

## ANNUAL REVIEW 2020/21





# 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

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](mailto:aaron@klsettlement.org.uk)

All KLS Policies can be found at [www.klsettlement.org.uk/policies/](http://www.klsettlement.org.uk/policies/)

# Who we are and what we do

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



**KLS staff team meeting  
pre-Covid**



# 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.

# The Chair's report

Ben Thomas



Welcome to our Annual Review for the year of 2020 – 2021.

As Chairman, I believe my task this year is simple. It is to say two small, but essential words.

Thank you.

Thank you to Aaron Barbour, our Director, who worked tirelessly throughout this year of all years to realise our vision, to further our aims and to hold our community together.

Thank you to our members of staff, who moved mountains to overcome the challenges that were placed before them.

Thank you to our volunteers, who kept going against all odds to continue our work.

Thank you to our donors, who ensured that our essential support of our community survived and thrived when it was needed most.

Thank you to my fellow trustees, who shouldered the burden of responsibility for

decisions in difficult times.

And thank you, above all, to our members: our elders, our young people, our newly arrived families, our local residents, who showed resilience and kindness like never before and who are at the heart of all we do.

Our vision is for an inclusive society. Our mission is to foster and empower communities in our neighbourhood. Our values are those of respect, collaboration, sustainability and kindness. Our aims are to foster community, promote empowerment, fight poverty and reduce isolation.

As these pages show, and as the year we have endured together has demonstrated, the work of KLS is as important today as it has ever been. If you have been a part of it: thank you. If you are not familiar with us and would like to know more, do get in touch. You will always be assured of a friendly welcome.

Thank you.



The Mayor of Wandsworth recognises Kambala Cares Covid food project



# The impact of Covid-19 on KLS

**W**hen the pandemic struck, we already had plans in place. So, when the first lockdown occurred on 23rd March 2020, we suspended all of our face-to-face services, sent our staff and volunteers home and closed our community centre. To support our members (otherwise known as service users/clients) through these difficult times, we adapted our community services to offer 'virtual' support, given over the phone, online, via the post and where possible on the doorstep or outside in parks.

We've since made over 7,000 calls to our most vulnerable elders with daily calls; delivered 300+ ESOL (English), Maths and IT classes via Zoom/WhatsApp/Google classrooms; supported our Somali Women's Group via

WhatsApp once their children have gone to bed; hosted a new Corona Homework Club for refugee young people; provided our learning mentor and GCSE study support online; and so much more. We've provided practical and emotional support for all our staff and volunteers working at home.

A very big thank you to everyone who's supported us over the last year. We couldn't have done it without you.

Together we've been responding, adapting and refocusing our work to meet the needs of local people during this Covid-19 crisis, as you will read throughout this review.

None of us truly knew the path we'd actually tread. Nor the extent of transformation we've gone through, the new things

we've learnt, the outpouring of support and generosity by local people and our supporters, nor the depth of relationships and partnerships we've built over the pandemic. This has been alongside the hardships, loss, rising inequalities, ill-health, isolation and loneliness that so many of us have faced over the last year.

We have been documenting the last year through the news blog on our website (159 posts from March 2020 to April 2021), our regular e-updates and our Annual Review. Do read these for a more in-depth view.

**What follows is the story of what happened over the last year.**



## volunteer's story **David and the Battersea Coronavirus Angels**

*'In March 2020, I was approached by Canon Simon Butler of St Mary's Church in Battersea to discuss how we could respond to the Covid 19 pandemic. He had been in contact with other community groups including Katherine Low Settlement and Sacred Heart Church. There was a strong feeling we needed to do something to support our local community during this difficult period.'*

*I offered to Simon to run the 'operational' side of the team, and using my experience I had gained over the last 20 years in business set up a volunteer sign up, together with a social media and leafleting campaign. Simon had given me a very specific brief, which helped me plan how we would set this up. It was simple: we would create a place where people in the local area could volunteer to help those in need, whether it be to do their shopping, walk their dog, collect their prescription or be someone at the end of the phone. We would match the people together, with certain safeguards to protect*

*both the person in need and the volunteer.*

*I was amazed with the response. Over the space of a week I had built my leafleting team who distributed 7,500 leaflets to every property in the area over the weekend. We launched our Twitter, Facebook and Instagram sites and put posters up in the local community. This resulted in over 400 people who offered their help.*

*The second stage was to raise our profile in the local community, which we did through our existing links in the community, as well as our leaflet campaigning and word of mouth. Initially we were helping many people a day, and we have run thousands and thousands of missions during the pandemic.*

*I do look back now at those busy, but scary times at the start of the pandemic. From a personal point of view, I felt I needed to do something to help others, and by bringing people together the response was brilliant. I called on other people who had offered to volunteer to become core team members, and using their skills we*

*built a very strong coordinating team, which was crucial to make decisions quickly and efficiently. One person even helped design an interactive map, which saved our coordinators time matching people in need to those who wanted to help them. The core team we built definitely contributed to its success.*

*Looking back now, I feel an enormous sense of pride for the community and how we responded. We might now head back to our normal lives, but long-term relationships have been established and we have built on this by creating a group of befrienders.*

*Would I do it again? Yes of course, but hopefully not on the back of a pandemic next time!*



## case study **Battersea Coronavirus Angels**

*KLS worked with St Mary's Battersea Church, Sacred Heart Church, the Battersea Society and Battersea United Charities to establish 'Battersea Coronavirus Angels' – local volunteers supporting local vulnerable residents by picking up shopping, medicine and prescriptions throughout the pandemic.*

*We also provided a telephone befriending service. In total, 450 local volunteers supported more than 700 vulnerable residents. The Angels is testament to the generosity and community support that exists in Battersea.*

**Visit: [www.klsettlement.org.uk/blog](http://www.klsettlement.org.uk/blog) (and search for Angels)**





## case study Lavender Hill Clothing

Thanks to the generosity of Lavender Hill Clothing, a leading fashion garments business in south west London, 20,000+ high quality cotton face masks, worth thousands of pounds, have been given away free to those in need through Katherine Low Settlement and its partners.

Triple-layered and treated with an anti-bacterial finish the face masks are made in a choice of colours and patterns from 100 per cent, high quality cotton and have comfortable elastic ear loops. Supplied with a cotton pouch, the masks are designed for use by men, women and teenagers. Being washable and reusable, each mask will last for months.

This amazing donation has been made possible thanks to the kindness of one person, Isobel

Ridley, the founder of Lavender Hill Clothing. 'Early in lockdown, my company started to have face masks made to play an active part in countering the coronavirus pandemic,' she says. '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 local charities. Through this valuable alliance they are quickly and efficiently distributing face masks out to those in need in the community.'

The twenty charities supplied by Katherine Low Settlement are giving Lavender Hill Clothing face masks to not only the most vulnerable people in the communities they serve in the Battersea area, but also to each charity's front line aid workers

who provide services to those who require help, whether that's cooking food, delivering meals or running errands.

Lavender Hill Clothing already sells its own brand of high-quality face masks on its website in packs of three and for every pack sold to a customer one is given away for nothing to Katherine Low Settlement for distribution through the twenty local charities.



## case study KLS starts to go digital

Over the pandemic our community teams have been working to make KLS, our services and members, more digital. We've moved a lot of our services online e.g. Corona Homework Clubs, ESOL (English) classes online, and Elders onto Zoom.

We've secured 200+ laptops for refugee children and their families to access their education online. This runs alongside KLS' laptop lending library of 55 laptops.

We've started a pilot project through our Age Well programme (with local older people) to get them online and using Zoom. We hosted '12 Zooms of Christmas' to help reduce their loneliness and

isolation over Christmas, and upskilled local older residents. In the new year, these skills led them to attend medical appointments on Zoom and online art class by the National Gallery.

We're making and sharing films on social media e.g. our Covid awareness film with Wandsworth Council and our Somali ESOL students.

We've supported local groups, particularly Power to Connect, to get up and running, so that they can support more residents get the computer devices they need to become digital.

BUT all of this is just the tip of the iceberg. With further funding,

staff and volunteers, we could achieve so much more to support local residents in Battersea lead more digital and independent lives



## case study KLS leading Wandsworth Digital partnership

We realised we needed a strategic approach to tackling digital inclusion in the borough, so last summer we set up 'Wandsworth Digital'. It's a new partnership of 70+ local organisations working together to make Wandsworth the most digitally inclusive borough in London by 2024. It is made up of charities, community organisations, schools and colleges, independent funders, businesses and the Council.

We are working towards enabling our most excluded residents to have access to affordable devices and data; to have the skills and training to

access local goods and services; and the support necessary to incorporate 'digital' into their everyday lives.

### Donate

**£89.99** would buy a tablet, protective case and 3-months of data for a primary child to access their school online.

**£250** would buy a new laptop for a young person to study for their GCSEs.

**£996** would enable 10 adult students to attend a 6-week 'Introduction to IT' course, run by



our Adult Education team.

**Please make a donation at [www.klsettlement.org.uk/donate](http://www.klsettlement.org.uk/donate)**

**To donate an old (but working) laptop or tablet please do so with our partner, Power to Connect [www.powertoconnect.co.uk](http://www.powertoconnect.co.uk)**

## case study KLS chairs Wandsworth Covid Food Providers' Group

The Wandsworth Covid Food Providers' Group is made up of 30+ local charities, community and faith groups and the Council, who together are supporting local residents with food and support during the coronavirus pandemic. Aaron, KLS Director, has been chairing the group since the first lockdown.

Residents might not be able to get food for a number of reasons. They may be vulnerable and self-isolating and can't physically get out to the shops; or be financial hardship and unable to afford food. For whatever reason, if you need some help, then do get in touch with a local food support group.

The Group has also co-produced a 'Worrying about Money?' leaflet to help local people in Wandsworth facing financial crisis, and anyone supporting them, to quickly see available advice and cash first support options and which agencies are best placed to help.

**Visit: [www.klsettlement.org.uk/blog](http://www.klsettlement.org.uk/blog) (and search for food provider group)**





# Achievements in 2020/21

The following report highlights our achievements and performance during 2020/21, in line with our strategy and priorities for change:

## Upgrade our facilities

**D**ue to government Covid restrictions we had to close our community centre on 23rd March 2020. As the lockdowns eased later in 2020, we were able to carry out some internal repairs (including a section of the roof) and redecorations.

Unfortunately, as most of the funding available this year was focused on Covid-related community services, we were not able to raise the capital needed to renovate and rebuild our community centre. As a result, the trustees put this capital development on hold until the end of the pandemic, so we could prioritise our efforts on supporting local people through the crisis.

This year, as we had legally to close our centre, we were not allowed to invite other charities and community groups to operate out of our premises.

Most of the community groups who previously used our space were able to transform themselves and continue their community services, much like we've done, in a virtual form. Sadly, some have had to close. We hope to welcome back many of our old friends back in 2021, as well as some new ones too. KLS finances were hit significantly as a result of this loss of rent revenue. However, we were able to fundraise from various emergency Covid funding pots to fill this gap. We are truly thankful to them for this.

## 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:**

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

## Make a regular donation to support our work

**A regular monthly donation to Katherine Low Settlement makes a big difference to the lives of local people we work with. Your donation will enable us to keep running our older people's lunch club, young people's homework club, mentoring programme and ESOL teaching – and more. No matter how large or small your donation, we appreciate what you can give.**

**To make a regular donation please visit: [www.klsettlement.org.uk/donate](http://www.klsettlement.org.uk/donate)**

**Thank you!**



## Increase reach

**A**s you will read further into this review, we transformed our services in response to the Covid lockdowns to reach our existing members. We were able to support many new ones too.

People have been incredibly generous this year, supporting our work during the Covid crisis. We have had another successful year generating enough funds to be able to keep the charity going, including a Covid Appeal in April 2020 and our first Spring Steps Challenge in March 2021. We continue to 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.

## Assure Quality

**W**e continue to improve our ability (using our Lamplight database) to monitor, evaluate and report on our activities, as well as use this information to make informed decisions to improve our work in the community. It is used at Trustee and Senior Management Team meetings, as well as with our members and supporters.

This year we put in place extra support for staff and volunteers. This included clinical supervision for teams; an employee assistance programme; increased internal communication, including e-news and WhatsApp groups; and more regular team and all-organisation meetings, which are a great opportunity to 'talk shop', share/learn/support each other, as well as an opportunity let our collective hair down and have a laugh! (Essential in hard times.)

Safeguarding has been a key priority for us during this time. We have updated our safeguarding policy and have introduced a new digital safeguarding policy; we have made risk assessments; are following government guidance where possible; we have re-trained staff and volunteers (as well as many of our families and members) in safeguarding practices; we are drawing upon our expertise and experience, as well as learning from sister/partner organisations; and are using a healthy dose of common sense to help guide us through these difficult times. We also commissioned an external safeguarding audit in October '20, which went well. The recommendations have been implemented. There were no significant safeguarding issues this year.

# Achievements in 2020/21

## Enhance Activities

**W**e continued delivering our own direct community services, albeit in an adapted 'virtual' manner, as well as our community building and campaigning work.

### Business development support

Each year we support between 5-10 individuals and community groups to develop new ideas, start up a community organisation or charity, and expand their current operations.

We provide a mix of business development support, advice and introductions to various networks and funders to help with ideation, strategy, business planning, budgeting, finance, fundraising, governance, recruitment and HR, IT and more. This year we have:

- Supported **KLS tenant organisations** to get through the pandemic, including Sen Talk, Free2Be Alliance, Jags Foundation and Childcare and Business Consultancy services.

- Helped set up and run **Battersea Coronavirus Angels**

- Helped form and support a new project, and now an independent Community Interest Company, **Power to Connect**. In their first year they have refurbished and distributed more than 1,300 laptops and devices to young people in the borough.

- Enabled **Kambala Cares** to use our kitchen during the pandemic and cook 150 – 200 hot meals for local residents each week.

- Supported **Link Up London** to grow their offer across the whole of London in response to the pandemic and so encourage more skilled volunteering for local communities.

- Been an active member of **Wandsworth Voluntary Sector Coordination Project (CVS)** and **Wandsworth Partnership Group**.

- Helped form a new Wandsworth **Charity CEO network**.

### Partnerships

We also build relationships and networks, contribute to community initiatives, support other charities and community groups, collaborate with other agencies, and bring different peoples and communities together. This year we chaired and were an active partner in the following:

- Helped set up **Battersea Coronavirus Angels**, where we recruited 450 volunteers and supported over 700 vulnerable local people with shopping, prescriptions and befriending during the lockdowns.

- Set up the **Wandsworth Digital** partnership of 70+ organisations to address digital exclusion across the borough.

- Developed the **Battersea Alliance's Emergency Covid19 Grant Fund** with the Big Local SW11. We secured and distributed £100,000 to 29 local community groups, who in turn supported 3,500+ local residents.

- Set up **Battersea Volunteers** project to encourage volunteering across Battersea, as part of our continued partnership with the Battersea Alliance.

- Chaired the **Wandsworth Covid Food Providers Group** of 40+ groups feeding and supporting local residents through the crisis.

- Worked with **Wandsworth Council and key local charities** to coordinate a strategic and practical response across the borough in response to Covid. This has helped mature our relationships with one another.

- Supported **Battersea Communities** campaign for a new community centre on Surrey Lane Estate.

- We were not able to run the **Glass Door winter homeless shelter** this year because of Covid.

- Led the **Battersea Older People Provider Forum** to enable a strategic approach of working together for the benefit of local elders.

- Were actively involved in **Locality's** London large Settlement's Group.

- Continued to work with **Wandsworth Welcomes Refugees**.

- Are in the process of campaigning for a **Wandsworth Poverty Strategy** with others in the community.

- Were a Commissioner for the **Wandsworth Equality & Fairness Commission**, which will report its findings in Spring 2022.

### Collaborations with local schools and businesses

Annabel Bennett, our new Community Partnerships Manager, has worked tirelessly to develop and strengthen our partnerships with local schools and businesses including:

- Lavender Hill Clothing:** a new partnership thanks to which 20,000+ masks were generously donated by founder Isobel Ridley and her team to residents in the community.

- AS Watson Group:** our long-standing partnership support our volunteering and fundraising and offer business and employment insights for our ESOL adult students.

- Dorrington PLC:** have recently started to support our work with donations and volunteering, particularly with our Love to Learn teams.

- Schools:** we've continued to develop our partnerships with **Francis Holland School**, **Thomas's Battersea School**, **Belleville School**, and from next year **Garden House School**.

### Lobbying & Campaigning

We worked on a number of campaigns this year to bring about social change. In KLS there is a real understanding that we have to address the causes, as well as the symptoms, of why people come through our doors. At times this is to do with failure of national and local government policy to support local people properly.



This year we've worked with other organisations to campaign:

- Influencing Wandsworth Council's funding response to the pandemic, e.g. **Wandsworth Grant Fund**, **Wandsworth Digital Fund** and more.

- Lobbying successfully for **Free School Meals** for local families during Covid lockdowns

- Securing a new **Surrey Lane Community Centre:** Though unsuccessful we will continue to work with Battersea Communities to find a solution for this local estate.

- Establishing a **Community Wealth Fund**, a long-term community-led investment into the neighbourhoods that need it most.

- Supporting **#VaccinesForAll** to ensure the vaccine is available to everyone living in this country regardless of their status.

- Highlighting the importance of investment for small, local but vital charities and community groups that are **#NeverMoreNeeded** during these difficult times.

## case study Battersea Alliance

*KLS is an active part of the Battersea Alliance. The Alliance has been formed by the Big Local SW11 (BLSW11), an independent, resident-led group that has been awarded £1m over 10 years to invest in projects that improve*

*opportunities for local people and strengthen our community) to help deliver its own strategy of building a stronger, more self-reliant Battersea.*

*A partnership of six local, long-standing, trusted and passionate organisations (Big Local SW11, Caius House, Carney's Community, Katherine Low Settlement, Providence House, St Peter's Church), we have deep community roots and social relations that span many generations. We are working together, alongside 30+ other local community delivery partners,*

*to rebuild the social fabric of Battersea.*

*Over the past year the Battersea Alliance has:*

- Secured £360,000 new funding to support the Alliance and BLSW11 initiatives in Battersea

- Appointed a worker to deliver Battersea Youth Voice

- Appointed a Volunteer Coordinator to support groups and organisations in BLSW11 and Battersea with volunteers

- Successfully hosted Battersea Charities Week 2019

- Initiated and helped to deliver a £100,000 Emergency Covid-19 Community Support Fund

**Visit: [www.blsww11alliance.org](http://www.blsww11alliance.org)**





Christmas 2020;  
an outing to Richmond Park;  
Brockwell Park Lido



**I would go to KLS every day if I could. I recommend you to everyone. I tell the doctors and specialists**  
**A KLS MEMBER**

## member's story Mrs S getting the support she needs through lockdown

Mrs S, aged 85, lives alone. She has no nearby family and usually attends KLS several times a week for social activities. She currently gets a daily friendship call from a mixture of our staff team and 'Fone Friend' volunteers. Mrs S was struggling with not being able to get out and it was affecting her mental health. She began to have anxiety symptoms and complained of low mood. Daily calls have supported her to feel cared about. The daily chats she reports, make her feel brighter. She says 'I don't know what I would do without you calling'.

Recently she raised concerns about her increasing difficulty to remember things and other symptoms. She was unable to call

her doctor due to getting confused with the telephone triage system currently in place. Her Fone Friend was able to call the doctor for her and arrange an appointment.

Mrs S also receives a meal from Kambala Cares (who used our kitchen to cook 50+ hot meals, three times a week) and weekly shopping and prescription collecting is done by local volunteers from Battersea Coronavirus Angels. She was sent a gift from the Covid donations of a lion puzzle – lions are her favourite animal. She has also been given wool from KLS donations and is busy knitting twiddle muffs for people with dementia.

# KLS direct services in 2020/21

## Katherine Low Settlement's work with elders

**A**s always, we are driven by the difference we make to the lives of our elders. Our service always strives to:

- Encourage active and independent living.
- Reduce isolation and loneliness.
- Improve wellbeing and prevent ill-health.
- Enable older residents to become dynamic and contributing members of the Wandsworth community.

2020/21 was a difficult time for local older people, as it was for us all. 54% of our members told us in a survey in March 2021 they had no one but KLS to support them. Our Elders Service strived to give much needed support, in new ways, during this difficult Covid period.

We run 21 different activities each week for 230+ older people including Lunch Clubs, chair-based exercise classes, T'ai Chi, Dance for Life, a film club, a choir, and more. We've run these 'virtually' over the last year, and are now trying to re-establish our face-to-face support as lockdown restrictions ease. Bibi said recently 'If I didn't have KLS I wouldn't have made it through lockdown. I would have gone mad.'

We did lots of careful planning throughout the pandemic. This was key to support people through the various stages of the crisis. It meant we could offer support virtually (via telephone and

online); make door step visits, host outings and trips, and meet in public places or at KLS. We followed government guidelines; used the 'my loved one' measure; completed individual and groups risk assessments for members, volunteers and staff, as well as transport; and used small bubble groups, such as our Tea & Chat bubbles, to bring people together.

We created a Fone Friends befriending service to support people through the pandemic. Volunteers and staff made 5,928 befriending calls to our elders (March 2020 – March 2021). With some more vulnerable members getting daily calls including over weekends and on Christmas day. This emotional support was crucial, as so many were scared, lonely, anxious and stressed.

Many elders received 1-2-1 support, including advice and casework support. We addressed specific issues that our elders were facing by advocating on their behalf or connecting them with the Wandsworth Community Hub, Social Services, Age UK Wandsworth, Citizens Advice, mutual aid groups, Foodbank, mental health community support etc. for changes in their care packages and financial issues, for example. One member was helped to have their bedroom moved into the living room when she could no longer manage the stairs.

We arranged for members to get food parcels, clothes and medicines (with support from the Battersea Coronavirus Angels, whom we helped set up and train). We worked with

local food groups like Kambala Cares and Waste Not Want Not Battersea to provide hot meals; and Age UK Wandsworth and the local Foodbank with food parcels. We provided mental health support when people were struggling and helped with serious safeguarding needs. We also encouraged peer support groups, where members swapped telephone numbers and called each other.

The team supported elders to maintain their physical health, mobility, balance and fitness. Despite this, our Annual Impact Survey shows their physical health has significantly deteriorated.

We hosted exercise sessions via Zoom. We ran YouTube sessions created by our exercise tutors. We also produced our very own exercise DVD (take that, Jane Fonda) and shared it widely with our members to use at home. We also developed our own Parkinson's Dance DVD. Tutors called members when classes were not running to offer encouragement. When lockdown ended, we ran exercise classes in Fred Wells Gardens, and we offered a number of community walks in Battersea Park, including a well-attended men's walk.

We posted hundreds of activity packs and gifts, especially to our most isolated



**Mariella and elders intergenerational day**



members, to keep them mentally engaged and busy, with new hobbies including art packs, books, CDs and puzzles. We ensured members got handmade cards and Christmas gifts with the help of our



**Outings were possible as lockdown eased**

partners Frances Holland school, Thomas's school and Dorrington plc. At the request of our member's we set up a number of new activities including a new Film Club, Age Well's Zoom Exercise classes, Writerz and Scribez intergenerational work, National Trust online art sessions and Talk Wandsworth online wellbeing sessions.

Early on in the crisis we realised that many of our older members were not online. They did not have the devices, data, money or skills to get online. They were digitally excluded. To address this, we did a number of things. We piloted 'Tech Up Battersea' – a new programme to support elders get online. We taught elders how to use digital technology. We loaned tech during periods of lockdown to reduce their isolation. Digital Champion Volunteers offered 1-2-1 support on the door step. 20 Amazon Fire Tablets were set up

for the service, and that are now installed with the necessary apps including Zoom groups and individual email accounts.

Our new Age Well service ran '12 Zooms Over Christmas' as part of Battersea Zoomers. This was a varied programme of zoom sessions tailored to meet the social needs of elders at home. The programme was set up to get isolated and vulnerable older people equipped and trained on Zoom in time for Christmas. This was so successful that it still continues and has a regular weekly programme of Zoom activities.

#### Feedback

Our members are always talking to us, - letting us know what they want, what they like and what they don't enjoy. Once a year we conduct a formal Annual Impact Survey. This year we found members were feeling less positive and socially engaged when compared with the previous year.

- 89% said they feel better within myself (down from 98% last year).

- 89% said they enjoyed the social interaction at KLS (down from 94% in 2019/20).

- 89% are participating in activities they enjoy (down from 99%).

- 69% felt more in control of their daily life (down from 88%); 23% felt they had much less control of their daily life.

- 26% felt their social network had decreased versus 64% who felt they had a wider network (down from 90% in the previous year).

- 90% felt less isolated (which was the same as the year before)

- 89% said they felt more confident (the same as last year).

**I love the calls from KLS. They brighten my day.**  
**A KLS MEMBER**

#### KLS's work with refugee and newly-arrived communities

**K**LS work with refugee and newly-arrived communities in a variety of ways including our Love to Learn and Adult Education (including ESOL) programmes and our Women's Wellbeing Group.

**I didn't want to do online learning, and I stopped coming to classes. My teacher showed me how to use a laptop, and I came to all my classes. She's so patient she makes me relax. I have passed all my exams.**  
**MONICA, OUR STUDENT**

#### Love to Learn education programme

**O**ur Love to Learn education programme makes a real difference to the lives of 200+ young people from refugee backgrounds in Battersea and the wider Wandsworth community. We broaden educational experiences, improve educational outcomes and confidence, and support aspiration.

The team provides a range of educational services and support including advocacy and advice, homework support through learning mentors and clubs, parent workshops and supported referrals. We liaise with schools, social services, other community organisations and service providers to ensure that families access appropriate and targeted support for their needs.

The Covid-19 restrictions and lockdowns placed additional pressure on our children and families. Like all of our community services, our own Love to Learn team had to go 'virtual', offering support over the phone, online, using the post and doorstep visits.

#### Our Learning Mentor programme

We worked with 64 volunteer learning mentors paired with 64 young people from a refugee background who are struggling at school. The mentors visit for one hour a week, until the end of the academic year. This has been happening online, rather than face to face, during the Covid lockdowns. The learning mentors were able to achieve the following outcomes with young people:

- **Positive engagement with learning:** 82% of mentors say their mentees positively engage with learning during their sessions.

- **Improved confidence:** 52% of mentees display high levels of confidence based on scoring themselves across 7 areas of daily life.

- **Better knowledge and understanding of educational pathways:** 87% of young people over 13 have been involved in appropriate conversations about their educational pathways.

*continued on p19*

## fitness survey lockdown's effect on elders

When asked about their fitness and exercise, members reported:

**My level of physically activity has improved:**

50% decreased  
15% stayed the same  
15% increased  
(was 95% last year)

**My levels of fitness have improved:**

38% got worse  
25% stayed the same  
29% improved  
(was 95% the year before)

**My balance has improved:**

41% balance got worse  
18% stayed the same  
38% saw improvement  
(was 79% the year before)

**My flexibility has improved:**

23% stayed the same  
36% got worse/much worse  
15% got better  
(was 84% the year before)

**My overall strength has improved:**

36% got worse  
26% got better  
38% saw an improvement  
(was 84% the year before)



**Corona Homework Club helps deal with lockdown**



## member's story

### Halima's school work has been transformed by having a laptop

Halima is a 7-year-old girl who is going in to Year 3 in September. Halima recently received a laptop from KLS' Love to Learn education team. Halima and her siblings have no computers at home, which is why the Love to Learn team prioritised this family and many other families that were in a similar situation.

Love to Learn has been supporting this family for many years through children attending after school clubs and by providing learning mentors that support children at home once a week and assist them with school subjects.

Now, although Halima is using the laptop for all her schoolwork reading practice and educational games, the other children still need more help with laptops, Love to Learn is trying to find more laptops or tablets for the others.

Halima was very happy to receive a new laptop. When she was asked what she is going to use it for she said, 'I will use it for the online schoolwork, homework, games and watching children's films and other stuff.' Halima's mother explained, 'Since she received the laptop, she has been very busy and there's less tension between and her younger brother than there used to be and she is a happy girl now. I am happy with her work now because she does reading practice, she uses BBC Bitesize and practices times tables and other maths games.'

This laptop has meant a lot to this young girl. She can do her school work without waiting for the only tablet in the house. When she not doing her schoolwork, she plays games with it, and is always proudly saying 'my laptop'.

It gives her motivation to do her work on a regular basis because she knows whenever she completes her work she is allowed to play games.

Young and old have been helped to benefit from online services

## member's story

### Mr J supported by his digital champion

Mr J, aged 66, lives alone after his family moved away last year. His two beloved dogs also passed away. He has dementia as well as a neurological condition that causes him constant pain.

During lockdown his low mood got worse. We referred him to mental health services and social services for increased

support. He was supported by KLS's Digital Champion to join Zoom art sessions to help give him something to keep busy and connect with friends. He also received telephone befriending during this time with a friendly volunteer. They're now meeting face to face as the restrictions have eased.

## case study Early Words Together

Early Words Together is a national programme. The National Literacy Trust has joined up with our ESOL Team to bring an 'Early Words Together' project to Battersea.

Kirsty Cunningham, an Early Years programme manager, has met on Zoom with some of our Somali mothers and their toddlers to give them ideas about how to help their children learn language skills while having fun together.

Adar, our lovely crèche worker, has been helping out with Somali translation and she's getting very good!

As soon as we can meet face-to-face again, we will be running sessions at KLS, but until then we'll have to do with meeting online.

Kirsty will also be training some of our crèche workers to run more

sessions in the future. So, we'll be getting in touch with other mums from the Battersea area soon.

Up to 50% of children in disadvantaged areas start school without the language skills they need to progress.

The National Literacy Trust train early years staff and volunteers to work with parents and children aged three to five, building parents' confidence so that they can cultivate their children's communication, language and literacy skills at home.

We're delighted to be launched at last – we had a few delays because of the Covid lockdowns, but now we're off.

### Want to join us?

Anyone can learn how to help their children to get the skills they need for a successful future.

Contact Fran Jukes on 020 7223 2845 and [fran@klsettlement.org.uk](mailto:fran@klsettlement.org.uk)



## case study Big Grey Sludge: 'express yourself'

Painting was always a popular activity at our Homework Clubs. The children liked to mix all the paints together and would always end up with one colour – big grey sludge. It was horrible, but the result never really mattered. What was important was that the children could experiment, play and laugh together. If 2020/21 were a colour, it would most definitely be this sludgy grey.

Lockdown has been really difficult. Prolonged isolation has clearly affected the children's mental health. Our staff and volunteers provided virtual one-to-one support to nearly 100 young people. We focused on building their confidence and motivating them to keep learning. Where the children were not engaging through schoolwork, they were drawing and talking through their frustrations. They

were teaching adults how to dance. They were reading their favourite books and playing games in a safe and nurturing environment. It was an opportunity to connect with the outside world.

This has been a small but vital digitised response to the big grey sludge. Through these regular online sessions, the children have repeatedly demonstrated how resilient they can be. Their enthusiasm and excitement is uplifting. We can't wait to get back to painting. But in the meantime, we will try to enjoy the sludgy mess.



Some healthy self-expression at Corona Homework Club





**“She learns and talks about things without realising she’s learning.”**



**“We learn together. They do make me laugh!”**



**“I am proud of myself and my teacher is proud of me.”**

## Learning mentor programme continued from p15

● **Raised aspirations:** 64% of young people being mentored have aspirations and know what they want to do post school.

● **Ability to build trusting relationships:** 94% of mentors say they have a positive relationship with their mentee and have built trust with them.

### Our family education and casework programme

This provides free, confidential and impartial advice, information and advocacy to help refugee families and their children get ahead in education.

Overall, 89% were fully satisfied with our casework service (Love to Learn annual survey 2021). The team were able to achieve the following outcomes with young people:

● **Access Education:** 153 children and young people were assisted with their access to education via our casework team (supported with obtaining school or college places, transfer schools etc). 95% of issues were resolved. 26 UASCs (Unaccompanied Asylum-Seeking Children) were assisted with their access to education. 89% of issues were resolved successfully.

● **Thrive in Education:** 113 children and young people were assisted to thrive in education

via our casework team (dealing with school issues, exclusions, SEN provision, Children's Services input and financial support – often multiple issues). 82% of issues resolved. 57 UASCs were assisted to thrive in education via our casework team (addressing language support in class, emotional support, help with school/college, accommodation, immigration, health, finance). 88% of issues resolved.

● **Increased knowledge of and ability to navigate the UK's education system:** 119 families were assisted. 83% of families said they increased their knowledge and ability. 57 UASCs supported. 100% of UASCs increased their knowledge and ability.



## member's story Ahmed overcoming adversity

**Mery, who worked with Ahmed\*  
\* name changed**

Ahmed\* came to the UK in 2019. He had been badly beaten in Libya by people traffickers and as a result is deaf in one ear. With his hearing difficulties and because of the trauma he had experienced, he really struggled at Southfields Academy in their International department. He had no English to start with.

Mery, a member of our Love to Learn education team has been working with him intensively. This year he has shown great improvement.

The fact that Mery knows him well and speaks Tigrinya, his home language, means

that she became aware that he also seemed to have learning difficulties. This would not have been picked up otherwise, as his teachers assumed that his slow progress was down to his hearing difficulties and having English as a second language. Mery's intervention meant that he was assessed and then given an EHCP (Education and Healthcare Plan) which will enable him to access the support he needs.

He has also been very distressed about his immigration status. Ahmed has been waiting over a year for a decision and therefore felt extremely anxious

about his future, that he might not be able to remain in the UK. Mery found him an immigration solicitor and liaised between him and the solicitor, as well as keeping pressure on the solicitor to progress the case with the Home Office. She provided evidence, from her work with Ahmed over the two years he's been here, of the distress caused by the uncertainty over his future. We just heard in the last few days that he's been granted refugee status, which is fantastic news.



# member’s story Dhudhi and the strength of a mentoring relationship

Dhudhi (name changed) is a young person in Year 8, with a very troubled home life. Her mother has serious mental health problems and ill health. As a result, Dhudhi often cares for her younger two siblings, one of whom has suspected ADHD. She finds this very stressful and it stops her being able to concentrate on her school work. She also has a rather difficult relationship with her mother which upsets her. Her mother does not allow her to leave the house much and has prevented her from taking part in extra-curricular activities in the past. Her mentor, Kelly, has

been working with her since before lockdown, but once that happened, she was aware that Dhudhi was particularly vulnerable. She increased her sessions to twice a week with regular phone calls also. She encouraged her to talk about how she was feeling and helped motivate her to study. This is the latest update from the mentor: ‘Dhudhi and I have been working on maths, French, Technology & Design, and history. Dhudhi was especially enthusiastic about issues around race, discrimination and slavery which have cropped up in many of her

assignments given recent events. Fortunately, I have a Master’s in racial studies so we had lengthy discussions about George Floyd and wider racial discrimination and structural racism of which she seemed to have an excellent grasp. She was asked to write a speech and chose this topic – her teacher really applauded her for it. Generally, I have seen her not only improve her knowledge but also her methodology. On a personal level, I have also witnessed visible growth in the way she handles relationships with family and friends. It has been a pleasure to see.’

## Love to Learn

### Our Family and Parent workshops

Our work in empowering and connecting parents is now better established. We delivered 14 online parent workshops since April 2020, on a range of subjects all requested by parents. These focused on health and wellbeing, as well as education understanding, e.g. tips on home education, routines and sleep, coping with stress, Covid awareness and vaccinations, exams and assessments and post 16 education options. All the workshops were run in partnership with local professionals, including NHS staff, parenting experts and primary and secondary teachers.

### Our Homework & Activity Clubs

These include: Junior Club (5-10 year olds), Senior Club (10-15s), GCSE Study Groups (15-16s), Youth Club (16-21) and Holiday Clubs (5-18s). This year we supported 59 refugee young people and their families at our Clubs. Due to the ongoing lockdowns, we were unable to run our usual face to face services. So we started weekly online Corona Homework Clubs, where we addressed academic education but also their social and emotional wellbeing. They were energetic sessions which included the rock

paper scissor championship, spot the difference, yoga, meditation, online Pictionary, craft challenges and Joe Wickes workouts. We delivered 100s of stationary packs, books and physical learning materials. So our young people had resources to learn at home. We also sent out 100s of activity art packs, in partnership with a local artist collective ‘Artists in Transit’, to keep our young people occupied with creative and interesting things to do. Our partner Fairbeats! continues to provide music lessons online.

# case study Supporting one family through the pandemic

\*Names have been changed

Originally from Syria, Abdul, Hassan and Yusef\* came to London with their parents. They have been coming to our Love to Learn Junior Homework Club for over a year. When the family first arrived they could not speak any English and the children’s behaviour was erratic due to the trauma they had been living through. Over time the children have built great relationships with staff and volunteers in our Love to Learn team. In our Club and at school their confidence has grown. Their mum, Ayan, has found it extremely difficult to adjust to life in London and her mental health

has suffered. She speaks little English and was scared to go to places alone with her children. For the past year she has been attending our ESOL (English) classes. She’s made friends in the class, which has helped her feel less isolated and lonely. The lockdown has been very difficult for the family. Abdul, Hassan and Yusef have taken part in the vast majority of our online Wednesday Homework Clubs. They loved the games and their confidence to speak in the group has grown each week. During the first lockdown the family could only access online

learning and our Clubs through their parents’ mobile phones. When we were able to give them a laptop and tablet all three children were able to take part in their school work and clubs and speak with family and friends via Zoom. One of our experienced volunteers has been supporting them on a one-to-one basis (via Zoom) with their reading and maths. Last summer the family took part in our outdoor art workshops, football and sports days as well as cooking and wellbeing sessions. They also had a family trip to the beach funded by us.

63% of young people attending our Clubs display high levels of confidence – based on scoring themselves across 7 areas of daily life. And 78% display high levels of wellbeing – based on scoring themselves across 5 areas of daily life. When restrictions were partially lifted, we had an amazing summer getting 106 children out and about, seeing their friends, having fun and sharing their experiences of lockdown. 98% said they’d developed their social skills; 85% said their independence had increased; and 84% felt more resilient. Thanks to everyone who financially supported our summer programme.

In September 2020, we were able to run small face-to-face Homework Clubs with bubbles of 15 children. The Clubs were rotated so each child attended every two weeks.

72% of children attending our Clubs have aspirations, and know what they want to do when they leave school. During the second and third lockdowns we continued to provide online support. We now have five weekly online Clubs: GCSE Homework Club, Youth Club, Wednesday Corona club, Wednesday drop-in Homework Help Club and Thursday Music Group. 87% of young people who attended our Clubs said they engaged positively with learning whilst with us.



A GCSE group hard at work

Time for essential play





member's story Kaamla finds photography opens up her world just a little bit



Kaamla\* is from Afghanistan and came from a community where women were not allowed to go to school. Consequently, she grew up with no education and unable to read and write. She came to the UK 25 years ago and has gradually learnt good literacy skills, but has low confidence in her abilities. This isn't helped by living in an all-male household where her position is considered to be the one who tends the home and nothing else. Kaamla is keen to learn IT

skills, as she is aware of the possibilities that it will open up for her. Although her son is studying IT at university, he won't let her anywhere near his computer or share his knowledge. She wanted to learn some simple things on her (very old) smartphone. She joined our Adult Education ESOL (English) classes. We taught her to access Google classroom and how to edit homework documents. But the thing she most enjoyed was learning how to take photographs and to send them to her family in Afghanistan. This has opened up her world just a little bit! Kaamla is not someone who

smiles a lot, but the smile on her face at the end of that zoom session was a humble reminder of the reason why we love to be in education. She's been sending us regular photos since. \*Names have been changed

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

above: An ESOL online class in progress.  
below: Extra online training for our volunteer Learning Mentors



I want to say thanks to all my teachers and KLS who gave me online lessons in Covid time.  
ZAHRA, OUR STUDENT

Adult Education: ESOL (English) 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.

Over this academic year (2020/21) our ESOL has:

- 8 courses running designed to teach students with different levels of English (funded by the National Lottery Community Fund and Wandsworth Lifelong Learning).
- Numbers of students
  - 128 students enrolled in the academic year (81% retention rate).
  - 170 study places across our various classes of ESOL, ESOL waiting lists, Maths and IT. We have a study place for any student who wishes to study Maths, and presently 30 students a year can study IT.

Student progression

97 students intend to progress/return in September 2021. Of those moving on from KLS:  
4 moved onto employment  
1 moved onto a Level 2 Teaching Assistant course, have gained L1 Functional skills English and Maths  
1 moved onto Level 1 Childcare course in Further Education  
2 ex-students on Level 2 Teaching Assistant course returned to complete element of work experience  
1 student set up an online business selling crocheted dolls  
1 student developed her own YouTube cooking channel which now has 32K subscribers.

Exams

50 students passed their exams (including 2 Teacher Assessed Grade achievements)  
50 students achieved results  
4 students failed  
2 were unable to take exams due to illness.

Covid restrictions and flexible classes

In September 2020 we started the academic year with face-to-face classes, adjusting our teaching to Covid restrictions to include: desks 2 metres apart; larger classes split to avoid overcrowding, with a blended learning approach (once we had worked out ways to do this); students picking up worksheets at appointed times when unable to attend in person; ensuring all students had could access Google Classroom and were trained to use Zoom in the event of any further closures; and 1:1 laptop training for students.

Providing digital support

Last year we reported the results of a digital access survey amongst our students which prompted a call to action. The result was that we were able to get 24 laptops out to students by October 2020 and a further 30 by the beginning of 2021. This meant that after our second closure in November 2020, more than 60% of our students had access to a KLS laptop for their classes, with a further 25% sharing devices with their families and the remaining 13% more comfortable using their smartphones. We only had 3 students who neither had access to a laptop nor a smartphone, but all of these were due to a lack of interest in engaging with digital technology. This remains a project in progress.

Online Classes

Online classes were simpler to set up for the second lockdown. The students were far more confident with the format this time and were ready. All classes had access to:

- A class WhatsApp group for sharing class news, Zoom links and peer to peer support
- Google classroom for class materials and homework
- Physical learning materials to pick up at the beginning of the week

This resulted in very good attendance amongst the higher-level classes – digital literacy often runs hand-in-hand with language literacy.



The three groups that found it most difficult to engage with lockdown lessons were Pre-Entry, Entry 1 and Entry 1/2 speaking and listening. This was due to a mixture of low confidence and extra time needed to engage their children in their own lockdown lessons, as the ESOL manager could observe online first hand.

When observing ESOL classes at lower levels, children were much more likely to interrupt parents and need support with their schoolwork.

Whereas higher level students had sufficient study skills to either set up their children's learning environment first, or have the confidence to study side by side with them.

One bonus to the students learning to use Zoom is that it has opened up contact with families abroad for many of them. They have now been able to show their families how to use it from as far away as Afghanistan.

#### Post Lockdown attendance

Once we decided to open up face to face classes again at the beginning of May, attendance took a big hit across all levels. Multiple factors affected this including: constant school closures; Sickness, including Long Covid; overseas travel to look after ill family members; needing to self-isolate; and housing issues once landlord rules changed.

#### Volunteers

We had fewer volunteers this year due to Covid nervousness and restrictions. Most of those who were able to give their

time managed to stay with us for the whole academic year. Their willingness to adapt to new teaching conditions was invaluable. This meant that during online classes they were still able to:

- work 1:1 with struggling students
- work with small groups
- lead classes when the teacher was carrying out ILPs (individual learning plans).

Volunteers play a very important role in the classroom experience. Three students from the higher-level waiting list group have loved their experience so much that they have applied to be volunteer classroom assistants for the next academic year. They will work with Pre-Entry and Entry 1 students.

Two students from the Entry 3/Level 1 class are also eager to volunteer their skills. They plan to teach crochet and embroidery skills in extra-curricular creative classes for ESOL students next academic year.

Two students from 2019-20 leavers returned to us as classroom assistant volunteers.

#### Qualifications

Preparation for assessments was yet again different this year. Most of the preparation period was spent under lockdown conditions and it soon became clear that we would again have to limit numbers taking recognised qualifications. Unlike schools, the Further Education (FE) sector was not given the option to rely on teacher assessed grades (TAGS). TAGS were only expected to be awarded under exceptional circumstances and with extensive evidence. Thus, we had two options: either deliver online

assessments or plan for live (in-person) assessments.

As a team we agreed that online assessment was not a fair medium for our cohort. So we made the decision to run live assessments for those students who were most likely to gain a qualification. At the time we were still not running face to face classes and it became clear that the students who had engaged fully, measured by attendance and completion of homework and coursework, were the ones who were also most likely to engage with the exam process. This meant that we could run a 'safer' assessment season, bringing in small groups of students for mocks and actual exams.

The results have reflected this decision. We have had an 89% success rate (which could have been 93% if a hospitalisation and a bereavement for two of the students had not struck!). This is a very good result. For two of our students, it means that they have the necessary qualifications to carry on with their careers in childcare and teaching. For another two, they have the qualification requirements to move their applications for British citizenship forward.

We are extremely proud of all of our students, not just those who have achieved formal, measurable qualifications. We are proud of the whole cohort, who have faced a difficult situation with courage, stoicism and patience. We are happy that almost all of them are excited to return to what we hope are more normal learning conditions in the coming academic year.



**Social distanced learning during Covid**  
**below: Learning English by cooking healthy vegetarian food**



**I liked borrowing a laptop because now I'm learning about using one for my future.**

**ALIYA, OUR STUDENT**



## volunteer story Djedjiga

One volunteer, Djedjiga, returned to us this year after a few years absence. She was eager to use the skills she had learnt in her CELTA course to run her own group, the lower-level Waiting List group starting in January 2021.

Djedjiga liaised with the ESOL manager and they worked together to develop a Scheme of Work which she delivered to a group of 10 students (Entry 1-2) once a week, online, for the spring term. Her confidence grew weekly which was a pleasure to observe. She was happy to take on new ideas, work with multi-level learners, and master online learning tools. As a result, students engaged well, had very good attendance and bonded well as a group. This was even better when

they started face-to-face classes in May.

Djedjiga is a Second Language English speaker, and having grown up in Algeria and France speaks several languages and has a good understanding of intercultural issues. Her empathy for the students is palpable and she has a quiet patience. All of these things make her an engaging teacher.

As a result of her success, Djedjiga has accepted the challenge to teach the IT for ESOL courses next academic year (three courses running once a week for six weeks). This will be a good way to widen the scope of her experience. She will be well supported by the team.





**The most important thing, I was respected and believed, which gave me confidence to grow and progress.**

**A KLS STUDENT**

**There was a lot I didn't understand about computers and I was frightened of using one. Since I had some training and have had to use one for my ESOL classes, I am feeling more confident and this is helping my daughter to feel more confident about herself, too.**

**LASTENIA, OUR STUDENT**

## KLS's Somali Women's Wellbeing Group

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

This 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.

### Activities

We ran a weekly (term-time only) Somali Women's Wellbeing Group for 24 Somali women over 2020 (January – November 2020).

On average 18 women attended each session. We invited more women (about 35 in total, who are on our waiting lists and through word of mouth to invite 'friends of friends') to attend our summer picnics and

access one-to-one support, which increases the numbers of women supported. Inevitably the Covid-19 pandemic and lockdown restrictions impacted on our ability to run our face-to-face sessions. We moved our support online and over the telephone during these challenging times. Our staff provided additional 1-2-1 telephone support for those that needed it each week. Zoom and FaceTime were used more as the group became more proficient with technology.

### Making a difference

We monitored and evaluated the work of the group using an initial assessment questionnaire, mid-term discussion and end-questionnaire, as well as staff observations and informal feedback collected over the year. Our Somali Women's Group has significantly improved the outcomes for the women involved. It:

- Improved the mental health of 24 local Somali women. All of the women reported having low level mental health issues and low self-esteem when the group started. By the end they reported having made significant improvements in their feelings about themselves,

and acquiring the skills and coping mechanisms to better support themselves and deal with issues in the future.

- Increased the confidence of the women to seek support from other services for their mental health. The women reported accessing their GPs, Talk Wandsworth (a local talking therapy support service), and local community organisations and charities for help and support such as the Foodbank and Citizens Advice.
- Empowered the group to lead themselves after the project ended. The group does need a bit more support to become a peer-led and sustainable group, but they are getting there.

We can say with confidence that KLS's Somali Women's Group has made a significant improvement to the lives of the women. All the women answered a questionnaire to test for seven areas of wellbeing. We used the academically-recognised and validated Warwick-Edinburgh Mental Wellbeing Scale, at the beginning and end of the group.

In January 2020 most of the women were not feeling optimistic about the future at all.

**Somali Women's group thanked with certificates**





This was even before Covid-19 had any effect on their lives. But by the end more than half (53%) were feeling optimistic often or all of the time. This can be attributed to the new skills they acquired, new experiences they had, and new friendships and support networks they developed during the course of the group.

By the end of the year most of the women reported that they were able to deal with their problems better (76%), able to think more clearly (94%), and make better decisions in life (94%).

Three-quarters (75%) of the women were not feeling useful at all at the start of the Group. By the end this had reversed to three-quarters of them feeling useful often or all of the time.

Many of them relaxed over the course of the year (even with the lockdown restrictions increasing the difficulties in their daily lives), with more than 71% of the women feeling relaxed often or all of the time by the end.

Finally, and maybe most importantly, their relationships improved massively during the course of the year, inside and outside the group. 88% were feeling closer to other people by the end of November.

The strength and number of relationships (and support networks) is a key indicator of current and future wellbeing and health. We were pleased that the group has had such an impact on the women involved.

**The final word goes to Saida, who joined our Somali Women's Group this year. See her words below.**



**Honestly, I loved the group and I could not believe we were having it in our area. I learnt some useful skills that improve the quality of life. My confidence is improving every day. I manage my anger and stress better. I reorganized my household and threw away many things I didn't need. I also became a great parent as I implemented many of the useful tips.**

## **member's story Muna, a local parent, describes her time with us**

*I wanted to get out of the house so I went to the Somali Women's Group. I had post-natal depression after my baby was born but I never talked about it, even though I went to hospital. In my culture we are told to go to the Koran if you're not feeling well. My family just said, 'It's just a baby, it's normal, a Muslim woman shouldn't be*

*stressed'. I came to the Group because I didn't want to be at home being stressed and I want to help other women, too. For example, in the last session it got emotional and I was crying and I think other women were able to cry because of that, and crying is good.*

*Now I feel able to talk about issues and ask for help. Somali*

*women are supposed to be strong, but I don't have family here or the support we have at home, so I need to ask for help. I used to get very angry with my children but now I can manage better because of the advice we got in the group. My marriage was also very difficult but I got good advice and we are still together.*

## Director's Report

Aaron Barbour

**T**his year was truly a game changer: a period of phenomenal upheaval, worry and loss, alongside transformation, generosity and kindness. You will have read, throughout this report, the many ways in which my fantastic team of staff, volunteers and supporters have more than risen to the occasion and supported thousands of local people and community organisations. Not just to get through the pandemic, but do so with dignity, respect and hope. I cannot thank them enough on behalf of all our members. Thank you.

Our members are always talking to us, giving us constant feedback, letting us know what they want, what they like and what they don't. This intensified over the pandemic as we continued to work even more closely to provide the support they needed. We transformed our community services to support them over the phone, online, through the post and on the doorstep. Our services will continue to evolve as we work out the best ways of blending

online and in-person support.

It became obvious, pretty early on, that we could only get through the crisis if we worked together in partnership with others in the community. A big thank you to all our partners, highlighted throughout this report, for stepping up and supporting Battersea with us. Thank you.

Our plans for the year ahead focus on reconnecting with our members and supporting their recovery from the effects of the pandemic. Everyone has told us they need a period of recovery, healing and commemoration for those we've lost as well as celebration and the joy of being back together again.

Together we can. Your continued support and help on this journey would be much appreciated.



**Aaron and his 'interesting' lockdown beard**





**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](http://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](mailto: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 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: Anthony & Pat Foundation, Big Local SW11, BBC Children In Need, the Belpech Trust, the Childhood Trust, Dorrington plc, Edward Gostling Foundation, Garfield Weston Foundation, Hanne & Co, the Henry Smith Charity, the Mercers Company, MoMark, The Murray Family, National Lottery Community Fund, Power to Change, the Rank Foundation, Sir Walter St John's Educational charity, the Sobell Foundation,

STAR at Kings College London, Thomas's Schools Foundation, the Topinambour Trust, the Worshipful Company of Tobacco Pipe Makers & Tobacco Blenders, Wandsworth Council including their Lifelong Learning department, Wimbledon Foundation and the Winstanley & York Gardens Joint Venture.

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 our ongoing work.

Thank you so much. We really appreciate your support.

Thank you to local schools: Francis Holland School (co-founder of KLS), Belleville School and Thomas's Battersea School. They have been very supportive this year, involved in volunteering and fundraising. We're very grateful. We look forward to deepening our work 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](mailto:aaron@klsettlement.org.uk)**  
**or just drop by and visit us**  
**in Battersea High Street.**  
**To make a donation**  
**please visit**  
**[www.klsettlement.org.uk](http://www.klsettlement.org.uk)**





# Get Involved: volunteer

**V**olunteering is massively important for us. Without our 200+ volunteers we simply wouldn't exist. Our amazing volunteers are involved in all aspects of our work.

We're always looking for more volunteers to help out, give something back to the community, learn new skills, have fun and help us celebrate our work.

Volunteers enjoy giving their time and expertise to support others in the local community of Battersea and Wandsworth. You're never too old or too young to volunteer and everyone has got something to offer. We provide training and support and you can make friends, gain skills and improve your employability.

## Volunteering opportunities include:

- mentoring for an hour a week to support a refugee young person
- supporting one of our GCSE study groups that meet for 2 hours a week in Battersea
- helping out at a Homework Club on a Wednesday or Thursday from 4.30pm – 7.00pm
- being an escort for older people on and off our minibus during the day Tuesday – Thursday
- supporting older people as a 'Fone Friend' – a telephone befriender with local older people
- teaching in our ESOL (English/Maths/IT) classes as a volunteer teaching assistant
- helping with fundraising
- strengthening our communication and marketing

## Get involved

There's so much to do in our community, now more than ever. We can't do it without you. So please get stuck in, volunteer and help make Battersea a better place.

To volunteer with KLS visit [www.klsettlement.org.uk](http://www.klsettlement.org.uk)



THE ALLIANCE  
BIG LOCAL SW11

## Battersea Volunteers

KLS is currently hosting Diana Hardman, on behalf of the Battersea Alliance, who is Battersea's Volunteer Development Officer. Diana is working with local community organisations to develop and expand volunteering across Battersea, as well as placing local people as volunteers.

Do contact Diana on [diana@klsettlement.org.uk](mailto:diana@klsettlement.org.uk)



## volunteer story Nick, treasurer and trustee

*'I have been treasurer at KLS for four years. Being its treasurer means that I am responsible for*

*the financial wellbeing and resilience of the charity as well as its statutory governance. I work closely with both Aaron and Tracy and the other trustees to achieve this – they are a remarkable team. I started volunteering because the charity is local to me, does fantastic work and I wanted to find somewhere I could use my professional skills for the benefit of*

*the community. Fortunately, there was a vacancy and this gave me the opportunity to join KLS.*

*KLS is a charity that improves the lives of its members, all of whom are in my local community. I enjoy supporting an organisation with such strong and local goals. The trustee board is highly professional and takes its duties seriously so we all keep each other on our toes. There is no complacency and the atmosphere is one of continuous improvement of KLS's impact and programmes. It challenges me to stay on top of things as well; I relish the drive of the team.*

*To demonstrate the excellence*

*of the senior management, I think that one need look no further than the performance during this period of Covid: a charity based around physical community programmes became fully virtual within weeks. I cannot imagine the amount of work that went into it and am hugely privileged to serve as a trustee of KLS because it is a charity that breeds dedication and ambition in its trustees, staff, volunteers and members.*

*There are too many superlatives in this passage but I don't know how to explain my desire to volunteer at KLS in any other way.'*

## volunteer story Anne-Marie, supporting a family through lockdown

Anne-Marie is originally from Ireland, but has lived in many countries including Palestine where she taught English in a refugee camp in the West Bank. She's a professional teacher and tutor. She's always been motivated to help out in her local community, so when the pandemic struck she approached KLS, as her local community centre, to offer to help in any way she could.

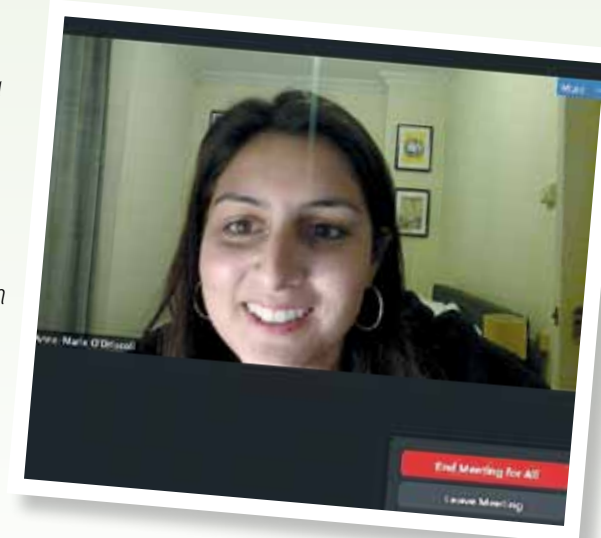
*She generously offered to do anything: food delivery, phone calls, whatever might be needed. As soon as we heard she was a tutor we grabbed her for our mentoring team. She's mentored one of our young people, a girl from Afghanistan, who was feeling very demotivated in her studies and whose parents were finding it hard to know how to help her with online study. They've been studying together for over a year now, combining study*

*with games and chats and even a couple of walks.*

*'I am proud to volunteer with the Love to Learn team. I strongly believe in the importance of the work they do supporting children, young people and their families, who may find it challenging to navigate education, various social systems and life generally in London. I am passionate about helping new people integrate into our communities, and I believe we all have a responsibility to do what we can to help others and support social justice, so that we can all live equally full lives with peace, harmony and respect for one another. In turn we are also rewarded with the mutual benefits*

*of volunteer work, new knowledge and understanding, perspective, human compassion and life-changing, rewarding relationships.'*

*Anne-Marie is a keen basketball player in her spare time. She practices almost every day at 6 am and is a member of the London All Stars!*





volunteer story Education is at the heart of Lorna's volunteering



My name is Lorna and I volunteer at Katherine Low (KLS) in their adult education (ESOL) classes and for their Love to Learn education team. I got interested in volunteering when I went to T'ai Chi classes at KLS. I was struck by the friendly and welcoming atmosphere and enjoyed meeting members of the Lunch Club on my way to and from the class. So, when I saw a poster about volunteering there, I made enquiries and got involved. Having lived and worked abroad, I was interested in working with people from other countries.

I volunteer as a teaching assistant in an ESOL (English for Speakers of Other Languages) class. Before class, I read the lesson plan the teacher sends to me so that I can be prepared to support the students in their learning. During the pandemic, teaching has been online so I have worked on Zoom with small groups. I am also a volunteer Learning Mentor for a primary school child, who does not speak English at home. I meet him weekly for an hour, originally in his home, then by phone and now on Zoom. We do all kinds of things: follow up his interests, read, discuss, play word games, do quizzes... I love meeting people from different backgrounds and cultures, learning from them,

hearing about their hopes and dreams for the future. I hope in a small way that I'm helping them to achieve their goals. I also love meeting the staff and other volunteers, and being supported by the staff in my volunteering work. I love the celebrations we have and the fun times with students. To others I would say give it a try. There are so many opportunities that you are bound to find something that is right for you. Volunteering is also a great way to meet new people, to acquire or develop skills, to broaden horizons and to make a contribution to the local community. My advice is not to give up, even if it's hard. You will get there in the end!

volunteer story Volunteering is a happy experience for Elly

Elly is a retired secondary school teacher and a bit of a dynamo! (She's on the far right of the photo). She has been volunteering with our ESOL (English) department for two years now, but also volunteers with Love to Learn GCSE homework club, and has helped out with day trips on the summer programme. Outside of KLS, Elly also volunteers as a guide at Kew Gardens. Elly is a fantastic volunteer. As a trained teacher, she knows how to keep a global view on the work going on in class, but is quick to identify students who need support and uses her imagination to adapt and simplify in order to help those students to access the lesson. This is especially helpful in large classes with a wide spread of abilities, which is a feature

of community learning. Elly is also happy to jump in and lead sessions when the need arises. During lockdown, although nervous of online teaching, Elly offered her services. With a bit of 1:1 training in using WhatsApp and Zoom, Elly was soon assisting with a familiar class and then in June and July she took over the group and co-taught with another volunteer, Peter. Elly approaches the role of classroom assistant with all the skills that put the students at ease – she is friendly and calm but also playful and her affection for the students shines out of her. Elly says of her voluntary work with us: 'Volunteering at KLS is a very happy experience for me. The ladies in the ESOL class always come in smiling, they love the class

and ooze enthusiasm, and I always leave the class smiling with them.

These classes are so beneficial on many levels. The students learn English in a fun and effective way. They make firm friendships with others from their own and other new communities. They have a chance to share issues and experiences. They feel validated in their position in the family and the community as they are seen to be making such a commitment. For me it is a delight to be a part of this learning experience. How gratifying for me to be able to use my teaching experience to support eager, motivated students... a teacher's dream!'



Financial Summary 2020/21

Katherine Low Settlement's Annual Report & Accounts 2020/21 is available to download at [www.klsettlement.org.uk](http://www.klsettlement.org.uk)

| Income                    | 2020/21    | 2019/20  |
|---------------------------|------------|----------|
| Donations                 | £320,987   | £70,388  |
| Generated Funds           | £736       | £7,537   |
| Grants                    | £694,383   | £506,966 |
| Rent & Room Hire          | £45,297    | £118,523 |
| Bank interest             | £3,046     | £3,996   |
| TOTAL                     | £1,064,449 | £707,410 |
| Expenditure               |            |          |
| Governance costs          | £6,000     | £6,000   |
| Occupancy costs           | £87,511    | £70,182  |
| Staff costs               | £596,900   | £545,166 |
| Sundry costs              | £17,939    | £39,077  |
| Welfare & Outgoings costs | £94,082    | £64,016  |
| TOTAL                     | £802,433   | £724,441 |

It's really interesting to understand how KLS has been adapting – it sounds like you're doing an amazing job, ever present support for the community, no matter the circumstances. AKLS DONOR

As always, KLS is in the middle of doing whatever needs to be done for people in Battersea and I'm pleased to support that. AKLS DONOR



# Plans for next year 2021/22

**O**ur 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. But it may have permanently altered the way in which we provide our services. We're looking to see how our services continue to evolve and offer a blend of online and in-person services. We know too that we all need lead more digital lives and will support our staff, volunteers and members to do so.

Our plans for the year ahead focus on reconnecting with our members and supporting their recovery from the effects of the pandemic and lockdowns. Everyone has told us they need a period of recovery, healing and commemoration for those we've lost, as well as celebration and the joy of being back together again. We will do this safely with our members.

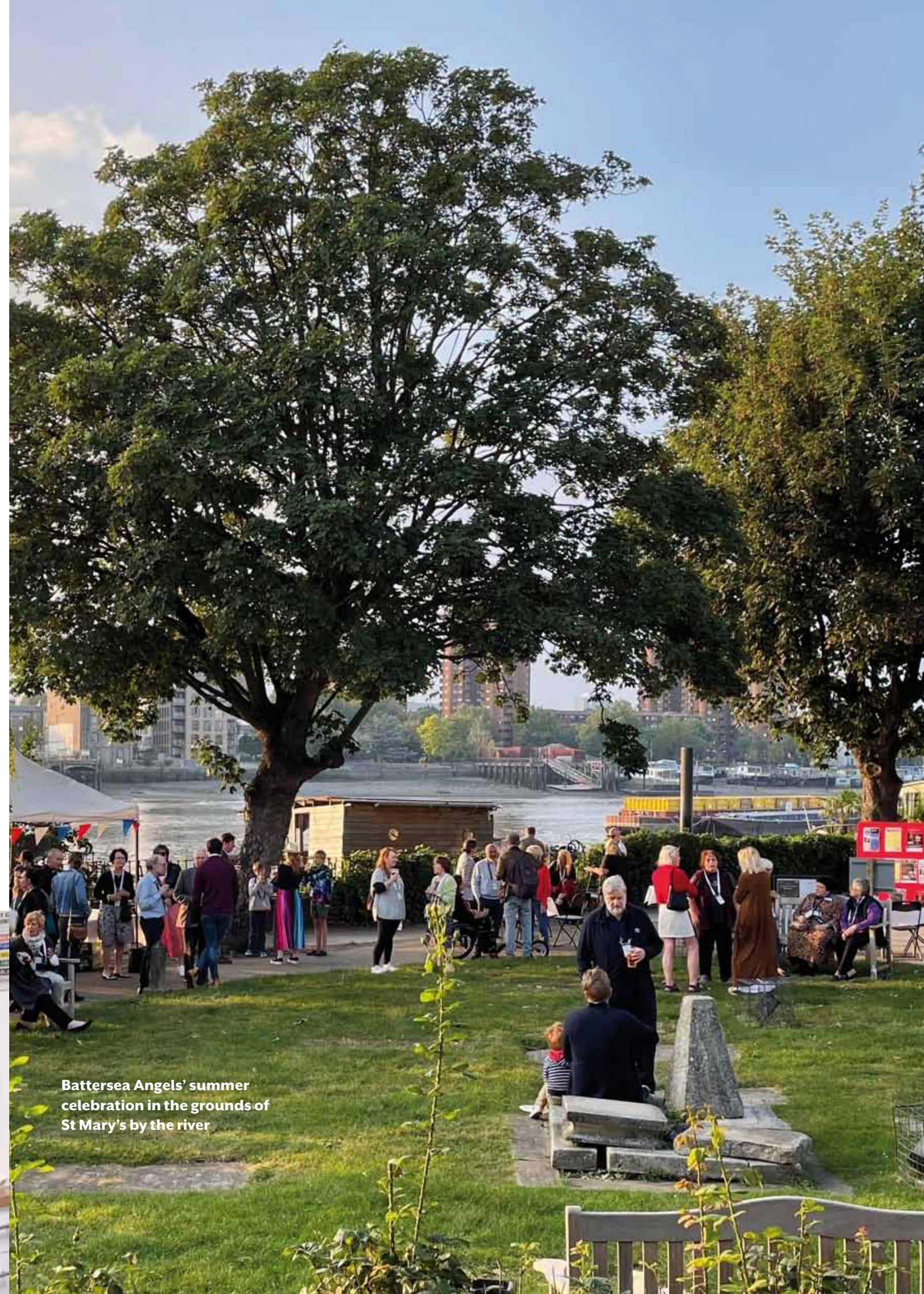
We will continue to focus our efforts on securing the financial

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. We continue to be blown away by people's generosity with our emergency Covid Appeal and Spring Steps Challenges, and through fundraising campaigns like the Big Give (supported by the Childhood Trust, Francis Holland School and the Topinambour Trust). Thank you again to each and every one who supports us.

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.

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

## Cooking up a treat this summer



Battersea Angels' summer celebration in the grounds of St Mary's by the river





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

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and a company limited by guarantee no. 3814833

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