

# KATHERINE LOW SETTLEMENT

**Serving the community since 1924**

**ANNUAL REVIEW 2013/14**



# Our Vision, Mission and Values

**Katherine Low Settlement  
is driven by its vision and mission and  
led by its 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 well-being 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*

# What we do at Katherine Low Settlement

**K**atherine Low Settlement is a multi-purpose charity that has been serving the communities of Battersea and Wandsworth since 1924. We are dedicated to tackling poverty and building stronger communities.

We run a range of our own community projects to support children and their families, older people, newly-arrived

communities, and in the future with unemployed people. We also invite other charities and community groups to operate out of our premises – so together we can meet the diverse needs of the local communities of Wandsworth. Each week we work with 32 charities & groups supporting more than 500 people.

## Defining Poverty

Poverty is often defined by income levels eg people live in poverty if their income is below 60% of the median income. At Katherine Low Settlement we know from our 90 years' experience that poverty is more than just the material deprivation but also the ability to fully participate in society.

Professor Peter Townsend's wider definition of poverty, from his pioneering Poverty in the

United Kingdom (1979), is widely used: '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 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.'

Nelson Mandela recognised this.

“Overcoming poverty is not a gesture of charity. It is an act of justice. Like slavery and apartheid, poverty is not natural. It is man-made and it can be overcome and eradicated by the actions of human beings. It is the protection of a fundamental human right, the right to dignity and a decent life. While poverty persists, there is no true freedom”

**Nelson Mandela, Trafalgar Square 2005**

# The Chair's report

**Margaret Robson, Chair of Trustees**

**D**ear friends and supporters, it is with real pleasure that I welcome you to our Annual Review. It gives a full picture of the work of the Settlement for the year to April 2014 and an overview of our plans for the future.

Our director Aaron's arrival last year brought us into a new era: one where the staff and trustees together were able to not only take stock of the services we provide now but also to look to the future with a carefully considered three year strategic plan. This was critical if we are to remain focussed on our vision and purpose. We must make sure that the services we provide, both now and in future, are those that the local community wants prioritised; and then go out to get the funding to translate them into living reality.

## **Room hire**

We are delighted that we have ended the financial year with a healthy surplus. Aaron and Tracy have together considerably increased our income from room hire and ensured that our office space is fully occupied. This, together with successful funding applications and grants from trusts and individuals, means that we can plan for the future with optimism and determination.

We are always mindful of seeking new sources of income and the challenge presented by competing organisations.

## **Celebrations**

2014 marks our 90th birthday with a host of celebrations and events planned to celebrate. It was appropriate that the first event was to recognise and show appreciation for the contribution made by volunteers on whom the Settlement has relied heavily throughout its life. We were delighted that the Mayor of Wandsworth, Cllr Angela Graham, presented the awards. Delving again into archival material has made us deeply conscious of the remarkable part KLS has played in the Battersea community for 90 years. The vision, mission and values of its founders have been carried forward to the present. We hope that many of you will be able to join us for further celebrations throughout the year.

Aaron's arrival at KLS has meant that the trustees can focus clearly on their governance

responsibilities whilst keeping a watching brief on the operational side. We are encouraged by the progress he has made and his skill in connecting with people and organisations inside and outside KLS. Coupled with the long experience and understanding of KLS and the community of Tracy, Sarah, Lucy and our other staff. Aaron's energy and freshness has made for a year of solid achievement, problems surmounted – and a lot of fun.

## **New trustees**

There have been a number of changes to the board of Trustees. Keith Chapman, Alison Wintgens and Elaine Arnold retired at the AGM. They had all made valuable contributions but special mention must be made of Keith who served as our treasurer for an astonishing 40 years. We were delighted to mark our appreciation by naming the large ground-floor room in his honour and to successfully nominate him for a Wandsworth Civic Award. We are pleased to welcome new trustees Ben Thomas, Jenny Syddall and Simona Batakya who has taken on the role of treasurer. We would also like to thank Battersea's MP, Jane Ellison, who has been generous with her time and supportive of our work.

We are truly fortunate in the dedication of staff, volunteers and trustees and the support of funders. Heartfelt thanks too to all who use the Settlement and make it so special.



**Unveiling of KLS Blue Plaque by the Mayor of Wandsworth at our 90th birthday party**

# A new 3-year strategy for Katherine Low Settlement

**D**uring 2013/14 Katherine Low Settlement developed a new 3-year strategy and plan to give us greater clarity and focus to continue tackling poverty and building stronger communities.

The Settlement's Board of Trustees and Senior Management developed this strategy, in collaboration with local people and partner organisations, in order to know what local priorities are, where we are going, and what we will focus on and do over the coming three years. Those organisations who will survive, as well as thrive, in these difficult financial times, will be those who have a strong vision, strategy and plan. We look forward to the hard work that now starts in 2014/15 with friends, users, partners and funders, to make this strategy a reality.

Jenny Syddall, one of our new trustees, reflects upon developing our three-year strategy:

**'Let's start with a little story...**

**One day a traveller, came across some stonecutters working in a quarry, who were busy cutting blocks of stone. He asked the first guy what he was doing and his reply was "I am making a living!"**

**The traveller turned to the second stonecutter who seemed to be much happier and asked what he was doing and his reply was "I am building a cathedral."**

**I use this story to illustrate the importance of having a clear**

**strategy in place. It identifies what we are ultimately trying to achieve and helps us to mobilise our limited resources in the most effective way to achieve our goals. Research has shown that organisations are much happier places to work when they have a shared common goal, such as "building a cathedral", rather than just a collection of individuals who are "making a living". More importantly having a clear strategy and goals in place means that as an organisation we can identify when we have achieved our aims, enabling us to share and celebrate our successes together.'**



## **Keith Chapman recognised with a Wandsworth Civic Award**

Keith Chapman, *far left above*, has been honoured with a Wandsworth Civic Award having retired in October 2013 after 40 years of service as a volunteer and Trustee. He joined our Board of Trustees as a young accountant in 1973, and soon became our Treasurer; a role which he presided over until his retirement at the end of last year. He kept a steady hand on our finances and brought it through mixed times, from when we struggled to today's successful, thriving hub of activity at the heart of the community.

He and his firm gave much to KLS in terms of finance support, payroll, book keeping and management accounts, end of year accounts, budgeting, help with fundraising (and the list goes on) as well as his advice – Keith was always available, day or night.

Well done and thank you Keith for all that you have contributed to KLS over the years. You thoroughly deserve Wandsworth's Civic Award!



# Strategic Priorities for the next 3 years

**S**trategic priorities for the next three years for Katherine Low Settlement are to:

**Grow our services**

**Improve our community centre**

**Build stronger communities & campaign**

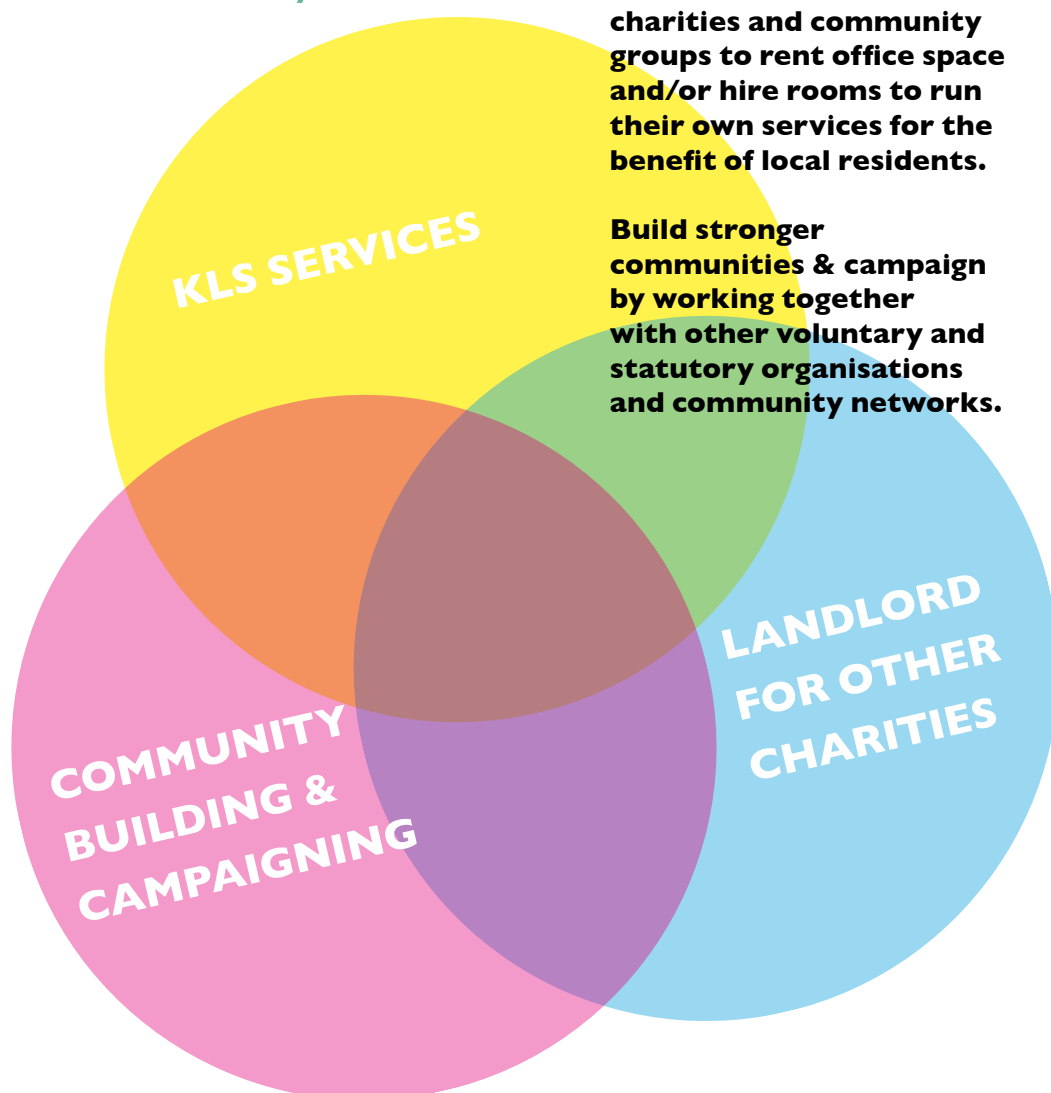
**Celebrate our 90th Birthday**

**T**he business model to deliver this strategy at Katherine Low Settlement 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.**



# Our new strategy commits us to achieving the following outcomes

## Strategic Priority Outcomes

**Grow our existing service**  
Older and vulnerable people  
Encourage active and independent living  
Reduce isolation and loneliness  
Enable older residents to become dynamic and contributing members of the Wandsworth community

**Grow our existing service**  
Newly-arrived refugee communities, including our Love to Learn project  
Increase in educational achievement  
Increased knowledge and ability to navigate UK systems  
Ability to secure and sustain in employment  
Improve mental health

**Grow a new service**  
Supporting people through employment & training  
Secure and sustain in employment  
Attain new and appropriate skills and qualifications

**Improve our Community Centre**  
Ensure we have a high-quality community facility  
Maintain full occupancy rate for office hire  
Increase occupancy levels for room hire  
Increase access by installing a lift

**Build stronger communities & campaigning**  
Contribute to building stronger organisations and infrastructure within Battersea  
Give a campaigning 'voice for Battersea'

**Celebrate our 90th Birthday**  
Ensure key members, supporters and the wider community feel more closely involved with KLS and our 90th birthday celebrations  
Raise the profile of the Settlement  
Raise specific funding to make the building more accessible by installing a lift

With all these priorities we will seek to embed a sense of community that people want through positive activities, increasing health and well-being and using creative arts as a means to achieve these. This will enable us to respond to the wide needs of local communities as identified in our 'Community Wise' research.

# Katherine Low Settlement becoming more 'Community Wise'

**A**ny new strategy needs to be informed and built upon a firm evidence base. To do this we went about becoming more 'Community Wise' by developing an understanding of where people and local communities of Battersea are currently at, what they want and need, and what we as an organisation might do to support them.

Over spring 2013 we conducted desk research into local data sets and reports to get a statistical understanding of Battersea (SW11 and SW8 including the wards of Queenstown, St Mary's and Latchmere). We then recruited and trained 25 local people who in turn went out and interviewed 436 local people and organisations.

The research gave us a good insight into local people's lives

– their dreams for the future, the barriers and problems they currently face and importantly their ideas for change. The principal findings were that the people of Battersea want to work and set up their own businesses.

To achieve this they recognised that they must improve their skills through training and that they must have somewhere safe and affordable for their children to go to whilst they do so. Local residents also want an increased sense of community. They want more local friendships and relationships and positive activities that will bring them together. Importantly local people said that Katherine Low Settlement can play a pivotal part in making all this happen.

**Download the  
'Community Wise'  
report at [www.klsettlement.org.uk](http://www.klsettlement.org.uk)**

**“I would like help to make new friends and feel more positive”**



## **KLS' Seldom Heard Project**

In 2013/14 KLS secured NHS Seldom Heard' funding to conduct research with local older people to improve management of long-term health conditions; as well as give older people a voice by them actively participating in shaping improvements to the delivery of their local healthcare services. The main findings, from the 104 interviews, were a need to improve GPs booking appointment system, and for better co-ordinated 'discharge' and

'after care' support. A delegation was supported to present these findings and recommendations to the Wandsworth Health and Well Being Board, Wandsworth CCG and Thinking Partners Group. KLS continues to work with operations staff to implement the recommendations.



# Achievements in 2013/14

**W**hat follows is more detail into how the Settlement worked towards achieving its new strategic priorities:

We spent 2013/14 building our

existing services with older and vulnerable people and newly-arrived communities. In the future we plan to establish a new service supporting people through employment & training.

## **Grow our services Older People**

**K**atherine Low Settlement has worked with older people since its conception in 1924. They are a core part of the community that we continue to work with. We work with older people to achieve the following outcomes:

- encourage active and independent living
- reduce isolation and loneliness
- improve well-being and prevent ill-health
- and enable older residents to become dynamic and contributing members of the Wandsworth community.

“I would like to keep healthy and enjoy a productive retirement”

This year we set about revitalising our older people's work as many of our older members had died or moved into care homes – too frail to take part in our activities any more, though we continue through outreach work to support them.

We have recruited new members and responding to their suggestions and ideas and together developed a more comprehensive programme. Such is the Katherine Low community development and co-production approach to its work, so ensuring that we are truly providing services that people actually want and value.

We continued to run our Pensioners Lunch Club. We set up an Intergenerational Sewing Group particularly targeting Somali Elders, and arranged several trips and outings to the seaside, museums, galleries and parks. Our partnership work with Shared Heritage on the Harmony Project was a real highlight, as was the Masquerade Ball dance project with the Victoria & Albert Museum.

We continued to work with the Clapham Community Pottery Project, Royal Academy of Dance, supported the Contact Club and Little Club, and hosted 20+ pupils from Thomas' Battersea School who volunteer with our

older people every summer term. We developed opportunities for user involvement in strategic discussions about local health services with NHS Wandsworth/ Wandsworth Clinical Commissioning Group and other agencies.

Over the year we worked with: 43 Contact Club/Little Club members; 4 people attend a monthly Mental Health Carers Group; 17 Somali Elders (through our exercise and sewing classes); 23 attended the Pensioners Lunch Club; 10 danced weekly with our Royal Academy of Dance tutor; 12 Line Danced; 8 attended Yoga; and 12 attended T'ai Chi for Elders.

**Left, Dance for Life group rehearsing**





“For me KLS is a life saver. Lovely hot dinners Wednesday and Thursday – I’m collected from home by Dial-a-Ride and then taken home again after lunch. You always receive a great welcome” **Ann, a Lunch Club member**



**Above, a pottery class.**

**Left, Sarah and the pensioners lunch club, Cora celebrating her 100th birthday and Tony and Dan performing their comedy sketch**



### **Older People’s Lunch Club & Thomas’ Battersea School**

Katherine Low Settlement has run an older people’s lunch club for the last 16 years. Brenda Nicholls (our cook) provides lunch on Wednesday and Thursday to a group of elders, some of whom have been with us since its inception. Though the group is getting smaller as members have died or moved into care homes, the sessions are lively and caring occasions. Food helps connect people. Once through the door we offer a range of engaging activities.

For example, over the summer term (May – July 2013), children from local school Thomas’ Battersea volunteered and provided a range of weekly entertainment, where we experienced a performance of *Guys & Dolls*, have been entertained by bagpipes and the clarinet, sang songs from the 1940s and 50s, danced the jitterbug, had our ‘minds read’ and spoken with a ventriloquist.





## Grow our services

### Newly-arrived communities (principally through our Love to Learn project)

**L**ove to Learn is a project of Katherine Low Settlement that has been working to support the learning of young people and their families from refugee backgrounds in the London Borough of Wandsworth (with a focus on Battersea) since 2004. Love to Learn works with approximately 200 refugee children and young people each year, and has built strong relationships with more than 150 refugee families. This long-term approach is crucial to its success and staff are frequently asked to

work with families or young people who find it difficult to access other services.

Love to Learn aims to maximise the potential of refugee young people by:

- raising educational achievement
- increasing confidence and understanding of school
- promoting integration, rights, and access to services
- and combining learning support with positive activities for self-development.

The project now employs 9 part-time staff and works in partnership with schools, refugee organisations, advice agencies and community groups.

**Below, Love to Learn on a trip to Thistledown Farm**

“I think you should always have a club like Wednesday Club because it helps us to learn and do our homework. My mum comes here too and she lets me go on trips here. She likes my home teacher [mentor], she was worried about the tests [SATs]”

**Young refugee, Love to Learn Wednesday Club**



### Love to Learn Wednesday Club

Now in its 9th year, Wednesday Club is our weekly in-house homework & activities club where we aim to support learning, confidence and well-being in a fun and active environment. We currently have 45 children and young people, aged 5-15, who attend each week. The club runs with the amazing support of around 10 regular volunteers who help children with their homework and lead and assist with craft and activity sessions.

“I have seen a marked increase in H’s confidence since we begun working together. Her work has improved and she believes in herself more”

**Love to Learn Learning Mentor**



“The casework has been a great strength. It has provided an extra layer of support. Issues that are the most difficult to get to are also the most difficult to unpick. Jo (Love to Learn caseworker) has been able to get alongside these families and build relationships. Through this the parents have understood that the school is there to help”

**Teacher, Eardley Primary School**

“The children develop social skills in a safe environment . . . watching this happen is very rewarding”

**Love to Learn Volunteer**



**What I learned this summer, by Hermon**

In the summer holiday we went to Hindleap Warren (it’s like a forest) for 3 days. I was really fun and exciting. We did lots of activities; high ropes, swimming, canoeing, night walk and an assault course. The reason I enjoyed it was because I learned new skills and tried new things and I faced my fears because I was with my friends as well.

The things I learned are doing and trying new activities, being independent as a young woman, also

I am now confident going away from home. The most difficult thing for me was going on something high and going on something dirty.

If I went back I would do every activity even if it’s challenging and there is nothing I would improve. Going to Hindleap Warren has really improved my confidence.

## **Achievements and performance of Love to Learn's Reaching Communities programme**

- 144 refugee families have received advice and support enabling them to understand and engage with their children's learning
- 163 refugee children and young people have benefitted from educational support (this figure does not include numerous siblings who will benefit indirectly eg from better home learning environment etc)
- 193 new referrals have been supported this year
- 19 schools (4 secondary, 5 primary) have worked with Love to Learn in partnership with 30 (approx.) teaching staff have received training or seen presentations on issues facing refugee families at school (including INSET training, EMA Network meetings)
- 132 children have been supported to find appropriate school places
- 114 trips, holiday activities and residential have been organised for young people and families
- 159 mentoring relationships have been in place for 3 months or longer
- 82 volunteers have received an induction and training on refugee issues, safeguarding and cultural understanding
- 103 refugee parents have received supported referrals to relevant services (eg ESOL, employment support, housing, immigration, etc)
- 136 parents have attended learning events/ESOL for Education workshops to improve their ability to engage with children's schooling
- 162 parents attended 3 workshops on welfare reform
- 18 young refugees attended workshops on post-16 education advice
- A new IT youth hub was opened with support from Microsoft
- A new website was launched, please visit: [www.love-to-learn.org.uk](http://www.love-to-learn.org.uk); and Facebook and Twitter accounts have been set up and maintained
- A campaign was run to raise awareness of policy-makers of the impact of the new benefit cap on local refugee families and support families to challenge housing decisions
- Existing and new funders have committed to supporting our work – thank you.

**ESOL language class trip to Brighton**







## Katherine Low Settlement's Green Audit

This year we conducted an Environmental Green Audit of Katherine Low Settlement, with the help of Greening Business. The initial baseline assessment was encouraging. We achieved a score of 7.2 out of 10 for being environmentally friendly.

A practical plan was then developed, which we have worked on since, doing things like reducing our heat consumption whilst increasing our heating efficiency, reducing our water usage and starting an energy efficiency awareness campaign to change people's behaviour.

The Audit has enabled us to reduce our costs and save money, which means we can spend more on our frontline services, as well as reducing our carbon footprint. We would recommend other charities to undertake one too.

# Improve our Community Centre

**W**e spent much of 2013/14 improving our Community Centre at 108 Battersea High Street to ensure it is a high-quality community facility for local residents, charities and community groups. A full schedule of works was drawn up and is being carried out over the coming three years. This will include installing a lift for people to access our 2nd and 3rd floor activity rooms.

We invite other charities and community groups to operate out of our premises – so together 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.

## Office Space

During 2013/14 we reached full occupancy for our rented office space. This included converting our former live-in caretaker's flat into an office.

Our tenants in 2013/14 included:

- Challenger Troop
- Childcare & Business Consultancy Services (CBC Services)
- South West London Law Centre
- Wandsworth Citizens Advice Bureau
- Wandsworth Young Carers Project (run by Family Action)

We were also pleased to have re-opened the crèche (our ex-Sure Start crèche), which the Council closed on 26th March 2013. The Railway Children Nursery and Play Group opened on 1st September 2013 with our charity partner, CBC Services.

## Room Hire for Activities

We have increased occupancy levels to 53% (February 2014) for the rooms we make available for other charities and community groups to deliver their own activities and services within 108 Battersea High Street. We have worked with the following regular partners in 2013/14 (there were also a number of other one-off bookings).

## Mel, volunteering at KLS

This year we opened a new reception. Initially volunteers were able to provide the cover to get it up and running. We've since recruited Amy Spice, our apprentice Reception and Business Administrator. We gain a tremendous amount from our volunteers, but it goes both ways and they benefit too.

**Mel came to us from Jobcentre Plus, having been a carer for her elderly mum for several years.**

**She volunteers on our reception, as she sees this as a stepping stone back into work (having been out of the workforce for many years). She's great, so helpful, charming, welcoming with our visitors, takes the initiative answering queries and directing people to where they need to go. Mel's confidence is definitely growing and she's applying (with a bit of support from us) for more and more jobs – she'll get one soon.**





“The room is a lovely big space and the centre is very friendly and serves the local community well”

Hannah, Royal Academy of Dance tutor

Above, Buna  
Kazoku Karate  
Club

### Regular Groups using our premises 2013/14

**Act Too/Baked Bean Theatre Company**  
**Alzheimer's Society 'Singing for the Brain'**  
**BME IAPT (NHS Mental Health Support Services)**  
**Buna Kazoku Karate Club with Sensei Andy Beech**  
**Catechism classes**  
**Caterpillar Music**  
**Church of the Restoration Battle Axe ministry**  
**The Counselling Service**  
**EACH Counselling & Support**  
**ESOL classes, in partnership with South Thames College and St Mary's Church**  
**Battersea flexifit**  
**Generate's Thursday Club (closed this year after 40 years with KLS)**  
**Gold & Silver Players drama group**  
**HartBeeps**  
**Jehevoh Jireh Pentecostal Apostolic Assembly**  
**Karate with WOW Mums**

**Line Dancing**  
**Mama Low's Kitchen with Soundminds**  
**Mental Health Carers Support Group**  
**Pilates**  
**Pregnancy Yoga**  
**Royal Academy of Dance: Dance for Life project with our elders group**  
**Spotlight Jazz Dance**  
**South London T'ai Chi**  
**SW London Power Yoga**  
**Counselling Service**  
**The Elays Network**  
**The Little Club / The Contact Club**  
**The Rainbow Art Club (closed this year after 30+ years with KLS)**  
**The Redeemed Christian Church of God / Beautiful Gate Battersea**  
**Wandsworth Borough Council's Youth Work**  
**Wandsworth Young Carers Project with Family Action**  
**WOW Mums**  
**Yoga**

## HIRE A ROOM AT KLS



Birthdays, conferences, meetings, training or parties! Whatever the occasion, we can accommodate small gatherings and large groups of up to 100 people in one of our 5 rooms. Plus a kitchen to hire.

We're open 7 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 types of events and meetings. Please get in touch, as we're here to help!

### Please contact:

**Tracy Frostick**  
**tracy@klsettlement.org.uk**  
**020 7223 2845**  
**www.klsettlement.org.uk**



**Wandsworth Citizens  
Advice Bureau**

020 7042 0333  
(advice line)

Wandsworth's CAB has rented an office at KLS for the last three years, having originally been based with us in 1950s through to the early 1980s. CAB's new CEO Phil Jew reflects upon some of the achievements and challenges over the last year:

'Like most charities at the moment we've had a challenging yet exciting year. Firstly, I've been particularly pleased about CAB leading the new Transforming Wandsworth Advice project, which draws local advice agencies together to improve local advice provision. Just to get people together in the same room, facilitate links between agencies and improve training has been amazing.

Secondly, we've spent time

improving the quality of our service – scoring well in our quality audit. The commitment and hard work of our staff and volunteers has helped to deal with this challenge.

Thirdly, I've been impressed by how we've maintained our client services to see more than 8,000 people, at a time when we've had a reduction in our funding due to legal aid cuts, curtailing our ability to offer specialist welfare benefits advice. Our advice partners are also cutting back so referring people on is more difficult and we had to close our Bolingbroke Grove bureau in March 2013. We've certainly got more work to do next year, in an increasingly challenging environment, but we're up for it.'



**Buna Kazoku  
Karate Club  
Andrew Beech  
Sensei and instructor**

07897 239811  
andbeech@gmail.com

We are a small, family-run Karate Club that supports families and their children to learn discipline and respect. The best thing about 2013 was linking with other community partners that use KLS's community centre, whilst growing our club to be four times bigger than last year. We became big enough to start running tournaments giving members a bigger sense of achievement.

The year was hard in other ways as the recession was impacting on our families. It became a struggle to keep getting new members, and lots of smaller organisations have been closing locally.

Katherine Low Settlement has become a real home to our Karate Club. It means practically that we can store equipment, which has been essential in us keeping members. I think KLS is unique in helping low-income groups keep good community values and traditions alive and supporting new groups test their skills and grow. Battersea would be at a loss if Katherine Low were ever to disappear.

“The birthday party went really well and we were very happy with the space. I've recommended the space to a friend who I understand has now booked it for his son's birthday”

**Silvia, local resident**





### **Act Too/Baked Bean Theatre Company**

020 8944 0024

ican@acttoo.com

www.acttoo.com

Act Too is home of The Baked Bean Theatre Company and many more exciting services for people with learning disabilities. During 2013/14 two of their services ran from Katherine Low Settlement's community centre.

#### **The Baked Bean Choir**

A singing group for those with learning disabilities, dedicated to developing range, tone, pitch and overall singing ability. Exploring all types of music from Elvis to Motown, High School Musical to Glee, Mcfly to One Direction and everything in-between!

The group surround themselves in music and singing as a tool for building confidence, developing independence and having fun.

#### **The Baked Bean DJs**

A DJing group for those with learning disabilities. The group love music and mashing up some funky beats! Playing across London from small local gigs to large scale club nights the Baked Bean DJs know how to party!

#### **Highlights of 2013/14**

We had an amazing year in 2013/14. A highlight was The Baked Bean Company ran an amazing holiday for the DJs and the choir where the whole group wrote and recorded their own song – Shut Your Facebook. We were also delighted about installing enough confidence in a very shy young man to be able to sing in front of all of his friends.

A big challenge this year has been teaching the DJs about entertaining a crowd and learning to read the audience – what songs work and what don't.

We're looking forward to next year. The choir will be recording their own album in September 2014. Each member of the choir will be recording their own solo and it will be available for download on iTunes.

The Baked Bean DJs are looking into organising some silent discos in the area where the people attending the disco will wear headphones playing the DJ's tunes. There will be lots of dancing.

“We like everything about being at KLS!  
The staff at KLS are helpful, friendly and fun”

**Lisa, Act Too/Baked Bean Theatre Company**



### **Masquerade Ball at the Victoria and Albert Museum**

Sarah Rackham, KLS' Community Development Manager, explains the fun our older people had dancing at a Masquerade Ball:

Following on from our previous joint work with Shared Heritage arts project and the Victoria and Albert Museum (V&A) we were contacted by the V&A in January 2014 to see if we had any elders who would be interested in a dance/theatre project. This would entail being trained and then filmed to be part of a period installation depicting a masked ball in 18th Century Venice.

Of course members of our dance and dance groups rushed to

volunteer and for six weeks nine of us went to the V&A on Wednesday evenings to rehearse. (It was very exciting being allowed in the museum when it was closed!). We learnt to dance wearing masks and authentic costumes, or take part in a gambling scenario.

Following this we then spent an exhausting weekend at a film studio in Waterloo being 'green screened' filmed. We are now waiting with baited breath for the launch of the film, to be held this November, which will then be in view as part of a permanent exhibition at the V&A for posterity – well 25 years at least!





### English for Speakers of Other Languages (ESOL) community course

020 7223 2845

Philip Daines, ESOL teacher from South Thames College who runs KLS's Tuesday morning class reflects on the year:

'Anyone who has ever spent any time in a foreign country with a different culture to one's own will be familiar with the daily day-to-day frustrations and confusion that lack of communication can cause.

When you don't speak a language confidently a simple visit to the bank or a trip to the doctor is a big deal.

At Katherine Low Settlement some of the students have the added challenge of being unable to write as they may not have had any formal education at all. For these students the English they learn at KLS is the first time they have written in any language. And that is the point of KLS's ESOL project. ESOL or English for Speakers of Other Languages is English tuition for anyone whose first language is not English.

It is aimed at non-native speakers from a wide range of backgrounds living locally to Battersea. Some are refugees, others are in Britain to find a better life. Though KLS's ESOL project is not solely aimed at women, they do make up the majority of the students. ESOL is about liberation, freeing people from their dependence on others. It gives people a voice.

Over the past year we have had our large scale achievements such as getting students through formal examinations. This year the class all completed the City and Guilds Certificate in English; the year before they did the Trinity Entry Level One Speaking and Listening exam. However, we have small scale achievements that are nonetheless equally important. For some students it will be successfully writing on the line or placing their capital letters and full stops in the correct place. Whilst filling in a Jobcentre Plus form unaided can be a challenge for anybody, for my students it is a major achievement, which some can now do.

Over the coming year I shall be running my usual morning class. There is a crèche for students with children. They will be working towards another City and Guilds examination; the level will depend on their individual ability.

I love teaching at KLS, because I feel that they are at the heart of the local community. They are a centre that welcomes all comers. People from all kinds of different groups, nationalities and faiths feel comfortable there. My students feel that they are in a home from home. They feel relaxed. And this helps me help them.'



"KLS provide a lot to the local community, friendly staff, great location and most importantly the trustees and management understand community work and what the community needs"

Mohamed Ali, Founder of the Elays Network





**Mama Low's Kitchen  
with Soundminds**  
**Paul Brewer**  
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Mama Low's Kitchen is a user-led drop-in service at Katherine Low Settlement's community centre in Battersea for people suffering with mental health issues. It was set up to see if there was a need for this sort of facility in response to the government cuts to mental health services. It's been running for just over a year. Coral, the group leader, explains:

'We do all sorts of things every Friday at Mama Low's. There are usually things for people to read, games to play like Dominos (my favourite) as well as pool and table tennis, arts activities to do, computers to use, and the focal point is lunch which Amy cooks. Food is such a great way of bringing people together.'

We had a barbecue this year, a picnic in the park and a trip to the seaside, which was excellent, really excellent. We're planning a swimming trip next year. Most importantly there is good support between each other. So if someone's not there we'll ring to see if they're OK, and then support each other to do some of the jobs that need doing like laying the table, clearing

up. There is a really good connection between us, proving the need for this type of work and what it has achieved already.'

Amy is the cook, and self-taught. She started working for Soundminds in 2012, but has been performing in steel bands with them for many years. To have the opportunity to use her creative and culinary skills at Mama Low's Kitchen is special, as Amy explains:

'Cooking is constructive. I like making things. We've designed the menu together with the members. We pick things that everyone likes. This can be difficult at times as I basically cook one dish and then we share it. I try new things, and sometimes surprise everyone with a new dish. Generally it works. A particular favourite is that classic Spaghetti Bolognese. Luckily there aren't any vegetarians at the moment! The planning can be tricky sometimes as it's a drop-in service so I never know quite how many people will turn up, but we always share, so it's been fine. The picnic in the park was really nice. Lots of people came, the weather was nice and everyone bought something and shared it.'



**The Elays School  
(KLS Branch)**  
**Mohamed Ali**  
**The Elays Network**  
020 7498 5143  
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www.elaysnetwork.com

The Elays School (KLS Branch) has been running for over nine years at Katherine Low Settlement. It provides Quran and Arabic classes to local Muslim students who live in Battersea and others who travel from other parts of Wandsworth. Throughout our nine years the Elays School has worked with hundreds of children and young people. These members who attended benefit from the education they receive, as well as the opportunity to take part in many Elays Network activities like the youth club and drama club.

Elays Network has achieved a lot during last academic year. The biggest change was relocated its back-office work to the dedicated Heathbrook Youth Centre. This is a huge step and big responsibility for the organisation. Kamal Mohamed, 16 years old, volunteered at the

Elays School for the entire year. He has been amazing and contributed a lot to our sessions. We also took part in Katherine Low Settlement 90th anniversary by showcasing Elays latest film production called 'Pentagon'.

Funding remains the main challenge that Elays School (KLS Branch) and Elays Network faces. In general we have been struggling with school necessities, rent and teacher cost. However we remain optimistic and hopeful the future will be better.

Next year we're looking to develop Elays film club for the benefit of all local young people at KLS, to help young people engage and learn more about films. We would also like to run a more effective youth club in KLS to benefit more local young people.





### **Dance for Life**

**Sarah Rackham**  
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Hannah Bailes, RAD tutor talks about her year: 'The Dance for Lifelong Well-being classes run by the Royal Academy of Dance at Katherine Low Settlement aims to reach a diverse group of older learners in Wandsworth that have least access to recreational activities such as dance. This summary identifies and draws together the benefits of regular dance classes. More importantly, I will address how the classes have improved the well-being and quality of life of all participants.'

Most of the older people who take part in the dance classes emphasise the social benefits they gain by joining in, as the classes offer an opportunity to be sociable and have fun, whilst learning new skills. The group have developed a strong community spirit which has led to them organising performances outside of the classes, further developing their sense of purpose and achievement.

The top achievements for this year were: the increased confidence by the older people in their dancing and themselves. This confidence has helped them perform in their first public performance – a variety

evening held in February organised by one of the ladies who attends the classes. I've been also pleased by the attendance of adults who have difficulty interacting socially – one participant was very shy to begin with, dancing at the back and sitting down a lot. This lady not only performed in the February performance, but also now talks and interacts much more with the others in the class.

As mentioned above the main challenge of the year was getting some adults to interact with the rest of the group. It is through the participation in group dances and the informal and inclusive environment of the classes that this has been enabled.

In the coming year, I am looking forward to the adults learning some new dance styles and building upon their current technical skills in dance. I also hope to get them to be more creative with their own movement. Furthermore to work towards a performance based on the drama director Joan Littlewood to be performed at Battersea Fun Palace in October in celebration of her anniversary.'



### **Tracy Frostick, KLS' Admin & Premises Manager**

Tracy has worked tirelessly at Katherine Low Settlement for the last 23 years. She's responsible for the smooth running of the building, finances, security & safety and room bookings. She also manages some staff and volunteers, and... anything else you can think of. All of which she does with a quiet smile and 'we can find a way' attitude.

Together with Sarah they've worked their magic on KLS enabling us to thrive and prosper for the benefit of the local community.

Tracy is normally in work bright and early from 7.30am. If she's not up a ladder changing light bulbs, fixing broken toilets or keeping the books (which she does meticulously), she might be found having a laugh with one of our pensioners, or showing someone round who's interested in booking a room for a children's birthday party.

So next time you're in the Settlement and you need something done come and ask Tracy.





“I enjoy teaching at the Katherine Low settlement as the people are very friendly, warm and welcoming. They are always willing to help you”

**Hannah Bailes, RAD and Dance for Life Tutor**

### Goodbyes

This year we saw a number of projects close, one project moved to another charity and several excellent staff and volunteers left us – all of whom will be greatly missed – including:

- Generate's Thursday Club for young people with learning disabilities closed after 40 years with KLS.
- The Rainbow Art Club for people with learning disabilities closed after 30+ years with KLS.
- Wandsworth Young Carers Project moved to another charity Family Action having been set up by KLS in 1997.



# Build stronger communities and campaign

**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. We have focus principally on:

- Older People's Forum and Network
- Wandsworth Clinical Commission Group Patient Participation & Involvement
- Wandsworth Healthwatch
- Battersea Community Forum (we took over the chair)
- Big Local SW11 (we served on their advisory group)
- Refugee and Migrants Advisory Group (which we established this year)

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.



## **Campaigning about the effects of the Benefits Cap**

Our Love to Learn project has focused on the effects of the Benefits Cap on local refugee families. We organised practical advice sessions for parents at High View and Burntwood schools, whilst lobbying local councillors and MPs.

During the year we met with Paul Ellis, Head of Housing at Wandsworth Council, officers and local councillors; and met with the Shadow Housing Minister, Emma Reynolds MP amongst others, for them to consider measures

to support single parents and constituents with significant barriers to gaining employment, such as refugees with language barriers, which would enable them to get off benefits.

We presented evidence-based policy solutions and organised community representatives to speak about their experiences of the Cap, the shortfall of temporary accommodation and the shortage of ESOL courses. We continue to push for change.



# 90th birthday celebrations

**K**atherine Low Settlement is 90 in 2014, having been officially opened on 17th May 1924 by HRH Duchess of York. We were named in memory of Katherine Low. Katie (as she was known) was a rich and active philanthropist mainly with the United School Girls Mission and the Peckham Settlement. Upon her death in 1923 her friends, influenced by Booth's poverty

maps, decided that Battersea was an area in need of support, and so established the Settlement, building on charitable work that has been going on in our centre since 1882 (yes, 132 years). We plan to publish our history later in 2014.

We are celebrating with key supporters and the wider community throughout 2014, which in turn will enable us to develop stronger relationships with local people and organisations,



## KATHERINE LOW SETTLEMENT CELEBRATES ITS 90TH BIRTHDAY

LOCAL BATTERSEA CHARITY, Katherine Low Settlement, kicked off its 90th birthday year celebrations in style, with an Awards ceremony dedicated to both past and present volunteers at the end of January.

139 Volunteer Awards were presented by Cllr Angela Graham, The Mayor of Wandsworth and Margaret Robson, Chair and Trustee, of the Katherine Low Settlement. Since 1924 volunteers have played a significant role in the Katherine Low Settlement – they are the lifeblood of its everyday work. Volunteers report that they enjoy giving their time and expertise to

support others in the local community of Battersea and Wandsworth. They are involved with all aspects of the Settlement's work such as the Older People's Lunch Club, the Crèche, Love to Learn education project or at the Reception, meeting and greeting guests and service users.

The Volunteer Awards Ceremony was a memorable evening. Retired volunteer, Daisy Campbell, felt extremely honoured to be recognised for the time she has given as Chair of the Older people's Contact Club. She regarded the evening "as a night to remember". Tony Morgan, an older people's

lunch club volunteer could not contain his happiness with the emotion shown towards the Mayor. Kat Gomez echoed many volunteers' thoughts when she said: "It's lovely to be recognised for doing what I enjoy."

The Settlement has recently undergone a new direction with Aaron Barbour as Director, who visualizes a "bright future" for the charity. Katherine Low Settlement is hosting a number of events this year to celebrate its 90th year. Join them on Twitter and Facebook to find out more or call 020 7223 2845.

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...and more to come!

There are a number of further celebration events planned throughout the year including:

- Easter Egg Hunt on 14th April
- Battersea Question Time, a political hustings on 1st May in time for the local elections
- 90th Birthday Party, our official birthday on 17th May
- Pump House Gallery exhibition, opening night on 25th June, running throughout July
- Annual General Meeting (AGM) + Party on 1st October
- Christmas Party in December

**Do come and join us!**

# Director's Report

**Aaron Barbour**

**E**veryone I've met this year has a story to tell about Katherine Low Settlement and its influence on them. We've built up quite a collection of stories over the generations as a community based charity that has been tackling poverty and building stronger communities in Battersea and Wandsworth since 1924. Yes, we're celebrating our 90th birthday this year.

There are stories of desperation, of anger, of fear, of poverty, of difficult times and difficult lives, but also many stories of tremendous hope, of laughter, of friendship, of support and change for the better. Some are very profound like George who recently turned 90, and first attended our Youth Club when he was 11 years old. His interest in education was sparked by his youth leader which encouraged him into further

education and what became a long teaching career. Others such as Elvina, who literally found her voice again, by joining our Gold & Silver Players drama group, as part of her recovery from a stroke. And Mohammed, who left London for the first time ever this year on a summer holiday to Thistledown Farm with our amazing Love to Learn team.

## **People's lives**

Stories such as these fill Katherine Low Settlement every day, whether they be old ones recounted or new ones made. We've been able to do this for 90 years because the way in which we approach our work is as important as the work itself. We shape the story of people's lives by working 'with' people not doing things 'to', 'for', 'at' them. People have to 'be the change' they want to be, we

can't do that for them, but can help them upon their path.

This year we've been working on the next chapter in the KLS story by becoming more 'community wise' – a programme of building more local relationships by talking to people about what they want and don't want in their lives and how we might support them. From this we were able to develop a new three-year strategy and plan, which focuses on four new priorities: growing our services, improving our community centre, building stronger communities & campaigning, and celebrating our 90th Birthday. The rest of 2014 will be spent working towards achieving these whilst bringing the necessary resources (money and people), so that we can continue to create new stories together in Battersea.

## 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 contracts, and would like to thank in particular: BBC Children in Need, Big Lottery Fund, Chances Charity (part of Lifetimes Charity), The Feathers Association, St Mary's Church Battersea, Sir Walter St John's Educational Trust, Trust for London, The Tudor Trust, Wandsworth Borough Council, Wandsworth Community Fund (c/o London Community Foundation), the Wates Foundation, the Worshipful Company of Needlemakers and some generous anonymous donations for all of which we are very grateful. Thank you.

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

In addition to our own work and services the Katherine Low 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 2013/14

## Income

Donations	£71,844
Generated Funds	£6,446
Grants	£242,083
Rent & Room Hire	£118,700
Bank interest	£2,711
<b>TOTAL</b>	<b>£441,784</b>

## Expenditure

Governance costs	£3,000
Occupancy costs	£92,519
Staff costs	£264,018
Sundry costs	£6,175
Welfare & Outgoings costs	£39,045
<b>TOTAL</b>	<b>£404,757</b>

Katherine Low Settlement's Annual Report & Accounts 2013/14 is available to download at [www.klsettlement.org.uk](http://www.klsettlement.org.uk)

**Number of staff 27**

**Number of volunteers 139**

**Support us!**

Donations to further our work are always welcome.

We also welcome volunteers.

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



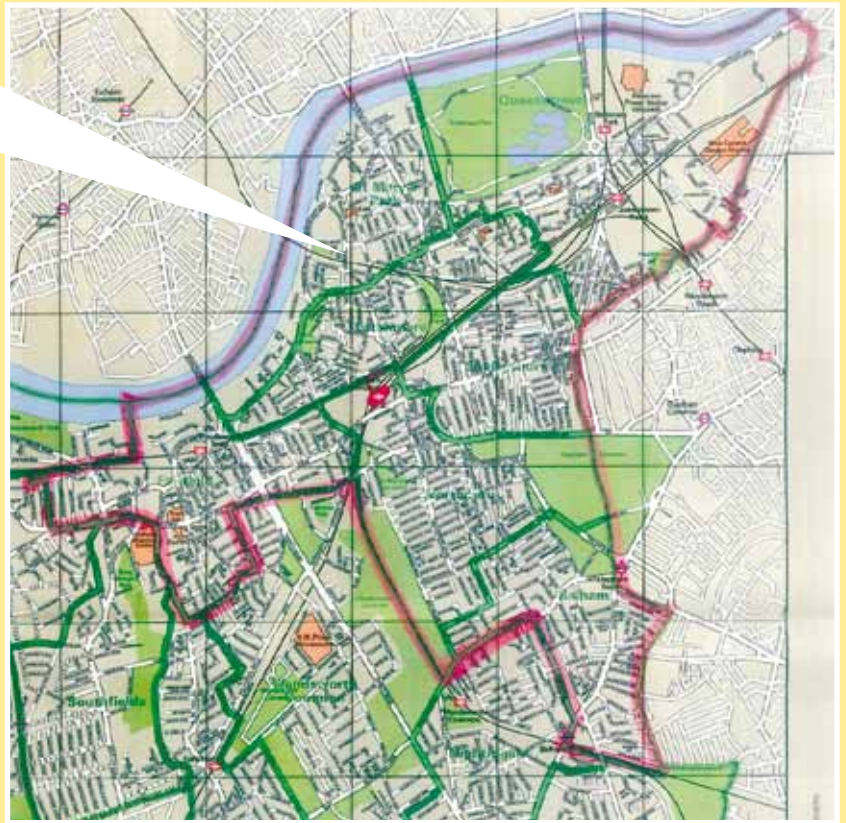


# Battersea at a glance



*Katherine Low Settlement is based in the heart of Battersea, which covers the north-eastern part of the London Borough of Wandsworth. We focus our efforts primarily on people that live and work in its nearest wards of St. Mary's, Latchmere and Queenstown, and postcodes SW11 and SW8.*

*Although in modern times it is known mostly for its wealth, Battersea remains characterised by economic inequality, with four main housing estates (the Winstanley, near Clapham Junction station, the Surrey Lane estate, the Patmore, Savona and Carey Gardens, and Doddington & Rollo estates in the Nine Elms area) being surrounded by more prosperous areas.*



**The parliamentary constituency of Battersea**

## **Population**

48,245 people living in the three wards of Battersea.

The residents tend to be young, and follow the trend of Wandsworth, being predominately in the 20-44 year old bracket, though St Mary's Ward has a slightly older population.

Around 35-40% of all residents live alone.

There is a significantly higher percentage of lone parent households in Latchmere (17.3%), compared to Wandsworth (9.5%) and London (12.6%).

## **Ethnicity**

Most residents in the three wards have a White ethnic background (71.7%).

More than half of all residents in Wandsworth are originally from the United Kingdom (53.3%).

Caribbean and African ethnic

groups live more in the three wards compared to rest of the Borough and London in general.

## **Deprivation**

Households in Queenstown (60%) and Latchmere (64.8%) are deprived in at least one deprivation dimension.

The Census' deprivation dimensions are indicators based on four household characteristics: employment, education, health and disability and housing.

More than ten per cent of all Latchmere households are deprived in three or four dimensions (10.3%).

## **Health**

A quarter of all households in Latchmere consist of at least one person with a long-term health problem or disability.

## **Unemployment**

Almost one fifth (18.4%) of Latchmere residents are unemployed or economically inactive.

Almost one third of all households in Latchmere do not have an adult in employment (29.5%), compared with 21.4% for Wandsworth.

Sources:

Office for National Statistics, 2013  
Ward Level Key Statistics Analysis,  
Census 2011

London Poverty Profile, 2013



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