



**Marsha Phoenix
Memorial Trust
Annual Report
2018/19**

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*From Woodrow Phoenix
Chair, Marsha Phoenix Memorial Trust*

The Marsha Phoenix Memorial Trust is a unique organisation, not just in the borough of Lewisham but anywhere in the South-east, and looking further afield, in the whole country. There isn't another voluntary organisation devoted to housing young women—with a particular focus on the personal, social and family issues faced by young black women—that has been working with the community for as long as we have. MPMT's founder Sybil Phoenix began this house forty years ago, and while we can be proud of the achievements of MPMT in giving generations of young women the solid support they needed to begin their own independent lives in homes of their own, we are sad in some ways that there are not more organisations like ours available for young people to access, and perhaps also sad that there is still just as much a need for projects like ours as there ever was.

Working to house homeless young women and to enable them to find the resources within themselves to live fulfilling adult lives has always been our goal. We believe the best way to achieve this is not in an institutional, generic and official way but with a friendly, human, person-centred approach that remembers everyone is an individual with the need for love and respect, deserving of the opportunity to show that as well as receive it. Of course, it's a lot easier to write those words than it is to live them, especially with ever-more complicated problems and pressures increasing the demands on the residents we deal with today. In an ideal world, there would be no need for a project like ours to even exist. It may seem strange to think that our ultimate goal would be to make ourselves redundant but to quote Sybil Phoenix, 'if there was no need for a house like this, nobody would be happier than me. But for as long as we are needed, we shall continue to be here to try and improve the lives of young people who need us.'

The landscape that voluntary organisations face is completely unrecognisable from the conditions and support that existed when MPMT began 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 can't do this alone, and so we thank all of you, our friends and funders, for helping us to do that. Let's hope we can continue to work together towards a world where we'll all be redundant!



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.

Statement on Marsha Phoenix Memorial Trust's approach to risk management

Marsha Phoenix Memorial Trust regularly reviews the organisational and financial risks which it may face as a small independent charity. This includes regular reporting and assessment of potential risks, having in place or action planning to mitigate/eliminate those risks, and reviewing those risks ensuring a high standard of service is maintained. Relevant policies and procedures are in place and are reviewed regularly, and training of key personnel is kept up to date.

Marsha Phoenix Memorial Trust is a Charitable Company Limited by Guarantee



Marsha Phoenix Memorial Trust 2018/19

Voluntary Board / Executive Committee

Chair Woodrow Phoenix

Vice Chair Councillor Alan Till

Treasurer Derrick Martin

Company Secretary Dionne McGregor

Executive Committee Members

Carol Smith

Esther Stanford Xose

Jenny Berbeck

Leticea Holland

London Borough of Lewisham co-optee Obajimi Adefiranye

Co-opted members joining during 2019 Rosie Reynolds, Danny Gray

Key Partners

Liaison Officer, London Borough of Lewisham Supporting People Team Lindsay Martin

Liaison Officer, London and Quadrant Housing Trust Gemma Carmody *followed by*
Brenda Johnson

Staff Team

Director Rebecca Long

Project Manager Jackie Doyley

Project Manager, Erlanger Rd Adebimpe Oputa

Health and Safety officers Adebimpe Oputa, Loraine Phoenix

Deputy Project Manager/Resettlement Worker Samantha King

Senior Project Worker Loraine Phoenix

Project Worker Noelle Kellett

Project Worker Jennifer Rose

Project Worker Beverley Ann Williams

Night Waking Staff Christine Grizzle, Natasha Parker

Weekend Night Waking Staff Panchita Golding, Carmen Thompson

Cook Daisy Williams, *left March 2018;* Malvia Walters

Sessional, Saturday & Sunday staff Veronica Roberts

Sessional Staff Panchita Golding, Rosaline Mensah, Roseanne Hill, Lillith
Campbell, Julia Arindell

Volunteers

Gardening Suriya Pieris, Sue Luxton

Sunday craft club Lillith Campbell

Homework club tutor Alex Humphries

Fair Share Tesco supporter Sarah Webb

Fun run organisers Kate Iles, Alan Hall

Contract cleaning by Adfen Contractors

FANTASTIC FUNDING NEWS!

In 2019 we were successful in receiving a grant from the *Lottery Awards For All* fund to help us with our ongoing improvement plans. We thank the Lottery Community Fund for this help.

More than £58million of National Lottery funding has been shared between 1,600 projects in England. This money raised by National Lottery players will support community-led projects, including those run for or by young people, empowering them to take the lead on things that are important to them and their communities.



Fundraising Report

Our main event is our Fun Run held in September each year, and this year we are now gearing up the fourth one. Each year we raise a bit less for the food service, but we still appreciate the input of friends and neighbours in helping us put on the event and drumming up support for it. We have also formed some new partnerships and friendships which have resulted in donations to go with those that come from maintaining older friendships; all of which helps us out. As mentioned St Peter's Church and the Open Garden Scheme are regular supporters. The Tulse Hill Trust has supported some individual residents and an education course at the hostel. We thank our new co-opted Committee member Rosie Reynolds and the National Lottery *Awards for All* fund for an award to help us implement some of the improvements we need to make in the coming year.

DONATE!! (Please!)

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

From Derrick Martin, Treasurer

The summarised financial statement included in this report is for the financial year ending March 2019.

The Trust again had a very small operating surplus at the end of the financial year, March 2019 although slightly higher than in 2018, mainly due to continued fundraising efforts and an increase in rents. As before although we have not changed our expenditure in terms of doing anything different, costs go up and our income has continued to decline 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. We thank Comic Relief for their funding which helped with staffing and core costs; this mitigated the effect of the cuts somewhat, and came to an end in 2018. 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 from 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 2018, also Holly Walsh and Jo Petrie on that in 2018. We thank Rose Agnew and Steph Blackwell for support with the Open Gardens Scheme. Also St Peter’s church for several really helpful donations throughout the year.

Every donation is welcome.

The challenge continues to make savings without compromising the service provided for the young homeless women. We still focus 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 focus on 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 07.19.

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.

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 2019 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. 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 2019 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 1993 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, July 2019



*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
Bullace Lane
Dartford
DA1 1BB*

*Bankers;
HSBC Bank,
w38 Lewisham High Street,
SE13 6BE*

STATEMENT OF FINANCIAL ACTIVITIES INCORPORATING INCOME AND EXPENDITURE ACCOUNT

FOR THE YEAR ENDED 31 MARCH 2019					
		Restrict ed funds	Unrestricted funds	Total funds	Total funds
Note		2019 £	2019 £	2019 £	2018 £
INCOME FROM:					
Donations and legacies	2	7,630	5,828	13,458	36,154
Charitable activities	5	-	442,399	442,399	403,386
Other trading activities	3	6,189	-	6,189	4,714
Investments	4	-	1,853	1,853	815
TOTAL INCOME					
EXPENDITURE ON:					
Charitable activities	7	26,621	431,869	458,490	442,581
TOTAL EXPENDITURE	10				
NET INCOME / (EXPENDITURE) BEFORE OTHER RECOGNISED GAINS AND LOSSES					
LOSSES		(12,802)	18,211	5,409	2,488
NET MOVEMENT IN FUNDS		(12,802)	18,211	5,409	2,488
RECONCILIATION OF FUNDS:					
Total funds brought forward		187,910	610,767	798,677	796,189

TOTAL FUNDS CARRIED FORWARD

The notes on pages 9 to 19 form part of these financial statements.

REGISTERED NUMBER: 02552186					
BALANCE SHEET AS AT 31 MARCH 2019					
				2019	2018
Note	£			£	£
FIXED ASSETS					
Tangible assets	14			323,194	332,374
CURRENT ASSETS					
Debtors	15	21,381			21,591
Cash at bank and in hand		464,330		447,187	

CREDITORS: amounts falling due within		485,711	468,778
one year	16	(4,819)	(2,475)
CHARITY FUNDS			
Restricted funds	19	175,108	187,910
Unrestricted funds	19	628,978	610,767

NET CURRENT ASSETS

NET ASSETS

TOTAL FUNDS

The charity's financial statements have been prepared in accordance with the provisions applicable to companies subject to the small companies regime.

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 144 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 3 July 2019 and signed on their behalf, by:



Woodrow Phoenix

From Rebecca Long, Director

This year presented us with something of a “watershed moment” as a combination of a continued smaller surplus on the annual accounts, versus the need and wish to still provide a quality service has led us to reflect on how this charity can continue to be sustainable and independent into the future.

This in turn has led to a new approach and new business plan focussing on what it is we need to do to maximise our potential, and achieve better funding and service models.

The Executive Committee have concluded that a small specialist independent charity is our ideal scenario, not focused on expansion necessarily, but continuing to do what we do to support homeless young women as best we can. Within that plan we hope to invest in our support systems for residents, upgrade and improve our IT and review our staffing and governance models. Alongside this we have carried out a huge dejunk exercise which has been quite cathartic: we have disposed of around 140 bags to the shredding contractor. My office in particular feels somewhat less oppressive!

During this year we extend our thanks to all our funders and partners, in particular the borough’s Prevention and Inclusion Team who we thank for our contract, and we thank Sarah Miran the Contract Manager who has been a good new partner to work with. We also thank Mick Lear and Leigh Cheevers at the Housing Benefit team whose role is so important in making sure the young people’s rent is paid.

We thank London and Quadrant, our partners with the Erlanger Road scheme, and were sorry to see our long standing monitoring officer and partner Gemma hand us over to a new officer in 2019 due to a reorganisation at their end. We look forward to working with Brenda Johnson, sure that our positive partnership will continue. We thank the London Borough of Lewisham SHIP for being our partners in providing us with residents to house, and move on for them when that time comes; as ever 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. Sarah, Donna and latterly Pavan have all contributed to running this service.

Thanks to the NHS Homelessness Health Inclusion team for Nurse Amy’s monthly visits and those who cover the role as well. To have that added extra really helps supplement our effort towards managing a healthy environment.

We were sad to say goodbye to Daisy our cook in April 2019 after so many years working with us cooking delicious meals, but we welcome her replacement Malvia who is settling very well into the role.



Sue Luxton and Suriya have kept our garden looking lovely and we thank the Tesco “bags of hope” scheme for their help enabling us to develop the garden project. This included using some of the funds for our new smoking area mural and we thank Drew Sinclair for all his hard work on the project, the results of which can be seen in this report.

My thanks to our Executive Committee for their commitment to the Trust and to the staff, all of whom are embracing the need to change enthusiastically and helping to make it a success.



From Jackie Doyley, Project Manager

What a whirlwind this year has been! Where have the last 12 months gone? 2019 marks 16 years of working at MPMT, and while there have been trying times and challenges, I'm pleased that as a team we have overcome all the hurdles we have faced and we continue to be committed to supporting and empowering all the young women in our care.

Seeing our residents come in at the beginning of their MPMT journey and leave as well-rounded young women continues to be a gratifying experience for me. This year it was a pleasure to welcome three former residents to the staff team: two as employees and one as a volunteer. Their return in these capacities is their way of giving back to the Trust that helped them so much.

One of the highlights of the year for me was the annual fun run in Hillyfields Park. This event has become a yearly tradition – we are truly thankful to all those who participated, donated and contributed to this fundraiser. And a special thank you to Miss Daisy for all her lovely cakes.

While on the topic of food I want to take this opportunity to officially welcome our new cook, Malvia to the team – she is doing a marvellous job (and not forgetting Evelyn who covered this summer) – thank you for keeping the girls well fed.

As we approach the end of the year, and look to 2020, I just wanted to take the time to thank all those involved with MPMT who make it possible for us to provide that much needed support for young women - it really does make a difference to MPMT.

Team, you are amazing!



From Adebimpe Oputa, Erlanger Road Project Manager

It has come so quickly another year was like yesterday, but it is what it is, one year indeed.

Erlanger Road has been very peaceful compared to past years in general.

All residents are occupied with work or study, with just one finding her way activity-wise at the moment, She is still trying to get something to lay her hands on, and support is being offered.

We have a new resident starting at University this academic year, it has been a long road for her but she finally got a place. This is very impressive as she is determined that University is her goal to be fulfilled. We are very pleased for this and wish all success to her.

Another exciting thing to mention is the residents' commitment to the house meeting and if for any reason they will not be there, an apology will be sent. This is a great achievement compared to what had happened in the past years.

There has been some disappointment because we thought L&Q were carrying out a programme of double-glazing the windows and a installing new roof at Erlanger Road, but this has been put to a halt due to funding. We are still hopeful though.

We went out during the summer as a team together and we all enjoyed ourselves and for the fact that we are together. We went to Nando's, as you can see from the pictures taken.

Our long-standing L&Q officer Gemma left us for another position this year which was an unexpected loss as we had a good working relationship and a bond with her, but what will be will be! The new officer has now stepped in and we will continue to work on the same level. L&Q has been a great partner of Marsha Phoenix and we hope to continue our relationship with them. We thank them for their support.



From Samatha King, Resettlement Officer and Deputy Project Manager

I would like to say thank you to all the staff at Marsha Phoenix and everyone involved in the running of such a fine hostel, as everyone's input is what makes us so great!

From a resettlement perspective this year sometimes felt like a struggle for some people trying to move forwards with their life plans. It meant that we had less people moving straight to independent housing and more to a next stage so moving at a slower pace. As the world in general has been a lot harder for people to achieve their goals in life with the barriers and problems they encounter making things more complex, so our experience here reflects that. We must continue to battle both with and for our young people so that they do achieve a better life overall.

Universal credit has been having a big effect on the young people here at MPMT this year financially. Also as the young people try to get work, which isn't always predictable in terms of hours and pay, the fluctuation with their benefits has been a bit of a struggle causing high rent arrears which would normally be more controlled. They are trying to work, but the delays in housing benefit calculations make it harder to budget on a low income. However, once the young women have made that step from supported living to total independence they start working hard on making their dreams come true as best they can for their own home. Making a grey cold empty flat into a warm and vibrant home.

So, keep making those small steps to achieve your goal and keep saving as every penny counts when you are setting up a home for the first time.

7. Your Leaving
Please comment on the following:

	Very bad	Bad	OK	Good	Very good
How useful were your meetings with the Project Manager?					✓
Assistance with finding housing					✓
Help with benefits such as JSA, IS, HB etc					✓
Ongoing support offered					✓
Overall feeling towards Erlanger Road					✓

8. We would appreciate any comments you may wish to make about living at Erlanger Road and the support you received from Marsha Phoenix Memorial Trust.

Comments:

I ~~felt~~ felt that I had all the support needed from Ade and Marsha Phoenix. Ade is been like a second mum to me. She does her work with the heart.

I wouldn't spect anything drether than that I have already been given.

Thank you!

All the staff at MPMT would like to wish you well for the future and hope to hear from you form time to time.



Residents' Feedback from various surveys: 2017/18

- *97.5% of our young ladies felt "safe" at both projects increased from last year*
- *90% felt they were achieving their goals to some degree increased from last year*
- *94% said they benefited from their key work meetings*
- *59% were in training, employment or Education. As at 31.03.19 a big drop on last year and reflective of needs we have seen this year.*

Their ambitions range from;

- *A victim advocate for young women and children*
- *Business analyst*
- *Lawyer*
- *Nurse*
- *Accountant*
- *Social worker*
- *have a good job*
- *go to University*

We hope to support them all to achieve those goals. We sent another three to university in 2019 and supported three full-time students during 2018/19.



Fire
assembly
point



*From Loraine Phoenix, Senior Project Worker
Report on Health & Safety and food service*

Another year has gone by, still looking for ways to improve our Health and Safety. In the kitchen we are ever ready for a health inspection to maintain our 5-star rating in our kitchen environment. Also I need to send out a big thank you to all who continue to support us with the kind donations of food, making it possible for us to fill in our DIY days for the girls.

In particular we must thank the Lewisham Food Bank and especially Carol Bostridge for donations which are always a welcome addition and this year in particular. We would also like to say thank you as usual to our local churches; St Peter's and the Brockley Baptist church for the harvest boxes which provide a variety of food we can give out to our residents. Also thanks to Fare Share who in partnership with *Tesco* facilitate a weekly excess food collection. And thanks to Sarah Webb and Gill collecting from Lewisham Way on this, also thanks to Kris Hilbbert for her support on the food bank run as well.

We improved our fire safety by increasing fire exits and fire doors, improving existing styles and structures, and overall responding to the endless ideas other people have for us to comply with every aspect of Health and Safety they are charged with monitoring, to keep us up to date.

People really do not realise how much effort and money (and stress!) goes into constantly having a high awareness of all the obligations on small organisations to be on point over every aspect of Health and Safety! As usual we monitor fridge temperatures, water temperatures, food temperatures, check gas safety,, electrical appliance safety; we risk assess everywhere formally every six months and informally daily.

Statistics

Referral source	
Lewisham SHIP including via Centre point Assessment Centres	100 % (31 referrals)
2.Outcomes of Referrals	
Housed	19 (72%)
Applicant refused offer/ did not turn up	5 people
Marsha Phoenix Memorial Trust refused	0
Agency/client withdrew application	2
3.Reasons for Referral top	%
Family breakdown General	20
<i>Care leaver</i>	20
experience of abuse or violence	24
4.Ethnicity	%
Black Caribbean	25
Black African	12.5
White British	37.5
Mixed race al white /b/c	16.6
Asian (Indian/ Pakistani)	8.3



VOIDS and ARREARS

Our rental income is very important for our cash flow and we performed quite well in these areas;-

Average letting time was 5.93 days at Tressillian Rd out of 16 lettings, so about 2 days longer than last year, mainly caused by delays in finding suitable referrals.

Average letting time was 1.85 days at Erlanger Road, same as last year.

Total lettings were 16 at Tressillian Rd and 4 at Erlanger Road. We averaged 1.6 lettings per month.

There was 1.23% void loss at both projects all year.

Arrears ran at 2.31 % average across both schemes as at 31.03.19 (the target was 5%) which was bit lower than last year.

As at 31.03.19, 44% of our residents had a mental health issue of some sort and this was combined with other high needs such as autism (7.4%), self-harming, ex offender issues, learning difficulties and drug issues. 52% had experienced some form of violence or abuse either gender-based or from family. There were 10 care leavers across both projects and again three of the women had experienced having their own children being taken into care, more than once for two of them. This is all a picture of high needs being managed during this year once again, and some challenging safeguarding situations were managed successfully.

BELIEVE... & >>ACHIEVE



MIRROR MIRROR
ON THE WALL,
I'LL ALWAYS GET UP
AFTER I FALL,
AND WHETHER I RUN,
WALK OR HAVE TO CRAWL,
I'LL SET MY GOALS AND
ACHIEVE THEM ALL.



*"A goal is a dream with a
deadline"*

Imagine
BELIEVE
ACHIEVE

WHO'S READY TO GO?
THE FIRST TO GO...
THE SECOND TO GO...
THE THIRD TO GO...
THE FOURTH TO GO...
THE FIFTH TO GO...



Resettlement Figures and Thank You's

In all we managed to move on six people, helping them move into their own permanent homes this year. This was eight less than last year, and part of a general trend whereby readiness for independence is taking longer. However nine people also went to other supported housing and move throughs; this was the growth area this year.

This means we have in fact rehoused 166 people into permanent accommodation since 2002 and March 31, 2019, and resettled 21 people in total this year between March 2018 and April 2019. This is a 77% turnover of our capacity with existing residents. One person was asked to leave this year, due to physical violence again including staff members getting hurt. It is our "line in the sand" for behaviour. However they were rehoused and we helped plan that so the move was not negative.

We calculated the average stay was about 45 weeks, across both projects, which is lower 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 36 contacts from 17 ex-residents and helped with things like university applications, and money issues. We did our best to support them all. They phoned, emailed, texted or mainly came to see us. It has been lovely to employ 3 ex-residents this year; Lilly, Jameela and Sheenay.

The local support scheme has helped our residents on benefits buy essentials once they move on. We continued to help our residents find small grants particularly from the Frank Buttle Trust and Glass pool and other schemes. We thank them for supporting the young people. The "Money House" project continues as of the resettlement routine now as for the borough attendance is a pre requisite for all seeking to move on from supported 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, the Single Homeless project, and Centrepoint for helping us with move through this year, which is an alternative for those not quite ready for independence but not in need of such intensive support. We had more people falling into that category this past year (7). We appreciate their efforts and partnership. Also thanks to London and Quadrant for enabling us to move Erlanger Road residents into their housing out of borough as a permanent housing option. Once again we have had some good successes there too.



Health and Wellbeing

from Jen Rose, Project worker with Health and wellbeing responsibilities

As the MPMT Health and Wellbeing champion, Jen continued activities to benefit and support the residents. She has continued her healthy eating cookery club run monthly to teach the residents how to cook simple nutritious meals. Our in-house counselling service in partnership with the Cassels centre, continued, which is important as the number of young people we see with mental health issues increases each year. Jen also helps to coordinate our monthly Nurse Service with lovely Amy from the outreach service.

Health and wellbeing is not just about physical wellbeing, it is also about psychological wellbeing. Following on from our last series of healthy relationships sessions which were in partnership with NSPCC, we are planning a new series of sessions which will be dealing with various types of domestic violence and what coercive control might look like in a relationship. We will be exploring subjects such as controlling behaviour and equality in relationships and our first session will be about 'Male Privilege'. For our young people this is an important part of their social education, keeping themselves physically healthy and emotionally able to cope, whether it is with family or an intimate relationship. This is being done in partnership with Athena outreach teams. Sessions will be throughout the autumn and winter.

We have been making good use of the food donations that come in, especially with the fresh vegetables for impromptu cooking sessions. These have gone down well with the young people who participate.

I will be taking groups for lessons on cooking a Sunday roast as in previous years and teaching healthy eating and cooking good food on a budget.

The Health Inclusion Team continue to visit us and provide good health advice and support for our young people which is always well attended especially when our girls cannot get to see a GP.

Education and Welfare, Social Events

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. As noted all year we have participated in the Money House project, and once people can be encouraged to go along (they are patient with rebooking) it is popular, providing young people with money management skills. We have a 100% attendance rate.

Alex our volunteer tutor ran a weekly drop-in providing support and help with a number of issues including exam preparation and organising assignments. She left us this year to have a baby and we thank her for all her help and wish her well. We have healthy eating classes run by Jen. We ran another a successful self-development programme with Believe UK and this year it was funded by the Tulsa Hill Trust, who we thank very much for their sponsorship of six sessions aimed at helping the young women find direction and goals for life.

Our ex-resident Lilly continued volunteering with mentoring and running regular Sunday activities. Also another ex-resident Sheenay has joined us and taken over games evenings as well.

Our ladies helped out Groundswell on behalf of the council doing research into the impact of the new homelessness reduction act. And we also assisted the Violence Against Women and Girls' team in doing research on what service gaps may exist.

Two good new partners this year have been Nickiesha and the Serious Violence reduction team who have specialism in particular in gang related violence and safeguarding. Francesca Rule became our safer neighbourhood police officer and she has been very helpful and proactive over a range of issues.

Bev and Noelle continued to run our resident's participation projects with monthly house meetings and social activities. Bev helped us launch our "Believe and Achieve" evenings using our tree provided by volunteer Lynda to place leaves recognising successes people want to share with the group over snacks and listening to inspirational speakers. These have included several of our ex-residents who have come back to work with us sharing their experiences and inspiration. Bev has run a number of film nights with a theme of one old film and one newer one to provoke discussion. She has also chosen some films with messages to think about as well as for enjoyment. Snacks and drinks have helped this. We ran a successful house picnic in the summer of 2019 and in spite of the weather meaning it had to be partly indoor/outdoor in the studio, those who attended enjoyed themselves. We thank Tesco and Fare Share for providing so many different donations for us to use from salads to cakes.

We took more steps as well to improve the free wi-fi we provide at both sites so our residents can get online easily and for free.



People attending university post-Marsha Phoenix continued too and many of our ex-residents are now at university (32 have started or indeed completed their courses from 2010 to 2019's current crop of residents and leavers!). As ever we are proud of all our residents' successes in whatever they undertake to educate or train themselves and when they start work. Our aim of ensuring everyone at least tries to do something to build for their future in these areas remains a constant theme...

Additionally, we provided some funds for support workers to take their groups on outings both over Christmas and over the summer holidays. This included a trip to a burger restaurant, to Nandos and to the pictures.

Our Christmas party went well as usual. Daisy with some of the residents and staff helping her did a great job and worked really hard to make it a success. Thanks too to Loraine for her work on this: shopping and decorating and including everyone. A thank you to Derrick Martin from our Executive Committee, who was our Father Christmas. We also thank everyone for the donations that went towards the Christmas gifts from friends and neighbours enabling us to have a really full goody bag for each young lady plus some great raffle prizes. (A raffle where everyone wins!) And also, Christmas gifts for the five or so people at home here on Christmas Day. Thanks to the church for the hamper donation that helped with the Christmas food offer too.



From Suriya Pieris, Garden Project Volunteer

As reported the ‘bags of hope’ grant was awarded to the garden project. Sue Luxton has taken over as coordinator and ran a Christmas decorations class with Lillith, helping the residents to carry out a number of the plans made at their residents planning session. Chief among these was the smoking area revamp with a painted mural which was designed by Drew Sinclair with input from some of the residents. It represents Sybil Phoenix, in homage to her and was completed for her 92nd birthday.



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