



PEMBROKE HOUSE 2017

REVIEW OF THE YEAR



“Pembroke House is pioneering new ways of engaging and involving the local community. It’s a place where very different groups of people come together, creating a microcosm of the whole community. That’s why I love it, and that’s why we fund it.”

Sarah Thurman, Head of Community Investment,
United St Saviours Charity

“Pembroke House means a place of collaboration, a place of sharing knowledge, love and caring ... this is what Pembroke House means to me.”

Edward Kargbo, Work Experience Volunteer

Come and visit!

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From the Warden



This is a place in which wonderful things happen. The most wonderful are the product of a strange alchemy, when we bring together people of wildly different experiences and ages and world-views. They come to learn or to sing or to meet, and we are reminded that the whole is indeed greater than the sum of its parts.

And they come to eat. Wednesday lunch has become a particular treat: the staff team join chefs from Migrateful, a social enterprise set up by one of our Residents. Refugees who can cook are taught to teach their cooking skills, and in the process they cook for each other and for us.

The great asset we inherited from previous generations is the building we occupy, splendidly refurbished in 2009. The fact that we own our own premises and carry no debt is the envy of many of our peers. We also own a couple of houses, which generate very useful revenue. We're incredibly fortunate to retain the six-bedroom Residency intended by our founders to give students from Pembroke College, Cambridge the chance to get stuck in to this community.

Today's Residents don't all come to us from Cambridge, but they share a passion for community-building and an openness to being changed by the experience of living and working here. Like the rest of us who work at Pembroke House, they're not experts parachuted in to fix other people's problems, but neighbours with warm hearts and helping hands.

So we work locally. Most people who use Pembroke House live within a ten-minute walk of the place, and we've built a remarkable network of contacts with local providers - which means we get to know our patch very well. As Director of Projects and Strategy, Mike Wilson has been



thinking about how the lessons we have learned locally can inform health providers working across Southwark, and beyond (see page 18).

Several of our old-timers died this year. Their passing is a reminder of the many generations whose dedication has made this place what it is. Lottie Davis lived within three streets of Pembroke House for the whole of her 93 years; she remembered sheltering in the Lower Hall during the Blitz. For a tribute to David Clark, see page 8.

Our remarkably talented team of staff and volunteers has grown to the point that we're having to install desks in places we hadn't previously imagined them, and our new Garden Room has proved invaluable. Grisel Tarifa, Director of Operations and Finance, has overseen the long and costly process of becoming a Charitable Company Limited by Guarantee, and an overhaul of our policies and procedures. Our CRM system is up and running, and we're working on a new strategic plan.

Our funders are brilliant and we love them. They share our excitement about this place and its possibilities, and their encouragement helps us as much as their money. Pembroke College remains a key stakeholder, although the College is not now in a position to support us financially.

Year in Numbers

107 people volunteered at Pembroke House

4 PAM children sang in the Royal Opera House Junior Chorus

22 children passed Trinity College of Music exams

1 article in The Guardian about our picnic bench

More than **500** people attended our summer street party

1344 IntoUniversity students worked with; **79%** stated that they are now more likely to go to university





Living and working here in **Pembroke House** was a beautiful experience that left me feeling much better about the world and myself by the time I left. The staff, volunteers and community were so encouraging that it became natural to pitch in in whatever way I could.”
Sunara, former residential volunteer

200+ conversations recorded by our Community

Journalists

6200 volunteer hours, equivalent to **3.4** full-time workers

10 chefs from 10 countries cooked with Migrateful

26 people trained in Community

Leadership

78 older people attended our Weekly

Lunch Club meals

1 cheerful office rescue dog called Nux



Inspiring Volunteers

The good news is that more than 40 new volunteers joined us during the year. And the other good news is that 26 volunteers left us - good because 13 of them went into paid employment and seven into education. (Others moved away.)

We depend on volunteers, but we have to offer them more than a sense of fulfilment and teamwork. We have to serve as a stepping stone, as we did for Vassiste. He volunteered in our kitchen, picked up Community Southwark's Disabled People's Champion Award, and has gone on to work as a kitchen porter. Spanish-speaking mums Jasmina and Sara are looking for work after having babies. Volunteering at Pembroke House enables them to practise their office skills and improve their English.

In 1955, **David Clark (1932-2017)** and his wife put their name down for a Council house. Twenty-four years later, one became available in the street behind Pembroke House. It was 1979, and for the first time they had hot running water, and no need of a tin bath. David put his heart and soul into volunteering here. He helped to lead the Youth Club, worshipped at St Christopher's and served on the Church Council, and became a pillar of our Lunch Club and Community Garden. He was held in great esteem and affection by all at Pembroke House, and he died surrounded by people who loved him. In his memory we have established the David Clark Awards for Volunteering.



Sisters **Janet and Joan** have attended our Lunch Club since 2010. In 2016 Janet started volunteering at Messy Church, and in 2017 she and Joan offered to volunteer with Inclusive Dance. Now they're training to join our befriending programme so they can visit an isolated older person once a week for a chat. Janet says 'Pembroke House is a really friendly place. No one's snobby. You're always made welcome, and if you want help there's always someone to ask. There's a lot going on in the centre, and you can find out about other things happening locally.'



"Pembroke House is like a magnet: it draws people in. Everyone works together in a team." Linda, Baby PAM Volunteer

Some volunteers are working through mental health challenges or coping with redundancy. Others are doing postgraduate work, or have recently graduated from university and moved to London. We're hugely grateful for all the help we receive.

We've set up a partnership with Link Age Southwark, which has great experience of running a befriending scheme and groups for housebound older people in the south of the borough. And we have plans in place for a volunteer-led Shuffle Shuttle to bring older people to Pembroke House.

Strengthening Communities



Fausto Llopis, our Community Organiser, has done great work over the past couple of years. But there's only one of him. So he set about training local people to do what he does, and he was so successful that his training programme became the core of a model being rolled out around the country. Now we're proud to be one of twenty of the UK's Social Action Hubs to be pioneering a new accredited training course in the principles and practices of Community Organising. We're proud to be playing our part in training 3,500 people over the next three years.

We're seeing some of the fruits of that training. In the summer, our street party brought together four local Tenant and Resident Associations that hadn't previously worked together; now their leadership teams are keen to sustain the momentum. Another group of Fausto's trainees conducted a listening campaign, and in response produced *Voices of East Walworth (right)*, a platform for local people to tell their stories in print.

We like telling people's stories as a way of illustrating our work and our impact, and we're keen to encourage storytelling at Pembroke House. We've also begun to explore the idea of an artist in residence.



Dan, Miami Gym at Old Kent Road

For me, it was easy to settle in, as I was educated in England. I came here at the age of 7 and all of my education was done here, so to me it's basically like home.

England was home, but this wasn't a cosmopolitan area. We were probably one of the first black businesses to move in 25 years ago. It took a while before people began to trust us and start coming here.

After a while, when the locals got to know us, news spread through word of mouth and it took off from there.

But acceptance from the local community was our biggest challenge. It was a major thing. When you are setting up services, you will depend on the community to support you and purchase from you. It's important that they understand what great quality service you provide.

We want to make sure that we give you a good service, that you understand the concept of health, that you make it a part of your lifestyle and prosper that way.

Our ethos is totally different to big business.

Health is not just about looking good or feeling strong, health is about ensuring that your risk of disease is minimal. It's about feeling that you can do the things that you want to do. It's liberating.

A friend of mine is full of energy - that is what I call health. It's the feeling you get from inside.



Tim, Alvey TRA

Interaction between different organisations is important, because otherwise we all do our own things in our own little bubbles. It's hard to break through and work together.

If we open up and share resources and activities, we can work on a common issue as a team. Things can only get better if we keep up that momentum.

There's a nice comradeship with both long term and newer residents - there's always that community spirit there and it's hard to know any different when you've been living here so long.



Silvia, Salisbury Estate

I live in Salisbury Estate and I love it. It is very green, we have a great park nearby, and my son is happy here. Our neighbours are from different ethnic backgrounds and enjoy mixing together. They organise different activities like parties, birthdays, jumble sales and meetings within the Tenants Association. People are very kind, polite and quiet, so we are happy.

London is very good for us as it has many possibilities for partially sighted people, like activities, training, support and work in different charities.

The best thing about Walworth is that it is possible to know many people from different countries and different cultures.



Val, Pembroke House Lunch Club

I'm just out all the time and I love it. Throughout the week, I do physical exercise: walking, cheerleading, spin biking and walking football.

Exercise makes me feel good - I really have no aches or pains or anything like that.



Funded by: United St. Saviours

An extract from Voices of East Walworth, a platform for local people to tell their stories in print, supported by Pembroke House.



“The experiences I made at **Pembroke House** are some of the most precious ones that I have of my time in London. It was a great opportunity for me to connect with actual ‘Londoners’ in contrast to the university environment.”

Florian, Masters Student, LSE



Sarah Howden, intern

I started working as Pembroke House's intern after graduating from Pembroke College last year. I wanted to gain varied professional experience whilst living and working in a less privileged community, meeting people I never would have encountered at Cambridge.

Pembroke House has exceeded all my expectations. In just three months, I have learned to manage seven office volunteers; chaired

three meetings; written countless reports and coordinated a community lunch for ninety people! Every day, the building is full of people with incredible stories - from the lady at Lunch Club who walked seven miles to school and only wore shoes on Sundays, to our volunteer who has transitioned from suffering a severe mental breakdown to running a weekly reading group to support others' wellbeing.

I am so lyrical about Pembroke House that two of my friends from Cambridge have already signed up to volunteer here! This experience has been the most valuable introduction to the charity sector I could imagine, and has shown me that there is a lively, diverse Pembroke community that extends beyond the college's walls.



Long-Term Learning



We want to provide opportunities for people of all ages to learn. And we'd like that learning to be sustained and committed, in contrast to some of the drop-ins offered locally. Because we know that committed learning through our music academy, d17, Inclusive Dance, ballet, IntoUniversity and ESOL classes equips people to face all sorts of challenges they will face in their lives, not least the value of persevering in the face of difficulty, and overcoming failure. So Pembroke House is a place of learning, and we're trying to be an organisation that learns, too.

We're learning the way an activity like a carefully calibrated dance class can make a big difference to participants' mental health and education. And because of the difference it makes the Sir John Cass Foundation has agreed to fund an expanded dt17, for which we're enormously grateful.

We're also learning the importance of progression. We set up Music and Singing for Juniors as a feeder for the Pembroke Academy of Music (PAM). That's what it's doing, and it's very over-subscribed too. And we need to recognise when older children have out-grown PAM, and help them move on well.

We like teaming up with local schools. Mahogany Opera Group worked with some children from PAM and a cohort from Surrey Square Primary School to perform *The Lich Witch* at the Southbank Centre. And we'd love to build relationships with some of the amazing schools that IntoUniversity partners with.



St Christopher's Church

Last year we prioritised work with children and young people, and have organised a couple of residential trips. Now, their openness to God, willingness to explore how to live out their faith at home and at school, and determination to have a good time while they're at it, is inspiring and challenging. Much of the credit for this goes to Rachael Gledhill, Children and Youth Worker, who left us in July to train for ordination at Westcott House. Our monthly Messy Church has attracted people from seven different projects at Pembroke House, none of whom attend on Sunday mornings, and a core team of five volunteers, likewise.

In March we saw a new Bishop of Woolwich installed. Bishop Karowei is the first minority ethnic Anglican to be made bishop in the Church of England for twenty years, and as someone born and brought up in Nigeria he has a particular heart for the congregation of St Christopher's. We were sad to say farewell to Mother Mae Christie and are thankful for her warmth, laughter and encouragement.

Mae Christie, Curate

After 3+ years serving as the curate of St Christopher's and Pembroke House, it was with bittersweet emotion that I left in October. I have been privileged to meet some fantastic people, from all walks of life. I was taught how to call bingo at the lunch club and watched as children learned and grew at our music academy and Into University. I've had the joy of giving communion to children at St Christopher's and made a proper mess at Messy Church. I made many new friends - who feel like my London family. I have been shaped into the person I now am, through relationships, kindness and the love of our community and I pray that this spirit of compassion continues on for many years.



Rosie and Ben

We were so lucky to get married at St Christopher's. I've been volunteering with the Choir With No Name at Pembroke House since 2015, so it was already a special place. There is so much love and community here, and we had much support at every step. We had the most amazing day and the service was so personal.

The welcome at St Christopher's is unlike anywhere else - it is so full of energy. I thought, this is the kind of church I want to come to. Everything is done with authenticity and warmth, the people are kind and friendly and its atmosphere reflects that.



Health and Wellbeing



We know our people, and we know our little patch of south-east London. How useful could that knowledge and understanding be to healthcare professionals?

In October we brought together four local GP practices, the new neighbourhood Nursing Team, and representatives from the mental health branch of the NHS in north Southwark (SLAM's IAPT service). We began to establish a shared vision for the kind of neighbourhood we want to build, and recognised our different roles in making that happen. The GPs bring their medical expertise, but in a ten-minute appointment they are restricted in how well they can get to know patients and their wider social needs. That's where Pembroke House can help. Healthcare professionals want to offer co-ordinated person-centred care. We're building on our relationships with local people to help them work out how to do it.

This year we have formalised our relationships with the Clinical Commissioning Group and Guy's and St Thomas's Charity, and have continued to strengthen the way we work with the South London and Maudsley NHS Trust (SLAM). We remain very grateful that SLAM worker Marcela Vielman is here on placement three days a week. Through all this work it seems that our work in Walworth is generating interest beyond the Old Kent Road.

“I come here every week laughing and smiling all the way through.”

Joan



Tom

“After my treatment for agoraphobia I was in a very vulnerable state. A bad experience at that point would have really set me back. But I started volunteering at Pembroke House, and it became a stepping stone to reintegrate me into the community. It’s a safe space: nobody’s judgmental, and there’s always someone willing to listen. Pembroke House is friendly, warm, open and very, very welcoming. I’ve made new friends, and Pembroke House has enabled me to give something back to the community.” Tom is now working towards a career in mental health.

New Projects in 2017

Migrateful Chef Training: Refugees teach each other cuisines in an informal, fun-setting. Classes include 90 minutes of English tuition.

Shared Book Club: Enjoy a story, meet new people and share a cup of tea.

Ongoing Projects in 2017

Advising London's International Café: Spanish-language advice and coaching surgery for the Latin American community: housing, immigration, employment.

Alcoholics Anonymous for under 30s: Big Book study session.

Ballet for Adults: Ballet lessons for beginner and advanced adults.

Community Organising: Community journalism and leadership training sessions.

dt17: Performing arts & social skills programme for young people aged 9-13.

Gardening for Wellbeing: A relaxing way to learn new skills, enjoy nature, meet new people and feel a greater sense of wellbeing.

Inclusive Dance: Learning-disabled young people aged 16-25 growing in confidence & independence by learning movement and social skills through performing arts.

IntoUniversity: Supporting young people in Year 5 and above to attain a university place or another chosen aspiration.

Knitting Club: A social knitting group participating in Knit for Peace providing hand-made items for those in need.

Messy Church: Exploring faith with crafts, stories and hot food for all the family.

Mumspace: A group of mums who meet to share the ups and downs of motherhood.



Music and Singing for Babies and Toddlers (Baby PAM): An hour of singing games, nursery rhymes and lullabies from around the world for the under-fours, and tea and a chat for their parents and carers.

Music and Singing for Juniors: Fun musical games, singing and percussion for 4-6 year olds and their parents or carers.

Narcotics Anonymous: Recovery from the effects of addiction.

Older People's Lunch Club: Humorous and supportive two-course lunch for older people and volunteers, preceded by 'dancercise' and followed by bingo.

Sewing Club: Community members learn sewing skills from a local fashion designer.

Southwark Wellbeing Hub: Free information and support for anyone in Southwark looking to improve their wellbeing.

St Christopher's Church: Joyful Church of England parish with a West African lilt.

The Choir with No Name: Singing, performances and shared meals for people who have experienced homelessness.

The Pembroke Academy of Music (PAM): Open-access music programme for 52 local children aged 6-16, with a community choir that parents and carers can join.

The Royal Drawing School's South Club: Tuition for children aged 10+ who have a passion or aptitude for drawing.

How You Can Help

Over 2016/2017 we spent approximately **£400,000** on running the building and our activities. Over **520** people attended activities each week during term time and **107** people volunteered across 2017.

We are tremendously grateful for donations from individuals. If you would like to support the work we do there are a number of ways to donate:

Online: Visit <https://www.justgiving.com/pembrokehouse/>

By post: Send a cheque made payable to Pembroke House Walworth to the Warden, Pembroke House, Tatum Street, London SE17 1QR

By bank transfer: Call Grisel Tarifa, Director of Finance & Operations, on 020 7703 3803 and ask for our bank account details and a Gift Aid mandate.

Your gift could help in the following ways:

£25 per month for a year

- A parent and child can attend Music for Babies and Toddlers for a year to improve language skills and meet other families in the area
- An outing for the older person's lunch club e.g. to the theatre

£50 per month for a year

- House a resident in the residency for 3 months allowing them to volunteer in Pembroke House in a variety of roles
- Dancercise for older people and professional ballet dancers for a year

£100 per month for a year

- Weekly gardening sessions for 6 months for people with ill mental health as an alternative to prescription drugs
- Three Meet Your Neighbor events e.g. a barn dance or a jazz night bringing together existing and new residents
- Support our sewing group to make glorious fashion statements for 4 months



Our Funders and Supporters

On behalf of everyone at Pembroke House, we'd like to extend a large thank you to our generous sponsors, donors and supporters without whom none of our work would be possible.



The True Colours Trust



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preserve.conserve.educate.recreate.

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