

# KATHERINE LOW SETTLEMENT

BRINGING BATTERSEA TOGETHER SINCE 1924

**ANNUAL REVIEW 2021/22**



# 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 or [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.

With a few staff and a lot of volunteers, we run a range of our own community services to support children, young people and families, older people and refugee communities.

We also campaign for social change. In addition we incubate and support other charities and social businesses to thrive. so that as partners, we can meet the diverse needs of the

communities of Wandsworth.

In addition to these direct services, we are a local hub for other charities. Each week we work with 28+ charities and community groups supporting more than 1,000 people.

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

**KLS staff together again**



# The Chair's report



It gives me great pleasure to introduce our Annual Review of the year 2021 – 2022.

This year marks the end of our last five-year strategy and the start of our next, a period which will (God willing) see us celebrate one hundred years of serving our local community, in 2024, our centenary year.

This report therefore looks back at all that has been achieved by our remarkable team, as well as looking forward and considering with humility how much there is still to 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.

We have been through a great deal together throughout the pandemic. Now, just as we had hoped we were returning to normality, the very real economic challenges ahead mean that the work of KLS is more important than ever.

Thank you to our trustees, members of staff, volunteers, partners and donors who make it all possible.

Thank you most of all to our members, our elders, young people, newly arrived families and other local residents, who are the reason for our existence.

If you don't know KLS, or have been out of touch for a while, do please drop in to see us. You may be sure of a warm welcome.

**Ben Thomas**



# KLS 5-year strategy

**T**his has been the fifth (and final) year of our current 5-year strategy, carried out in exceptional times. This annual review looks back on what we have achieved over the last year, particularly in the light of the Covid-19 pandemic.

Our 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 rôle. But we can do more. During our next five years, we will boost our membership, increase communications, strengthen

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

The following report gives more details about what we have achieved over the last year.

## Priorities for change

**I**n 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.





# Covid-19 pandemic's impact on Katherine Low Settlement

**A**s the Covid restrictions have eased over this year we have been able to resume our face-to-face community services, whilst keeping some of the online and telephone support going to reach the most vulnerable in our community.

Our key objectives this year have been to reconnect and recover after Covid. We have been encouraging our members to come back to the centre to see old friends and make new ones, and to reconnect with our face-to-face community services. Our members have told us that the lockdowns have taken their toll but life is now improving post Covid, though some are still fearful of the situation.

Thank you to all our supporters who have helped us through this last year. We continue to be humbled and blessed by the support and love you give to us. It is only by working together that we can continue to support more local residents and communities in Battersea. Thank you.

## Find out more

We have been documenting the last year through the news blog on our website (150 posts from March 2021 to April 2022), our regular e-news, social media channels and our Annual Review. Do read these for a more in-depth view.

## case study **Job done! End of the road for Wandsworth Covid Food Providers Group**

Aaron, our Director, chaired the Wandsworth Covid Food Providers Group, part of the Wandsworth Food Partnership, for 18+ months. It was made up of 40+ local charities, community and faith groups and the Council, who together supported thousands of local residents with food and assistance during the Coronavirus pandemic. Here Aaron discusses why the group is no longer needed and why that's a sign of success.

'Members of the Wandsworth Covid Food Providers Group met recently and decided that the group had run its course.

Attendance had been declining in recent months as Covid restrictions eased. It was set up specifically, during the first lockdown, to coordinate food support for local residents and we have achieved that aim. Thousands of local people were supported. My congratulations to you all.

As it currently stands most local people are able to access the food they need and many local community organisations have food to distribute. This group felt that we did not need to meet to coordinate things anymore. But

we all recognised the importance of meeting regularly, networking and sharing information about each other's services. There are other existing networks like the Wandsworth Food Partnership, Wandsworth Council and Voluntary and Community Sector meetings and the 'Wandsworth Voluntary Sector Coordination Group' to enable this to happen.

We did leave the door open to reconvene this group should the need arise. In the meantime, best of luck with everything and thanks again'.

## case study **Thank you, Coronavirus Angels!**

We recently threw a 'thank you' party, on the riverfront by St Mary's Church in Battersea, to thank everyone who volunteered with the Battersea Coronavirus Angels.

From Day One we had always wanted to thank the 450 volunteers, who had completed 1000's of missions we undertook during the pandemic. Friday night was a fitting way to do that. We had lots to eat, listened to some great music, got a great goodie bag donated by Battersea Power Station, and importantly, got to spend time with one another in person (not over Zoom) to celebrate our achievements and simply catch up!

The Battersea Coronavirus Angels was simply a place where people in the local area could volunteer to help other local residents 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 matched people together, with certain safeguards to protect both the person in need and the volunteer.

As David B, one of lead Angels organisers said, '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...

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!'

Rev. Simon Butler said of the Angels, 'We have had such a strong response that it tells us something about the kindness

that exists across our communities and the way in which churches, community groups, charities and individuals of goodwill can come together when strong links are built in partnership

across the rich diversity we see in Battersea.'

The incredible effort by everyone involved with the Angels is to be highly commended.

A very BIG thank you to all our Angels.



## case study **KLS supporting the NHS throughout the pandemic**



We have been keen to support the NHS throughout the pandemic. They have done a truly amazing job and we felt we could do more to support them. We became a local distribution centre of Covid lateral flow tests and supplied thousands of tests to local residents.

We hosted a pop-up Covid Vaccination Centre at KLS, every Wednesday throughout March and April, which saw 100+ local people get their 1st, 2nd, 3rd dose or booster dose of the COVID-19 vaccination.

We hosted several talks by GPs

and other health professionals about the Covid vaccination, addressing concerns amongst our elders, adult students and young people around topics ranging from allergies and blood clots to booster jabs, how it might affect pregnancy, and microchipping.

We also developed an information film in Somali by some of our English language students to promote the efficacy of the Covid vaccine. This was shared widely in the local community on social media. Both of these initiatives resulted in more local people getting the vaccine.

# Achievements in 2021/22

## Upgrade our facilities

**A**s we reported last year, any capital funding available was diverted to support Covid-related community services. The trustees put our capital development work on hold so that we could focus our efforts on supporting local people through the crisis. We have continued to make minor upgrades to our facilities. In developing our new 5-year strategy (published in October 2022) the trustees are considering what do with 108 Battersea High Street and our need for more space, in light of the worsening economic situation. We will share this detail in October.

As the Covid restrictions eased in April 2021 we have

welcomed back community groups, charities and social businesses who use our community rooms and offices.

Pre-Covid, 43 other charities and social enterprises regularly used our space. This reduced significantly to just 17 groups in April 2021, as some closed, others delivered their services in other ways, and for some it was not financially viable to return. It has been a real shame to have lost so many of our friends in this way, but new groups are joining us. We're now up to 28 groups regularly using our space, and are working hard to increase this. There has been an obvious impact on our finances due to the loss of this rental income.

## 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.*

*To hire a room, please contact:*

**Tony Hersey**  
Room bookings  
**Katherine Low Settlement**  
**020 7223 2845**

**tony@klsettlement.org.uk**  
**108 Battersea High Street**  
**London SW11 3HP**



## Increase reach

**W**e transformed our services in response to the Covid lockdowns to reach our existing members. We were able to support many new ones too. As the restrictions eased we were able to recommence our face to face community services. This started in small bubbles, socially distanced, with PPE and masks. As the Covid rules have relaxed we have been able to increase group sizes, frequency of sessions, and for sessions to run in tandem in the building (rather than isolating people and groups). We have been ever mindful of our most vulnerable members and continue to support them. By Spring 2022 KLS was back in full flow. We have loved seeing everyone again and welcoming new members into our fold.

## Assure Quality

**W**e continue to improve our ability to monitor, evaluate and report on our activities, thanks to our Lamplight database. We also use this information to make informed decisions to improve our work in the community. It is used at trustee and senior management meetings, as well as with our members and supporters.

We have continued to support our staff and volunteers. This includes clinical supervision for teams; increased internal communication including e-news and WhatsApp groups; and more regular team and all-organisation meetings. These are a great opportunity to see each other; receive training on issues like data protection, safeguarding, suicide awareness, equalities and racism; share/

learn/support each other; as well as take the time to reconnect and spend time with each other, after meeting on Zoom for more than a year!

Safeguarding continues to be at the forefront of our work. We updated our safeguarding policy and introduced a new digital safeguarding policy; we have made risk assessments; are following government guidance where possible; have re-trained staff and volunteers (as well as many of our families and members) in safeguarding practices; 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. There were no significant safeguarding issues this year.

# ***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 clubs, 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!**



## Enhance Activities

**W**e continued delivering our own direct community services, albeit in an adapted 'virtual' manner (see below), 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 grow and expand their current operations.

We provide a mix of business development support and advice, 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 (and they've supported us too!), including

**CBC Services, Choice Support, English for Action, Free2Be Alliance, Jags Foundation and Sen Talk**

- wound down and closed **Battersea Coronavirus Angels**.

It had successfully served its purpose to support some of our most vulnerable residents through the pandemic

- 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

- supported **Wandsworth Welcomes Refugees** to become an independent charity

- supported **Roots to Change** to set up as a Community Interest Company. Its aim is to better support women and girls affected by domestic violence in Wandsworth

- been an active member of **Wandsworth Voluntary Sector Coordination Project (CVS)**

and **Wandsworth Partnership Group**, including their new research into Wandsworth's charity sector.

### 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 or were an active partner in the following:

- worked with local **NHS** to increase take up of the Covid vaccine in Battersea. We've hosted talks by GPs and other health professionals, we became a pop-up vaccination centre for 8 weeks, we were a Covid testing kit dissemination centre; and we produced an information film in Somali by our ESOL students to promote the efficacy of the Covid vaccine.

**A visit to the Houses of Parliament with our Battersea MP, Marsha de Cordova**





- chaired the **Wandsworth Digital Partnership** of 70+ organisations to address digital exclusion across the borough

- developed a partnership of local refugee support organisations and **Wandsworth Council** to help **Afghan refugees** resettle and more recently those **people fleeing Ukraine**

- participated as a key player in the **Battersea Alliance**, helping our partnership to deliver its strategy, raise funding, deliver community infrastructure services, run community networking events and more

- continued to grow **Battersea Volunteers** which encourages volunteering across Battersea, as part of our continued partnership with the **Battersea Alliance**

- helped establish the **Battersea Jubilee Festival**, which will run throughout 2022

- chaired the **Wandsworth Covid Food Providers Group** of 40+ groups feeding and supporting local residents through the crisis. This has now been wound down and incorporated into the **Wandsworth Food Partnership**

- co-developed a *Worrying about Money?* leaflet and launch event to help people get the financial support and advice they need

- worked with **Wandsworth Council** and key local charities to coordinate a strategic and practical response across the borough in response to Covid

- led the **Battersea Older People Provider Forum** to enable a strategic approach of working

together for the benefit of local elders

- participated in **Locality London's Large Settlements Group**

- served as a Commissioner for the **Wandsworth Equality & Fairness Commission**

### Collaborations with local schools and businesses

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

These include:

- **Schools:** we've continued to develop our partnerships with **Francis Holland School** and **Thomas's Battersea School**. This year we were selected to be **Garden House School's** 'Charity of the Year', which has been amazing. They've run a busy schedule of events, including a concert, an art project and gala in aid of KLS.

- **Careers Fairs:** as part of our new Love to Learn employability project we ran two careers fairs attended by over 15 local businesses. We will be running more this year.

- **Edmiston** (sponsors of Battersea Heliport): have been very supportive this year with a donation towards our work, giving employment advice at our Careers Fairs, and helping to organise and pay for a trip for 15 young people to UK Sailing on the Isle of Wight in May'22.

- **Guts and Glory Fitness** did the ultimate fitness challenge and raised lots of money for our

community work by completing 3 Peaks Challenge earlier this year.

- **Clapham Junction BID:** we've supported their research to improve the immediate area around the station. A placemaking report was published in February 2022, and a further bid for more significant funding made to the Greater London Authority

- **Lavender Hill Clothing:** continue to be very supportive.

- **Conferences and events:** we've spoken at various including **Wandsworth Council's Access to Finance** conference, **Battersea Society's AGM**, and **Battersea Art Centre's Scratch Hub** inaugural virtual coffee morning.



**The Mayor of Wandsworth and Diana Hardman celebrating volunteers in Battersea**



**Christmas tree designed by KLS members and pupils from 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 campaigned with other organisations for these changes:

- Protested against the disastrous **Nationality and Borders Bill** that makes it virtually impossible for people to seek asylum in the UK

- Lobbied and supported **Wandsworth Council** to help resettle people fleeing from **Afghanistan** and more recently **Ukraine**

- Lobbied **Wandsworth Council** to better spend their **Household Support Fund** and **Winter Hardship Fund**

- Held a 'Your Vote Counts' youth hustings, with **Battersea Alliance** and **Battersea Society**, to enable young people to meet and question candidates standing in the local elections (May'22), as well as get them involved in the political process

- Lobbied all political parties standing in the May local elections to pay the **London Living Wage** to all the council's employees and sub-contractors, and become a **Borough of Sanctuary** for refugees, should they be elected.

The new administration has honoured these commitments.

**This event was fantastic. I got so many ideas of what I can do when I finish school. Please organise more events like this!**  
**JABRIL, AGED 15, WHO ATTENDED OUR CAREERS FAIR**

To find out more visit our website [www.klsettlement.org.uk](http://www.klsettlement.org.uk)



## day of action

On 21st March 2022 we hosted a Day of Action to protest against the Nationality and Borders Bill. At 11.30am our local MP, Marsha de Cordova, joined us to speak out against the Bill. We all marched in protest. We displayed orange hearts on the front of our building, with messages about

what it means to be safe, written by our members from refugee backgrounds.

The following day a delegation from KLS met in Westminster Square to protest against the Bill. They were received by our local MP, given a guided tour of the House of Commons and sat in on

the Borders Bill debate. We will continue to protest against this legislation and work in support of Wandsworth as a Borough of Sanctuary.

**Above: KLS stands together with refugees, protesting against the Borders Bill**

## member's story **KLS's first employability fair** for young people a huge success



Nadine, who runs our Homework Clubs, writes about our recent Careers Fair:

'Our Love to Learn and Community Partnerships teams organised our first employability event for young people aged 15 – 22

and it was a huge success! 40 young people took part in a CV writing workshop and then were given the opportunity to meet professionals from a wide

variety of backgrounds. These included, law, local small business owners, the Battersea Power Station recruitment team, NHS, retail, HR, hospitality, finance, art, maritime, as well as CEOs running major companies! They also met specialist career and apprenticeship advisors.

The atmosphere was buzzing with excitement and energy. The young people got so much out of being able to find out what a job entails and the variety of routes there are to different careers. We feel it is important that all young people are given high quality career guidance and information to make informed decisions about their future. Many of those we work with do not have access to good quality careers education,

and are perhaps less likely to have family or friends with the knowledge and connections to offer informed advice and find important opportunities such as work experience.

Our second employability event focused on interview techniques, how to apply for jobs and how to meet professionals from different fields.

We will continue these employability workshops next year.

A big thank you to all the wonderful volunteers that supported these events!

## case study **'Your Vote Counts' youth hustings**

Carol Rahn, from the Battersea Society (and a KLS volunteer), has written about her experience of the Your Vote Counts event that we ran together.

'On 5 April, Caius House played host to a local election event aimed specifically at younger voters in Battersea. Jointly sponsored by Caius House Youth Centre, Katherine Low Settlement, the Battersea Alliance and the Battersea Society, the event featured a "Question Time" style format with local candidates from the Conservative Party, Green Party, Labour Party and the Liberal Democrats.

In a twist designed to give younger voters the opportunity to interact with the candidates, this was preceded by a buffet lunch where everyone had the chance

to mingle and talk with everyone else.

Every party took part and most sent at least two candidates to participate in this part of the programme, where this writer overheard conversations about jobs, the environment and how local government works. Young people no longer learn about government in school and for many the political process at all levels is unknown territory.

Housing proved to be the hot topic in the panel discussion, as were questions about what would be done to address the crisis in mental health among young people, what was being done for disadvantaged families and would the party make Wandsworth an accredited London Living Wage employer.



Thanks to a feedback form triggered by a QR code on participants' smartphones, we know the event was well appreciated by the young people who were there, but the turnout was disappointing. One takeaway was that if we are going to engage this generation in the local political process, this can't be something that only happens at election time.'

# KLS direct services in 2021/22

## Katherine Low Settlement's work with elders

**W**e 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.

### Profile of our members:

- 72% female, 28% male
- Ages range from 58 to 97
- Our members represent 18 different nationalities: 55% are White British, 35% are Black British, 5% are Asian, 5% are from other backgrounds.
- 60% have health conditions that limit their daily activities including terminal cancer, dementia (just over 25%), bladder conditions, stroke, diabetes, sight issues and various heart issues.

● 40% report mental health conditions including depression, anxiety, eating disorders, personality disorders, complex post-traumatic stress disorder and psychosis.

● 10% provide unpaid care for someone, including adult children, grandchildren, a close friend or partner.

### Feedback from our members is vital

This year we supported 203 older people. We were deeply saddened to lose more than 30 of our members to Covid and other health-related issues. It has been a comfort to welcome new people into the KLS family.

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 enjoy. As well as informal feedback sessions held throughout the year and participatory evaluations, once a year we conduct a formal Annual Impact Survey. The results are shown below.

Our key objectives this year have been to reconnect and recover after Covid. We have been encouraging our older

members to come back to the centre to see each other again. Our activities have been focused on improving fitness, flexibility, balance and confidence – to reduce the risk of falls and encourage independent living. Our members have told us that the lockdowns have taken their toll but life is now improving post Covid, though some are still fearful of the situation.

We have abbreviated our Annual Impact Survey to improve the response rate. We conducted a Participative Needs Assessment and are collecting more qualitative evidence of the difference we make from volunteer and staff observations as well as case studies. We will review this approach over the coming year.

### KLS Elders service

We run up to 25 sessions each week that local elders can get involved with, across three main areas of support.

At its core our Elders service continues to offer a Lunch Club, exercise and social activities, as well as outreach support and advocacy for our most frail and housebound.

## annual impact survey KLS Elders

When asked about their experience members reported

**I feel less isolated**  
88%  
(90% last year)

**I feel more confident**  
88%  
(89% last year)

**I enjoy the social interaction at KLS**  
90%  
(89% last year)

**I participate in activities I enjoy**  
92%  
(89% last year)

**I feel I have a wider social network**  
86%  
(64% last year)



## **case study** **D appreciated** **practical help** **from KLS**

D, a Tech Together learner, was supporting a close friend with dementia with a housing repair problem. The council were not responding to her phonecalls. During a home visit Chris (our digital support worker) taught her how to search for the estate manager's email address and contact them online on her new tablet (an Age UK tablet loan arranged by Chris). She heard back within a couple of days and the repairs were booked!

As a result, an elderly person with a degenerative disease is living in improved circumstances.

'The good news is that the doors arrived this morning. The work is going to be done in two weeks. The Occupational Therapy people rang me today and a lot of positive things are happening. Please keep on helping us because you are wonderful.'

**I like that it's  
made for me and I  
don't have to wash  
up. It's so relaxing  
and social.**

**GORDON, ONE OF  
OUR LUNCH CLUB MEMBERS**



**I've made new friends  
and it gets me out!**

**JANE, ONE OF OUR MEMBERS**

**The menu is  
always interesting  
and varied.**

**CHRIS, LUNCH CLUB MEMBER**





**Celebrating with friends over lunch**

In April 2022 we ran a pilot wellbeing project, to encourage elders who had lost confidence during lockdown to attend community led activities. The sessions were

a weekly 2-hour session over 5 weeks that were then repeated with a new cohort. These included short talks on improving their health and wellbeing, healthy refreshments and an exercise session. They proved to be a great success and encouraged many people to get out of their homes and back into the centre.

### Exercise

Exercise classes continued including Chair Exercise, Chair Dance, Dance for Life and a new Beginners Gentle T'ai Chi class. Members attending the classes reported improvements in their fitness levels, balance and flexibility across all classes compared to the previous year during Covid. *See Table 2 below.* We ran a Parkinson's Dance pilot for members who had Parkinson's or other neurological conditions. It was an opportunity to meet and exercise in a mutually supportive

group. When the pilot ended these members were then encouraged to attend other classes.

### Lunch Club

We reinstated our Lunch Club and these ran on Wednesdays and Thursdays. Our new cook Valentina Di Giovanni joined us in January 2022. A new menu has been created by her with our members, which includes regular favourites plus new tasty editions.

### Social Activities

Opportunities to socialise, build friendships and widen support networks continue to be central to our Elders work. We have had several themed parties, including Christmas activities, film clubs, outings to see local shows (some of our members acted in a show at Battersea Arts Centre), wellbeing events, talks and socials.

### Outreach Support and Advocacy

We provide one-off and short-term support and advocacy to frailer elders to deal with issues such as housing, health and finances. Some examples include:

- **helping** an elder who had serious health issues, including not being able to speak, by advocating for his needs at

medical appointments with specialists, with housing officers and with his family

- **helping** an elder move their bedroom down to their living room, as it was no longer safe for them to use the stairs

- **supporting** an elder who was in debt and at serious risk of losing their housing to get debt and legal advice.

We 'refer on' about 15% of our elders to specialist partners, including food bank, benefits advice, social services for care plans, mental health support and housing support.

Our 'Fone Friends' telephone befriending service, that we set up during the first lockdown, continues. We have a core of 10 volunteers who continue to offer telephone friendship to our most vulnerable elders.

We co-ordinate the Battersea Elders Forum. This is an opportunity for various older people agencies and stakeholders to meet, share ideas and plan activities for engaging more older people in Battersea. We're also active members of Wandsworth Older People's Forum and Wandsworth Council's VCS Older People Preventive Services network.

### Age Well Battersea

In 2020 we were commissioned by Wandsworth Council to set up and run a new Age Well

## annual fitness survey KLS Elders

When asked about their fitness and exercise, members reported:

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

**88% improved**  
(50% last year)

**My level of fitness has improved:**

**86% improved**  
(54% last year)

**My balance has improved:**

**84% improved**  
(56 % last year)

**My flexibility has improved:**

**84% improved**  
(38 % last year)

**My overall strength has improved:**

**86% improved**  
(64 % last year)

# “It’s good to see the group growing day by day.”

**MARTIN, LGBTQ+ CLUB MEMBER**

service for older people in Battersea. As of March 2022, we had 101 Age Well members.

Sessions have included: drawing classes, socials, photo walking groups, storytelling classes, a pilot Men's Social group, wellbeing sessions with Talk Wandsworth, partnership work with the National Trust (575 Wandsworth Road), reminiscence and educational activities including art therapy, mixed media events and an intergenerational art project with KLS' Love to Learn team and their Young Ambassadors. The Age Well service was externally evaluated in early 2022 and received very positive feedback.

For example, one of our Age Well members told us, ‘... and the people are coming together, and it lifts their mood and makes them feel better to do things together, and to help each other ... because we support each other in these hard times when we are so isolated.’

So it’s an amazing thing that these Zoom sessions improve a lot our lives, improve the mood of the people.’

## LGBTQ+ Club

At the request of our members we set up a new LGBTQ+ club, which aims to create a safe and open space for the older LGBTQ+ community in Battersea. This helps

local people to develop new friendships and connections between different age groups, as well as to share experiences and understand the strengths and challenges of the LGBTQ+ community.

The group started with just a handful of members in November 2021, and has continued to grow. Activities included our first Pride Talk with Peter Tatchell, visits to cultural spaces, meetings at LGBTQ+ bars, social activities, and historical trips.

## Photo-Walks

Photo-Walks created an opportunity to move and exercise while appreciating the world around us through digital and analogue photography. Members are welcome to bring their phones or cameras to capture their favourite subjects. The walks started at the beginning of November 2021 and have included trips to Battersea Park, Battersea Power Station, Kings Road, and along the River Thames.

## Friendship Circles

Members are now being encouraged to develop friendship circles on a Friday. These are small, informal groups where they build their confidence by meeting, taking walks and doing fun activities together. For example, two members have done some local walks, each time going that bit further to build up their physical strength. They’ve also gone to a jazz club together.

## Tech Up Battersea

Tech Up Battersea is a new service that supports local elders live more digital and independent lives. The project helps older people to:

- **access digital:** buying/borrowing/accessing the most appropriate digital devices, products and IT services
- **connect digital:** connecting to the internet and digital services that are affordable and appropriate
- **acquire digital:** learning digital skills and developing the confidence to lead a digital life.

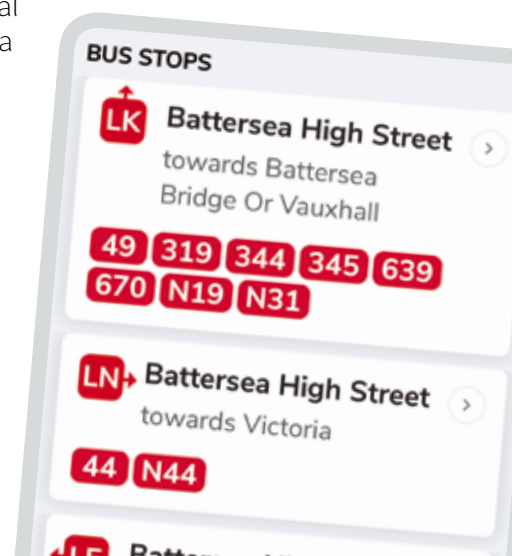
Over the last year Tech Together has supported 101 elders, through a mix of training, group and 1-2-1 support, home visits, drop-in sessions, tablet lending library, advice and signposting to other digital support organisations. 23% of those we’ve helped are men and 67% are women, with an average age of 68 (age range 62 – 90).

We’ve run weekly Tech Together sessions. These focused on basic online skills mainly using mobile devices. Many members own a device but are unsure how it functions. They feel overwhelmed by the number of features.

Sessions included smart phone basics, understanding mobile data, how to set up an email account, making video (Zoom/FaceTime) calls, joining a WhatsApp group, online banking, getting the best out of an online GP consultation, shopping online, scams awareness and using apps, such as the Citymapper app, a useful tool for using London transport



**Behind the scenes at Battersea Power Station**







**Above: A game helps to build tech confidence**

and general navigation. A member told us, 'The app shows me how long it takes to get home, and when the bus is due. It's brilliant.'

Members were supported to register and use digital e-learning platform 'Learn My Way' at home. It's been a useful tool for our members to learn how to use their digital devices and apps in their own time. This supplements the learning and support they get when they come into the centre.

We registered as a UK Online Centre, and have access to a national network of charities

and organisations doing similar digital inclusion work. We also joined the Connect Up Community which is focused on sharing knowledge and resources for older people. We registered with Vodafone for free sim cards with unlimited calls and texts and 20GB of data to pass to our members. This has been invaluable for our members, particularly as the cost of living increases.

**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 contact our partner, Power to Connect [www.powertoconnect.co.uk](http://www.powertoconnect.co.uk)**  
**Thank you.**

## case study Mrs L gaining confidence



Mrs L, aged 77, lives with her son. She found lockdown hard. She was scared to go out in case she caught Covid. Unsurprisingly her mobility had worsened. When she did once try to go out, she panicked as someone walked towards her and fell. She lacked confidence and felt she had to wait for her next hospital appointments before trying anything. Mrs L needed lots of prompts and encouragement to attend.

After speaking with Kerry (our Age Well worker) and lots of one-to-one support (including telephone befriending) she agreed about the importance of living in the moment and not putting her life on hold. Kerry helped her to

set small targets, such as going into the garden, taking a few steps. Now her confidence has increased, she is gardening again and even took part in KLS' Spring Steps challenge.

Along with her son, Mrs L was taught how to use Zoom. And it has been transformative. Mrs L attends all the zoom sessions regularly. She's Zooming family members abroad.

She told us, 'The calls and Zoom are my lifeline. This has changed my life! Thank you for telling me to live in the minute while I'm in it! And stop waiting for hospital appointments. I'm no longer waiting and stressed. I'm living! I've been sunbathing, gardening and I am no longer depressed! My son says he has a new mum!'

**I was invited to a parent workshop by a friend because she knew I was struggling to deal with my son's mental health. My child needs assistance and support, which is what the lady at the workshop was talking about. His school is not very supportive and CAMHS are reluctant to assist my son.**

**FEEDBACK FROM A PARENT WORKSHOP**

## Katherine Low Settlement's work with refugee and newly-arrived communities

**K**L work with refugee and newly-arrived communities in a variety of ways including our **Love to Learn** and **Adult Education** (including ESOL) programmes.

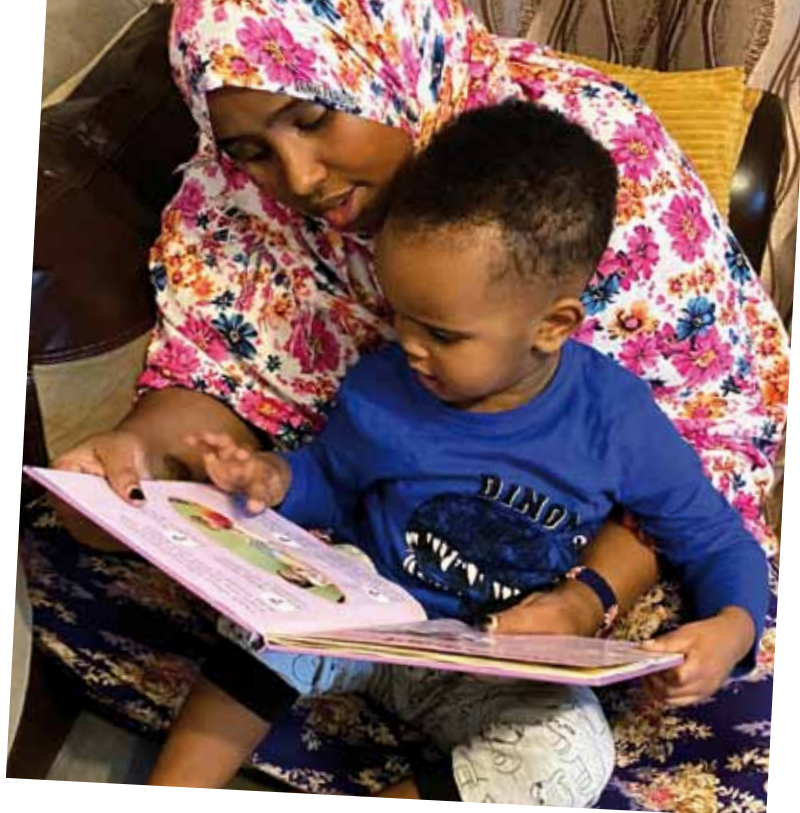
### Love to Learn

Our Love to Learn education programme makes a real difference to the lives of children and their families from refugee backgrounds, in Battersea and the wider Wandsworth community. We broaden educational experiences, improve educational outcomes and confidence, and support aspirations.

Young people from refugee backgrounds are struggling academically, have behavioural issues in school, and find it difficult to achieve mental health and wellbeing. For various reasons there is a lack of support at home and in school. Our team provides a range of educational services and wellbeing support including advocacy and advice, homework support through learning mentors and homework 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.

This year we supported 340 young people, aged 5 – 21, from 14 different countries of origin such as Somalia, Afghanistan and Eritrea.

Our team offers the following education and wellbeing support:



### Homework & Activities Clubs

These run weekly, during term-time and the holidays, supporting 150 refugee young people. The clubs aim to improve their confidence, develop their social skills, independence and resilience, support their mental health and wellbeing, raise their aspirations and engage positively with learning. They include:

#### Junior Homework Club (aged 5 – 11) and Senior Homework Club (aged 11 – 14)

These two clubs are now running face to face again, after a year of being online. The 48 children are split into two groups and come in on alternate weeks to enable us to provide more intensive support with homework, social skills and confidence. Each young person receives one-to-one support with their homework from volunteers and staff and then the opportunity to take part in various fun activities such as drama, music, art, sport, dance and more. These teach new skills, increasing their

confidence, improving their wellbeing and developing their social skills.

**“Thank you so much for helping M to engage with literacy, as well as keeping on top of her health and supporting mum! You guys are angels.”**

**FEEDBACK FROM A  
LOCAL SECONDARY  
SCHOOL TEACHER**



### **GCSE Study Groups (aged 14 – 16)**

These study groups run both online and in person, twice a week, during the term. They offer intensive support for 47 young people by staff and teacher volunteers with English, maths and science, study skills and exam practice, in the two years leading up to their GCSEs.

For example, L went from a level 3 to a level 7 in English in the space of 5 months with help from the study group. This will enable her to go on and do A-Levels.



### **Youth Club (aged 16 – 21)**

The Youth Club runs on Monday evenings supporting 49 young people with homework, learning English, getting advice and support, preparing for employment, improving their wellbeing, making new friends and developing a wider social and support network.

### **Holiday Clubs (for 5 – 21s)**

During the summer holidays we run an intensive programme of 40 activities over 4 weeks, in local parks and Trinity playing fields, as well as at KLS. We offer sports, arts and crafts, music, drama and wellbeing workshops, for 206 refugee young people.

### **Learning Mentors**

A team of 44 trained volunteer Learning Mentors are paired with a refugee young person to help their education, homework and study skills after school, for an hour a week, online or in a local community space. This enables the young people to engage positively with their learning, improves their confidence, develops their ability to have trusting relationships, builds better knowledge and understanding of the education pathways available to them and raises their aspirations.

### **Support services**

**‘The work you are doing will really support the students and parents in overcoming some of their current challenges. Both students are engaging well at school and making good progress. Your work is greatly appreciated.’**

**Assistant Headteacher of a local school**

### **Casework team**

Underpinning all of our clubs and mentors is our casework team which provides free, confidential and impartial advice, information and advocacy. We helped 111 refugee families access education, thrive in education and increase their knowledge and ability to navigate the UK’s education system. We help with liaising with schools, applying for school places, exclusions, Team Around the Child meetings, referrals to welfare benefits/debt/housing advice, obtaining support for pupils with special needs and many other education issues.

**‘This email is long overdue. I would like to take the opportunity to thank you for all your support regarding my daughter and her education. I’m so grateful that you were able to take this case and support my daughter through very challenging and difficult times with the local authority. It was a wonderful feeling to know there was somebody like you to advocate for my daughter.**

**She has settled in very well at college. She has given her very best when it has come to her education and also other areas ... Once again from me and my daughter thank you very much for all you have done. I wish you the very best and a safe, bright and prosperous future.’**  
**Feedback from M about the support we’ve given to her and daughter**

### **Family education workshops**

We run monthly family education workshops for 78 Love to Learn and ESOL parents to enable them to manage their own and their family issues effectively, improve their mental health and wellbeing and increase their confidence to seek support from other services if needed. Topics this year, asked for by parents, included Covid vaccine, coping with stress, parenting teenagers and supporting children through assessments and exams, post-16 education options and managing energy bills.





*I really loved everything we done this summer especially the sports. Thank you very much.*

**HOMework CLUB CHILD**



*I don't know how to say thanks to you. It was very nice time for me and for everyone. This also a nice memory.*

**YOUTH CLUB YOUNG PERSON**



*I am happy with everything, Love 2 Learn is like my family.*

**L2L PARENT**

**It's about parents getting information and empowering them with confidence and self-esteem. It's given parents a place to go with a friendly face. It makes you feel connected – sharing information and concerns, getting to know each other and helping. I try my best to pass on the information, send it to others.**

**FEEDBACK FROM A PARENT  
AT ONE OF OUR MONTHLY  
WORKSHOPS**

#### The difference we make

- 69% of young people always engage with their learning at Love to Learn Clubs.
- 70% of young people who attend homework club display high levels of wellbeing (based on scoring themselves on 5 areas of daily life).
- 69% display high levels of confidence (based on scoring themselves on 7 areas of daily life).

#### Post-16-year-olds

- 67% of post-16 young people feel they have the knowledge and skills to apply for and go on to further study in the UK.
- 80% feel they have the skills to live independently.

- 67% know how to prepare for a job interview.
- 53% know what steps to take to search for a job.
- 87% of post-16 young people display high levels of wellbeing.
- 80% showed high levels of confidence.

#### Casework results

- 67% of family casework was fully resolved.
- 89% of families scored fully satisfied with our casework service.
- 93% of Unaccompanied Asylum-Seeking Children casework was fully resolved.
- 100% of Unaccompanied Asylum-Seeking Children scored our casework 5 (fully satisfied).

#### Enjoying the summer





## 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 (2021/22) our ESOL programme has delivered 9 courses designed to teach students with different levels of English (funded by the National Lottery Community Fund and Wandsworth Lifelong Learning).

### Numbers of students

- 105 individuals enrolled at the beginning of the academic year.
- 90 of the original autumn enrolments were still enrolled at the end of the academic year (86% retention rate).
- 27 new students joined a multi-level 'Waiting List' group in January 2022.

Once our courses are full, we refer people to other providers, such as South Thames College, English for Action and Wandsworth Council. During the academic year, we begin to offer people still on the waiting list one lesson a week, focusing on English conversation, to help them progress while they are waiting. We could enrol more students in our ESOL classes from the beginning if we had the resources. We do have a study place for any student who wishes to study Maths and presently 30 students a year can study IT.



### Student Progression

- 99 students intend to progress/return in September 2022.

Of those moving on from KLS:

- 3 moved on to full-time employment from February 2022
- 7 students moved into part-time employment from December 2021
- one student returned to Spain to take up career as a Primary School teacher, having gained the necessary English qualifications
- one student returned to Argentina to work as a professional tango dancer
- one student gained work experience at Thomas's Battersea school in the sector she wishes to enter
- one student returned as a volunteer teacher and gained the necessary experience to gain an apprentice position in a Wandsworth Primary school.

Students undertook 87 exams (Entry 1, 2, 3, Level 1 English SFL; E2, E3, L1, L2 Functional skills Maths). Of these:

- 83 exams were passed
- 4 were failed
- and two could not be completed.

## New extra-curricular activities and opportunities

This year we were able to offer a range of activities for body and mind, furthering the KLS holistic approach. Following two years of Covid disruption and bearing in mind the research that is being published on the effects of the pandemic on health as a whole, this was the right moment to introduce new extra-curricular activities. This enables our students to apply their English from the classroom in the real world, whilst learning new skills, trying new activities and building confidence. This coincided with many new volunteers coming forward, who have been able to help us deliver these. We have been able to offer:

- **Crochet, Knitting and Mixed Media Art:** 4-6 week courses for up to 10 students
- **Machine sewing:** rolling course for up to 10 students
- **Yoga:** rolling course for up to 20 students
- **'Keep Fit':** rolling courses for up to 20 female-only students
- **Book Group:** rolling course for up to 10 students
- **Discover London:** currently with 11 volunteers.



**Everything is going well. The teachers are kind. My daughter is taken care of in the crèche when I study. When come to classes, I learn something new every time.**

**E2 STUDENT, JULY 2022**

**I don't have any friends in the UK, and I have been here for five years. I started classes four weeks ago, but I already have new friends I can talk to and share my problems. I am so happy.**

**E3/L1 STUDENT, OCT 2021**



## ESOL Volunteers

We have had a lot of new people volunteering for us this year. By the end of the academic year 2021-22, we have a record 33 volunteers in our ESOL team. The skills they bring break down into 4 categories:

- **10 Classroom Teaching Assistants working with small groups or 1:1 to support the class teacher**

- **6 Teachers working in teams teaching a 2 hour ESOL class each week**

- **6 Extra-Curricular Teaching leads for yoga, fitness, sewing, knitting, crochet and art**

- **11 Discover London volunteers, each paired 1:1 with a student visiting different places in London.**

In October 2021 we employed Kathryn as our ESOL Volunteer Coordinator and Administrator. Kathryn has been a volunteer with the ESOL programme for 3 years now and with her administration background was a perfect fit both to organise all volunteers for the new projects and understand the volunteer journey.

### Qualifications

Student-centred education is at the core of the ESOL programme. Students know that they will be listened to and their ideas, suggestions and improvements will be incorporated into our work.

As part of their courses, all students complete course evaluations at the end of every term so that we can monitor how everything is going. One of the things that has come out of evaluations in recent years is that the students are more interested in language

progression than in formal qualifications.

For this reason we extended our offer to include a programme of extra-curricular activities. We are steering the focus of our education programme away from exam results being the main measure of success.

Having said that, we still entered 45 students for exams with 87 assessments taken in total. Only 4 failed their exams. Of those 4, each of them had been advised by their teachers that they might not be ready, but the students had wanted to try. With this approach, we keep stress levels to a minimum in a body of students for whom life is already stressful.

### Partnerships

This year we examined how many other agencies we work with in order to better the outcomes for students. Below is by no means an exhaustive list, but a good indication of how the holistic approach at KLS functions:

- **National Literacy scheme:** Upskilling crèche workers to work with local families

- **South Thames College:** Pilot Employability course, preparing our students for the world of work

- **SW Leap:** Training students in energy efficiency, knowing that the energy price rise in April and October 2022 are significant

- **Citizens Advice Wandsworth:** Benefits and general advice

- **South West London Law Centre:** Legal advice and advocacy

- **Twin UK:** Referring and training volunteers in teaching skills

- **Wandsworth Social Services:** Referring vulnerable adults for classes; homeless support for young families

- **Kingston University:** Graphic design project for promoting our courses.

**Watch this short film:**  
<https://youtu.be/GgY13-MS6wc>

- **Battersea Power Station:** Making connections to get work/work experience for students

- **Thomas's Battersea school:** Work experience in the catering department

- **NHS Covid vaccination programme:** Through a thorough education programme delivered by all our tutors, we managed to have a 95% Covid vaccination uptake rate amongst our student cohort.

Our own **Love to Learn** team also support ESOL students and their families with advocacy in the educational system.

**Watch this short film our students made:** <https://youtu.be/KiAiIO0f5G4>

This was shared on social media and via Wandsworth Council and Wandsworth NHS to encourage local residents to have the vaccine.



## member's story

### R K discovers London

RK came to us nearly 70 years old, having retired in her home country of Latvia, now living with her daughter in Battersea, helping to raise her grandchildren. She was very nervous before she came to us, believing her daughter's words that she was 'terrible' at English. She has now been with us for five years and is in the highest level class and her confidence is palpable. However she has no opportunity to speak English outside of the classroom.

RK recently joined our Discover London project and this has transformed her experience.

During her 1 to 1 Individual Learning Plan (ILP) meeting in June, this is what she said 'Thank you so much for Discover London – it is fantastic! I went with my volunteer Jill to Covent Garden and I saw so many different places.

Even better than that, we were together for four hours and I had to talk English for the whole four hours. When I made a mistake, she corrected me – It was so good for me.

Thank you, thank you.'



## case study AK becomes a teaching assistant



AK really wanted to work in a school as a Teaching Assistant. We helped her to apply to South Thames College to study on their teaching assistant course, where she flourished, rising to the challenges of writing detailed reports in English.

AK was keen to thank KLS, so returned to teach a beginners crochet course to 8 students who each completed a small purse. AK gained a lot of confidence teaching others and went on

to get an apprenticeship at a Wandsworth nursery, working in the sector she loves.

'I have to say I really appreciate all the help that KLS gave to me because one of the reasons (I got this job) is KLS help. I always will be happy to help you if I can. And I love my job working with children!'



Students admiring their contribution to the Battersea Mural, part of the Battersea Jubilee Festival



# Director's Report

Aaron Barbour

**A**fter all the lockdowns and Covid restrictions we have needed time to recover and reconnect with everyone. And we have loved seeing everyone again in person, in real life. It's fantastic. After all, it's what we specialise in. Yes, we can and did support thousands of local people online and over the phone and on their door step and yes, in a safe and socially distanced way, but we much prefer seeing people in real life. It's the depth of connections that is so important for us. As Aristotle said, 'friendship is a slow ripening fruit'. Our personal connections unfold over time. We build relationships most by being with one another face-to-face, helping, sharing and reciprocating.

This year and last we have had to support each other through hard times. As these have lessened, and we've been able to return to our daily lives again, we've helped one another to relearn how to be together again. Yes, we've mourned and said goodbye to too many of our members. But we're healing and it helps to welcome many new friends into the KLS family.

There are also our friends who so generously help us with their time and money. They have remained true for which we are ever thankful.

This has been the fifth (and final) year of our current 5-year strategy, carried out in exceptional times. We have certainly risen to the challenges. We've met the increasing demands, needs and difficulties in Battersea and the wider Wandsworth community. We've strengthened our relationships and networks with other local charities, Wandsworth Council, businesses and schools. This is enriching our daily work and strengthening the social web of support that is so needed in our community.

As we look ahead to this new year, there are dark clouds on the horizon yet again. The alarming rise in the cost of living and hardships that will certainly follow; new refugees arriving into our community, particularly those fleeing wars in Ukraine and Afghanistan; a possible resurgence in Covid over the winter; and the long-term impacts of the Covid restrictions and lockdowns on education, health and prosperity, which will take years to be truly

manifested and resolved.

However, we are ever optimistic. We have a new King and Prime Minister, and at a local level a new Council administration to work with, as well as all of our existing partners and friends.

We will continue to seek out the opportunities, deepen our relationships and work together to benefit all peoples and communities in Battersea and beyond.



# 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.

If you're interested in volunteering do come in for a chat, call us on 020 7223 2845 or fill in the 'Volunteer Application Form' on our website: [www.klsettlement.org.uk/volunteer](http://www.klsettlement.org.uk/volunteer)

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

Volunteering is also massively important for our local community in Battersea.

## Battersea Volunteers

KLS is currently hosting Battersea Volunteers, run by Diana Hardman, on behalf of the Battersea Alliance. Diana is working with local residents to become volunteers, and local community organisations to develop and expand volunteering across Battersea. Do contact Diana on [diana@klsettlement.org.uk](mailto:diana@klsettlement.org.uk) if you'd like her help.

## 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)

## Trustee Week 2021: An interview with KLS trustee Sarah Swash

Tell us about Katherine Low Settlement and its work.



Katherine Low Settlement is a fantastic charity which runs a range of local community services for children, young people and their families, women and refugees and

newly-arrived communities. It campaigns for social change and supports other charities and communities to thrive. I first started working with KLS in 2014 as a learning mentor and found it really rewarding.

## What made you want to become a trustee for Katherine Low Settlement?

I decided to become a trustee 3 years ago because I wanted to get more involved. Before becoming a trustee, I knew all about the excellent work of Love to Learn (KLS's learning mentoring programme for children and young people) – but much less about KLS's wider work.

## What do you feel trusteeship adds to your personal and professional development?

I love being able to contribute to the charity through being a trustee. I learn so much and it enables me to understand

better a wider diversity of issues in my professional life. It brings me fresh perspectives, and I particularly enjoy seeing KLS's impact on such a wide variety of people in the community we serve. I find it inspiring and rewarding to work with such an impressive team and feel privileged to be able to contribute alongside them.

**What value have you been able to add to your charity with your personal and professional experience?**

I would like to think I've been able to bring a fresh perspective to the work of the charity including applying my strategic professional skills and my personal experience from other voluntary work I've done ever since leaving school. I'd also like to think I've been able to provide personal support to the team. I do however feel that I get out more than I'm able to put in!

**If you could give one piece of advice to someone thinking about becoming a trustee what would it be?**

Definitely do it! Choose a cause that you really care about and you will find that it is extremely rewarding and enjoyable.

*Thanks to Diana Hardman from the 'Battersea Volunteers' project for this interview.*

**Presidential thoughts: John Wates retires from KLS after 56 years!**



*John Wates OBE has just stepped down as our President after 56 years as a volunteer (in various guises) with us.*

*Words cannot really convey the enormity of the contribution that John has made to KLS and the communities in Battersea. We are truly thankful for everything that John has given to us over the decades. We would not be here without him. Thank you John.*

*Though it's sad to see John retire, we're delighted that another KLS legend, Margaret Robson, our Vice-President and former Chair of Trustees, has agreed to take on the mantle.*

*John wrote a brief summary of his time at KLS for our Annual General Meeting on 6th October. Here it is for you to enjoy:*

*'I first became involved in the Katherine Low Settlement when I was an Article Clerk at the solicitors, Oswald Hickson Collier and Co. My principal, John Payne, was very keen that the youngsters at the firm should have some broader experience. I used to come down to the Settlement and act as what then called a Poor Man's Lawyer. We worked alongside the Citizens Advice Bureau which was housed at Katherine Low. Many years later John Payne left a substantial legacy to the Settlement in his will.*

*I was invited to join the committee and served on it until we left for France in 1972. When I returned to England after my five year stint in France I*

*re-joined the committee. Eventually I was invited to become the chairman and chaired*

*the committee for about 15 years.*

*When I first got to know the Settlement it was run by the Warden Jack Davis. It had the Youth Club and worked with older people. There were residents who contributed to the running of the Settlement. It gradually developed into a Community Action Centre much influenced by Sarah Rackham.*

*Finance was always a problem and we had to sell the Baird Hall and even the grand piano! But the quality of the work was maintained and recognised and many trusts and foundations supported its work alongside the Wates Foundation. We were also very grateful to the Francis Holland School for its support, now, of course, joined by Thomas's.*

*I have been delighted to see the transformation of the Settlement into a powerful community hub. The strength of Aaron's leadership along with the committee, chaired by Ben Thomas was demonstrated by the extraordinary work done during the recent pandemic restrictions.*

*I have been associated with the Settlement for more than 50 years and have never seen it better placed in its mission to strengthen the local community.'*

*Thank you again John. We will miss you.*





Katherine Low Settlement  
since 1924



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

# MAKE GOOD THINGS HAPPEN

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

***klsettlement.org.uk***

**MAKING A DIFFERENCE IN BATTERSEA**

## Become a KLS Friend!

Anyone who donates to or volunteers for Katherine Low Settlement is seen as a KLS Friend. We have now made it simpler than ever for you to give to your local community. You can visit [klsettlement.org.uk/donate](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: The Angus Lawson Memorial Trust, the Big Give, Big Local SW11, BBC Children In Need, the Belpech Trust, the Childhood Trust, Edward Gostling Foundation, Garden House School, Garfield Weston Foundation, Guts and Glory Fitness, the Henry Smith Charity, the John Coates Charitable Trust, L&Q Foundation, the Mercers Company, National Lottery Community Fund, Nominet Trust, Peter Stebbings Memorial Trust, Sir Walter St John's Educational charity, the Sobell

Foundation, the SYP Trust, Tideway, Thomas's Schools Foundation, the Topinambour Trust, the Worshipful Company of Tobacco Pipe Makers & Tobacco Blenders, Wandsworth Council including their Lifelong Learning department, The Wates Group, and the Wimbledon Foundation. 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 local schools: Francis Holland School (co-founder of KLS), Garden House School (for choosing us as your Charity of the Year) and Thomas's Battersea School.

They have been very supportive this year, involved in volunteering with our projects 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)**



**Bernie the KLS Bear shakes her donation bucket for KLS**

# Four ways you can help KLS keep up our vital work!

There are a variety of ways to get involved and support KLS



## Don't forget to add Gift Aid to your next donation

Gift Aid is a brilliant government scheme which allows charities (including KLS) to reclaim an extra 25% on a donation made by a UK taxpayer. So if you donate £100, we can claim an additional £25 in Gift Aid, making a total of £125. It's that easy! Higher-rate taxpayers can also reclaim 25% in personal tax relief.

So when you next make a donation to KLS please remember to tick the box and add Gift Aid. Thank you.

**Make a donation here:** [www.klsettlement.enthuse.com/donate](http://www.klsettlement.enthuse.com/donate)

## Get your trainers on for KLS

It's an absolute classic: taking part in a charity fun run. Get your family and friends to sponsor you, and raise much needed funds for our work in Battersea.

**For more information:** [www.klsettlement.org.uk/support-us/events](http://www.klsettlement.org.uk/support-us/events)

## Leave a legacy to KLS in your will

After you've taken care of loved ones, we'd like to ask you to remember KLS by leaving us a gift in your will. This will help us deliver our community services for children, young people, families, refugees and older people in Battersea and the wider Wandsworth communities for future generations to come.

If KLS has touched your life, or someone you care about, then please leave us a gift in your will. By remembering KLS in this way you are ensuring that our work lives on. Thank you.

**For more information:** [www.klsettlement.org.uk/support-us/legacy-giving](http://www.klsettlement.org.uk/support-us/legacy-giving)

## Fashionable Fundraising

KLS has teamed up with Thrift+, experts in second-hand style, to keep fashion environmentally friendly while raising funds for our work. It's easy to donate your unwanted, good quality fashion items to Thrift+ and choose KLS as your selected charity.

**To shop or donate visit:** [www.thrift.plus](http://www.thrift.plus) and search for Katherine Low Settlement



**Ready, steady, go!**  
**Spring Steps for KLS**  
Help us walk 6 million steps and raise much needed funds for KLS  
11th and 18th March 2022



Find out more at [www.klsettlement.org.uk](http://www.klsettlement.org.uk)



# Financial Summary 2021/22

**K**atherine Low Settlement's Annual Report & Accounts 2021/22 is available to download at [www.klsettlement.org.uk](http://www.klsettlement.org.uk)

<b>Income</b>	<b>2021/22</b>	<b>2020/21</b>	<b>2019/20</b>
Donations	£193,133	£320,987	£70,388
Generated Funds	£3,507	£736	£7,537
Grants	£540,468	£694,383	£506,966
Rent & Room Hire	£78,219	£45,297	£118,523
Bank interest	£2,366	£3,046	£3,996
<b>TOTAL</b>	<b>£817,693</b>	<b>£1,064,449</b>	<b>£707,410</b>

<b>Expenditure</b>			
Governance costs	£6,000	£6,000	£6,000
Occupancy costs	£133,426	£87,511	£70,182
Staff costs	£687,145	£596,900	£545,166
Sundry costs	£5,959	£17,939	£39,077
Welfare & Outgoings costs	£64,825	£94,082	£64,016
<b>TOTAL</b>	<b>£897,355</b>	<b>£802,433</b>	<b>£724,441</b>

# Plans for 2022/23

**E**xcitingly, we have been developing a new 5-year strategy, which we published in October 2022. We are widening the scope by which we can achieve our charitable mission and aims by embracing more partnership work and campaigning, as well as continuing to grow and develop our community services.

We will continue to focus on reconnecting with our members and supporting their recovery from the effects of the pandemic and lockdowns, as well as the alarming rise in the cost of living, with high inflation and utility and food bills going through the roof. We are also trying to support more of our members to progress into further education and the world of work.

The financial sustainability of the charity remains a priority. We will continue to raise money from charitable trusts, whilst working to diversify and increase the number of individual donors, businesses and schools who support KLS. We continue to be blessed by people's generosity with our Covid Appeals, Spring Steps Challenges, and through fundraising campaigns like the Big Give (kindly supported by the Childhood Trust and the Topinambour Trust). Thank you again to everyone 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.

**Below: Young people enjoying a kickabout this summer**

**Right: ESOL students relaxing after an invigorating yoga session**





A group of people are lying on their backs on a wooden floor, participating in a relaxation exercise. They are positioned in a circle, with their legs extended and arms resting at their sides. The floor is made of light-colored wood planks. The text "... and ... relax ..." is overlaid in the center of the image.

*... and ... relax ...*





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Instagram [www.instagram.com/klsettlement](https://www.instagram.com/klsettlement)

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

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