

KATHERINE LOW SETTLEMENT

BRINGING BATTERSEA TOGETHER SINCE 1924

ANNUAL REVIEW 2019/20



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

Safeguarding

Cover: Summer fun! Young people on our Love to Learn summer programme 2019

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 Aaron Barbour about safeguarding on 020 7223 2845 and aaron@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



The Chair's report

Ben Thomas



I could not be more proud to introduce our Annual Review for the year of 2019 - 2020.

This Review officially covers the period which ends on 31st March, so it only touches on all that we have learnt since then. Let me nevertheless pick out two overriding themes.

The first is that of community. Amongst the many challenges of 2020, we have also learnt about the good that flows, when a community comes together to look after its own.

In addition, recent months have served to emphasise the strength and the power that is to be found in diversity.

Our commitment to our local community and our belief in upholding diversity and challenging discrimination are written into our values. Throughout the last year and despite all the challenges, led

by Aaron Barbour and his brilliant team, KLS has only strengthened its role as a beacon of community and diversity.

The pages that follow give many, many examples of the best of human nature. We are proud that KLS has played its part in serving our community in tangible and innovative ways, even when the doors of our centre had to close. We could not be more grateful to the staff and volunteers who make it happen, the donors and supporters who make it possible and the members of our community who make it all worthwhile.

If you are not yet a part of our community, but are inspired by these pages to become involved, we would love to hear from you. You will always be sure of a warm welcome at KLS.

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



KLS 5-year strategy

This has been the third 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 2019/20

The following report highlights our achievements and performance during 2019/20, in line with our strategy and priorities for change:

Upgrade our Facilities

We spent the spring and summer months building our relationship with key independent funders. During the summer we were told by one that their priorities had altered. This has set us back. Independent funders will be the key source of funding for our ambitious renovation and rebuilding programme of 108 Battersea High Street. Without these sources of funding available it will take us longer to

raise the funding we need. We also commissioned a feasibility study into developing our support from major donors. We hope to take these findings and our fundraising forward in 2020 and onwards in growing our relationship with our supporters.

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.

This benefits everyone: the community organisations acquire the skills and knowledge to grow; in turn they are able to support more local residents, and have the space (rooms/offices) to deliver their services from 108 Battersea High Street; we refer our members to their services and on occasion they train and support our staff and volunteer teams; we therefore are in a better position to support our members and so more local residents. A virtuous circle of mutual support.



Our tenants and partners

Office tenants 2019/20

The Baked Bean Company (to January 2020)

Childcare & Business Consultancy Services (CBC Services)

Free2B Alliance

Jags Foundation

Sen Talk

Well Kneaded Company to August 2019)

Room Hire partners (2019/20)

The Baked Bean Company

Battersea Befriending Network

Battersea Labour Party

Battersea Women's Institute (WI)

Battle Axe Ministry

Brownies & Girl Guides – Battersea

Caterpillar Music

City of God Church

Cranio Sacral Therapy

Drink Driver Education

EACH Counselling & Support

Enable Leisure and Culture

English For Action

Fairbeats! (working with our Love to Learn Homework Club)

Free2B Alliance

Funky Moves Dance Class

Graduate Puppies

Jehovah Jireh Pentecostal Apostolic Assembly

Karios Ministries

Larondina Special Needs Dance Company

Line Dancing with Geoffrey Evans

Messy Art 4 Kids

M.G. Fitness

Notre Dame de France' catechism classes

Puppy School

Scorpion Kickboxing

Sen Talk

Sound Minds: Community Choir

Sound Minds: Mama Low's Kitchen

South London T'ai Chi

Spectra

South West London Law Centre (SWLLC)

The Contact Club

The Redeemed Christian Church of God / Beautiful Gate Battersea

Words First

WOW Mums: Saturday Karate Club

Yoga (Gentle Yoga) with Jenny Delenta

Yoga Bee Leaf Yoga

How you can hire a room at KLS

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

● **We can accommodate small and large groups of up to 70 people, in one of our five rooms to hire.**

● **We're open 7 days a week and are easy to reach with good transport links. We have WiFi and IT facilities, equipment galore and disabled access.**

● **We accommodate 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, so please get in touch.**

We're here to help.

Please contact:

**Tracy Frostick
Administration & Premises
Manager
Katherine Low Settlement
020 7223 2845
tracy@klsettlement.org.uk
108 Battersea High Street
London
SW11 3HP**

Achievements in 2019/20

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.

We expanded our ability to communicate with our various audiences by taking on Mark Mitchell, an experienced communications and PR professional, and a small group of volunteers.

Assure Quality

We have been using our new bespoke database and Customer Relationship Management (CRM) system called Lamplight. Following a few teething problems we are using it to record what we do, and in time it will give us a better understanding of KLS, our members, services and work.

The monitoring, evaluation and reporting on our activities is more accurate and comprehensive for decision making and therefore refining and improving our work. It is 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.



Fleur Anderson MP

We were delighted that Fleur Anderson, our Head of Community Services for three years, was elected as MP for Putney in the December 2019 General Election.

Fleur has a strong background in charities, and helped us grow and expand our community services; increase the capacity of the senior management, staff and

volunteer teams; and ensure we have a stronger infrastructure, processes and systems in place to deliver our work sustainably. Putney is lucky to have her and we wish her all the very best in Parliament.

Achievements in 2019/20

Enhance Activities

We continued delivering our own direct services, 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 Older People Provider Forum
- Big Local SW11 and their strategic partnership called The Alliance
- Link UP London
- Wandsworth Older People's Forum and Network
- Wandsworth Clinical Commissioning Group Patient Participation & Involvement
- Wandsworth Voluntary Sector Coordination Project
- Wandsworth Welcomes Refugees



**BATTERSEA
CHARITIES
WEEK**

A TIME WHEN WE SHINE

Battersea Charities Week 2019

The brainchild of Katherine Low Settlement, Battersea Charities Week 2019 (24-29 June) was a week of events, training and networking aimed at local charities, community groups and social enterprises to celebrate the amazing work of the voluntary and community sector in Battersea. It afforded an opportunity to learn from each other, develop skills and strengthen partnerships, all with the aim of rebuilding the social fabric of the community in Battersea.

A small organising group curated and organised the Week, drawing on suggestions

and ideas gathered from the local community. 10 events were held at multiple venues across Battersea, over the course of 5 themed days: partnerships, volunteering, funding, effectiveness & sustainability and communications. 98 people attended from 61 Battersea community organisations.

There was an opportunity, at all the events, to learn something that would benefit each participant's community work, whilst also giving them time to get to know and learn from others who also care about making a difference in Battersea.

The feedback was very positive. Those that attended told us they enjoyed the

Campaigns and action

networking opportunities; finding out about different local charities; the interactive and informative sessions, which were delivered to a high standard; and learning new skills throughout the week. Most of the suggested improvements were about holding the events over a longer period of time, publicising it better, and increasing participation from smaller groups and charities.

Battersea Charities Week clearly demonstrated that there is real value in bringing people together who care about the local community. We are committed to bringing the community and voluntary sector together in Battersea: working with each other on projects and events that build capacity, develop partnerships and engage with local people, with the aim of strengthening the sector.

Planning for Battersea Communities Month 2020 was well underway when the Coronavirus lockdown occurred. Unfortunately, the events were cancelled. We hope to bring it back in 2021.

**Very informative.
I really gained insight
into funding.**

Setting up a winter homeless shelter

Teaming up with homeless charity Glass Door, St Mary's Church of England church, Battersea Church Road (one of our co-founders) and Sacred Heart Roman Catholic Church, Trott Street we helped to support homeless people in Battersea over the winter months (November 2019 – March 2020).

The number of rough sleepers in London has trebled over the last 10 years. By and large, people do not choose to be homeless but find themselves sleeping on the streets because they are facing major crises in their lives such as relationship breakdown, redundancy, poor mental health, domestic abuse and more. Homeless people are some of the most vulnerable and socially excluded people in our society. With support, people can leave homelessness behind.

As a local charity we wanted to play our part in addressing this. So, with our partners we opened up our community centre. Each Saturday night 35 homeless guests received a hot meal and spent the night warmly and safely.

They were supported by a team of 70 local volunteers, who took turns to support the guests. We plan to run the shelter this coming winter.



Saving local Children's Centres from closure

Following a decision by the local Council to reorganise their children and youth services, due to austerity measures, it became clear that one of their options was to close or heavily reduce some of the children's centres in Battersea. We worked with local parents and community organisations to lobby the Council with evidence of their importance and use. Collectively we were able to offer alternative options. The children centres remain open for the benefit of local families.

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). We have deep community roots and social relations that span many generations. We are working together to rebuild the social fabric of the community in Battersea; and are working in partnership with other local community delivery partners.



“It gets me out of the house, to spend time with friends, meet new people and be creative.”



“The atmosphere is very relaxing and welcoming. The class tutors are lovely. We are like a small family.”



“It gives me a reason to get up in the morning no matter how I feel. To enjoy the day with good company is what keeps me coming back.”

KLS direct services in 2019/20

Katherine Low Settlement's work with elders

We have worked with older people since we started 96 years ago. We provide, often in partnership, a range of projects and activities focusing on health and wellbeing, 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 members

We prioritise working with isolated, frail elders living in Battersea and across Wandsworth – particularly those who are single, recently bereaved, with little or no family, living on a low income and in poor health (including diabetes, arthritis, dementia, stroke, blood pressure and mental health issues).

- 223 older members.
- On average 140 attend each month. There has been a 40% increase in regular attendance.

● 17 weekly groups – 13 delivered by KLS directly, 4 provided by our partners.

● 42 new members were referred and assessed (17% increase on last year).

● Retention rates are high. Even when members are hospitalised or unwell we actively stay in touch and are delighted by how many resume activities as soon as they are able.

● 77 is the average age – our eldest Cecilia is 95 – 35% of our members are aged 80+.

Outcomes for 2019/20

We encourage active and independent living

We enabled older people to stay physically healthier and have a sense of purpose to their lives.

100% of our elder members make a contribution to the life of Katherine Low Settlement

On average 140 older people regularly attended each month one or more of the 17 activities we run. 83% of new members attended one or more weekly activity. These include:

● *Social support clubs:* The Contact Club, The Little Club, Gold & Silver Players drama group, arts and craft activities, sewing, 'Crafternoon' club, a community choir; as well as a quarterly Mental Health Carers group.

● *Exercise programmes:* chair-based exercises and chair-based dance (5 sessions a week), Dance for Life, a walking group

(when the weather permits), gentle yoga, T'ai Chi, and line dancing.

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

● *Trips & outings:* We doubled the number of trips this year to 22 (10 last year). These included trips to Brighton, Richmond Park, The Poppy Factory, the theatre, McDonalds – which our members requested as they hadn't been in years. They enjoyed the ice cream and coffee with our volunteers. We held events including afternoon tea, 'KLS Elders have the X-Factor' and a Holiday at Home – all were really positively received.

● *One-to-one support:* We offer 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 (and us with them).

'It gives me a reason to get up in the morning no matter how I feel. To enjoy the day with good company is what keeps me coming back.' Come rain or shine Martin is with us every week.

Sarah Goodall
Head of Elders
020 7223 2845
sarahg@klsettlement.org.uk

Successes of our Elders' Programme

We reduce isolation and loneliness

We enable our Elders to make new friends, social connections and networks – creating new relationships and attachments with other older people, particularly important for those recently bereaved. We encourage older people to join other social programmes within KLS, for example, our regular lunch clubs.

- 95% of our older members have social contact with other people at least once a week.
- 95% strengthen their informal network with neighbours, befrienders and the KLS team.
- 88% feel more in control of their daily lives.

Food brings people together

A freshly cooked, two-course, healthy meal is served three times a week. Improvements were made to the lunch offer this year including: providing menus in advance, more choices for puddings, offering squash and investing in some new equipment including wipe-down table clothes and flowers.

We also invited our volunteers to join our elderly members for the meals, rather than just serving. Our elders have reported a more family and friendly atmosphere.

We've double the numbers coming to lunch club this year. 64 different members attend lunch club on a regular basis.

In June 2020 we asked our older members to think about the difference attending KLS has made to their lives, in our annual Elders Impact Survey. They reported:

- 100% said they enjoyed the social interaction.
- 88% have a wider social network.
- 90% feel less isolated.
- 98% feel part of the community here in Battersea.

Transport is vital in getting our elders to attend our community services

Our adapted minibus travelled over 4,000 miles, picking up and dropping off an average of 48 elders each week (we're at capacity).

- 100% agreed that our transport support helped them to attend!

We also use Dial-a-Ride, community transport and taxi club services to enable our elders to participate in our services.

We improve health and wellbeing

We help to improve balance, fitness and strength and a general sense of emotional wellbeing. We instil a positive attitude towards physical activity such that older people may feel able to do more independently. 88% of our elders were better able to manage their own health condition through better

information, peer support and exercise. This is up 56% from last year.

81 older people attended one of our six exercise classes programmes.

Our annual Elders Impact Survey 2019/20 included questions specifically relating to our exercise programme and the benefits of physical exercise. Our older members reported:

- 95% felt that their fitness level had improved.
- 79% felt their balance had improved.
- 84% felt their flexibility had improved.
- 84% felt their overall strength had improved.



“I enjoy everything at the lunch club that KLS provides, happy with menu.”



“I’ve been embraced from the first visit to KLS. I’ve always been made to feel welcome by the team and the other visitors to the centre. Hyde Park was very enjoyable and brought back memories.”



“You do a wonderful job. You have so much patience.”

Refugee and newly-arrived communities

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

Love to Learn education team

One of the principal ways we work with refugee communities is through our Love to Learn education 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 experience, improve their educational outcomes and to support their aspirations.

Our 10 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

We supported 77 volunteer learning mentors to work with 77 young people from a refugee background who are struggling at school (up from 46 pairs last year). Of these, we recruited, trained and supported 22 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. The majority of the pairings last for a full academic year. 29 mentors left the project over the year, out of which 20 had mentored for 6 months or longer.

We try to make partnerships work through sensitive discussion with the families and volunteers, but in some cases when the child feels negatively about it, or the family life is too chaotic to be able to commit to a weekly time, or there is a personality clash, it is better to re-match the mentor with a different family so this is what we do.

Family Education and Advocacy Support

From April 2019 – March 2020 we supported 243 people with advice and casework support, of whom:

- 102 children from 69 families received casework support (176 individuals).
- 30 Unaccompanied asylum seeking children (UASCs)

- An additional 24 students received support with their post-GCSE options.

- 39 of these families were new, as were 12 UASCs, post-GCSE students and parents who attended workshops (141 individuals).

- 93% of our family casework this year was self-referred.

- 67% involved same language support (e.g. Somali, Tigrinya and Amharic).

- 17% included referrals to other agencies (e.g. benefits, housing, CAMHS)

- 36% of our cases have been shorter term (2 – 8 weeks)

Paula Robertson
Love to Learn Team
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Our new UASC work has mostly been with Southfields Academy's

International Group (whom we've worked with for years), with young people newly arrived from Eritrea and Ethiopia. Our language skills are relied on in the classroom and we resolve many issues for students that underpin their education (from health and immigration problems to discouragement and cultural misunderstanding at school).

In the autumn term we carried out a feedback exercise with 33 parents. Parents commented on what had been helpful and could improve.

- 70% parents said we had solved the problem they had raised fully. 30% said this was solved partially or was in progress.

- 82% were fully satisfied with help received (5 out of 1-5), 18% scored 4.

‘H spelled broccoli perfectly three times and I brought him a stalk, as it is his favourite vegetable. He spelled it for F (his Mum) and she wanted to learn to spell it. It was wonderful to see him teaching Mum.’



Azra and Vera learning together

Azra is a young person who arrived in the UK last year. She did not yet have a high level of English and as a result she had low confidence and was reluctant to speak with other people. Azra's mentor Vera and she would meet once a week in a library to focus on increasing her confidence in speaking English. For the first month she was extremely shy and wouldn't speak much but after realising they had a shared love of Turkish TV shows, she began to

speak more. When the lockdown began Vera continued mentoring online through a weekly video call and they now focus on algebra questions. Vera still helps Azra build her confidence in English by setting homework each week to related to a book.

They started with Matilda then continued with Toro! Toro!, which was set by the school. With Vera's support Azra has improved her English but more importantly has increased her confidence to speak.

M's reading out loud skills seems to have improved significantly. She now does different voices when reading, she knows she can make me laugh!

Learning is fun at our weekly Homework Club

Homework & Activities Club

To enable refugee young people to thrive in education we run a number of homework and activity clubs including: Junior Club (5 – 10 year olds), Senior Club (10 – 15s), GCSE Study Groups (15 – 16s) and Holiday Clubs (5 – 18s).

Last year, at our clubs, we supported 86 refugee young people and their families with:

- Weekly term-time clubs are an hour of educational support and an hour of informal learning activities such as drama, sports, music, arts and craft and cookery. We recruit and train volunteers, and work in partnership with local organisations to provide high quality activities.
- GCSE study groups are supported by an experienced tutor and adult volunteers (many

are teachers), and enable under-achievers with high potential to boost their learning and achieve the grades they need to take the next steps in their education.

● Due to staff changes, and now coronavirus, we have not started our new Youth Club. We have assessed the feasibility, have a plan, and were due to start after Easter 2020. We are trialling this online shortly. The Club responds to the need for a safe space, trusted by parents/carers and refugee young people, at the crucial time of leaving school and the care system.

● Holiday activities, particularly over the summer holidays, are a highlight and include visits to the seaside and museums, camping, rock-climbing and art classes. During summer 2019 we supported 424 young people in 15 events and activities.





I only read at club because it's fun, fun, fun!

I love coming to club because I can read in a quiet place and I have new and interesting people to talk to and find out about what they do in their jobs and university!



Emotional and educational support has helped Saida

Saida has attended our Homework Club since she was 8. Now aged 13 Sadia has a difficult family life: her parents work long hours in low income jobs, have large debts and various family members struggle with mental health issues.

Saida has always struggled at school, particularly with her behaviour. She was bringing this disruption to Club. Nadine, our Homework Club manager, has provided her with emotional support, paired her with a learning mentor (including recreational activities at the weekends), and

supported the family with their various issues.

We've worked closely with the school to persuade them not to exclude Saida permanently and to get an educational psychologist assessment. This identified a deep learning disability, which helps explain her behaviour. She has moved to a specialist school that supports her SEN needs, with extra support provided by Child and Adolescent Mental Health Services (CAMHS).

Saida and her siblings attended our summer activities programme. She particularly loved the weekly skateboarding workshops.

Refugee and newly-arrived communities

Adult Education ESOL at KLS

Katherine Low Settlement has a strong track record of providing free English for Speakers of Other Languages (ESOL) courses and qualifications since 1999. This enables migrant and refugee communities in Wandsworth to improve their English literacy and language across the four skills of speaking, listening, reading and writing.

Our ESOL programme in the last academic year (2019/20):

- 97 students on roll
- 9 courses running
- 160 study places across ESOL, maths, IT and childcare
- 30 students studying IT
- 33 children using the crèche
- 5 staff, 21 classroom volunteers, 10 student crèche volunteers, 1 student volunteer for our Elders Team
- 25 prospective students on the waiting list
- 6 students moving on to Further Education courses next academic year

Thanks to funding from the National Lottery Community Fund this year, we were able to add to our provision at lower levels, with both a Pre-Entry and an E1 class. We also ran 3 other levels of English. We ran two levels of maths class, IT and Introduction to Childcare. This was funded by Wandsworth Council's Lifelong Learning Department. We had a well-attended crèche and student

volunteers from the Childcare course were able to cover all extra need.

Going online

The addition of IT to our curriculum has proved very successful. We bought 10 Chrome Books at the beginning of the academic year, so a total of 30 students had the opportunity to develop their digital skills.

For some this was the first time they had used a computer. This proved to be timely with the onset of the Covid-19 pandemic as all provision had to be moved online in a matter of days. During lockdown, we ran a survey with all the students to find out the scope of digital access and found the following:

Out of 97 students:

- 1 has access to their own computer.
- 33 have access to a shared computer with up to 6 household member sharing it, but only 11 of the 33 were unable to have for online classes because of shared use.
- 64 were accessing online learning and doing homework on a smart phone.
- 15 had no online presence

It was not possible to run the summer IT course because of lockdown, but thanks to Wandsworth Lifelong Learning being flexible we were able to change the provision to 1:1 support for individual students so that 12 students could learn skills with the technology they could access - ranging from sharing photos and documents on their phones, to setting parental controls on smart TVs

and applying for courses at a local further education college. This was an example of the way that ESOL at KLS tailors its provision and curriculum to the needs with which we are presented.

The impact of lockdown

This was not a 'normal' year for our programme. Covid-19 interrupted us just when we were starting to prepare for assessment season. However, thanks to an amazing team of teachers: Fran Juckes (Manager), Sally Petch, Judith Rule, Faith Saunders and Gail Collingwood, and some very dedicated volunteers, provision was rapidly adapted to online learning through a variety of means – WhatsApp; Google Classroom; Zoom; 1:1 phonecalls and the good old postal system!

Assessment has come in the form of a 'Calculated Result', not exams as usual, because of the lockdown restrictions. We were not able to hold face-to-face exams as planned. Since KLS has a modest income, we took the decision early on to only enter students that we were sure of achieving and who had been able to engage in some form or other with online study. This has meant a lower quantity of exams entered, but a higher achievement rate.

- 37 students were entered for one or more calculated result of assessment in ESOL Skills for Life; Functional Skills English; Functional Skills Maths; Certificate Vocational studies at Entry 3, Level 1 and level 2
- 56 assessment entries in total
- 54 calculated result achievements



Before I came to KLS, I didn't like education, I was frightened of it. Now I can't wait to go to class. I realise I can learn. I really want to thank KLS for that

Cooking project

In partnership with Z2K, Waste Not Want Not and local volunteer Jeanette, we were able to offer a healthy vegetarian cooking workshop for 4 of our students each week, from the beginning of 2020 until lockdown. Many of our students are amazing cooks, but didn't always have the confidence or have the time to risk experimenting with new foods.

Thanks to generous donations of really interesting fruit and veg from Hadas at Waste Not Want Not, funding for essentials from Z2K and Jeanette's imagination and

enthusiasm, the students got to make some really interesting and tasty dishes. There was always enough food for the students to take home to share with their families and even better, the staff at KLS got to eat as well! This is an important project that will continue when we are able.

CV workshop with AS Watson Group

10 volunteers from AS Watson visited in October and ran two CV writing workshops with our higher level students. Each pair of students was able to work on a bespoke CV which these experienced professionals helped them put together. For some students this was the first time they had seen their achievements put together in a CV. One

student, M, who had been wanting to change her job for some time, immediately sent off her CV to several companies she wanted to work for and had two interviews in the coming weeks. Although she is still looking, she feels really positive and has gained a lot of experience from

above: ESOL students celebrating their achievements
right: An outing in central London

Fran Jukes
Head of ESOL
020 7223 2845
fran@klsettlement.org.uk

those interviews that she will be able to use in the future.

Climate change studies

Our students acquired new skills through a year-long project on climate change. Though aware of some issues, the pressures of bringing up families in a country with a different language (as well as all the other pressures of being a migrant), much of the present zeitgeist was beyond their experience and grasp. The subjects they focused on were food, clothing and pollution and the effects of our consumption on the planet. Studying a lot of new vocabulary alongside encouragement to watch and listen to the news in English, the students were excited and empowered to believe that they had the ability to change the future and get involved in community action.

Reusable Theatre shared one of their actors with us for the afternoon – Rosanna did an improvisation workshop with our students which we followed up by taking several students to see their play *This Play Will Change your Life* at City Lit in December.

Steve from Extinction Rebellion came and ran a seminar with the students on the effects of climate change and the changes we can all make to our consumption habits.

Thomas's School Year 8s conversation classes

In February and March, Thomas's school Year 8s, visited every Thursday for a half hour conversation session in groups with our Entry 3 class. Each week they chose a different subject – mobile phones, gaming, sport, religion etc and came prepared with lots of questions for the students.

They were thoroughly engaging, erudite and interesting. It was a great opportunity for our students to meet children who were often the same age as their own, but from different cultures and experience, and to have the opportunity to have a proper conversation with them. The students had the chance to hear the opinions and feelings of children (who weren't their own) and have a really good conversation about issues that affect them all. They were also amazed at the children's confidence! A really successful

project that we hope we can repeat in the future.

Screening of *Sky and Ground*

The director of *Sky and Ground*, Talya Tibbon, let KLS run a charitable screening of her moving documentary, followed by a Q&A, in February. The ESOL students made it a hugely successful evening by putting on a vast spread of the delicious food with which they grew up. Many of them were on hand to talk to visitors during the event. This raised nearly £1,000 for KLS. Well done!

Other workshops

South West London Law Centre ran four well attended finance workshops on important subjects like Universal Credit; paying bills; budgeting and saving money.

Wandsworth Citizens Advice Bureau ran a bespoke advice session for our students on Settled and Pre-Settled status for those of our students with EU passports. Lucia Palma was very knowledgeable and patient with our students and was able to help with a lot of the issues encountered.





Passing with flying colours

Somali Women's Wellbeing Group

This is a short update about the work of our Somali Women's Group so far during 2020.

A big thank you to MoMark's Community Mental Health Fund and our individual supporters in backing this work.

Aims

KLS' Somali Women's Wellbeing Group aims to:

- Improve mental health for 20 Somali women who currently have low level mental health issues and low self-esteem.
- Increase confidence for the women to seek support from other services for their mental health (e.g. GP or Talk Wandsworth) if needed.
- Empower the group to lead themselves after the project ends so it becomes a peer-led and sustainable group.

Faaduma Mahamoud
Women's Group
020 7223 2845
faadumo@love-to-learn.org.uk

The group met every Friday morning (starting on 17th January 2020).

In February the sessions were about 'life coaching', with sub topics: goals and success, relationships, self-love, mindfulness and patience.

These sessions took 5 weeks to complete. We designed these sessions with the facilitators to tackle the wider range of mental health issues that the women are facing and to identify the type of help they need. Throughout the sessions, the women were expressing themselves, were able to engage with one another and share their stories. For example, here are some quotes from the women:

'I now know what to expect when going to the GP' said F.

S said 'I now know how to dedicate time to being mindful.'

We were setting mindfulness activities for 'homework' every week for them to complete. All in all, we were impressed by the levels of engagement from the women and how they followed through the sessions.

Cook and Talk

In February to 13 March, we did sessions called 'Cook and Talk'. The aim of these session was to teach the women how to make food healthier and to boost their mental health. The women learnt new skills. They were really excited and enjoyed the sessions with the Somali-speaking chef. One woman said 'I've never cooked a vegetable like this before. This has changed the way we've cooked and the way we feed our families.' We had to cut short these sessions because of the lockdown but hope to continue when we're allowed back.

We conducted feedback questionnaires towards the end of the first term. This enabled us to see how they were feeling. The majority of the women scored either 4-5 on the questionnaire, with 4 being very good and 5 being excellent. This means the women were confidently able to talk about their mental health/ feelings and how to seek external help. In the second term, we did phone call feedback from the women which made us able to understand how they were feeling. Many of them were

looking forward to our virtual sessions and they told us what sessions they wanted to cover and to talk about.

The impact of lockdown on the Women's Group

At Katherine Low Settlement we suspended all of our face-to-face services on 17th March, including this Women's Group, due to the coronavirus lockdown. The group was due a break anyway due to the Easter school holidays and then Ramadan. However, we decided, in consultation with the women, that for their wellbeing we would continue the group online, rather than have this break. KLS has paid for this out of additional emergency Covid-19 funds that we've been able to raise from our individual supporters (thank you everyone!).

Future plans

For next term we are planning to hold some picnics in the park with the women's families (socially distanced of course – it is important that we build their confidence to get out of their flats and re-enter the world after lockdown) and virtual cooking sessions. We plan for a Somali life coach to run sessions such as 'Give Yourself' and 'Set Realistic Goals'.

Our long-term goal is to enable the women to run the group for themselves. We will

support them to take these steps towards independence over the coming months.

'Me Time' meeting up on lockdown Fridays with KLS' Somali Women's Group

Our Somali Women's Support Group has continued to meet throughout the lockdown, as everyone involved felt that it was particularly important to carry on and support one another through this extraordinary time. Here Faaduma, our Women's Group Coordinator, reflects upon the sessions.

'After a few technical difficulties, we were able to call on Zoom. I had 10 ladies who joined the call. We agreed to join at 9:30pm on Fridays as most of the ladies have young children, so they preferred to meet later on in the day. We decided to do some activities such as book club, cooking sessions and sharing the food they've made and self-care. They also do activities together with their children such as arts and crafts and again cooking sessions. I'm also doing one-to-one phone calls to those who are unable to join the sessions.

In our session on 10th April, I had a Somali speaking facilitator who kindly volunteered to do a session with them about the

lockdown and the mental health issues that come with it. We had 14 ladies who joined us. I was very pleased because they were able to express their views and feelings. They were also able to share ideas in how to cope with the pandemic. Some of us are still continuing to do the book club that we had running before the lockdown.

During Ramadan we've continued and the ladies have been sharing recipes for the Iftar, as well as activities for themselves and their families.

I've noticed that by having the sessions it helps them talk about their weekly challenges. They call it their 'me' time.

One of the mothers said 'Thank you guys, you've changed my life.'



Cooking up a treat

I really look forward to our weekly Zoom meetings. It gives me time to escape from everything

Thank you Sally and Gail!

Two of our excellent teachers retired at the end of this academic year. Sally Petch (ESOL Teacher) and Gail Collingwood (Early Years Teacher) both found lockdown stressful and were shielding. They taught online throughout lockdown but felt at the end of the year that it was the right time to retire.

Sally was our ESOL Manager for 4 years. She was instrumental in revamping our ESOL programme, growing it from a scant 15 students to over 120. 18 months ago she stepped down as the Manager to focus on teaching and supporting Fran Jukes to step up and take on the mantle as our Head of ESOL. Fran has thrived in the role, making it her own. Sally feels the programme is in safe hands and prospering and can therefore retire.

Gail was one of our teachers 15 years ago when we were a Sure Start centre. So it was great to re-employ her two years ago as our Early Years Teacher. She has loved being back, and our students have loved her teaching them.

It's sad to see them both go, but it is the right decision for them and we wish them the best of luck in their retirement. I'm sure they will be busier than ever!

Director's Report

Aaron Barbour

17TH March 2020 was a pivotal day for us. We suspended our face to face services due to the coronavirus pandemic, the first time we've done so since World War II. Five days later the whole country was in lockdown, and we were up and running virtually – be that online, on the phone, using the post and more – to provide all of the support we normally do (and more) to our members, through what has been a difficult time for most of them.

Our work over the year has been rather overshadowed by the Covid-19 crisis. Up until then we'd been carrying on as we normally do, providing a range of community services, campaigning, and supporting other local charities and community groups to thrive.

Our Elders team had a new head, Sarah Goodall, who has been a fabulous addition to the team, alongside our amazing other colleagues, both staff and volunteers. Sarah has brought her wealth of experience to enable us to provide an even better service to our elderly members. It was the first full year that Fran Juckes took the reins of our ESOL (English) team, following the semi-retirement of Sally Petch, who stepped down from management to focus on teaching. And, we finally secured the funding from our wonderful supporters and hired a new head of our Love to Learn education

team (Paula Robertson, who started on 20th April 2020 during lockdown).

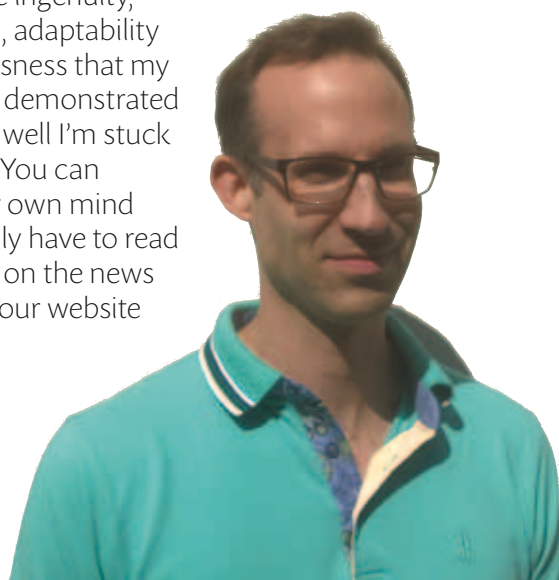
We said goodbye to a few colleagues, notably Fleur Anderson, our Head of Community Services, as she was elected to Parliament as MP for Putney. This enabled us to reshuffle the pack and bring in experts to help improve our fundraising and communications.

As you've read throughout this Review, our teams have continued to work closely with our members (and supporters – thank you) to provide a range of quality community services that they actually want and value to help improve their lives, and solve the problems that are important to them and the local community. If I wore one, I would doff my hat to them all. I am so fortunate, and proud, to have such a fantastic team of people, who work tirelessly and passionately, day in and day out, to support local residents in Battersea and across the wider Wandsworth community.

This has become more self-evident since the pandemic struck. The ingenuity, dedication, adaptability and selflessness that my team have demonstrated has been... well I'm stuck for words. You can make your own mind up. You only have to read the stories on the news section of our website

to see the types and levels of support that we've been providing since March. We will report back fully in our next Annual Review.

This coming year is going to be filled with more uncertainty, worries, tragedy and hardship for many in our community. We will continue to work with our members and the wider community to provide all the support, care and love that we can. We will be there for you. Please take care and stay safe.





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 Aaron by calling 020 7223 2845 or emailing him at aaron@klsettlement.org.uk

Thank you!

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

Thank you to everyone who use 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 Ajahma Charitable Trust, Battersea Power Station Foundation, the Big Give, Big Local SW11, BBC Children In Need, the Belpech Trust, the Childhood Trust, Edward Gostling Foundation (formerly ACT Foundation), Garfield Weston Foundation, the Goldsmiths' Company, Hanne & Co., the Henry Smith Charity, L&Q Foundation, the Mercers Company, MoMark, The Murray Family, National Lottery Community Fund, the Rank

Foundation, Sir Walter St John's Educational charity, the Sobell Foundation, Thomas's Schools Foundation, the Topinambour Trust, the Worshipful Company of Tobacco Pipe Makers & Tobacco Blenders, Wandsworth Clinical Commissioning Group, Wandsworth Council including their Lifelong Learning department. 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



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 to get involved. 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...

To volunteer with KLS visit:

www.klsettlement.org.uk

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

www.linkuplondon.org

**Hanne & Co supporting
KLS as their Charity of
the Year with Bernie,
the KLS bear**



**Hanne & Co made us
their Charity of the
Year**

It was great to work with local firm Hanne & Co as their Charity of the Year for 2019/20. Their amazing staff, customers and suppliers raised a magnificent £5,649.91 for our work, by holding a variety of sponsored events throughout the year including a pub quiz, the Hanne & Co annual

bake off, coffee mornings, half-marathons and fun runs. Thank you so much to everyone at Hanne & Co.

Do get in touch with Aaron on 020 7223 2845 and aaron@klsettlement.org.uk to explore fun and rewarding ways of working together.



**Isobel Ridley, founder of
Lavender Hill Clothing**

To help protect those in need in the Battersea community against catching the Covid-19 virus, a total of 14,000 high quality face masks, worth many thousands of pounds, have been given away free by a generous local fashion garments business, Lavender Hill Clothing. 'Early in lockdown, my company started to have face masks made to play an active part in countering the coronavirus

pandemic,' says Isobel Ridley, founder of Lavender Hill Clothing. 'I also wanted to offer face masks to those unable to buy them. I was told about Katherine Low Settlement and soon discovered they partner with a number of charities in the area. Through this valuable alliance they are quickly and efficiently distributing face masks out to those in need in the community.'



**Adalberto, MA art student
volunteered with our
Elders team**

Adalberto volunteered with our Elders team, whilst studying for his MA at the Royal College of Art.

'In September 2019, I found Katherine Low Settlement browsing through the Royal College of Art's volunteering opportunities. I started volunteering as a minibuss assistant to pick up the elderly members, walking, talking, serving meals, and eating with them. In January 2020, I also began conducting interviews, as part of my MA thesis, to record their experience in the KLS community, the activities involved, and how

coming to the centre changed their daily lives. Then lockdown happened. Since then, I have been calling a number of elders on the phone each week, keeping them company and making sure they had somebody who cared for them.

The warmth and satisfaction derived from taking part in these services, and the gratitude of the members was enormous! I am incredibly grateful I took part of this volunteering experience at KLS, as it shaped not only a lifetime project but also who I am today.'

Wandsworth Voluntary Sector Conference

On 15th May 2019 Aaron, our CEO, co-chaired the first Wandsworth Voluntary Sector Conference. 112 people from across the sector and its stakeholders descended on the PSC building, next to Clapham Junction station, for a day of networking, sharing knowledge and information and learning together.

For many years the Wandsworth voluntary and community sector has struggled without the

infrastructure support and training opportunities accessible to organisations that have a local Council of Voluntary Services (CVS). Now with the establishment of the Wandsworth Voluntary Sector Coordination Project, funded by the Clinical Commissioning Group (Wandsworth Council have since co-funded the project), organising a Conference was possible.

There were a number of speakers including the CEO of Wandsworth Council, the Head of Policy (and next CEO) of NCVO, representatives of Wandsworth Voluntary Sector Co-ordination project, the Foundation for Social Improvement (FSI), the National Lottery Community Fund, Wimbledon Foundation and London Funders; as well as a variety of seminars and workshops on volunteering,

funding, governance and commissioning.

Overall, the Conference was a great success. It was very well attended, well evaluated and there was a real buzz in the room. People said they had met new people and caught up with old friends. Importantly, that they would maintain and develop the contact with individuals and groups they had met. They felt more confident and knowledgeable about making future funding applications; had a better understanding about how to improve the governance of their organisations; and felt able to recruit and manage volunteers more effectively. Encouragingly, our statutory partners said they would engage and work with the voluntary sector more.

There was a unanimous show of hands for another conference next year.

I feel more confident about reaching out to other voluntary organisations in Wandsworth.

Very good for us to all come together



Financial Summary 2019/20

Katherine Low Settlement's Annual Report & Accounts 2019/20 is available to download at www.klsettlement.org.uk

Income	2019/20	2018/19
Donations	£70,388	£93,547
Generated Funds	£7,537	£8,495
Grants	£506,966	£403,000
Rent & Room Hire	£118,523	£113,560
Bank interest	£3,996	£3,584
TOTAL	£707,410	£622,186

Expenditure

Governance costs	£6,000	£6,000
Occupancy costs	£70,182	£69,460
Staff costs	£545,166	£461,134
Sundry costs	£39,077	£18,054
Welfare & Outgoings costs	£64,016	£87,635
TOTAL	£724,441	£642,283

Plans for next year 2020/21

Our 5-year strategy challenges us to do more each year – to grow and develop so that we can support more local people. The coronavirus pandemic hasn't changed that. It has just temporarily altered the way in which we provide our services – now online and via the phone, and when safe to do so we will return to our face to face services.

This year we will continue to focus our efforts on securing the financial sustainability of the charity by continuing to raise money from charitable trusts, whilst working to diversify and increase the number of individual donors who support KLS by joining KLS Friends. We continue to be blown away by people's generosity through fundraising campaigns like the Big Give (supported by the Childhood Trust and Francis Holland School) that we've run to support our Love to Learn Homework Club and Summer programme.

Thank you again to each and everyone who supports us.

We will continue to improve our current building and their facilities throughout the coming year, whilst working hard to fundraise for a comprehensive refurbishment and new build of our community centre at 108 Battersea High Street. This will make the Settlement more accessible, versatile and a hospitable community hub, able to increase services and capacity, whilst preserving and celebrating our rich heritage.

We look forward to working with many more local people, community organisations, volunteers, partners and funders in Battersea and the wider Wandsworth community. Do join us so that we can continue to foster and empower communities in our neighbourhood to reduce poverty and isolation.

**Filming with
the Battersea
Coronavirus
Angels**



The worst of times brings out the best in humanity and our teams are demonstrating this. Over the last few months we've been responding, adapting and refocusing our work to meet the needs of local people during the Covid-19 crisis.

On 17th March 2020 we suspended our face-to-face services, sent staff/volunteers home, closed our community centre; and have become heavily involved in the wider coordination across Battersea and Wandsworth e.g. we helped set up Battersea Coronavirus Angels – we recruited 450 volunteers and supported nearly 500 vulnerable people (March – July 2020); developed the BLSW11 Alliance Covid19 Grant Fund (£100k); and we worked with Wandsworth Council and

local charities to coordinate a strategic and practical response across the borough.

We've adapted our community services to support all our members over the telephone, online, and by post e.g. supporting our most vulnerable elders with daily calls, delivering ESOL (English) classes via Zoom/WhatsApp, supporting our Somali Women's Group via WhatsApp once their children have gone to bed, hosting a new Corona Homework Club for refugee young people. We're providing practical and emotional support for all our staff and volunteers working at home.

We're continuing to work closely with all our members to shape and provide the services that they want now and in the future. We're anticipating that

there could be several phases of easing and tightening the lockdown over the coming months and possibly years. We are planning how we can best respond to these.

Your support and help on this journey would be much appreciated.

Need help from a Battersea Coronavirus Angel? Hundreds of flyers were distributed below: Freddie Law volunteering with the Angels



CORONAVIRUS LOCKDOWN • STOP PRESS • CORON



**top: Out and about
delivering shopping
above right: Waste Not Want
Not picking up free masks
donated by Lavender Hill
Clothing
right: Carney's Community
pleased with their free masks**



Joyful times with our ESOL students proudly sharing their creative English coursework.





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