

**Marsha Phoenix  
Memorial Trust  
Annual Report  
2016/17 92**

# Marsha Phoenix Memorial Trust

## Annual Report 2016/17

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**It's a whole year since the** last annual report from the Marsha Phoenix Memorial Trust. It is amazing to think that MPMT has been here in Tressillian Road providing a home and support for homeless young women for three decades. MPMT's founder Sybil Phoenix is no longer able to take part in the day-to-day running of the project, but her ethos runs through everything that happens here as strongly as ever. The landscape that voluntary organisations face is completely unrecognisable from the conditions and support that existed when MPMT was created by Mrs Phoenix in the late 1970s, but the challenges remain the same, and so does our response to those challenges: to provide the best service we can, without compromising our beliefs or cutting corners. We thank all of you, our friends and funders, for helping us to do that. See you next year!

**Woodrow Phoenix**  
Chair, Marsha Phoenix Memorial Trust





## **Our Mission Statement**

**Marsha Phoenix Memorial Trust will provide housing, support and care, with the aim of creating an environment that gives young women a secure base from which to develop self respect, independence and purpose in their lives.**



## Equal Opportunities Policy Declaration

Marsha Phoenix Memorial Trust is committed to equal opportunities in its provision of services, employment practices and management of this project.

As an organisation in a multi-cultural and diverse area of the inner city, the Trust seeks to actively oppose all forms of discrimination on the grounds of race, sex, colour, nationality, sexual orientation, disability, age, religion, marital status, class and any situation where people are disadvantaged by conditions or requirements that cannot be shown to be justified.

Marsha Phoenix Memorial Trust declares that we are taking positive steps towards promoting equality and combatting all direct and indirect discrimination.





## *Marsha Phoenix Memorial Trust 2016/17*

### **Patrons**

His Excellency the High Commissioner for Guyana,  
Laleswar Singh, (left post in 2016)  
Ms Leticea Holland  
Dr Pauline Webb AKC, (deceased April 2017)  
Ms Thelma Lewis, MILSO, MBE  
Baroness Stern of Vauxhall, BA, BSC, LLB  
Mr George A Mayor  
Ms Sally Hawkins  
Yvonne Thompson, MBE

### **Chair**

Woodrow Phoenix

### **Vice Chair**

Councillor Alan Till

### **Treasurer**

Derrick Martin

### **Company Secretary**

Sybil Phoenix

### **Executive Committee Members**

Jenny Berbeck

Anne Grey

Leticea Holland

Mewbourne Huntley

Dione McGregor

David Michael

Esther Stanford Xose

Reverend Corinne Tournay (until September 2017)

Cllr David Michael (from April 2016)

Cllr Joyce Jacca (from April 2017)

### **Others**

*Liaison Officer, London Borough of Lewisham*

*Supporting People Team*

Robert Croke,

Lindsay Martin

*Liaison Officer, London and Quadrant Housing Trust*

Gemma Carmody

## ***Staff Team***

### *Director*

Rebecca Long

### *Project Manager*

Jackie Doyley

*Project Manager, Erlanger Rd*

Ade Oputa

### *Health and Safety officers*

Adebimpe Oputa, Loraine Phoenix

### *Deputy Project Manager/ Resettlement Worker*

Samantha King

### *Senior Project Worker*

Loraine Phoenix

### *Project Worker*

Alison Baker

### *Project Worker*

Noelle Kellett

### *Project Worker*

Jennifer Rose

### *Night Waking Staff*

Christine Grizzle,

Natasha Parker

### *Weekend Night Waking Staff*

Panchita Golding

### *Cook*

Daisy Williams

### *Sessional, Saturday & Sunday staff*

Veronica Roberts

### *Sessional Staff*

Panchita Golding,

Faye Gayle,

Roseanne Hills,

Joy McCalman

### *Volunteers & Garden*

Gemma Michaels

Suriya Pieris

*Contract cleaning by Adfen Contractors*

Thank you, Peter and Muni!



## Statistics

<b>Referral source</b>	
Lewisham SHIP including via Centre point Assessment Centres	100 % (34 referrals)
<b>2.Outcomes of Referrals</b>	
Housed	30 (88%)
Applicant refused offer/ did not turn up	3 people
Marsha Phoenix Memorial Trust refused	1 (needs too high)
Agency/client withdrew application	5
<b>3.Reasons for Referral top</b>	%
Family breakdown	42
General	
Care leaver	25
Relationship with; Mother	19
<b>4.Ethnicity</b>	%
Black Caribbean	25.8
Black African	13
White British	19.3
Black other	3.2
Mixed race	22
1 each of Cypriot/Asian/ Turkish/South American	





## Treasurer's Report

The summarised financial statement included in this report is for the financial year ending March 2017.

I am pleased to report that the Trust had an operating surplus at the end of the financial year, March 2017 mainly due to closure of the Friends of Marsha Phoenix Memorial Trust charity and transfer of the assets to the main Trust, and also to continued fundraising efforts. We have continued to manage with the grant cuts from our main funding sources of local authority grants. A summarised financial statement is included in this report. The main grant income continues to be from the London Borough of Lewisham Prevention and Inclusion Team. As ever we also try hard to ensure our rental income is run as efficiently as possible which includes fostering good relations with the benefits agencies as many of our clients are on a low income

We thank all donators for contributing to different areas of our work. The fundraising activities of the Trust and our supporters continue to play an important role in generating income especially to pay for food, as do the regular and 'one-off' donations of individuals including Clare Haddy and Camille Baldock. We again thank those who have run events; our neighbours Kate Iles and Alan Hall in particular for once again helping us with our very successful Fun Run in September 2017, and Rose Agnew and Steph Blackwell for support with the Open Gardens Scheme. We also thank St Peter's church for their regular help (and the harvest boxes!). Every donation is welcome. The challenge continues to make savings without compromising the service provided for the young women. We still focus on how we can continue in our current form, as an independent charity which is adequately staffed and resourced. The Trust will continue to need to emphasise fundraising activities as well as donations. A regular donation, however small plays an important part in securing the future of the service. The Trust benefits where a donor is in a position to Gift Aid a donation. Please enquire if you think this may be a possibility.

The statutory annual accounts were audited without qualification and approved by the Trustees on 22 September 2017.

A copy of the Accounts and Auditors' report can be obtained by written request from the Trust. I am pleased to submit the Audited Accounts of Hedley Dunk Ltd and recommend that the Trust retain their services.

**Derrick Martin**  
Treasurer



Marsha Phoenix Memorial Trust is a  
Charitable Company Limited by Guarantee

Registered charity number 1063698  
Registered company number 2552186

Auditor Hedley Dunk Chartered Accountants  
Trinity House, 3 Bullace Lane, Dartford DA1 1BB

Bankers HSBC Bank  
Deptford High St, London SE8 4RQ

## Auditor's Statement to the Trustees of Marsha Phoenix Memorial Trust

### INDEPENDENT AUDITORS' REPORT TO THE MEMBERS OF MARSHA PHOENIX MEMORIAL TRUST

We have audited the financial statements of Marsha Phoenix Memorial Trust for the year ended 31 March 2017 set out on pages 6 to 16. The financial reporting framework that has been applied in their preparation is applicable law and the Financial Reporting Standard for Smaller Entities (effective April 2008) (United Kingdom Generally Accepted Accounting Practice applicable to Smaller Entities).

### RESPECTIVE RESPONSIBILITIES OF TRUSTEES AND AUDITORS

As explained more fully in the Statement of Trustees' responsibilities, the Trustees (who are also the directors of the charity for the purposes of company law) are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view.

The Trustees have elected for the financial statements to be audited in accordance with the Charities Act 1993 rather than the Companies Act 2006. Accordingly we have been appointed as auditors under section 43 of the Charities Act 1993 and report to you in accordance with regulations made under section 44 of that Act. Our responsibility is to audit and express an opinion on the financial statements in accordance with applicable law and International Standards on Auditing (UK and Ireland). Those standards require us to comply with the Auditing Practices Board's Ethical Standards for Auditors.

### SCOPE OF THE AUDIT OF THE FINANCIAL STATEMENTS

An audit involves obtaining evidence about the amounts and disclosures in the financial statements sufficient to give reasonable assurance that the financial statements are free from material misstatement, whether caused by fraud or error. This includes an assessment of: whether the accounting policies are appropriate to the charity's circumstances and have been consistently applied and adequately disclosed; the reasonableness of significant accounting estimates made by the Trustees; and the overall presentation of the financial statements. In addition, we read



all the financial and non-financial information in the Trustees' report to identify material inconsistencies with the audited financial statements and to identify any information that is apparently materially incorrect based on, or materially inconsistent with, the knowledge acquired by us in the course of performing the audit. If we become aware of any apparent material misstatements or inconsistencies we consider the implications for our report.

#### OPINION ON FINANCIAL STATEMENTS

In our opinion the financial statements:

- give a true and fair view of the state of the charity's affairs as at 31 March 2017 and of its incoming resources and application of resources, including its income and expenditure, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice applicable to Smaller Entities; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

#### MATTERS ON WHICH WE ARE REQUIRED TO REPORT BY EXCEPTION

We have nothing to report in respect of the following matters where the Charities Act 2011 requires us to report to you if, in our opinion:

- the information given in the Trustees' report is inconsistent in any material respect with the financial statements; or
- the charity has not kept adequate accounting records; or
- the financial statements are not in agreement with the accounting records and returns; or
- we have not received all the information and explanations we require for our audit.

Hedley Dunk Limited, Chartered Accountants,  
September 2017

Hedley Dunk Limited are eligible to act as auditors in terms of  
section 1212 of the Companies Act 2006.



**MARSHA PHOENIX MEMORIAL TRUST**  
**(A company limited by guarantee)**

**TRUSTEES' REPORT**  
**FOR THE YEAR ENDED 31 MARCH 2017**

The Trustees present their annual report together with the audited financial statements of for the 1 April 2016 to 31 March 2017. The Trustees confirm that the Annual Report and financial statements of the company comply with the current statutory requirements, the requirements of the company's governing document and the provisions of the Statement of Recommended Practice (SORP), applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2015) as amended by Update Bulletin 1 (effective 1 January 2015).

Since the charity qualifies as small under section 383, the strategic report required of medium and large companies under The Companies Act 2006 (Strategic Report and Director's Report) Regulations 2013 is not required.

● **REVIEW OF ACTIVITIES**

The Charity has worked hard during the year to achieve the aims of the organisation. Property maintenance has continued to ensure a good and safe environment for the young women. A steady programme of other services has been provided. Through canvassing opinion during the year we were able to confirm that staff and resident satisfaction with the service remained high.

● **GOING CONCERN**

After making appropriate enquiries, the trustees have a reasonable expectation that the charity has adequate resources to continue in operational existence for the foreseeable future. For this reason they continue to adopt the going concern basis in preparing the financial statements. Further details regarding the adoption of the going concern basis can be found in the Accounting Policies.

● **CONSTITUTION**

The charity is constituted under a Memorandum of Association dated 25 October 1990 and revised on 11 June 2010 and is a registered charity number 1063698

The principal object of the charity during the year was to run two hostels for the benefit of young homeless women and cater for their educational and social needs.

● **METHOD OF APPOINTMENT OR ELECTION OF TRUSTEES**

The Trustees are appointed at the Annual General Meeting by the members of the company. Should a vacancy arise during the year the Trustees can co-opt further Trustees to the board.

● **RISK MANAGEMENT**

The Trustees have assessed the major risks to which the charity is exposed, in particular those related to the operations and finances of the charity, and are satisfied that systems and procedures are in place to mitigate our exposure to the major risks.

● **FUTURE DEVELOPMENTS**

The business plan which commenced in 2015 continues to maintain our position as a service provider in the borough and to maintain current levels of funding to enable us to focus on the core business. This year saw a further 15% decrease to our grants from London Borough of Lewisham and loss of the grant for some of our services from elsewhere. We had continue to manage this decrease in income during the year, trying to minimise the impact on service delivery for our clients. We continue to look at means of fundraising and ongoing work within the project to deal with this ongoing situation.

**MARSHA PHOENIX MEMORIAL TRUST**  
**(A company limited by guarantee)**

**TRUSTEES' REPORT (continued)**  
**FOR THE YEAR ENDED 31 MARCH 2017**

**TRUSTEES' RESPONSIBILITIES STATEMENT**

The Trustees (who are also directors of Marsha Phoenix Memorial Trust for the purposes of company law) are responsible for preparing the Trustees' report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

Company law requires the Trustees to prepare financial statements for each financial year. Under company law the Trustees must not approve the financial statements unless they are satisfied that they give a true and fair view of the state of affairs of the charitable company and of the incoming resources and application of resources, including the income and expenditure, of the charitable company for that period. In preparing these financial statements, the Trustees are required to:

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charities SORP;
- make judgments and accounting estimates that are reasonable and prudent;
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in operation.

The Trustees are responsible for keeping adequate accounting records that are sufficient to show and explain the charitable company's transactions and disclose with reasonable accuracy at any time the financial position of the charitable company and enable them to ensure that the financial statements comply with the Companies Act 2006. They are also responsible for safeguarding the assets of the charitable company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

**DISCLOSURE OF INFORMATION TO AUDITORS**

Each of the persons who are Trustees at the time when this Trustees' report is approved has confirmed that:

- so far as that Trustee is aware, there is no relevant audit information of which the charity's auditors are unaware, and
- that Trustee has taken all the steps that ought to have been taken as a Trustee in order to be aware of any information needed by the charity's auditors in connection with preparing their report and to establish that the charity's auditors are aware of that information.

This report was approved by the Trustees, on 22 September 2017 and signed on their behalf by:

.....  
**Woodrow Phoenix**

**MARSHA PHOENIX MEMORIAL TRUST**  
(A company limited by guarantee)

**STATEMENT OF FINANCIAL ACTIVITIES INCORPORATING INCOME AND EXPENDITURE ACCOUNT  
FOR THE YEAR ENDED 31 MARCH 2017**

	Note	Restricted funds 2017 £	Unrestricted funds 2017 £	Total funds 2017 £	Total funds 2016 £
<b>INCOME FROM:</b>					
Donations and legacies	2	7,573	45,078	52,651	11,971
Charitable activities	5	-	409,257	409,257	401,364
Other trading activities	3	12,755	-	12,755	25,453
Investments	4	-	465	465	1,994
<b>TOTAL INCOME</b>		<u>20,328</u>	<u>454,800</u>	<u>475,128</u>	<u>440,782</u>
<b>EXPENDITURE ON:</b>					
Charitable activities	7	18,510	409,830	428,340	427,482
<b>TOTAL EXPENDITURE</b>	10	<u>18,510</u>	<u>409,830</u>	<u>428,340</u>	<u>427,482</u>
<b>NET INCOME BEFORE OTHER RECOGNISED GAINS AND LOSSES</b>					
		1,818	44,970	46,788	13,300
<b>NET MOVEMENT IN FUNDS</b>					
		1,818	44,970	46,788	13,300
<b>RECONCILIATION OF FUNDS:</b>					
Total funds brought forward		<u>193,493</u>	<u>555,908</u>	<u>749,401</u>	<u>736,101</u>
<b>TOTAL FUNDS CARRIED FORWARD</b>		<u><u>195,311</u></u>	<u><u>600,878</u></u>	<u><u>796,189</u></u>	<u><u>749,401</u></u>

The notes on pages 8 to 19 form part of these financial statements.



**MARSHA PHOENIX MEMORIAL TRUST**

**(A company limited by guarantee)**

**REGISTERED NUMBER: 02552186**

**BALANCE SHEET  
AS AT 31 MARCH 2017**

	Note	£	2017 £	£	2016 £
<b>FIXED ASSETS</b>					
Tangible assets	13		341,553		350,733
<b>CURRENT ASSETS</b>					
Debtors	14	15,104		13,731	
Cash at bank and in hand		442,915		388,333	
		<u>458,019</u>		<u>402,064</u>	
<b>CREDITORS: amounts falling due within one year</b>	15	<u>(3,383)</u>		<u>(3,396)</u>	
<b>NET CURRENT ASSETS</b>			<u>454,636</u>		<u>398,668</u>
<b>NET ASSETS</b>			<u>796,189</u>		<u>749,401</u>
<b>CHARITY FUNDS</b>					
Restricted funds	18		195,311		193,493
Unrestricted funds	18		600,878		555,908
<b>TOTAL FUNDS</b>			<u>796,189</u>		<u>749,401</u>

The Trustees consider that the charity is entitled to exemption from the requirement to have an audit under the provisions of section 477 of the Companies Act 2006 ("the Act") and members have not required the charity to obtain an audit for the year in question in accordance with section 476 of the Act. However, an audit is required in accordance with section 145 of the Charities Act 2011.

The Trustees acknowledge their responsibilities for complying with the requirements of the Act with respect to accounting records and the preparation of financial statements.

The financial statements were approved and authorised for issue by the Trustees on 22 September 2017 and signed on their behalf, by:

.....  
**Woodrow Phoenix**

The notes on pages 8 to 19 form part of these financial statements.



Two things that have characterised this year are linked to the young people we work with and both have centred on the increasingly complicated needs they sometimes present within the increasingly complicated world we all inhabit. An audit this year revealed that over 80% of our intake had some sort of mental health issue either currently or in their past, a reflection of what society is finding especially where young women are concerned. In addition some of the relationships a few ladies chose resulted in some security issues arising during the year and gave us a cue to upgrade our response to safeguarding. For the building we invested in yet more bolts and locks, higher fences and continued with our alarms, plus we upgraded the CCTV. For support we formed closer partnerships with organisations like Athena, MARAC and social services. For the first time we scored lower in our annual survey on whether the young people felt secure in our two hostels although 85% did feel secure, and this is a still high rating. As this is one of our primary aims, we realised this was something to get to grips with while we carry on business as usual.

This year we also participated in a new venture with referrals to the service, as the borough decided to enter into a relationship with social services so that formerly 'Looked after Children' are now referred directly to us and other supported housing projects in the 'Pathway'. This should save the borough a lot of money in terms of accommodation costs.

Monitoring as ever has featured heavily in my life. As a result of reviews we have made a lot of improvements in the way we run our support planning, resident's participation, safeguarding and overall services to the residents. As ever Health and Safety continues to throw up challenges for all people engaged in providing housing and we strive to always stay on top of things.

A success achieved towards the end of 2016 was successfully bidding for a grant from Comic Relief's so-called "Core Funding Programme", which was aimed at providing what funders so rarely want to supply; core costs. This will fund the nuts and bolts of running the project, as opposed to specific projects within it as extras. Massive thanks to Lillian at VAL for working with me on the bid with such patience!

Once again we, by necessity, focussed on Fundraising this year and we thank everyone who helped us and supported our events this year, with particular reference to our Fun Runs in September 2016 and 2017 and the House of Lords tea. Also, one-off donations were much appreciated from all who think of us. We thank all our funders and partners, in particular the borough's Prevention and Inclusion Team who we thank for our contract which will give us some continuity up to 2019 after which time a combination of the government's welfare reform towards Housing Benefit and changes to supported housing funding generally will see us enter into a new arena of funding to manage to achieve ongoing sustainability. We also thank Mick Lear and the Housing Benefit team whose role is so important in making sure the young people's rent is paid.

We overcame the challenges of implementing the new obligatory government pension scheme which started from October 2016 (with no extra resources to cover any of the costs).

Jackie is now well established as the Project Manager, and she has dealt with a surprising number of changes to our staffing team that took place over the year without any detriment to the frontline service. We welcomed our new support worker Alison Baker and said goodbye to Dion Peters.

We thank London and Quadrant, our partners with the Erlanger Road scheme, and our positive partnership continues. We thank the London Borough of Lewisham SHIP for being our partners in providing us with residents and move on for them when that time comes; they are to be praised for continuing to do this when so many other local authorities have removed this important facility which makes supported housing have a meaningful goal.

We also say thanks to the Cassel's centre who supply our weekly counselling service. We particularly thank Sarah who has now handed over to Donna whom we look forward to working





with this coming year. Thanks to the NHS Homeless Health Inclusion team for Nurse Amy's monthly visits which are always well attended.

Our kitchen run by Daisy continues to be the heart of the house and another important aspect to providing nutritious food are the Health and Safety inspections, which we passed gaining us the much coveted 5 stars for food safety.

Suriya kept our garden looking lovely and cared for once again.

My thanks to our Executive Committee for their commitment to the Trust, particularly to Woodrow for his support. We are so sorry to say goodbye to Corrine who has been part of the committee since I started in this job. Her spontaneous prayers and support have helped a lot!

My appreciation as ever goes to the staff for keeping Marsha Phoenix Memorial Trust on track even in trying circumstances and without a lot of "perks". Without them we would be much the poorer. We welcome new sessional workers and volunteers to the team and thank existing ones for their input.

**Rebecca Long**  
Director



## Project Manager's Report

I am now within my second year as a manager here at MPMT, it's been an interesting year involving challenging topics: you name it, we have dealt with it, with excellent results.

We have also had a few staff changes and have taken on additional sessional/bank staff to keep the ship afloat in times of need and to keep what we do best for the young ladies in our care.

The staff team have been great and I would like to thank them all for the work, time and effort they have put out in helping our service users towards their goals and ambition.

I am proud to be part of MPMT, especially when you see ex-residents returning to thank MPMT for the input in their lives and making statements like "if it wasn't for MPMT I would not be the person I am today".

Conclusion: It makes it all worthwhile.

Thanks also to our Cook, Ms. Daisy (her food is delicious) and to our handyman Phillip: everything you do for us is most appreciated.

**Jackie Doyley**  
Project Manager



## Erlanger Road Report

We have come to another year; 2017 and so many things have gone by! We make the best of every situation to work with the residents.

We have had different residents from all walks of life. Some are challenging to us and themselves and we always have to look for ways to support them to reach their potential.

When I say challenging sometimes we might find someone that lacks motivation and support appears not to work. We have to find ways to keep trying to break that cycle! And we are getting there as that is what we do.

A smile was put on our face when our LQ Liaison Officer Gemma came back from maternity leave after one year. You cannot imagine how things changed within few hours after our meeting with her in July. L&Q itself changed the section we work with to L&Q Living in April, this is the part that deals with care and support. Their yearly conference was on the 18th of May and it was a great event. Our next liaison meetings continue. Next scheduled for October at Cray House in Sidcup - L&Q head office alternate meetings are on our patch. We were happy to also be helped by L&Q with some tenancy management issues which have improved our ability to deal with day to day tenancy issues.

We have two residents who have successfully moved to their own flats and two went to Move Through (using the supported housing Pathway). From the independent move ons one was a talented florist and one is doing her Foundation degree in Media and Production. The monthly house meetings this year have been the best so far as we have more attendees participating together better than previously. We usually go through a lot of issues in the house.

Most of the residents are very good in reporting repairs which is a good skill to have for when they move-on to their own flats.

We have had a spring clean carried out by Adfen our cleaning contractor in July. The garden maintenance and window cleaning continue.

**Adebimpe Oputa**

Project Worker





## Resettlement Officer's report

I would like to say thank you to the whole team at Marsha Phoenix for all the work that they do in helping our young residents get ready for their next big step in life of having their own place and being totally independent. As they learn so much from each and every one of us, not only from the general life skills of budgeting, cooking and cleaning etc. but by giving them the time and space to reflect and to really know what is happening around them and in their lives, as well as giving them positive ways to move forward.

A big thank you to the workshop tutors Loraine Edwards, who runs the Life Skills 4 Life workshop and Panchita Golding, who runs the Money Management workshops. With all this knowledge that they are given on the workshops our residents should feel a lot more confident in the transition from supported housing to independent living.

I will continue to say to the young ladies just keep saving and make every penny stretch, as setting up home for the first time is not as easy as one would like it to be.

But I want you to know that it can be done and it has been done by the past residents who made their flats feel completely comfortable and homey, so you can do this too.

Save Save Save!!!

**Samantha King**

Resettlement Officer/  
Deputy Project Manager



*Daisy Appreciation Corner*

“Love  
Miss Daisy.”

“I love  
Miss Daisy.”

“Daisy was  
lovely.”

From our 2017  
Annual Surveys

85% of our young ladies  
felt ‘safe’ at both  
Tressillian and Erlanger

92% felt they were  
achieving their goals to  
some degree

94% said they  
benefited from their key  
work meetings

81% were in  
training, employment or  
education

Their ambitions for  
the future include

- Digital media marketer
- Working in Paediatric  
Oncology through nursing
  - Interpreter
  - Sports coach
  - Biologist
- Makeup artist

We hope to support them all  
to achieve those goals.

## Feedback from residents gathered from various surveys 2016/17

“It has been quite a journey; when I left I was a different person to when I moved in. Marsha Phoenix Memorial Trust was caring and did wonders for me. I wouldn't be where I am today if it wasn't for the Trust. Mrs P needs to be knighted.”

“At Marsha Phoenix Memorial Trust key work meetings I got things sorted I wouldn't have done by myself”

“It would be perfect if the other girls were cleaner.”

“Keep on doing what you are doing; my life has truly changed for the better.”

“Time at Marsha Phoenix Memorial Trust was good. I learnt a lot and Ade was very helpful and supportive.”

“Lorraine was bit scary and so was Jen in my first meeting. But of course I came to realise they are both lovely!”

“Jen was an exceptional key worker and deserves a pay rise.”

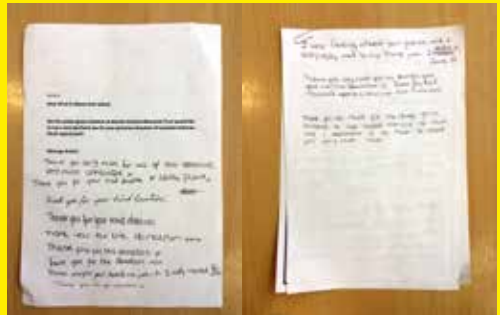
“I feel more confident within myself. I also gained experience to do with taking more responsibility.”

“I have an opportunity to speak to my keyworker about whatever is on my mind and can speak to her any time.”

“This is a much needed service for young women.”

“We had a good relationship and I could go to Jen for help about anything.”

“I would like to thank all the members of staff for giving me an opportunity – a place to live and a family full of support.”



*Update from ex-resident **Leah Nantongo**. Leah came to Marsha Phoenix Memorial Trust aged 16 and is now 30*

I can't stop thanking Marsha Phoenix for the way they looked after me during the time I was staying with them and the continuing support I received even after I left. I had no hope of progressing in life but your support made me who I am today. When I look back it's because of Marsha Phoenix I have my own house, I graduated, and I was also inspired to start up a charity organisation called Bendecido Practical Institute Charity.

### *About my charity*

Bendecido Practical Institute Charity was established to ensure that everyone enjoys the benefits of their education. We are engaged in a research project of evaluating, restructuring and developing of systems that can offer a smooth transition from education into employment, promoting the acquisition of skills and competences. [www.bendecidoinstitute.org](http://www.bendecidoinstitute.org)



This year saw the closure of the Friends of Marsha Phoenix Memorial Trust charity, formerly the main fundraising arm for the project. It is sad to see something Sybil Phoenix threw herself into with such enthusiasm over the years reach a natural conclusion, with a dwindling active membership and Mrs Phoenix taking more of a back seat during the last couple of years. However just as the Phoenix of our name we hope to rise again with a new fundraising committee based within the main charity and this way we hope to harness the enthusiasm and skills of those remaining supporters we have worked with, and find some more friends within our community.

This year our beloved Mrs P turned 90. The family helped organise her usual birthday party and plenty of friends and well-wishers came to number 67 to see her.

Our tea at the House of Lords in July 2017 went well and was ably organised by Loraine who we thank for all her efforts. Sir Herman Ouseley was our guest speaker covering a topic close to his heart; "Equality; an impossible dream?" we thank him for this and of course for his sponsorship and hosting of this event each year enabling us to raise some funds and have an enjoyable afternoon in the process.

**DONATE!! (Please!)**

You can make a donation by going to [www.justgiving.com/mpmt/donate](http://www.justgiving.com/mpmt/donate) or by cheque made payable to the Marsha Phoenix Memorial Trust. Also some of our supporters make a regular monthly donation set up by direct debit; contact Rebecca Long for details.





*I give my heartfelt appreciation to everyone for their support at all of our events throughout the years. It remains for me to say how very much I have appreciated everyone's support of the Friends group over the many years it has run.*

*Sybil Phoenix*



## Staff Report

I started working with MPMT Dec 2016 as a project worker. I had just finished my Health & Social care management course. I wanted to get back working with young people as I was working part-time with YMCA hostel in Stockwell which was a very challenging role, and when I finished studying, I knew that I wanted to continue doing working with young people with complex needs and who are homeless.

Working at MPMT I have come across some young ladies with complex needs and challenging behaviours as well as some very bright, positive and ambitious young women. I have been able to work with them all and get them the help that they need by contacting outside agencies and also using my skills to support them in all their different needs. I have really enjoyed working at MPMT for the last 10 months and I hope to continue helping and supporting all the ladies who come to MPMT, progressing towards their future independence in their own homes.

**Alison Baker**  
Project Worker



## Executive committee member's report

I arrived at St Peter's almost 20 years ago, met Mrs Sybil Phoenix soon after that and... the rest is history! I succumbed to her irresistible charm as she asked me to be involved with Marsha Phoenix House. I came to admire her wide-ranging and historical work for race relations. However, her work with children confirmed what I already know: that one-to-one work with a few people, in succession, over many years, yields a most amazing amount of fruit in their lives. So I was delighted to join the Executive Committee and to become involved with the Staff Team too. Vicars have that rare privilege of becoming part of so many homes and Marsha Phoenix Trust has been a highlight of my ministry.

Thank you all so much for being so dedicated to these teenage girls who have sometimes gone through so much already. Thank you for loving them back to life with both tough love and also motherly love, whichever is needed at the time. Thank you for welcoming me and allowing me to contribute in a small way to your wonderful work.

God bless you all with much fruit in the lives of all your young people.  
And God continue to bless you in the future.

**Corinne**

Vicar, St Peter's Brockley.

Executive Committee member to August 2017





### Resettlement

In all we managed to move on 11 people into their own permanent homes this year, same as last year. This means we have in fact rehoused 146 people into permanent accommodation since 2002 and 31 March 2017, and resettled 29 people in total this year between March 2016 and April 2017. This is again a 107% turnover of our capacity with existing residents. No people were asked to leave this year, although a couple left in negative circumstances having chosen to build up rent arrears and not live here properly. This was their choice as we always try to find ways to keep everyone housed if we can and resolve issues.

We calculated the average stay was about 49.5 weeks, across both projects, which is a lot less than last year and again we did see a couple more longer-standing residents move on. Our ex-residents continued to call in for help, support and to socialise all year. We had 42 contacts from 21 ex-residents and helped with things like university applications, support on going on an overseas volunteer project, and of course money issues. We did our best to support them all. They phoned, emailed, texted or mainly came to see us.


Our special thanks goes to Rushell now at university studying to be a teacher, for coming to a house meeting to encourage the current residents to make the most of their time at the Trust and to realise their dreams as she has.

The local support scheme has helped our residents on benefits buy essentials once they move on. We continued to help our residents with small grants. Lorraine Edwards ran her resettlement courses again, which we hold to ensure people have the knowledge needed to manage on their own and be prepared all the challenges they need to run their own home successfully. These are completed by staff Panchita Golding using her money management skills to run separate workshops aimed at improving skills in this area, a shortage of money continues to be major reason why people struggle in independent housing.

Our thanks for our move on allocation to SHIP and to the London Borough of Lewisham for their help with move on. We also thank our partners at One housing, Single Homeless project and Centrepoint for helping us with move through with some of the new schemes that became available this year producing an alternative for those not quite ready for independence but not in need of such intensive support.

We appreciate their efforts and partnership.





## Social Events, Education and Welfare

### *Health And Wellbeing*

We took this activity to a new level this year. With Jen Rose designated as our Health and Wellbeing champion we took on a number of new activities to benefit and support the residents. Jen qualified as healthy eating instructor on top of her healthy eating and nutrition qualification gained previously, passing with flying colours.

She started her healthy eating cookery club run monthly to teach the residents how to cook simple nutritious meals, which is proving to be very popular.

In addition to this we continued with our in-house counselling service in partnership with the Cassels centre, continuing with good take-up and feedback from those who participated. We also formed a new partnership with NSPCC initially to help us review our safeguarding work, and from this Kasia helped us set up a discussion forum around healthy relationships and how to handle difficult situations.

Jen also helps to coordinate our monthly Nurse Service with lovely Amy from the outreach service, and we have worked with Amy to provide a series of talks on health related issues to complement the one-to-one work she carries out. Amy ran education sessions covering things like sexual health and healthy weight management to foster healthier lifestyles.

We have also re-launched our membership of the condom distribution scheme *Come Correct* run by Brooke in order to improve safety and education in this area.

Rebecca Long

It gives me great pleasure to report on how MPMT has capitalised on my interest in food and eating well, not just for physical health but for good mental health.

In April I gained OCN accreditation for healthy eating and running a cookery club which I enjoyed immensely. It has been great fun imparting the benefits to our clients and encouraging those who say they 'won't cook or can't cook'!

On the subject of good mental health I have also been involved with running our healthy relationships series of workshops with trainer Kasia from the NSPCC, they have been well attended and we have looked at what a healthy relationship might look like and subjects such as consent and grooming have been explored.

Our Health and wellbeing initiative also includes the relaunch of the condom scheme with *Come Correct* organisation and the relaunch has seen several people sign up.

**Jen Rose**  
Project Worker





## Senior Project Worker & Health and Safety Officer Report

I have continued to chase down the bargains this year for the food service and ended the year within our tight budget but with everyone fed the target number of meals all year. The fund remained topped up due to another successful Fun Run in September.

Once again we must thank the Lewisham Food Bank and especially Carol Bostridge for donations which are always a welcome addition and this year this was supplemented by sanitary products which we are able to distribute each week to help our residents' money go a little further. We have also been able to give out food vouchers to ex residents finding themselves in temporary financial problems so thanks for that.

We would also like to say thank you as usual to our local churches; St Peters and the Brockley Baptist church for the harvest boxes which provides a variety of food we can give out. A new thing this year we re-started is our relationship with Fare Share who in partnership with Tesco facilitate a weekly excess food collection. Rebecca has taken this on and it has proved popular if not always a healthy source of food (lots of pastries and croissants!). It has also helped us save on our bread bill. We also say thanks for other donations from our community: we have gratefully received items from crockery and cutlery to unused toiletries which enable us to welcome new people with a pack of useful necessities. Thanks to the Lewisham PIHT team for helping us with Christmas hampers for some ex-residents as well.

Health and Safety-wise we worked hard all year to stay ahead of all the changing regulations. Our 5-yearly electrical installation test brought up some works needed to keep us updated as did our Legionella safety review. We monitor fridge temperatures, water temperatures, food temperatures, check gas safety, electrical appliance safety, train everyone all the time on fire safety and manual handling. We risk-assess everywhere formally every 6 months and informally daily. We also overhauled our Fire risk assessment in November 2016 and upgraded a number of the fire safety features. This year we added to our improvement plans by signing up with Ellis Whittam to have a consultant on side to update our policy and procedures. We are thankful for the funds from Comic Relief which have enabled us to buy in this extra help and reassurance.

**Loraine Phoenix**  
Senior Project Worker



Our education programme continues and the demands for it have continued to over the year. This year we worked with partners both old and new to achieve a varied programme. We held our regular classes in resettlement skills, as noted elsewhere.

We worked with a volunteer, Judith on ESOL English at the start of the year, for one young lady and we started work with Alex our new volunteer tutor who now runs a weekly drop-in providing support and help with a number of issues including exam preparation and organising assignments. We took our healthy eating classes in-house with Jen at the helm. Natasha and her colleagues from MIND again delivered a session on mental health self-help strategies through their “Mindkit” programme.

This year our courses included an ex-resident who has done well in the beauty and fashion industry and held a hair and beauty evening for residents.

Panchita on the staff continued with money management training to provide some practical budgeting and money management sessions.

We have maintained our computer room facility which remains well used in spite of most people having their own devices. We took steps as well to improve the free wi-fi we provide as both sites.

People attending university post-Marsha Phoenix continued too and many of our ex-residents are now at university (now numbering 26 from 2010 to our 2017 current residents and leavers!). However we applaud all our residents’ success in whatever they undertake to educate or train themselves in and we maintain our goal of ensuring everyone at least tries to do something to build for their future in any areas within their capability.

As noted our nurse service continued to provide a good way of increasing engagement with health services for our residents, and we hope it helps cut down on unnecessary A&E visits. Svetlana and the local police safer neighbourhood team also stayed in touch providing personal safety advice and marking property for residents. They also help us manage situations to support our residents with advice and support reporting crimes.

We re-focussed a bit on social events this year and charged a particular staff member to take extra responsibility in this area to run some events and build up enthusiasm. So far film nights and games nights have proved most popular and now Alison has taken this on and held some enjoyable evenings. Additionally we provide some funds for support workers to take their groups on summer outings and these included a trip to Nandos and to the pictures.

Our Christmas party was enjoyed by all, and Daisy with some of the residents and staff helping her did a wonderful job preparing everything. Thanks too to Loraine for her energy in this area shopping, decorating and helping to make it a success. A thank you to Cllr Alan Till from our Executive Committee. After some health issues himself this year, Alan came back as Father Christmas to everyone’s great delight. We also thank our neighbours on upper Brockley Road led by Fidelis Wheeler, for donations of beautifully wrapped gifts for all the residents.

