achieve their potential together. We foster and empower communities in our neighbourhood to reduce poverty and isolation.

We do this by running a range of our own community projects to support children, young people and their families, older people and refugees and newly arrived communities. We recognise there are many other expert local charities and community groups working with, for example, disabled people and mental health users. We invite them to operate from our premises, so together as

partners we can meet the diverse needs of the local communities of Wandsworth. We work with 45+ charities and community groups supporting more than 1,000 people each week.

[www.klsettlement.org.uk](http://www.klsettlement.org.uk)



# What is a community?

At KLS we strive to build stronger communities and tackle poverty and isolation.

‘Community’ is a term used extensively in almost all areas of our lives. Some definitions focus on community as a geographical area; some on a group of people living in a particular place with common characteristics (such as solidarity, commitment, reciprocity, mutuality and trust); and others look to community as an area of common life or shared identity and interests. Regardless of a precise academic definition, the sociologist David Brain (2004) points out how communities work together and take collective action, ‘people working together with shared understandings and expectations are what provide a place of strong community’.

# What do we mean by poverty?

‘Poverty’ is more than just material deprivation but also the ability to fully participate in society. We use Professor Peter Townsend’s wider definition of poverty (1979), ‘Individuals, families and groups in the population can be said to be in poverty when they lack the resources to obtain the type of diet, participate in the activities and have the living conditions and the amenities which are customary, or at least widely encouraged or approved in the societies to which they belong. Their resources are so seriously below those commanded by the average family that they are in effect excluded from the ordinary living patterns, customs, and activities.’



# The Chair's report

**Margaret Robson**

A warm welcome to our Annual Review for the year to April 2017. This has been another tumultuous year worldwide. While we continue to welcome and offer support to newly arrived communities many of whom have been affected by war and hunger, we also recognise that events, national and international, have brought feelings of uncertainty and insecurity to many people in our community, many of whom are struggling on low incomes. We believe that it is more important than ever that here at KLS we do everything within our power to provide a place of welcome and safety to all who come into our building and use our services, to bring people of all ages, beliefs and experiences together. Thus we hope to strengthen and enrich our community.

I am delighted to report that this has been another successful year for KLS with a healthy surplus and reserves at the end of the financial year alongside expansion of our services both in numbers of users of our services and in the range of provision. The executive and trustees are mindful of our responsibility to ensure that we can plan for the future whilst maintaining our current services and this year have developed a 5 year Strategic Plan. Aaron has continued to lead and guide the Settlement with great energy and vision together with our experienced, skilled and committed senior staff. Last October we were delighted to appoint Fleur Anderson as Head

of Community Services and she has enriched the Settlement with her enthusiasm and experience. We have lost some highly valued staff members but gained others (see individual project reports) and we are as always indebted to the hard work of all the staff and our many wonderful volunteers.

At our AGM in 2016 we were delighted to recognise Tracy's 25 years of service to the Settlement with a range of heartfelt acknowledgements of her wonderful contribution to KLS. Tracy has seen many changes, uncertainties, good times and difficult times and she has consistently been a reliable and steady rock throughout. We would not be where we are today without her.

We have not made the progress we hoped for with our plans to improve and make our building more accessible. The reason for this is that we realised that any development plan needed to take more account of future as well as current needs. Work continues with the architects, staff, users and trustees to consider all aspects of any future development. We are determined and optimistic that we will eventually have an improved building whilst maintaining the very essence of what makes our Settlement so special and well loved.

Sincere thanks go to all our funders – without their support we would simply not exist. Our sources are many and range from large trusts to generous individuals.



We appreciate every contribution. We are delighted to continue and strengthen our association with Francis Holland and Thomas's schools through pupils, parents and staff who support our work in many ways.

Finally my thanks to the trustees who give freely of their time to ensure that we provide a steady and critical overview of the Settlement's work and management. They also bring their varied skills and experience to bear on a very wide range of tasks and issues to support Aaron and the staff team.

This is my final report as chair of the trustees. I shall be retiring at the AGM having been a trustee for more years than I care to remember and chair for many of those. It has been a great privilege and pleasure for me to support the work of the Settlement in this way. I love everything about KLS; the rather careworn building, the passion and commitment of the amazing people who work here, the laughter and the fun, the care people take of each other, the sense of 'one never knows quite what will happen next'. I love the people who come into our Settlement and enter into its spirit of warmth and kindness, respect and togetherness. I am leaving at a good time as I am confident that KLS will continue to flourish and go forward to a future where it will continue to meet the challenges and needs of the Battersea community as it has done for the last 90 plus years.

# Strategic Priorities

**F**ollowing our 'Community Wise' research in 2013, the Settlement developed a 3-year strategic plan, of which this is the last year. The key strategic priorities for 2014/15 – 2016/17 are to:

**Grow our services**

**Improve our community centre**

**Build stronger communities & campaign**

**Celebrate our 90th Birthday**

**T**o deliver this strategy KLS' business model is to:

**Identify and develop services that meet local needs and address KLS's charitable purposes, principally in Battersea, London Borough of Wandsworth.**

**Open our community centre for other local charities and community groups to rent office space and/or hire rooms to run their own services for the benefit of local residents.**

**Build stronger communities & campaign by working together with other voluntary and statutory organisations and community networks.**

A chair exercise class in progress



# Outcomes

Strategic Priority	Outcomes
<b>Grow our existing service:</b> Older and vulnerable people	<b>Encourage active and independent living.</b>  <b>Reduce isolation and loneliness.</b>  <b>Enable older residents to become dynamic and contributing members of the Wandsworth community.</b>  <b>Enrich people's lives through a stimulating programme of positive activities and projects.</b>
<b>Grow our existing service:</b> Newly-arrived migrant and refugee communities, including our Love To Learn project and ESOL project	<b>Increase educational achievement.</b> <b>Increase knowledge and ability to navigate UK systems.</b>  <b>Enhance ability to secure and sustain in employment.</b>  <b>Improve community mental health, particularly with refugee communities.</b>
<b>Improve our Community Centre</b>	<b>Ensure 108 Battersea High Street is a high-quality community facility.</b>  <b>Maintain full occupancy rate for office hire.</b>  <b>Increase occupancy levels for room hire.</b>  <b>Consider ways to improve the building and make it more accessible.</b>
<b>Build stronger communities &amp; campaign</b>	<b>Contribute to building stronger organisations and infrastructure within Battersea.</b>  <b>Give a campaigning 'Voice for Battersea'.</b>
<b>Celebrate our 90th Birthday (2014)</b>	<b>Ensure key members, supporters, volunteers and the wider community feel more closely involved with KLS and our 90th birthday celebrations.</b>  <b>Raise the profile of the Settlement in the local community and further afield.</b>

# Achievements in 2016/17

**2**016/17 has been another year of growth and development in response to growing needs in the community and demand for our services. This was the final year of our current strategy. We continued to grow our current services with older people and newly arrived communities; improve our community centre; and build stronger communities and campaign. Highlight this year include:

## Older People

*'I look forward to coming to Contact club every other Tuesday, I wish it was every week. There's always something different and interesting to do.'*

KLS has worked with older people since we were established

in 1924. Over the past two years we've rejuvenated our older people's programme, supported by our principal funder Dunhill Medical Trust: we've brought in new staff (Dawn Killeen joined us in March 2017 as an additional Support Worker and has slotted right into the KLS family. Her post has been funded by the Sobell Foundation) and volunteers, developed projects that provide the necessary support and care, ramped up our promotional work, extended our referral network, and increased the number of older people we work with.

We provide a varied programme of activities, delivering 14 weekly groups with an average of 80 members attending each week, and one fortnightly group (The Contact Club), with a further

25 members participating. This year, 60 new members were referred and assessed by KLS meaning we have a total of 140 members. Of the newly referred members, over 80% are now regular attendees at one or more of our weekly activities. This is alongside the additional programme of activities delivered by our partners.

Our current projects include: an Elders' Lunch Club; social support clubs such as The Contact Club; exercise programmes include yoga, T'ai Chi, line dancing, chair exercises for frail elders (with support from Wandsworth CCG-funded Community Resilience programme), Dance for Life with the Royal Academy of Dance; Gold & Silver Players drama group; arts and craft activities, pottery,



**Elders' Lunch Club**

020 7223 2845

May is a regular at our elder's lunch club on Wednesdays and Thursdays and she enjoys 'everything about it'. May enjoys the company, having a laugh (and we have a lot of laughs!) and she loves the food.

Since joining the lunch club, May has also come along on some of our day trips out.

Her daughter-in-law Fiona brings her along each week and she enjoys the lunch club too. She is May's main carer, so coming to the lunch club provides her with 'much needed respite'. Fiona enjoys the company and says 'everyone at lunch club has different characterises and everyone has got a story to tell'.

Even though Fiona is supposed to be enjoying the respite, in the true spirit of Katherine Low, she can often be found helping others – making cups of tea for our elders as they arrive for lunch and giving a helping hand to our lunch club.

*'I look forward to coming to Contact Club every other Tuesday, I wish it was every week. There's always something different and interesting to do'*



‘It gives me a reason to get up in the morning no matter how I feel, to enjoy the day with good company’

‘I’ve enjoyed KLS for many years. I do dance and chair exercise. I feel good to come in early. When I see the minibus pull up I get a light’

**Older People at KLS**  
**Lucie Brooke**  
**020 7223 2845**  
**lucie@klsettlement.org.uk**

sewing and music.

We’ve organised six trips with an average of 20 attendees to: Bournemouth (joint trip with two other local groups); two trips to Kew Gardens; two trips to the ALRA South theatre to see *Wind in the Willows* and a special Christmas event called *Spread the Warmth*; and a trip to the grand halls of Two Temple Place.

Our recent partnership projects included: ‘Recycled Teenagers’ with The Peabody Trust, *Lavender Circle*, ‘Men in Sheds’ with Wandsworth Council Public Health team, supported

transport with Battersea Taxi card and local driver Raymer and her firm Airport Express Cars, and volunteering projects with pupils from Thomas’s Battersea School and Francis Holland School.

We carry out regular focus group discussions, alongside self-assessments, questionnaires and staff observations, to assess the impact of our projects. From our monitoring and evaluation we know that being part of the KLS community has an enormous impact on our members’ lives.



**Sewing group  
Kew Gardens Orchid  
Trip, February 2017.  
Edie, Molly, Dee,  
Vernese, Wendy &  
Fiona**

020 7223 2845

*The elders sewing group has now been running for two years now and is very well established with a regular group of creative members.*

*Over the past year, they have worked on a number of projects: the Settlement Christmas tree and spring bunting to decorate our lunch club room.*

*Vernese is one of our newer members, joining the group in October and she loves coming each week because she says ‘it gets her out of the house, to spend time with friends, meet new people and be creative’. Vernese joined the sewing group on a trip to Kew Gardens to see their orchid display in February.*



For many years I have been coming to KLS for the pensioners' Lunch Club. This saves me cooking on these days, or eating in a café or pub. On Thursdays after lunch I attend the Gold & Silver Players drama group, and have for a number of years now.

The Players have changed over that time. I write many of the sketches we perform, and we've had other writers as well as players in the group.

There have also been various other social activities organised by KLS such as outings and visits to theatrical performances, etc. which I have joined in.

My mother came to the lunch club, on many of the outings, and

performed in the drama group. She attended her last session just six days before she passed away aged 101 in December 2015.

KLS have enabled me to meet and get to know people who live locally. Being born and raised in north London, I would have otherwise known very few people in Battersea.... KLS really is the only centre locally where I meet people and spend a lot of time. Some of the few opportunities I have had to meet the younger generation, having no children or grandchildren of my own, has been thanks to KLS at inter-generational events, at the AGM, visits to schools, theatrical events and parties.



**Tony**

**Older People at KLS**

**Lucie Brooke**

**020 7223 2845**

**[lucie@klsettlement.org.uk](mailto:lucie@klsettlement.org.uk)**

**[www.klsettlement.org.uk](http://www.klsettlement.org.uk)**





**Floral Angels**

*We have linked up with this amazing charity who recycle flowers from events, creating bouquets which they distribute to local community centres. Every month they come along with a fabulous collection of bouquets which we then give out to our members, including visiting those who have been unwell and have been unable to make it to our activities.*

*‘We’re recycled teenagers’*



**ALRA theatre trip**

*our elders with 33 of our members going along for the afternoon.*

*We were delighted to be invited back for the second year to the ALRA theatre for their annual winter festivities. The students put on a fabulous show of music, dance and entertainment for*

*Inspired by the wonderful performances, our Gold & Silver Players drama group were keen to share their talents and so they ended up doing an impromptu showing of their Christmas panto. ALRA staff helped us rummage around in their costume store and we managed to put together a ‘sort of Santa suit’ made up of a red ringmaster’s coat, a Superman cape and an upside-down Santa’s hat to serve as a beard!*



‘Amy is very good, kind and very helpful. She has lots of patience and she goes into every detail that I want to know about. Learning with Amy has helped me a lot - I’m more confident taking part in class and asking questions. Plus Amy has helped me understanding exam questions better.’

**Young person reflecting on her Learning Mentor**

### **Grow our services Refugee and newly arrived communities**

KLS works with refugee and newly arrived communities in a variety of ways, including our Love to Learn team; a growing ESOL (English) programme; and a new Women’s Wellbeing Group.

### **Love to Learn**

The principal way we work with refugee and newly arrived communities is through our Love to Learn team. They provide a range of education services for 200+ children, young people and their families including befriending and mentoring support, advocacy and casework, a homework club, trips and activities. The aim is to increase their education opportunities and rights to learning; confidence; well-being and aspiration. 9 p/t staff are supported by a fantastic team of committed volunteers. They work in partnership with schools, refugee organisations, advice agencies and community groups. 2016/17 has been a positive but challenging year especially due to staff changes including maternity

leave, new staff for our Homework Club, and the news of Lucy Rix, our Love to Learn Co-ordinator, leaving after six years in March 2017.

### **MENTORING**

64 learning mentoring relationships have been running this year. This includes 56 that were running last year and additional relationships that have since been set up.

### **CLUBS & TRIPS**

58 refugee children have come regularly to our homework clubs (run twice a week for two hours). Eight attended a weekly GCSE study group. 324 places on trips and workshops have been taken by refugee children and 23 children attended a three-day residential. 90% reported increased learning skills and 81% increased their confidence.

### **EDUCATION ADVICE AND ADVOCACY**

39 parents have received education advocacy and 31 have been supported to overcome barriers to accessing education. 24 parents have attended our





education workshops and 25 have attended ESOL sessions.

## SCHOOLS

We have worked with 18 teachers from six primary and six secondary schools. 24 newly-qualified teachers attended our training on Effective Strategies for working with refugee students in May 2016. We have met regularly with the Pupil Referral Units.

## VOLUNTEERS

132 volunteers have supported us this year (64 mentors; 63 club helpers; 3 casework/admin volunteers; two ESOL teachers). This is a big increase in club helpers. All receive training, gain skills and improved in their employability. We have supported three interns from the USA and one student social worker.

## PARTNERSHIPS

We continue to increase our partnership work - particularly with ActReal (drama club for young people), St Vincent's Family Project (art therapy), STAR (Student Action for Refugees), Wandsworth Pupil Services,



Contact-a-Family, CEN (legal advice on school exclusions), Fairbeats (ukulele/music classes with our children), South London Refugee Association and CARAS.

## RAISING AWARENESS

We co-founded campaigning group 'Wandsworth Welcomes Refugees' to welcome refugees (especially those from Syria) into Wandsworth. There are now more than 250 members of WWR. This has helped us recruit volunteers, raise awareness and increase our lobbying capacity.

**Love to Learn Team**

**020 7585 0339**

**[info@love-to-learn.org.uk](mailto:info@love-to-learn.org.uk)**

**The weekly GCSE study group provides maths and science support for up to nine students in years 10 and 11. At this session they were learning simultaneous equations and discussing chemistry topics.**



## Grow our services

### English for Speakers of Other Languages (ESOL) Classes

This academic year (2016/17) we have met the need of English for Speakers of Other Languages (ESOL) in Wandsworth by delivering eight ESOL classes each week (4.25 hours/week for each student) over three terms, with 88 adult learners, and a crèche available for each session. This has been predominately funded by City Bridge Trust, with additional support from South Thames College and the Wimbledon Foundation, a superb staff team led by Sally Petch, a Project Advisory Group, and an amazing group of volunteers.

This is the second year that KLS has offered a comprehensive ESOL programme for the local community, and:

- 88 students started at some point during the year.
- Students had one tutorial each term and an Individual Learning Plan.
- Tutors regularly consulted students on the content of the course and Schemes of Work were always works in progress adjusted according to need and evaluation by students.
- An end of year course evaluation was undertaken and will be used to inform next year's programme.
- 42 students completed the City Bridge Trust Funded course (out of 53 starting).
- 39 students achieved a nationally recognised award with examining body NOCN (National Open College Network). This is 74% if measured against the 53 starters or 98% if measured against

the target of 40 students in the original proposal.

As part of a series of lessons looking at the history of immigration in the UK and London, students in the highest level group produced a set of acrostic poems and we are hoping that some of them will read them out at the AGM in October.

Across the programme there have been three trips this year – to the Science Museum in the Autumn term, to the Tower Bridge Engine Room (courtesy of City Bridge Trust) and South Bank in the Spring term and all the students had the opportunity to go to Kew Gardens in July. Over 70 staff, volunteers, students and children visited the gardens over two days.

Feedback from students has been very positive:

*'When I arrived in UK, I could not speak or write properly. But now I can write and speak, although I am not satisfied yet, I am trying to improve my skills.'*

*'I am very happy because I feel much better with myself and for me it is very important to live here.'*

*'For me, I enjoyed everything from reading to writing. I liked this year's class and the way how we learned.'*

*'I enjoyed learning everything on the course and I think I have made lots of progress and have more confidence. Thank you.'*

**'My English skills have improved – my writing – how to plan and write paragraphs. Now I'm happy. When I go to the GP I can solve my problem because now I can speak and communicate. In the beginning it was very hard for me. Now I've got more confidence in the shop I work in.'**

**ESOL student**



**ESOL (English) classes at KLS**  
**Sally Petch**  
**020 7223 2845**  
**[sally@klsettlement.org.uk](mailto:sally@klsettlement.org.uk)**  
**[www.klsettlement.org.uk](http://www.klsettlement.org.uk)**



## **Fleur Anderson, Head of Community Services**

*Fleur Anderson joined us in October 2016 as our new 'Head of Community Services'. This is a new role we've created, generously supported by Battersea Power Station Foundation, to strengthen our frontline work, and in doing so shore up the infrastructure of the charity. Here are some of her initial thoughts:*

*'I'm delighted to be joining the staff team at Katherine Low Settlement as Head of Community Services – a new rôle here. I'll be supporting staff and volunteers in continuing to run a huge variety of projects and expand our work. There is a huge amount of goodwill towards Katherine Low – and I can see why as the building is buzzing with people coming and going getting training, advice, exercise, food, company and much more. There are*

*over 200 volunteers many of whom have been loyal for years and others just starting. On my first day I met volunteers from a local company who were painting, others supporting English lessons, running a crèche, a drama group for young people and cooking for a lunch for older people.*

*I have a long professional background of working in charities, campaigning and community development, most recently for WaterAid. But my connection with Katherine Low was in working on the founding of 'Wandsworth Welcomes Refugees' together with some of the staff here. So when I saw this job opportunity I knew that I wanted to join the team – and I'm delighted that they agreed. I love the ethos of enabling people to help themselves and others, of a long history (since 1924) and yet new ways of working, and being very rooted in the community in Battersea but also enabling lots of groups to have*

*an impact far more widely.*

*It is also an exciting time to be joining Katherine Low as we continue to expand, plan for improvements to the amazing building and adapt to meet the needs of a community going through big changes with the local Nine Elms development, but also increasing hardship.*

*Thanks to everyone who has given me such a warm welcome here so far, and I know there will never be a dull moment!'*

**020 7223 2845**  
**[fleur@klsettlement.org.uk](mailto:fleur@klsettlement.org.uk)**





## ESOL students raising funds for famine disaster

ESOL: Sally Petch  
020 7223 2845  
[sally@klsettlement.org.uk](mailto:sally@klsettlement.org.uk)

ESOL students across two of our groups helped to raise over £500 to send to Save the Children to help people affected by the famine in Africa. They cooked delicious food and some of them came to help sell it to ESOL staff and students at Lewisham Southwark College, in collaboration with the ESOL Teaching Assistants and ESOL Bookkeeping students at the college.

## Grow our services

### Women's Wellbeing Group

Following on from our FGM work in recent years we developed, with local residents, the idea of forming a Women's Wellbeing Group. We spent much of the year fundraising for this new group, with support generously coming from The Ajahma Charitable Trust. We have

hired a strong Project Coordinator and the recruitment of women to the group is under way.

We will report back more on our blog throughout the year and in our next Annual Report & Accounts.

### Women's Wellbeing Group at KLS

**Fleur Anderson**

**020 7223 2845**

[fleur@klsettlement.org.uk](mailto:fleur@klsettlement.org.uk)



### Sen Talk

Annaliese Boucher  
07708 428 922  
[info@sentalk.org](mailto:info@sentalk.org)  
[www.sentalk.org](http://www.sentalk.org)

*Sen Talk is a new local charity, set up by parents and carers, dedicated to supporting children and young people with high functioning autism (ASD) and attention deficit disorders (ADD/ADHD) and their families living in Wandsworth. Annaliese, who founded Sen Talk, rents an office from KLS and delivers a regular Sensory Exploration Session from our community centre. She has an inspiring story to tell about why she set the charity up. Here's an excerpt...*

*'I've worked with children for the last decade, all wonderful and beautiful in their own, unique and individual way. Some with difficulties, some without, some with needs, some without speech and some without love. It is each and every one of these little amazing people*

*that have inspired me on my journey, my quest to make society a happier place for each of us.*

*My son was diagnosed with autism two years ago now. He's an amazing little man. The journey was rough, unclear, emotionally draining and depressing at times. Nothing seemed clear or accessible. I was alone, sad and had little support, at least not from anybody that had a clue what I was going through. At diagnosis I was handed a fact sheet and told we'd be back again in six months.*

*This is what I want to change and why I set up Sen Talk. You shouldn't feel alone, you shouldn't be confused, the support should be genuine. We need to share our journeys to make the next part of the road clearer for our little individuals.'*



## **Improve KLS' community centre Office space**

During 2016/17 we continued our efforts to improve our Community Centre at 108 Battersea High Street. To ensure it is a high-quality community facility for local residents and community groups, it is important that we invest into developing the facilities, and the asset which we own, for the benefit of the local community.

We recognise that there are many other experts working in the community, and that KLS cannot do everything. We therefore invite other charities and community groups to operate out of our premises and together as partners we can meet the diverse needs of the local communities of Wandsworth. This involves renting office space, and renting activity rooms so they can provide activities and services. We also offer pro-bono business consultancy support to develop the organisational infrastructure of other local charities and social enterprises on issues such as governance, strategy, fundraising, HR, and needs analysis and user research.

During 2016/17 our rented office space was fully occupied. It is important that we host other charities and social businesses to flourish as office space is hard to find and at a premium in Battersea. Each has been hand-picked and they are actively encouraged to cross-pollinate and collaborate with each other. The fruits of which further enrich the local community.

### **Our tenants in 2016/17 included:**

- **Act Too / The Baked Bean Company**
- **Childcare & Business Consultancy Services (CBC Services)**
- **Free2B Alliance**
- **fuelbanks and families**
- **Lightbox Theatre Company**
- **Sen Talk**
- **Thud**
- **Well Kneaded Pizza Company**

**Below: Vital support and advice is offered by fuelbanks and families. Photo: Joshua Brown**



# HIRE A ROOM AT KLS!

**Hire our space whatever the occasion: birthdays, conferences, meetings, training or parties.**

**We can accommodate small and large groups, up to 70 people, in one of our five rooms for hire. We're open seven days a week and are easy to reach with good transport links.**

**We have catering, wifi & IT facilities, equipment galore and disabled access.**

**One-off bookings, weekly classes, long-term bookings – all are welcome. We are the perfect venue to hire for all type of events and meetings, so please get in touch. We're here to help!**

**Please contact**

**Tracy Frostick**  
**020 7223 2845**

**Administration & Premises Manager**  
**tracy@klsettlement.org.uk**  
**www.klsettlement.org.uk**

## KLS wins Free2B Alliance LGBT+ Inclusivity Benchmark

We're proud to announce that KLS has been awarded a 'LGBT Inclusivity Benchmark' from Free2B Alliance for our inclusive and positive LGBTQ+ practices. Free2B are a London based Community Interest Company, supporting LGBTQ+ young people and parents and empowering them



**LGBTQ+ INCLUSIVE**  
A Free2B Alliance initiative

to work with us in delivering awareness training.

We've known them for many years as they challenge homophobia, biphobia & transphobia, fostering an inclusive environment within education establishments and organisations across the sectors.

Thanks Free2B!

## THE RAILWAY CHILDREN

The ex-Sure Start centre on our site is now a nursery called The Railway Children Nursery and Play Group. It is run by our charity partner, CBC Services. The Railway Children is a 24-place affordable nursery for 2 to 5-year-olds that offers morning sessions during term time. Call Frances Ditroia on 020 7101 2033 to find out more and book a place for your child.



### Scorpion Kickboxing

Jane Hearn  
07763277261  
[www.scorpionkickboxing.com](http://www.scorpionkickboxing.com)

My name is Jane Hearn and I am the kickboxing instructor for the Scorpion Kickboxing Association Battersea club. I teach every Tuesday evening at KLS. Nearly all of my students are children and teenagers from the local area. I teach from ages 5 – 16, beginners to advanced. My lessons are fun but well disciplined, no one ever realises how hard they have worked because they are smiling all the way through them. At Scorpion Kickboxing all our instructors are very passionate about what we do and teach. We also continue training to better ourselves and to show our students that there is always more to learn. All our instructors are voluntary, as we are a non-profit organisation. We do many charity fight nights and support a number of other charities.

My goal for the club is for every student to build confidence and learn

a life skill. We also add self-defence techniques to our lessons. I think it's very important to get young people into sport to help them keep fit and healthy and kickboxing is something different.

One of my students is the BIKMA Southern Area Title Champion. Many of my students have entered the ring to compete in competitions (myself included) but it's not forced on any student to compete. I am happy for students just to come and train for fitness and learn the sport and earn their coloured belts.

We are an extremely friendly and welcoming club and many students and parents have built up friendships since joining us.

If your child would like to give a different style of sport a try, just turn up 6.15pm every Tuesday, no booking in advance or monthly payments. Pay as you train.

## **Improve KLS' community centre Room hire for activities**

We have worked hard to increase occupancy levels (we're currently about 86% full), for the rooms we make available for other charities and community groups to deliver their own activities and services

from 108 Battersea High Street. We have worked with the following regular partners in 2016/17. There were also an increased number of one-off bookings from local charities,

community groups and residents to a point where we recruited a Caretaker to offer more support over the weekend.

**Act Too/The Baked Bean Company**

**Advising London**

**Battersea Arts Centre: Universal Language project**

**Battersea Parenting Course with Wandsworth CCG**

**Battle Axe Ministry**

**BDK Church Group**

**Big Local SW11: Building Futures project**

**Buna Kazoku Karate Club**

**Calligraphy & letter writing**

**Catch Creative Academy**

**Caterpillar Music**

**City of God Church**

**Cobra fit**

**Cranio Sacral Therapy**

**Drink Driver Education**

**EACH Counselling & Support**

**English For Action**

**Exploration Society**

**Free2B Alliance**

**fuelbanks and families**

**Jehovah Jireh Pentecostal Apostolic Assembly**

**Lightbox Theatre Company**

**Line Dancing with Geoffrey Evans**

**Messy Art 4 Kids**

**Mindful Yoga with Anna Ainsworth**

**Notre Dame de France' catechism classes**

**Personal Training with Andrew Beech**

**Royal Academy of Dance: Dance for Life project**

**Scorpion Kick Boxing**

**Sen Talk**

**Sociable Paws with Battersea Cats & Dogs Home**

**Sound Minds: Community Choir**

**Sound Minds: Mama Low's Kitchen**

**South London T'ai Chi**

**SW London Power Yoga**

**The Contact Club**

**The Redeemed Christian Church of God/ Beautiful Gate Battersea**

**Time for God Church**

**WOW Mums: Saturday Karate Club**

**Yoga (Gentle) with Jenny Delenta**

**Yoga with Emilija Maher**

**Yoga with Stefanfia Csordas**

**Yoga with Vito D'Antoni**

**Zumba with Dominique Marshall**

**Zumba with Marinella Patoc**

## Build stronger communities and campaign Becoming more Community Wise 2016/17

**W**e continued our community building and campaigning work. This involves building relationships, networking, contributing to community initiatives, supporting other charities and community groups, collaborative work with other agencies, and bringing different peoples and communities together. This work brings about stronger organisations and infrastructure within Battersea, and give a campaigning 'Voice for Battersea', which together builds a stronger, more supportive and cohesive local community.

We have focused principally on:

### **Battersea Community Forum**

### **Big Local SW11 – 'Building Futures' development group**

### **Link Up Battersea**

### **Older People's Forum and Network**

### **Refugee and Migrants Advisory Group**

### **Wandsworth Clinical Commission Group Patient Participation & Involvement**

### **Wandsworth Healthwatch – supported the development of new cross-sector post: Voluntary Sector/CCG Commissioning Worker**

### **Wandsworth Welcomes Refugees**

**B**etween December 2016 and January 2017 we asked local residents what they think about the neighbourhood, their issues and concerns and what role KLS can play in supporting them. Housing, a growing sense of inequality between rich and poor and employment were people's main concerns.

They told us that KLS was providing the right services for the community. But there was still more that we could do; particularly in terms of helping people to find decent work and addressing mental health issues. We've used these 'Community Wise' findings to inform our new 5-year Strategy, which goes live from April 2017.



## **LINK UP BATTERSEA**

**O**ver the last 18 months we've set up Link Up (a project of Katherine Low Settlement) which brings together volunteers who want to share their professional skills with local charitable organisations in need of these skills. Volunteers from Link Up offer support in a wide range of areas, e.g. strategy, governance, finance, marketing etc., that help develop local charities and community groups in achieving their desired impact.

[www.linkup-battersea.org](http://www.linkup-battersea.org)

Since October 2015, Link Up has successfully developed and tested its model:

- 30 projects on-going or completed with 30 Link Up volunteers and 16 charities (collectively reaching more than 20,000 beneficiaries).
- Of the 30 volunteers, nine were from under-utilised professional resources within the community: 10 were women out of the workforce and 1 was a retiree.
- We were contacted by a further 15 volunteers and passed seven on to relevant projects
- Our website, launched in March 2016, has had over 10,000 unique visits (to April 2017). 26 projects are currently listed on it from 16 different charities.

- The monthly e-news goes to 260 readers in Battersea & beyond with a 40% open rate (the industry average is 22%).

- Two skills sharing workshops have been held: producing video content on smart phones, led by a local video production company and Coaching for Managers led by a local charity CEO/coach.

In spring 2017 we received the good news that Battersea Power Station Foundation have agreed to support Link Up for the coming three years. This will enable us to take on two members of staff and expand across Wandsworth and into Lambeth.



## Build stronger communities and campaign

### Community Events: Wandsworth Welcomes Refugees

**K**atherine Low Settlement is a founder of Wandsworth Welcomes Refugees, which is a network of local organisations, faith groups and individuals. We aim to share ways in which people in Wandsworth can support refugees both here and abroad, to campaign for more Syrian refugees to be welcomed to Wandsworth and be ready to support these new families, and to challenge negative stereotypes and images with positive stories.

In the past year, Wandsworth Council welcomed one Syrian family of three people to Wandsworth. We are supporting them with learning English at KLS. It is disappointing that it has only been one family and we hope that the Council will welcome more families in the coming year. They want to hear from local landlords and will pay the rent from Home Office funds.

Wandsworth Welcomes Refugees has also promoted several collections of sleeping bags and tents for refugees in France, and connected several wonderful



**For our regular newsletter please email: [wandsworthwelcomesrefugees@gmail.com](mailto:wandsworthwelcomesrefugees@gmail.com)**

volunteers with local organisations working with refugees in Wandsworth. In May we held a very successful Refugee Stories event, as part of the Wandsworth Fringe.







# Volunteering

## Tough Mudder Heroes

A locally-based company, AS Watson Group (parent group of Superdrug, etc.), have been generously supporting KLS for more than two years. They organised a fantastic sports day during the summer holidays with our Love to Learn young people. They've scrubbed, cleaned and gardened at our community centre on their Global Volunteering Day. They supplied sacks of Secret Santa Christmas presents for our older people. And, they've raised lots of money for our services. This year an adventurous team of them went on a 5km Tough

Mudder challenge and lived to tell the tale. They so enjoyed getting completely muddy that they're up for going on the longer (and tougher) 10km challenge next year. Good luck! A big thank you to all the staff at AS Watson for their continued support.

**Interested volunteers and charities can email:**  
[aaron@klsettlement.org.uk](mailto:aaron@klsettlement.org.uk)



## Running for Mental Health

*An unaccompanied refugee young person from Afghanistan with mental health support needs, completed the Battersea Park 5km Run with his mentor Keith.*

*L2L had previously provided short-term funding for the mentee's boxing classes, as this was considered to be very beneficial for his mental health and his wider education. We agreed that the money raised from the run (over £200) could be used to fund his boxing classes for rest of the year.*



## Patsi and Ricky in the minibus

## Volunteering with elders

**Patsi:** *I enjoy being with the elders, it's such a rewarding job, taking them to chair exercises*

*and chair dance ... singing on the bus and helping out in the reception area with them. To see a smile on their faces makes my day. KLS is a friendly and caring environment.' Patsi started volunteering with our Older People in October 2016. She initially helped out as our minibus escort on a Tuesday and now she volunteers twice a week: Tuesday and Thursday.*



**Tom:** *Before she died early this year one of members put forward one of our long standing volunteers, Tom, for a Wandsworth Civic Award. This is what she wrote in her nomination form.*

*'Tom is a very kind and caring person. He serves lunch at the Katherine Low settlement two or three times a week at the elder's lunch club and helps out at special*

*occasions too. He is always punctual. He knows each individual and treats everyone with special care. He never loses his cool, even when people can be grumpy and even rude! He always has a smile!'*

# Director's Report

**Aaron Barbour**

**W**e've had another exciting, busy and wonderful year at Katherine Low Settlement. It's been full of delights and thrills (and some tears) that we've tried to highlight in this report.

The strengths of Katherine Low Settlement lie in our relationships, facilities, reputation and fundraising capability to empower communities in Wandsworth in their fight against poverty and isolation. We have never been in a stronger position to do so, and have doubled our scale since 2013, reaching nearly 1,000 members each week and supporting many thousands more.

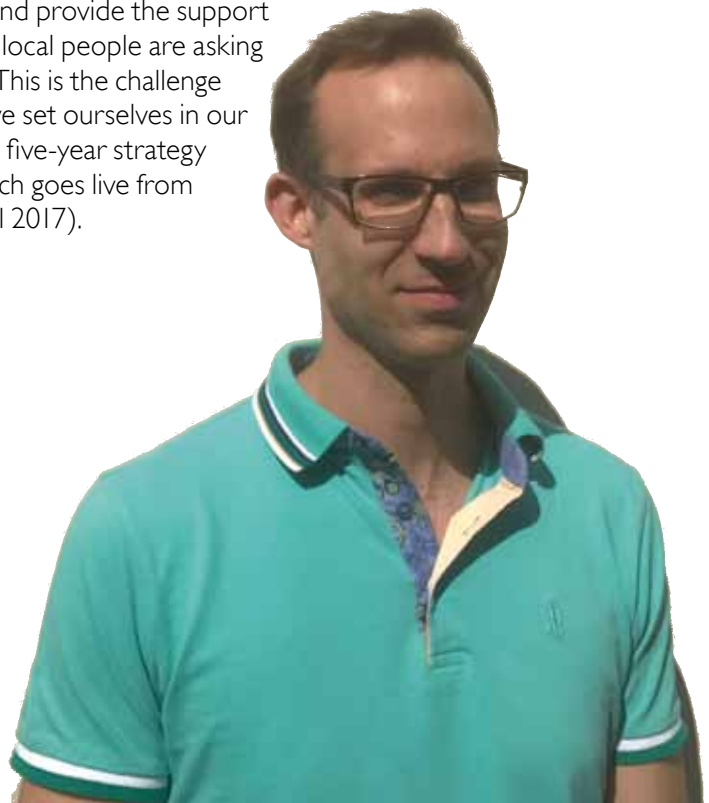
Our services have continued to grow this year. We now support over 140 older people who attend 14 weekly groups. Our Love to Learn education programme works with more than 200 refugee young people and their families; and our ESOL (English) classes successfully taught 88 adult learners. We've also partnered with more than 45 other charities and community group. All of which help us foster and empower communities in our neighbourhood to reduce poverty and isolation.

Our staff and volunteer team has continued to grow. We've welcomed Fleur Anderson, our Head of Community Services, Dawn Killeen, our Older People's Support and Outreach worker, and Alric Dawkins, our minibs driver. They've made such a difference already and have quickly become part of the KLS family. Our 200 volunteers have generously given more than 20,000 hours to our members and projects over the last year. A big thank you to them. Without our volunteers we simply wouldn't exist. We've sadly had to say goodbye to a few staff, notably Lucy Rix, who was our Love to Learn Coordinator for six years. We wish her well for the future.

We conducted a second Community Wise survey with nearly 200 local residents just after Christmas. They told us that KLS was providing the right services for the community. But there was still more we could do. We must step up and provide the support that local people are asking for. This is the challenge we've set ourselves in our new five-year strategy (which goes live from April 2017).

So we will broaden the range of activities available to members, with the launch of our women's support group and Link Up volunteer network over the coming year. We will boost our membership, increase communications, raise more funding, strengthen partnerships and campaign on key issues. We are also planning to undertake a major capital development of our community centre so that the Settlement can be accessible, versatile and a hospitable community hub.

The year ahead is full of promise for Katherine Low. I do hope that you will join us so that we can fulfil our potential together.





# The Big Give

**T**his year we have raised more than £20,000 for our Love to Learn education programme with The Big Give, which is an online giving platform that offers people the opportunity to 'double your donations' through match funding campaigns run throughout the year.

We took part in the Christmas Challenge'16 and the Summer Give'17, with generous support from our Giving Champions: The Childhood Trust, Thomas's School Foundation and Francis Holland School. We asked our supporters to dig deep and donate, and they certainly did! It's such a great way to give because it enables you to double your donation. If you give £20 our Champions match

the donation with £20 = £40 (+Gift Aid) going towards KLS services. We're delighted that so many people took part; and that they trust and appreciate what we do and want to provide financial support for our work. Thank you! Thank you! Thank you!

The Summer Give enabled us to have a full summer programme of holiday activities, educational trips and events for local refugee young people. Rizek recalled his time last summer on one of the residentials (retold with a massive grin):

*'When we arrived we had to put up our tents. I'd never slept in a tent before. It was a bit weird but really exciting. I couldn't really sleep to start with. Straight after we went*

*swimming in the lake. We had to wear a wetsuit and look for fish. We then made a fire in the forest and cooked our dinner on it, with a few marshmallows. One night we listened for bats and then we had hot chocolate. I want to go to the mountains next time. I can't wait. I'm so excited about going again.'*

We're taking part in the Christmas Challenge again (28th November – 5th December 2017). We'll be raising money for our Love to Learn's Homework & Activities Club, so please sign up to our blog to find out more and/or email [aaron@klsettlement.org.uk](mailto:aaron@klsettlement.org.uk) to join our mailing list.



## It doesn't have to be a marathon!

Helen, who volunteers for our Love to Learn education programme, got together with her mates and decided to raise some money for the project by running in a recent Richmond Park fun run. Not quite the London Marathon but well up there. Here's what happened:

*'On Saturday 8 April, the "Business School Bolters" were up bright and early to bolt our way around Richmond Park in 5k and 10k runs to raise money for Love to*



*Learn. Richmond Park has hills and wild deer to fend off so it was tough but we did it! Having volunteered as a Learning Mentor with the charity for two years, I've seen the incredible support that Love to Learn offer to new communities in Wandsworth.*

*Thanks to our very generous friends and colleagues, we've raised over £1,000 which is amazing and definitely kept us motivated on the day!*



# We need your help

**I**t takes commitment, passion, hard work and money to run Katherine Low Settlement effectively. If we had more of each of these we could do more to support local people and the communities of Battersea. That's why we need your help. You could, for example, make a donation, volunteer your time and skills, introduce us to new friends and supporters, organise a community event, undertake a sponsored fun run, leave a legacy in your will and there's so much more.

Any support you give to KLS, no matter how small or large, is always much appreciated.

**Aaron Barbour**  
**020 7223 2845**  
**[aaron@klsettlement.org.uk](mailto:aaron@klsettlement.org.uk)**  
**or just drop by and visit us in Battersea High Street.**  
**To make a donation please visit [www.charitycheckout.co.uk/1081248/donate](http://www.charitycheckout.co.uk/1081248/donate)**



**Francis Holland School  
pupils raised funds for KLS**

# Thank you

**W**e would like to thank all of you who get involved with our services. We trust that we are providing the support and services you need. Please let us know how we can improve.

We would like to thank our staff. Your tireless energy, commitment and passion ensures that we have the best services for local people. Thank you. Please keep up the excellent work.

We would like to thank our volunteers. You are the lifeblood of the Katherine Low Settlement, without you we would not be able to operate to the extent that we do.

We would like to thank all of our funders – large and small, longstanding and new supporters. Thank you so much. We really appreciate the financial support you give to our work. We receive

the majority of our income from generous grants, and would like to thank in particular: The Ajahma Charitable Trust, Battersea Power Station Foundation, Battersea Summer Scheme, Belpetch Trust, the Big Give, BBC Children in Need, Big Lottery Fund, the Childhood Trust, Christ College Cambridge, City Bridge Trust, Dunhill Medical Trust, Paul Hamlyn Foundation with Battersea Arts Centre, Sir Walter St. John's Educational Charity, the Sobell Foundation, the Tudor Trust, Wandsworth Borough Council, Wandsworth Clinical Commissioning Group with Age UK Wandsworth, the Wates Foundation and the Wimbledon Foundation.

The Settlement receives donations from many people and organisations (including a very

generous donation this year from an anonymous donor) all of which are vital for its ongoing work. Thank you very much. We really appreciate your support.

We would also like to thank Francis Holland School and Thomas's Battersea School for their continued support.

In addition to our own work and services the Settlement also invites other organisations and community groups to operate out of our premises (either to offer their own services or to run their back office) – so together we can meet the diverse needs of the local communities of the London Borough of Wandsworth. We would like to thank all of our partners and look forward to working with you for many years to come. We are stronger when we work together.

# Financial Summary 2016/17

**K**atherine Low Settlement's Annual Report & Accounts 2016/17 is available to download at [www.klsettlement.org.uk](http://www.klsettlement.org.uk)

<b>Income</b>	<b>2016/17</b>	<b>2015/16</b>
Donations	£186,906	£33,145
Generated Funds	£4,601	£11,029
Grants	£282,530	£279,302
Rent & Room Hire	£140,839	£147,832
Bank interest	£1,918	£379
<b>TOTAL</b>	<b>£616,794</b>	<b>£471,687</b>

<b>Expenditure</b>		
Governance costs	£5,000	£3,360
Occupancy costs	£58,114	£100,984
Staff costs	£349,890	£296,597
Sundry costs	£41,471	£3,839
Welfare & Outgoings costs	£54,205	£55,625
<b>TOTAL</b>	<b>£508,680</b>	<b>£460,405</b>

# KLS' new 5-year strategy (2017–2022)

In late 2016/17 we developed a new five-year organisational strategy and action plan which started from April 2017. Expectations of the voluntary sector have never been higher. The results of austerity measures can be seen in restricted public services, reduced benefits and a challenging outlook for local people.

We know that the issues of isolation, inequality and rising poverty and uncertainties over housing are still as relevant today as when Katherine Low Settlement was established over 93 years ago, and that those needs are becoming more complex.

The strengths of Katherine Low Settlement lie in our relationships, facilities, reputation and fundraising capability to empower communities in Wandsworth in their fight against poverty and isolation. We have never been in a stronger position to do so, and have doubled our scale since 2013, reaching nearly 1,000 members and supporting many thousands more, with a broad range of directly and indirectly delivered activities.

But we can do more. Over the coming year (2017/18) we will begin to broaden the range of activities available to members with the launch of our Women's Wellbeing Group and Link Up volunteer network. We are looking forward to a Link Up Coordinator starting in September'17. During the next five years, we will boost our membership, increase communications, strengthen

partnerships and campaign on key issues. In support of this we will look to secure funding for additional operating staff and enhance our systems for closely monitoring our effectiveness and impact.

In considering plans to improve the building and make it more accessible (including installing a lift), the Trustees have concluded that this should be part of a more comprehensive plan to develop and improve the premises. We are working with architects and local authority planners to consider all possibilities. The Trustees are mindful of the need to consider the impact of any building programme on our services both short and long term. Our ultimate aim is that the Settlement should be accessible, versatile and a hospitable community hub, able to increase services and capacity, whilst keeping with our rich heritage.

We look forward to working alongside many more local people, community organisations, partners and funders in Battersea and the wider Wandsworth community over the coming years, so that we continue to foster and empower communities in our neighbourhood to reduce poverty and isolation.







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