

KATHERINE LOW SETTLEMENT

BRINGING BATTERSEA TOGETHER SINCE 1924

ANNUAL REVIEW 2018/19



Our Vision Mission Values and Aims

Katherine Low Settlement is driven by its vision and mission and led by its values.

Vision

Our vision is for an inclusive society where the people of Battersea and the wider Wandsworth community achieve their potential together.

Mission

We foster and empower communities in our neighbourhood to reduce poverty and isolation.

Values

- **Respect:** for the unique worth of individuals and communities, and their right to make informed and empowered choices
- **Collaboration:** with others, promoting equal opportunity, challenging discrimination and valuing diversity
- **Sustainability:** Focussed on lasting impact and ensuring the continuity of the Settlement
- **Kindness:** Acting with care, generosity, trust and friendliness towards all

Aims

- **Foster community:** Create a sense of belonging, unity and trust for all local people to engage and collaborate with each other
- **Promote empowerment:** Enable people's voices to be heard
- **Fight poverty:** Identify, nurture and energise the potential in individuals and organisations by increasing their educational, economic and social opportunities
- **Reduce isolation:** Widen local people's circle of friends and networks of support, involvement in the community and access to health & social services

Cover:
KLS elders
dressed as
suffragettes
to celebrate
Battersea
suffragette
Charlotte
Despard. At this
Equaliteas Party,
attendees were
able to enjoy
dancing by
the KLS elders,
singing by the
Sound Minds
choir and life-size
sculptures made
by Men in Sheds
dressed by our
sewing group!

Safeguarding

KLS is fully committed to safeguarding the welfare of all children, young people and vulnerable adults using its services and building. It recognises its responsibility to take all reasonable steps to promote safe practice and to protect these children, young people and vulnerable adults from harm, abuse and exploitation regardless of age, gender, disability, ethnicity or sexual identity. KLS acknowledges its duty to act appropriately when it receives any

allegations, reports or suspicions of abuse.

Paid staff and volunteers work together to encourage an ethos which embraces difference and diversity and respects the rights of children, young people and vulnerable adults.

Contact Fleur Anderson about safeguarding on 020 7223 2845 and fleur@klsettlement.org.uk

All KLS Policies can be found at www.klsettlement.org.uk/policies/

Who we are and what we do

Katherine Low Settlement is a much-loved, busy charity that has been serving Battersea and the wider Wandsworth 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 run a range of our own community projects to support children, young people and families, older people and refugee communities. In addition to these direct services, we also use our premises to act as a local hub for other charities and community groups so that as partners, we can meet the diverse needs of the communities of Wandsworth.

Each week we work with 45+ charities and community groups supporting more than 1,100 people.

www.klsettlement.org.uk

You can achieve
anything you set your
mind to!



*Filsan, a Love to Learn
and ESOL student volunteer*



The Chair's report

Ben Thomas



I am proud and delighted to introduce our Annual Review for the year 2018 - 2019.

The Review is intended for anyone who takes an interest in - or would like to take an interest in - the fabulous work of Katherine Low Settlement. It provides information about what we do, reports on all that we have achieved together in the last twelve months and sets out our hopes, aspirations and ambitions for the future.

These pages bear testimony to a small organisation which is having a big impact. Describing our Elders' programme, our work with refugee and newly-arrived communities, our community-building activities, our campaign work and much more, this Review provides an opportunity for us to celebrate those we serve and those who

make it all happen, as we strive to achieve our vision of an inclusive society, where the people of Battersea and the wider Wandsworth community achieve their potential together.

At the heart of our values is kindness. We believe in acting with care, generosity, trust and friendliness towards all. Throughout the last twelve months I have seen this in evidence in countless ways in 108 Battersea High Street and beyond. If you are a part of the KLS community, I hope that this has been your experience too.

Thank you to Aaron Barbour, our Director, and his team, for their leadership, hard work and generosity of spirit this year. Thank you, too, to the many hundreds of people who make up the KLS community, for making KLS the kind, caring, positive organisation that it is.

If you don't yet know us, then do drop in to find out more. You will be assured of a warm welcome.

*KLS's complex
of buildings
Photo: Jim
Stephenson*



KLS 5-year strategy

This has been the second year of implementing our 5-year strategy. This annual review reports back on what we've achieved over the last year. The strategy enables KLS to rise to the challenge of meeting increasing demands, needs and difficulties in Battersea and the wider Wandsworth community, and to be an even stronger organisation throughout the century ahead.

The strengths of the 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. Today we provide a broad range of directly and indirectly delivered activities and an increasing campaigning role.

But we can do more. In line with our 5-year strategy, 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.

KLS has also been working hard this year to develop plans and raise funds to improve the building at 108 Battersea High Street and make it more accessible (including installing a lift). 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 for the Settlement to be accessible, versatile and a hospitable community hub. We will be able to increase our services and capacity, whilst keeping and celebrating our rich heritage.



Priorities for change

In our five year strategy (2017 – 2022) we are committed to:

- Upgrade facilities** We will improve access to, quality of and capacity within our **facilities**.
- Increase reach** We will source funds for staff and volunteers to **support more members**.

We will promote **awareness** and understanding of KLS.

We will enhance **transportation** for, and **outreach** to, members.
- Assure quality** We will **monitor**, and improve our **effectiveness**.

We will increase and further **personalise** our support for members with complex needs.
- Enhance activities** We will broaden the range of **activities we provide directly**.

We will coordinate, promote and signpost to **other charities**.

We will **campaign** for external policy change.

Achievements in 2018/19

The following report highlights our achievements and performance during 2018/19, in line with our strategy and priorities for change.

Upgrade Facilities

We have continued to work with 51 Architecture to develop an ambitious set of plans to redevelop our main site at 108 Battersea High Street. We identified potential sources of funding and pursued these.

Disappointingly, due to timing issues and limited amounts available we will not be able to raise all the funding we need at this moment. So a longer fundraising period is needed, over the next two years, to ensure we can achieve our goal of cutting the ribbon to reopen our redeveloped community centre by our centenary in 2024.

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

Office tenants 2018/19

ALR Consultancy Services
The Baked Bean Company
Childcare & Business
Consultancy Services (CBC
Services)
Free2B Alliance
Fuelbanks and Families
Jags Foundation
Sen Talk
Well Kneaded Company

Room Hire partners (2018/19) – Regulars

About You Yoga
Baked Bean Company
Battle Axe Ministry
Battersea Befriending Network
Battersea Labour Party
Battersea Women's Institute
BDK Church Group
Big Local SW11: Building Futures project
Buna Kazoku Karate Club
Caterpillar Music
City of God Church

Cobra Fit
Cranio-Sacral Therapy
Drink Driver Education
EACH Counselling & Support
Enable Leisure and Culture
English For Action
Exploration Society
Fairbeats! (working with our
Love to Learn Homework Club)
Free2B Alliance
Graduate Puppy School
Jehovah Jireh Pentecostal
Apostolic Assembly
Karios Ministries
Larondina Special Needs Dance
Line Dancing with Geoffrey
Evans
Messy Art 4 Kids
Notre Dame de France
catéchisme classes
Puppy School
Royal Academy of Dance: Dance
for Life project
Scorpion Kick Boxing
Sen Talk
Sociable Paws with Battersea
Dogs & Cats Home

Sound Minds: Community Choir
Sound Minds: Mama Low's
Kitchen
South London T'ai Chi
Spectra CIC
SW London Power Yoga
Suicide Prevention Workshop
Tamil Solidarity
The Contact Club
The Redeemed Christian Church
of God / Beautiful Gate Battersea
Time for God Church
Volunteering Matters
Wandsworth Green Party
Well Kneaded Company
WOW Mums: Saturday Karate
Club
Yoga (Gentle Yoga) with Jenny
Delenta
Yoga with Chloe Thomson
Yoga with Kristina Haladikova
Yoga with Vito D'Antoni

Note: A number of other groups and local residents used our facilities for one-off events and activities throughout the year.

Some happy users of our rooms for hire

**Katherine Low
Settlement is a beautiful
building. People come
regularly and enjoy
each other's company.
It's a nice safe space,
comfortable and
well furnished.**

MIA MORRIS OBE

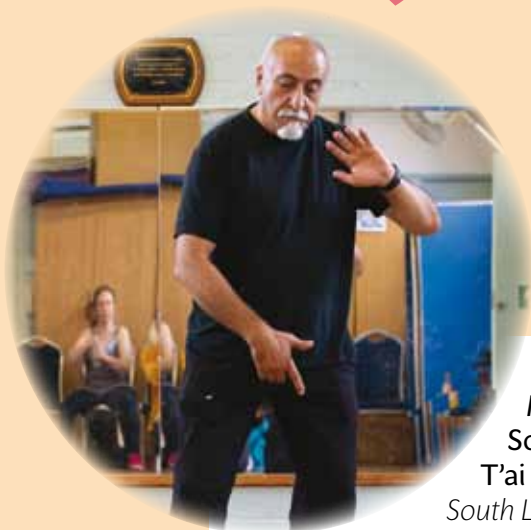


**Sarah Owen,
Puppy School
South West
London:**

*I run Puppy School
South West London: reward-
based, positive, force-free puppy training
courses, held in KLS on Wednesday and
Friday evenings.*

*These few hours each week are
hugely rewarding, and it's great to
know that I've helped puppies and their
owners learn to live happily and safely
in London. I'm very grateful to KLS for
enabling me to provide a useful
service for the local
community.*

[www.tinyurl.
com/yy3nazht](http://www.tinyurl.com/yy3nazht)



**Hamid
Momtahan,
South London
T'ai Chi School**

South London T'ai

*Chi has provided low cost
classes at KLS for over 10 years. The
classes are for mature people and the
local community. People take up T'ai
Chi for a variety of reasons, including
physical and mental health, to relax or
to prevent falls and improve balance,
particularly in older people.*

*My approach to teaching is essentially
a non-combative soft T'ai Chi, focusing
on relaxation, dynamic balance
improvement, fitness and health.*

*I run two classes at KLS on Thursdays.
The first, at 10am is for more mature
people. The second class at 11.30am is
open to mixed ability and all ages.*

www.southlondontaichi.co.uk



**Mama Low's
Kitchen**

*Sound Minds
is a local charity
transforming the lives
of people experiencing mental
ill health through music, film and art.
They are a thriving community bound
together by creativity and a shared belief
in mutual learning and peer support.*

*They are also the base of BaME
service user group 'Canerows' who
provide a range of peer support
services including ward visiting,
tuition to forensic services, a user led
drop in, post discharge support and
consultation.*

*They run a weekly user led drop-
in session at 'Mama Low's Kitchen' to
provide mental health support and
provide low cost lunches, activities,
classes and outings.*

www.soundminds.co.uk



Achievements in 2018/19

Increase Reach

We have had another successful year generating enough funds to be able to keep the charity going. We focus our fundraising efforts on securing a few large, multi-year grants from major charitable trusts and foundations, supplemented by generous donations from our growing supporter base. Thank you for all your support. It is very much appreciated.

Last financial year we conducted a feasibility study into increasing our number of volunteers. It identified the need

for a Volunteer Coordinator. We decided to put this appointment on hold to allow us to focus on the building redevelopment work of 108 Battersea High Street.

We have hired a new Communications and Fundraising Officer, Richard Falkus, via a graduate scheme called CharityWorks. Amongst other things, Richard increased our communications by further developing our social media presence and producing a regular e-newsletter, as well as raising more funding, through developing KLS Friends.

www.klsettlement.org.uk



Bernie, the KLS bear swelters at Falcon Road Festival



Achievements in 2018/19

Assure Quality

We have bought a new bespoke database and Customer Relationship Management (CRM) system called Lamplight. This goes live in Summer 2019 and will enable us to get a comprehensive, joined up understanding of KLS, its members, services and work. It is anticipated that the monitoring, evaluation and reporting on our activities will be much more accurate and comprehensive for decision making and refining and improving our work. It will be used at Trustee and Senior Management Team meetings, as well as with our members and supporters.

Safeguarding our members, staff and volunteers remains of key importance for KLS. There were no significant safeguarding issues this year.

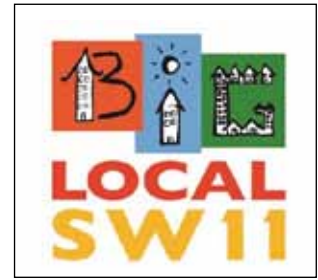
Enhance Activities

We continued delivering our own direct services (see below), as well as our community building and campaigning work. This specifically 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 focused principally on:

- Battersea Community Forum
- Big Local SW11 and their strategic partnership called The Alliance
- Link UP London (became an independent organisation from KLS in July 2018)
- Wandsworth Older People's Forum and Network
- Wandsworth Clinical Commissioning Group Patient Participation & Involvement
- Healthwatch Wandsworth
- Wandsworth Voluntary Sector Coordination Project and Forum
- Wandsworth Welcomes Refugees



Campaigns and action



Universal Credit Campaign

We continued our work to support Wandsworth Citizens Advice, Wandsworth Foodbank and South West London Law Centre, working alongside Wandsworth Council and Jobcentre Plus/Department for Work & Pensions, on reducing debt and housing evictions following the introduction of the Universal Credit benefit system into Wandsworth. A working group including Department for Work & Pensions, Wandsworth Council and local charities has been meeting monthly since January 2018 to work through the logistics of a smooth(er) roll out for local residents.

Wandsworth Welcomes Refugees

The highlights of the year have been continuing to welcome Syrian families to Wandsworth, more volunteers supporting local refugee organisations and an event in City Hall hosted by our Assembly member, Leonie Cooper, with speakers from our own Love to Learn team, as well as the Leaders of Hammersmith and Fulham and Merton councils and many refugee organisations.

The Wandsworth Welcomes Refugees network has grown to over 300 people and organisations during the year, with a monthly newsletter sharing news and action. We have met with Wandsworth Council Cabinet Members of Housing and Children Services,

as well as officers, to urge them to keep welcoming Syrian families and unaccompanied young people, to whom we can offer a sanctuary when they have faced extreme violence in their home countries. Following our lobbying, Wandsworth Council added to a national pledge to welcome 30 unaccompanied young people over the next 10 years. We also went to Westminster twice to join Safe Passage with other campaigners to urge the government to help young people in desperate conditions in refugee camps.

We will continue to work closely with our sister organisations CARAS, South London Refugee Association and Just Shelter - to celebrate both how much we welcome and value refugees and asylum seekers in our community, and how much local people can offer through volunteering.

www.facebook.com/wandsworthwelcomesrefugees

The Big Local SW11 Alliance

The Alliance is a lead group of five local long-standing, trusted and passionate organisations (Caius House, Carney's Community, Katherine Low Settlement, Providence House, St Peter's Church and Big Local SW11), with deep community roots and social relations that span many generations, working together to build a stronger Battersea. It will work in partnership with other local community delivery partners.

www.biglocalsw11.co.uk/blsw11-strategic-partnership





“I can do a lot more things for myself at home. I can dress myself and do more in the kitchen.”



“Coming to KLS takes my mind off things. It’s the only place I’ve got.”
JOHN, WHO COMES THREE DAYS A WEEK



“The best thing I have ever done.”

KLS direct services in 2018/19

KLS Elders programme

Katherine 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 provide, often in partnership, a range of projects and activities for older people including Health and Well-Being, Creative Arts, Intergenerational Work, Connecting Neighbours, Active Participation and Trips and Outings. We are locally focused, responsive to need, co-produce our work programme and achieve effective and significant outcomes for older people.

Our core Elders activities include:

- Social support clubs: The Contact Club and Little Club, Gold & Silver Players drama group, arts and craft activities, sewing, and Music for the Mind; and a monthly Mental Health Carers group.

**I don't know
what we'd do
without Katherine
Low, do you?**
**VERA CHATTING TO
MAY, BOTH OF WHO
ATTEND OUR WEEKLY
LUNCH CLUBS**

Older People at KLS
Sarah Goodall
020 7223 2845
sarahg@klsettlement.org.uk

- Exercise programmes: gentle yoga, T'ai Chi, line dancing, chair-based exercises and chair-based dance (5 sessions a week), Dance for Life, a walking group, and a walking football group.

- Healthy eating: such as the Older People's Lunch Club (3 per week).

- Trips & Outings: 110 elders joined at least one of our trips in 2018 to Richmond Park, Kew Gardens, Hyde Park, the seaside at Brighton, Two Temple Place, ALRA Theatre, Streatham Bowls, Providence House 'Farm in the City', unveiling of the Millicent Fawcett statue in Parliament Square and more.

- One-to-one support: targeted support for members and their families with complex needs including home and hospital visits.

- Additionally, we provide an inspiring, original, imaginative, uplifting (and often hilarious) range of extra elements to our activities, arising from members' talents and interests and an amazing range of external organisations who love working with us.

Our Elders programme in 2018/19:

- 18 weekly groups – 14 delivered by KLS directly, 4 provided by our partners.
- 272 older members. On average 100 attend each month.
- 22 hours and 30 minutes of activities and groups are

provided each week – PLUS – 70 hours/week of support from our staff (5 part-time staff).

- 35 new members were referred and assessed (April 2018–March 2019).

- Over 80% of new referrals regularly attending one or more of our weekly activities. Retention rates are high. Even when members are hospitalized or unwell we actively stay in touch and are delighted how many resume activities as soon as they are able.

- 77 is the average age – our eldest, Ellen, is 100 – 35% of our members are over the age of 80. More than 65% report having at least one medical condition (of these 95% have multiple health issues including diabetes, arthritis, dementia, stroke, blood pressure and mental health issues).

- More than 2,800 hours volunteered (which represents a financial value equivalent of £29,540 at the London Living Wage)

- 4,200 miles covered by our minibus – we average 35 picks up each week to enable older people to attend our services.

Successes of our Elders' Programme

Our annual Elders Impact Survey (2018/19) was completed by 94 of our members over a two-week period in March 2019. We asked participants to think about the difference attending Katherine Low has made to their lives:

● 100% reported that they enjoy the social interaction

● 84% feel more in control of their daily lives

● 87% now have a wider network of friends and community organisations for support

● 84% feel less isolated

● 94% feel part of the community

I think the world of Katherine Low. I'm so pleased I came here.
A MEMBER OF OUR ELDERS' GROUP

We are aware that transport is a vital ingredient for many of our members. A third of our members who completed the survey are supported by KLS with their transport needs each week. 100% agreed that our support helped them to attend!





“Visiting schools like Francis Holland, having teas there. Christmas lunches at Contact Club, exercises, singing and all the other activities I’ve enjoyed.”



“This is a lovely place. It really is”



“I laugh a lot with the sewing group. They are a great lot.”

“Since I have started at KLS, I enjoyed every minute of my exercise, also the tutors are very kind and supportive.”

Refugee and newly-arrived communities

KLS work with refugee and newly-arrived communities in a variety of ways including our Love to Learn education team; our ESOL (English) programme; and our Women's Wellbeing Group.

Love to Learn education team

The principal way we work with refugee communities is through our Love to Learn team. They provide a range of education services for 250+ children, young people and their families including befriending and mentoring support, advocacy and casework, a homework club, trips and activities. The aim is to broaden their educational experiences, improving educational outcomes and self-confidence, and supporting their aspirations. Our 8 part-time staff are supported by a fantastic team of 100+ committed volunteers. They work in partnership with schools, social services, refugee organisations, advice

agencies and community groups to ensure that families access appropriate and targeted support for their needs.

Learning Mentors

This year we worked with 46 pairs of volunteer learning mentors and young people from a refugee background who are struggling at school. We have every expectation of increasing this number next year. Of these, we have recruited, trained and supported 32 new volunteers during the year. The children and young people have been assessed as in need of additional educational support, and the mentors visit for one hour a week for at least 6 months. 39 mentors have stayed for more than 6 months, with 7 leaving because of changes in their employment. We have had staff changes in the project during the year which has resulted in our number being lower than our targets, but we are now fully staffed and expect to exceed our targets in future.

Family Education and Advocacy Support

This project has delivered a

responsive education casework service from June 2018 to March 2019. We supported 184 individuals including: 89 refugee background children and young people and their families, 52 children and young people already known to the service, 37 new children and young people. We have also supported 27 Unaccompanied Asylum Seeking Children (UASC).

- 9% of the family work has been supported referrals, for example for debt, housing and immigration issues, with a few of these cases returning to us for further advocacy support. (With UASC cases the advocacy around immigration, housing etc. can be more on-going).

- 58% has been short-term support (2-8 weeks), mainly to assist with school applications and college transition.

- 33% has been longer-term support (8 - 14 weeks+) for appealing school place decisions, advocating for Special Educational Needs and Disabilities (SEND) support or child protection issues.

Love to Learn Team
020 7585 0339
info@love-to-learn.org.uk

Amina's journey to confidence

Amina (name changed) started with our homework club when she was 6 years old. For the first six months she was painfully shy and wouldn't speak or engage with any of the adults or other children at homework club. With time she has begun to make new friendships and started to trust particular volunteers that have given her a lot of time and support with her school work.

Amina has now been at the club for a year and a half and she has grown in confidence, she has lots of friends and takes part in all

our activities, particularly music and art. She has been with us on many trips including to a local climbing wall, the theatre as well as our summer weekend camping trip!

Amina's mother has told us that she now speaks out far more in class and feels happy to try new things and make friends.



‘Amazing progress... He has said how much the sessions have helped. I doubted whether one hour a week could make difference but now his confidence has increased ten-fold and I’m really proud of him. LEARNING MENTOR OF SAHIR, AN UNACCOMPANIED ASYLUM SEEKING CHILD, 17

ESOL for refugee parents
Love to Learn parents have attended our ESOL (English for Speakers of Other Languages) provision over the last academic year. By improving their English language skills parents are better able to support their own children in education including a better understanding of the UK education system, school reports, phonics, reading with your children, helping with homework, transition to secondary school, KS1 maths and what ‘levels’ mean.

Homework & Activities Club
We provide a weekly learning club for 43 refugee young people (aged 5 – 15) offering 4 hours of support with schoolwork and fun learning,

during each term. We have invited motivational speakers and partner organisations and have organised a full holiday programme including trips, outings and camping residentials for 203 refugee children and young people.

GCSE Study Groups

We ran 3 study groups for 34 students, led by new staff member Abdul Chowdry, and supported by an amazing group of volunteers. The groups support refugee young people in their preparation for their GCSE's in maths, English and science, as well as study skills. All students have been able to get the grades they needed to move into further education.





**“This has been
the best summer
ever. HAMZA, 8**



**“Thank you, we
have had a brilliant,
fun day. I feel so
happy ... going on
the rollercoaster
was amazing.**

AISHA, 14



**“I didn't even
know there were
beaches near our
house; the water
was so much fun!**

AMIRA, 6

Refugee and newly-arrived communities

English for Speakers of Other Languages (ESOL) Classes

This academic year (2018/19) we slightly reduced our English for Speakers of Other Languages (ESOL) service due to funding pressures. We delivered 9 ESOL classes each week (averaging 4.25 hours/week for each student) over 3 terms, with 88 adult learners, and a crèche available for each session. We have a superb staff team of 4 teachers co-led by Sally Petch and Fran Jukes, and an amazing

ESOL (English) classes at KLS
Fran Jukes
020 7223 2845
fran@klsettlement.org.uk

group of 20 volunteers (14 teaching volunteers and 6 crèche volunteers). We are very pleased that the National Lottery Community Fund will be supporting our work for the coming 4 years starting September 2019, with support from Wandsworth Council's Lifelong Learning department.

Our ESOL programme in 2018/19:

- 88 students studied with us this year.
- 9 ESOL classes have run with each student attending 2 teaching sessions each week.
- 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 demonstrated that students were happy with all the courses they attended. It will be used to inform next year's programme.
- All learners, who were retained, except one, achieved at least one unit of a nationally recognised certificate with NOCN (National Open College Network).

In addition to improving their English literacy and language skills across speaking, listening, reading and writing and

gaining qualifications, there are a number of other tangible benefits that our students achieve including:

- *Increasing in confidence and self-esteem.* They are able to use their improved English skills in 'real life', out in the community.
- *Making new friendships and widening their social networks.* Their children also get to know one another through their time in the crèche.
- *Increasing the education support* they are now able to give their children at home with their homework. Students have also reported being more engaged in their children's education e.g. attending parents evening and being able to engage with teachers more.
- *Increasing their involvement in other community organisations.* Our students are more involved with, for example, their children's schools, faith organisations, community centres, migrant support charities etc., because they are developing their English skills. This has also improved their confidence and self-esteem.
- *Moving into further education.* A number of students progressed into further education, for example studying Level 2 Science at Lambeth College, Level 2 Childcare at South Thames College, and a Foundation Law degree course.
- *Moving into work.* A number gain employment once they graduate from us. For example, one student was promoted at work because of her increased confidence in her English.

I wasn't good at writing when I started. Now I am more sure how to write paragraphs and about my ideas. I know more about life in the UK because I have met other students.

ESOL STUDENT



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.

ESOL STUDENT

Trips and excursions

A series of trips and visits have been made with our students and their families to Kew Gardens, the Science and V&A Museums, Tower Bridge and more to broaden their horizons and apply their new English skills in the wider world. We have shown them how to travel and access these (mostly free) venues.

They have since reported that they would never have gone to these places ('It's not for me' or 'I didn't know it existed' or 'I thought these places cost lots of money') let alone return with their families and children during the school holidays and thoroughly enjoying them. We will continue this approach with our students in future years.



A Celebration of Colour

This event was held in November 2018 to mark the culmination of a term's worth of work by the students, to share and learn about each other's cultures: their histories, art, food and peoples. Our students designed their own decorative, often elaborate and playful, mood boards.

These were shared at the lunch event

with food cooked by the students from their home countries. The mood boards were taken around the event by the students (some wearing traditional dress) who described these to guests and then held a discussion with them – enabling them to use their newly acquired English skills in a real life situation. There were 50+ guests, which included older members from KLS's Pensioners' Lunch Club, staff, volunteers and other charities' service users.

A thoroughly good time was had by all.



Refugee and newly-arrived communities

Somali Women's Wellbeing Group

The Group is now in its second year and 15 people meet regularly. The group have enjoyed art classes, exercise and self-confidence. The most requested have been parenting-related sessions on issues like support for children with Special Education Needs. This summer we hosted a very popular series of parenting workshops, also translated into Somali and Tigrinya, on flourishing in school, e-safety and being gang aware. Somali mothers face a very specific set of parental challenges, and those in this group are inspiring each other to enable women to be happier in themselves and support them as parents too.

Women's Wellbeing Group
Fleur Anderson
020 7223 2845
fleur@klsettlement.org.uk

You feel stronger when you share your problems and positive experiences.



Gaining confidence from Women's Wellbeing Group

'When you live in another country and your neighbours are not Somali it is good to get together with other people from your country and discuss issues with them. You feel comfortable.

I come to the Somali Women's Group to hear the experiences of other people and to share mine.

For example my children are younger and it is good to hear what other mothers of teenagers are doing to protect their children.

You feel stronger when you share your problems and positive experiences – this helped me to talk to the school when my daughter was being bullied. I feel proud that I was able to sort this out with the school'.

Thank you Sarah Rackham

After 28 years of working for Katherine Low, Sarah Rackham has finally hung up her hat. Well, from paid work at least. She's still volunteering with us, of course. We can't get rid of her that easily! Nor would we want to. Aaron Barbour, our CEO, looks back over Sarah's career:

'When I first joined Katherine Low, practically on day one, one of the first things Sarah told me was that she was planning to retire soon. Well I'm sure you're glad to know that it's only taken her 6 years and 4 months to do so!'

Sarah and Tracy Frostick (KLS Admin & Premises Manager) have been the heart and soul of Katherine Low for 28 and 29 years respectively. The charity literally would not be what it is today without these two. Tracy, the heart, ensuring the smooth running of the organisation, while Sarah, the soul, has been out and about creating, caring and connecting. And when I mean connecting Sarah has a remarkable talent of knowing practically everyone in the borough. She is a born networker.

Wherever I go I'm asked who I work for. I reply Katherine Low Settlement and they say back to me

'Oh Sarah. How is she?'

She literally knows everyone and everything about Battersea over the last 60 odd years. She first started coming to KLS in 1962 as a 13 year old

stroppy teenager (as she readily admits). Her mum worked for Citizens Advice who were based in our building.

Luckily, she was bitten by the community bug and hasn't looked back. She's worked for most of her career in Wandsworth on a variety of children and young people's projects, from setting up and managing nurseries, play settings and youth clubs, to an Elders healthy eating project, learning disability projects, and in more recent times Battersea Sure Start.

Since I've been at KLS Sarah has worked on revitalising our Elders programme, alongside Lucie and Dawn and a team of wonderful volunteers; as well as a community champions FGM programme, health and wellbeing projects, led a mental health carers group, and helped set up Wandsworth Voluntary Sector Coordination Group, which she still chairs. She also volunteers for Battersea Befrienders Network, is a trustee of Soundminds and that's just to name but a few things she's involved with.

Sarah's ideal is to be on the frontline, rolling up her sleeves, driving the minibus, visiting someone in their home or in hospital, chairing a meeting or out there marching and protesting for change.

I have been so lucky to have 3 great mentors at KLS: Tracy, Margaret (our fantastic previous Chair of Trustees) and Sarah. I have sat in meetings with her and been quietly thinking to

myself "Wow, we are so lucky, I am so lucky, to have this fountain of knowledge, this experience, this passion and energy and I get to work with her every day".

Sarah can be great at the big picture stuff, for example, understanding the changing nature of children's services in Wandsworth and what campaigns we should be getting involved with; to new ideas... Sarah is always thinking about things, new connections, new ways of refining or taking her work to the next level; to small details about where the best bit of beach is, the best playground with water jets for the kids, and the best ice cream shop in Brighton to take a group of young people and their families to, as we did with 111 people in August.

Sarah has, over the last couple of years, reduced her hours and working days with us. She bounces in on a Tuesday morning ready for the week, and then gives me a cheeky "Cheerio Aaron, enjoy the weekend" on Wednesday evening. This has enabled Sarah to wind down slowly, whilst ensuring a smooth transition to Sarah Goodall who has taken over our Elders work. From September 2019 Sarah will be leading a piece of work (as a volunteer) about how we can increase participation of our members throughout everything we do in the Settlement.

It is an honour to work with Sarah and be her friend. I would like to wish her a very happy non-retirement.'



Director's Report

Aaron Barbour

At times it feels like we're running to stand still. Though looking back over the last year I know we're moving forward. The regular flow of people wanting and needing our support and services continues to grow. Our successes over the last year (well years, really) have been bitter-sweet. On one hand sweet: people vote with their feet. They like what we are offering, mainly because they have told us what they want, they've helped us shape our services and work with us to improve them. As a result all our services are full. We've had to set up waiting lists to ensure we can maintain the quality of our work. On the other hand bitter: because so many more people and communities are asking for our support and we haven't (yet) got the resources to help, though we're working on that. That's where partnership work comes in - having a good network of local organisations that we can get people involved with.

We've said goodbye to some of our fantastic staff and volunteers and welcomed some brilliant new ones. We are truly blessed by the commitment, passion and hard work of our teams. It's an honour to work with you all everyday.

We continue to increase and diversify our income sources, which supports our growth and development. I'd like to thank our founding members of KLS Friends for their regular monthly donations. Do join us if you

haven't already. It's really easy and makes all the difference. I'd like to say (a truly heartfelt) thanks to all our funders and supporters - you're amazing!

We run a number of events throughout the year but the highlight for me was a celebration party to thank our volunteers at Battersea Power Station in March. The place was packed with about 75 of our incredible volunteers (unfortunately the other 150 couldn't make it), who went on a rain-swept tour of the site, followed by drinks and delicious food (made by some of our volunteers) and a few rousing speeches from our local MP, Marsha de Cordova, the Mayor of Wandsworth, Cllr Piers McCausland, and our Chair of Trustees, Ben Thomas. It was great to hear all the wonderful stories of why people give their time to others in the community and the difference they are making. Inspiring stuff!

We've worked with the Board of Trustees to progress the plans and fundraising for the redevelopment of our headquarters at 108 Battersea High Street. The hard work and commitment from our board continues to impress me.

They are reasoned, constructive in their criticism, whilst retaining this sense of passion, good humour and support for our work. We are hoping that

we can achieve what is needed for the capital work and will let you know as things progress.

Our support for other charities and community organisations continues - we are stronger when we work together and support one another. We're pleased that our relationship with the Big Local SW11 Alliance is deepening and hope we can secure the investment we need to have a collective impact on Battersea. We're excited about having co-organised and co-chaired the first Wandsworth Voluntary Sector conference on 15 May, as well as Battersea Charities Week from 24 - 29th June.

2019/20 will be another tough year, with national and European factors impacting on the local community no doubt, but we approach it with a spring in our step and the confidence that we will continue to serve Battersea and the wider Wandsworth community.



Get Involved: volunteer

Volunteers are the lifeblood of Katherine Low Settlement, without whom, we simply would not be able to operate to the extent that we do. We have relied on the enthusiasm, time and skills of volunteers since we were founded in 1924. They are core to the delivery of our programmes and the governance of our organisation, extending the number of beneficiaries that we can reach and enriching the quality of our services. We currently have a team of 125 regular volunteers (and at least another 50-100 people who on occasion volunteer with us throughout the year).

The mixed resourcing of paid staff and unpaid volunteers is at the heart of what makes voluntary sector services distinctive and effective. Extensive research has shown

that whilst paid staff are vital to provide the consistency, stability and targeted skills necessary for a charity's functioning, it is through volunteers that our reach is extended and community bonds strengthened.

If you'd like to volunteer, there are lots of opportunities at KLS. You could support the education of refugee young people by being a volunteer Learning Mentor, help out at Homework Club or get involved with our summer programme of trips and activities; or you could ride the buses with our Elders team, escorting them safely to and fro from our community centre, or help out at Lunch Club; or support the teaching of our ESOL (English) programme; or use your

professional skills to help KLS develop as an organisation. And there's more...

Do join us!

To volunteer with us visit:

www.klsettlement.org.uk

or to use your professional skills to develop other local charities, visit:

www.linkuplondon.org



Sarah, a volunteer learning mentor and trustee of KLS

I give my time to KLS because I really enjoy it, it's fun and is completely different from my paid work. I love seeing my mentee's confidence grow, and his academic

abilities get stronger. More generally, I myself learn through teaching, and I feel incredibly lucky and privileged in my own circumstances and want to contribute to my community. Mentee: Omar: Omar (name

changed) started his journey with Love to Learn 4 years ago when he was 6 years of age and he was struggling with maths at school. When he first met his mentor Emily he was reserved, but over time he grew to enjoy his time learning with her. Emily was able to teach him maths using Lego, which made their time together more fun. Omar's academic confidence has grown leaps and bounds in the last 4 years, and his whole family really enjoy their time with Emily every week.



right: AS Watson employees come throughout the year to help us with painting and gardening.
below: We hosted a thank you event for our volunteers at Battersea Power Station and were joined by local MP Marsha de Cordova and the Mayor of Wandsworth



Thank you!

A BIG thank you to everyone who is involved with and supports our work.

Thank you to everyone who uses our services. Our programmes are evidence- and user-led, developed in a responsive, participative, inclusive manner. This ensures that we are truly providing quality services that people actually want and value to help improve their lives and solve the problems that are important to them and the local community. Thank you!

Thank you to all our staff. You are the engine room of KLS with your dedication, passion and endless support for the people we work with. Please keep up the very good work. Thank you!

Thank you to all our volunteers. You are the lifeblood of KLS. Without you we simply would not be able to operate to the extent that we do. Thank you!

Thank you to all of our funders: no matter how large or small we appreciate whatever you can give.

Amongst others we'd like to thank the ACT Foundation, the Ajahma Charitable Trust, Battersea Power Station Foundation, the Big Give, Big Local SW11, BBC Children In Need, the Belpch Trust, CAF Tourle Foundation Fund, Garfield Weston Foundation, the Henry Smith Charity, the Ironmongers Company, London Community Foundation with the Wandsworth Fund and the Wimbledon Foundation Community Fund, the Mercers Company, the Rank Foundation, Sir Walter St John's Educational charity, the Sobell Foundation, Thomas's Schools Foundation, the Worshipful Company of Tobacco Pipe Makers & Tobacco Blenders, Wandsworth Clinical Commissioning Group, Wandsworth Council Lifelong Learning, and the Wimbledon Foundation's Get Set, Get Active Fund. Thank you very much for your on-going support of our work.

The Settlement receives donations from many people and organisations all of which are vital for its ongoing work.

Thank you so much. We really appreciate your support.

Thank you to two local schools: Francis Holland School (co-founder of KLS) and Thomas's Battersea School. We've had long relationships with both, involving them in volunteering with our projects, fundraising and community events. We're very grateful and excited about deepening our work together over the coming year.

Thank you to all of our community and statutory partners. You enable us to meet the needs of our members and provide an exciting and varied range of local services. Thank you!

Aaron Barbour
020 7223 2845
aaron@klsettlement.org.uk
or just drop by and visit us
in Battersea High Street.

To make a donation
or to become a Friend please visit
www.klsettlement.org.uk



Katherine Low Settlement
since 1924



**TEXT
KLS TO 70085
TO DONATE
£3 A MONTH***

MAKE GOOD THINGS HAPPEN

*Want to donate but not
receive communication
from the charity? Text
KLSNOCOMMS
to 70085 instead

klsettlement.org.uk

MAKING A DIFFERENCE IN BATTERSEA

Become a KLS Friend!

Anyone who donates to or volunteers for Katherine Low Settlement is seen as a KLS Friend. We have now made it simpler than ever for you to give to your local community. You can visit klsettlement.org.uk/donate, or you can text 'KLS' to 70085 to donate £3 a month.

This is the first time in our 95-year history that we have asked our supporters to make a monthly contribution. We believe that local people will want to support our work and see first-hand the impact that it is having.

As a KLS Friend, you will be able to:

- attend KLS Friends breakfasts
- have a historical tour of our 250-year-old building
- see our services in action
- receive a special KLS Friends newsletter
- have your photo up on our Wall of Fame
- 10% discount on one-off private room bookings at KLS
- have a chance of winning a Nando's goodies bag in our regular giveaways!

And much more! All of our opportunities are completely optional.

By donating monthly to Katherine Low Settlement you will enable us to help more people in our community. No matter how large or small your donation, we appreciate what you will give. Reaching our centenary as a charity will be a huge achievement for us, and with the support of local people who believe in our work, we are confident that we can continue to serve our local communities for another 100 years.

Find out more and make the most of being a KLS Friend. Contact Richard by calling 020 7223 2845 or emailing him at richard@klsettlement.org.uk

Financial Summary 2018/19

Katherine Low Settlement's Annual Report & Accounts 2018/19 is available to download at www.klsettlement.org.uk

Income	2018/19	2017/18
Donations	£93,547	£81,360
Generated Funds	£8,495	£6,632
Grants	£403,000	£439,509
Rent & Room Hire	£113,560	£138,337
Bank interest	£3,584	£3,311
TOTAL	£622,186	£669,149

Expenditure

Governance costs	£6,000	£6,000
Occupancy costs	£69,460	£94,333
Staff costs	£461,134	£400,989
Sundry costs	£18,054	£25,189
Welfare & Outgoings costs	£87,635	£63,468
TOTAL	£642,283	£589,979



Love to Learn outing to Brighton

KLS is the perfect venue to hire

For all types of social events and celebrations.
We're located in the heart of Battersea,
reasonably priced, with friendly and helpful staff.
Call to book one of our community rooms.

The right space for

- * birthday parties
- * baby showers
- * christenings
- * anniversaries
- * wedding parties
- * wakes

Also ideal for

- * training days
- * conferences
- * meetings
- * filming
- * rehearsal space
- * exhibitions

What we can offer

- * Space for up to 70 people
- * 5 community rooms
- * 7 days a week, 7am – 10pm
(we're flexible about times, so talk to us)
- * Wi-fi
- * Tables and chairs
- * Music systems
- * Equipment galore!
(IT, projectors, screens, flipcharts)
- * Catering can be organised
- * Disabled access (ground floor)
- * Easy to find, good transport links
(Clapham Junction is nearby, plus
on-street parking)
- * Friendly and helpful staff

020 7223 2845

info@klsettlement.org.uk

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