

# Marsha Phoenix Memorial Trust Annual Report 2022/23



# **Marsha Phoenix Memorial Trust**

## **Annual Report 2022/23**

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*From Danny Gray  
Trustee, Marsha Phoenix Memorial Trust*

It is with great pleasure and a sense of gratitude that the Board of Trustees extend our heartfelt greetings to all the stakeholders, supporters, and contributors of the Marsha Phoenix Memorial Trust as we come together to reflect upon the past year's accomplishments and share our vision for the future.

The Marsha Phoenix Memorial Trust has, over the years, been a beacon of hope and a catalyst for positive change in the lives of countless individuals. Founded on the principles of compassion, resilience, and empowerment, the trust has consistently strived to make a meaningful impact on the communities it serves.

In the face of unprecedented challenges, the past year has exemplified the Trust's unwavering commitment to its mission. The transformative programs and initiatives undertaken have not only weathered the storms but have enabled us to emerge stronger, demonstrating the resilience that defines the essence of Marsha Phoenix's legacy.

As we navigate the current difficulties of our times, the Trust remains dedicated to breaking barriers and creating opportunities for those who need it most. From education and healthcare to social welfare and community development, the breadth of our initiatives reflects our holistic approach to promoting sustainable change to the lives of those we support.

None of this would be possible without the committed support of our donors, partners, volunteers, and the communities we serve. Your collective commitment to our cause has been instrumental in turning aspirations into achievements, and we are profoundly grateful for your unwavering belief in our shared vision.

In this annual report, you will find a comprehensive overview of the Trust's activities, impact stories, and financial performance. It is a testament to the transparency and accountability that underpin our operations. We believe in keeping our stakeholders well-informed, recognizing that your trust is the foundation upon which our continued success is built.

As we look ahead, the challenges may evolve, but our determination remains the same. The Marsha Phoenix Memorial Trust will continue to make a meaningful difference in the lives of vulnerable young women in our community. With your continued support, we are confident that we can build a brighter, more inclusive future for all.

Thank you for being an integral part of the Marsha Phoenix Memorial Trust's journey. Together, let us continue to sow the seeds of positive change and nurture a legacy that will last future generations.



### ***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.

### ***Equality and Diversity Policy Declaration***

Marsha Phoenix Memorial Trust is committed to equal opportunities in its provision of services, employment practices and management of the 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, transgender reassignment, marital status, pregnancy, class and any situation where people are disadvantaged by conditions or requirements that cannot be shown to be justified. This includes all protected characteristics as detailed in the Equality and Human Rights Act 2010. 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 2022/23***

***Voluntary Board / Executive Committee***

*Chair Woodrow Phoenix*

*Treasurer & Company Secretary Jane Chandler*

***Executive Committee Members***

Jenny Berbeck

Caroline Ellis

Danny Gray

Jo Mackie

Derrick Martin

Carol Smith

Esther Stanford Xosei

*London Borough of Lewisham co-optee:*

Laura Cunningham

***Key Partners***

*Commissioner, London Borough of Lewisham Supporting People Team:*

Jonathan Scarth

*Liaison Officer, London and Quadrant Housing Trust:*

Gemma Carmody

**Staff Team**

*Director* Denise Ifield

*Senior Operational Manager* Donna Lewis

*Project Manager* Jackie Doyley

*Deputy Project Manager/Resettlement Worker* Samantha King

*Project Manager, Erlanger Road* Adebimpe Oputa

*Facilities Manager* Loraine Phoenix

*Health and Safety Officers* Adebimpe Oputa, Loraine Phoenix

*Project Worker* Jennifer Rose

*Project Worker* Vanesa Gomez Garcia

*Project Worker* Chinyere Akpoefafe

*Cook* Malvia Walters

*Sessional, Saturday & Sunday Staff* Rosemarie Cameron, Rosaline Mensah, Veronica Roberts

*Sessional Staff* Julia Arrindell, Panchita Golding, Jameela Landell

*Waking Night Staff* Felicia Titus, Malvia Walters

**Volunteers**

*Good Gym volunteer group*

*Gardening* Suriya Pieris, Sue Luxton

*Fair Share Tesco collection supporter* Kris Hibbert

*Website development* David Alliet

*INFORM database partners:* Salesforce

*Contract cleaning* by Fenad Ltd



### *Fundraising report*

**W**e are grateful to still receive regular donations to our Just Giving page as well as a number of lovely donations from our neighbours including Christmas gifts for the young women we support. We were given a £500 donation from the Charities Aid Foundation as well as a much appreciated donation of toiletries from the Ghana Nurses Association.

Thanks to the Brockley Baptist Church who have once again provided food donations to us this year that are always well received. Milk Honey Bees have also donated some lovely products that we are grateful for. We would like to thank everyone who has donated to us over the last year, your generosity is very much appreciated

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.

<http://www.justgiving.com/mpmt/donate>





*From Jane Chandler, Treasurer*

**The summarised financial statement included in this Annual Report is for the financial year ending March 2023.**

**The Treasurer's report is given verbally at the AGM, with reference to the Management Letter, full Financial Statements and Independent Auditor's Report .**

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

## *OPINION*

We have audited the financial statements of Marsha Phoenix Memorial Trust (the 'charitable company') for the year ended 31 March 2023 which comprise the Statement of financial activities, the Balance sheet, the Statement of cash flows and the related notes, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland' (United Kingdom Generally Accepted Accounting Practice).

In our opinion the financial statements:

- give a true and fair view of the state of the charitable company's affairs as at 31 March 2023 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; and
- have been prepared in accordance with the requirements of the Charities Act 2011.

## *BASIS FOR OPINION*

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the Auditors' responsibilities for the audit of the financial statements section of our report. We are independent of the charitable company in accordance with the ethical requirements that are relevant to our audit of the financial statements in the United Kingdom, including the Financial Reporting Council's Ethical Standard, and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

## *CONCLUSIONS RELATING TO GOING CONCERN*

In auditing the financial statements, we have concluded that the Trustees' use of the going concern basis of accounting in the preparation of the financial statements is appropriate.

Based on the work we have performed, we have not identified any material uncertainties relating to events or conditions that, individually or collectively, may cast significant doubt on the charitable company's ability to continue as a going concern for a period of at least twelve months from when the financial statements are authorised for issue. Our responsibilities and the responsibilities of the Trustees with respect to going concern are described in the relevant sections of this report.

The other information comprises the information included in the Annual report other than the financial statements and our Auditors' report thereon. The Trustees are responsible for the other information contained within the Annual report. Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon. Our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the course of the audit, or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether this gives rise to a material misstatement in the financial statements themselves. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact.

We have nothing to report in this regard.

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

We have nothing to report in respect of the following matters where the Charities (Accounts and Reports) Regulations 2008 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
- sufficient accounting records have not been kept; 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.

#### *RESPONSIBILITIES OF TRUSTEES*

As explained more fully in the Trustees' responsibilities statement, the Trustees (who are also the directors of the charitable company 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, and for such internal control as the Trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, the Trustees are responsible for assessing the charitable company's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the Trustees either intend to liquidate the charitable company or to cease operations, or have no realistic alternative but to do so.

**AUDITORS' RESPONSIBILITIES FOR THE  
AUDIT OF THE FINANCIAL STATEMENTS**

We have been appointed as auditor under section 145 of the Charities Act 2011 and report in accordance with the Act and relevant regulations made or having effect thereunder.

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an Auditors' report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with ISAs (UK) will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

Irregularities, including fraud, are instances of non-compliance with laws and regulations. We design procedures in line with our responsibilities, outlined above, to detect material misstatements in respect of irregularities, including fraud. The extent to which our procedures are capable of detecting irregularities, including fraud is detailed below:

*[Explanation as to what extent the audit was considered capable of detecting irregularities, including fraud.]*

A further description of our responsibilities for the audit of the financial statements is located on the Financial Reporting Council's website at: [www.frc.org.uk/auditorsresponsibilities](http://www.frc.org.uk/auditorsresponsibilities).

This description forms part of our Auditors' report.

**USE OF OUR REPORT**

This report is made solely to the charitable company's trustees, as a body, in accordance with Part 4 of the Charities (Accounts and Reports) Regulations 2008. Our audit work has been undertaken so that we might state to the charitable company's trustees those matters we are required to state to them in an Auditors' report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charitable company and its members, as a body, for our audit work, for this report, or for the opinions we have formed.

Hedley Dunk Limited  
Chartered Accountants Trinity House  
3 Bullace Lane Dartford  
Kent DA1 1BB

5 December 2023

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





*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  
DA11BB*

***Bankers**  
HSBC Bank,  
85 Lewisham High Street,  
SE13 6BE*

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

**STATEMENT OF FINANCIAL ACTIVITIES (INCORPORATING INCOME AND EXPENDITURE ACCOUNT)  
FOR THE YEAR ENDED 31 MARCH 2023**

|                                    | Note | Restricted<br>funds<br>2023<br>£ | Unrestricted<br>funds<br>2023<br>£ | Total<br>funds<br>2023<br>£ | Total<br>funds<br>2022<br>£ |
|------------------------------------|------|----------------------------------|------------------------------------|-----------------------------|-----------------------------|
| <b>Income from:</b>                |      |                                  |                                    |                             |                             |
| Donations and legacies             | 3    | 2,455                            | 46                                 | 2,501                       | 4,696                       |
| Charitable activities              | 4    | -                                | 577,835                            | 577,835                     | 566,311                     |
| Other trading activities           | 5    | -                                | -                                  | -                           | 597                         |
| Investments                        | 6    | -                                | 3,542                              | 3,542                       | 344                         |
| <b>Total income</b>                |      | <u>2,455</u>                     | <u>581,423</u>                     | <u>583,878</u>              | <u>571,948</u>              |
| <b>Expenditure on:</b>             |      |                                  |                                    |                             |                             |
| Charitable activities              | 7    | 6,574                            | 539,060                            | 545,634                     | 563,020                     |
| <b>Total expenditure</b>           |      | <u>6,574</u>                     | <u>539,060</u>                     | <u>545,634</u>              | <u>563,020</u>              |
| <b>Net (expenditure)/income</b>    |      | <u>(4,119)</u>                   | <u>42,363</u>                      | <u>38,244</u>               | <u>8,928</u>                |
| Transfers between funds            | 15   | (1,920)                          | -                                  | (1,920)                     | -                           |
| <b>Net movement in funds</b>       |      | <u>(6,039)</u>                   | <u>42,363</u>                      | <u>36,324</u>               | <u>8,928</u>                |
| <b>Reconciliation of funds:</b>    |      |                                  |                                    |                             |                             |
| Total funds brought forward        |      | 151,601                          | 795,181                            | 946,782                     | 937,854                     |
| Net movement in funds              |      | (6,039)                          | 42,363                             | 36,324                      | 8,928                       |
| <b>Total funds carried forward</b> |      | <u>145,562</u>                   | <u>837,544</u>                     | <u>983,106</u>              | <u>946,782</u>              |

The Statement of financial activities includes all gains and losses recognised in the year.

The notes on pages 11 to 23 form part of these financial statements.

**MARSHA PHOENIX MEMORIAL TRUST****(A company limited by guarantee)****REGISTERED NUMBER: 02552186****BALANCE SHEET  
AS AT 31 MARCH 2023**

|  | <b>Note</b> | <b>2023<br/>£</b> | <b>2022<br/>£</b> |
|--|-------------|-------------------|-------------------|
| <b>Fixed assets</b>                            |             |                   |                   |
| Tangible assets                                | 12          | 322,430           | 320,844           |
|  |             | <hr/>             | <hr/>             |
|  |             | 322,430           | 320,844           |
| <b>Current assets</b>                          |             |                   |                   |
| Debtors  | 13          | 32,702            | 31,868            |
| Cash at bank and in hand                       |             | 641,689           | 620,163           |
|  |             | <hr/>             | <hr/>             |
|  |             | 674,391           | 652,031           |
| Creditors: amounts falling due within one year | 14          | (13,715)          | (26,093)          |
|  |             | <hr/>             | <hr/>             |
| <b>Net current assets</b>                      |             | 660,676           | 625,938           |
|  |             | <hr/>             | <hr/>             |
| <b>Total assets less current liabilities</b>   |             | 983,106           | 946,782           |
|  |             | <hr/>             | <hr/>             |
| <b>Total net assets</b>                        |             | 983,106           | 946,782           |
|  |             | <hr/> <hr/>       | <hr/> <hr/>       |
| <b>Charity funds</b>                           |             |                   |                   |
| Restricted funds                               | 15          | 145,562           | 151,601           |
| Unrestricted funds                             | 15          | 837,544           | 795,181           |
|  |             | <hr/>             | <hr/>             |
| <b>Total funds</b>                             |             | 983,106           | 946,782           |
|  |             | <hr/> <hr/>       | <hr/> <hr/>       |

The entity was entitled to exemption from audit under section 477 of the Companies Act 2006.

The members have not required the entity to obtain an audit for the year in question in accordance with section 476 of the Companies Act 2006.

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 preparation of financial statements.

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

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



**Woodrow Phoenix**

Date: 5 December 2023

The notes on pages 11 to 23 form part of these financial statements.

*From Denise Ifield, Director*

It has been another busy year at Marsha Phoenix Memorial Trust. We have seen some changes in our staff team this year as several employees have moved on from the service and we have welcomed new team members who have brought with them a fresh perspective and an enthusiasm for the position they have taken on.

Last year we saw an increase in the complex needs that our young women presented with and these support needs have consistently presented in this current year. Mental health is a significant need across the services and we are now offering specific training around providing trauma based support and particular sessions to deal with self-harm as well as anxiety and depression to all our support staff. We continue to work closely with Jonathon Scarth, Commissioning Manager, Holly Clarke Commissioning Officer and Chris Horn, Supported Housing Pathway Manager at Lewisham Council. Jonathon and Holly have been hugely supportive throughout the year and have helped us look at changes we can make to increase referrals. Chris has consistently responded to any issues we have had and helped us move forward with these.

I would like to extend my thanks and gratitude to our Executive Committee for their commitment and ongoing support. We have worked closely together in ensuring the services are operating to a high standard and our buildings are well maintained, this has required significant input across the board. Laura Cunningham has been especially helpful in assisting us with compliance matters and Jo Mackie has given her expert advice in some new policies we have drafted.

Finally, none of this would be possible without our hard-working staff team. There have been changes this year where we have moved away from having sleep-in staff at the services and shift patterns have altered in response to this. Despite accommodating this and other challenges there continues to be a warm and welcoming environment and a flexible approach that ensures our young women consistently receive the support they need. After 2 years in post as Director I will soon be moving on from the organisation but I know that whomever takes the position on in the future will feel very lucky to work in such a special place.





*From Donna Lewis, Senior Operational Manager*

Marsha Phoenix Memorial Trust is committed to our vulnerable service users. We tirelessly encourage our service users to believe in themselves by encouraging them to be the best that they can be, every small step toward their goal is an achievement. Many of the young people that come through our doors do not have a purpose in life and they feel lost, not knowing what direction to go. This is where we start to rebuild them.

Over the last year we have been focusing on supporting our young people to actually do some self-care taking the time to do things that help them live a better life and improve both their physical health and mental well-being. Showing each and every one of our service users that we care about them, we believe in them, we have confidence in them knowing that they can achieve anything they want in this life. One of our greatest achievements as a service is getting our service users into education, training and/or employment (ETE). On the 11th October 2023 we gave a presentation in the Council Chambers at Lewisham Town Hall on how we manage to get so many young people into ETE. This presentation wasn't about boosting our profile, more to show how we believe that every young person should have the same opportunities and by sharing what we do as a service more young people could benefit from our strategy.

To encourage a young adult isn't about big extravagant gestures, it's about the small things that really matter to them like sending positive /inspiring/ uplifting messages to our service users daily to boost their confidence before going out for the day. Asking how was your day? Acknowledging the smallest achievements, it helps boost a young person's resilience to go onto greater and better things. Many of our young service users have never felt that caring touch which is fundamental to increasing self-worth for them. Nobody is perfect but young people sometimes compare a negative view of themselves with unrealistic views of others and dwell on their flaws. The service works hard to get our young people to be happy in their own skin, learning to accept themselves warts and all. Looking at their strengths and making the most of them, seeing mistakes as an opportunity to learn from, being grateful for making them grow as a person and not to see them as failures.

The service could not achieve its goals without the brilliant efforts of the staff team. I am so proud and appreciative of how they



consistently go above and beyond in the support that they give to our service users, adapting to changes and working towards the new goals of the service. I couldn't ask for a better team. They are not just good at inspiring our young people but also incredible at problem-solving which has a positive impact for our girls. Thanks to all the staff team at Marsha Phoenix Memorial Trust: your hard work, dedication and extra effort helped us deliver this year's achievements. We couldn't have made it happen without you, your contribution to the growth and longevity of the service is really appreciated.

I would like to take this opportunity to welcome our two new board members Laura Cunningham and Caroline Ellis. I would also like to say a very special thank you to Denise Ifield, it's hard to say goodbye to someone as talented and dedicated as you. You've been an incredible asset to the team and the organisation and your presence will be missed. I wish you all the best on your new journey! Thank you for being an incredible Director and a friend.

In closing I can't end without saying a few words about the founder of Marsha Phoenix Memorial Trust, Sybil Phoenix who stepped down in 2014. She is one special, confident, strong-minded, strong-willed woman whom I happen to share a birthday with. I hope we are truly doing you proud while we continue the great work you started. I don't just happen to share your birthday, I have a stubborn streak a mile wide too, when you want something you don't give up. My plan going forward is to open another service in time.

It would not be me if I didn't end on a quote:

*In a couple of years, it won't even matter how long it took.  
You'll just be glad you did it  
Stay focused*





*From Jackie Doyley, Project Manager*

Another year has come, and during the last twelve months we've experienced a number of changes and adjustments. We bid farewell to two of our support workers and have welcomed on board two new support workers: Vanesa and Chinyere who are both doing a great job in supporting our residents – they have fitted into the team very well.

MPMT's doors have been open for the past 43 years and I myself have been part of MPMT for 21 of those years. I'm most proud to have been part of an organisation that helps and supports young individuals who have experienced adversity.

My role here at MPMT covers lots of functions, here are some of them: Ensure the smooth running of the project. As this is a 24 hour service this means making sure that the project is fully staffed, and all shifts are covered accordingly;

Support and advise our residents with anything to do with Housing Benefit and rent;

Record residents' circumstances in a confidential manner;

Ensure that all correspondences and enquires from external parties are responded to;

Arrange and pay bills, do banking of any cash received;

Enter all invoices onto xero (our financial software);

Oversee the collection of rents/service charges from residents, and monitor the rent accounts accordingly;

Assist with administration of the monthly payroll;

Co-ordinate Recruitment procedures and take part in the interview process;

Arrange events, training, and team days out.

At MPMT we are here to support, uplift and encourage all who come through our doors. We are here to empower our girls to become confident young women ready to face the world ahead of them.

Our yearly Believe & Achieve award in memory of our dearly departed colleague Beverly took place on 18th October 23. This was awarded to resident, Arliah Awere – well done Arliah!

As always, I would like to thank the team for their support over the last year – it is all very much appreciated. Together, we have kept the ship afloat and functioning throughout the year and hopefully we will continue to do so for many more years to come.

There is no 'I' in team; teamwork makes the dream work.

There are two main parts to my role as resettlement officer. 90-92 Tressillian Road is classed as a first stage hostel where there is 24-hour staffing to offer extra support for residents. What I do is to assess the residents for the best route in the next stage of their housing journey. This could be a move through to a second stage hostel, which is a more independent hostel like Erlanger Road. The second stage hostel can be anywhere within the borough of Lewisham. The staffing levels are much lower but the residents still have support. Second stage hostels are a good stepping-stone for residents that are ready for more independent living but not yet equipped to live solely on their own with minimal or no support.

The other path is a move on to their own permanent accommodation. This means an application to Lewisham Borough housing department, to get the resident a bidding number. Our second stage hostel Erlanger Road has two nominations a year with L&Q that would allow the resident to move out of Lewisham borough.

For residents to be put forward for their move on, they need to show that they have their independent life skills in place e.g. cooking, cleaning and budgeting, with a good six months of consistent rent payments as well as savings towards their property. They need to show that they are able to take care of their physical and mental health; taking their medication, making appointments and attending them, and so on. Having a day time activity like going to college, working paid or unpaid is also key.

I continue to give the residents three months of support after they move into their own property. Helping them to set up their utilities and where possible, access grants to assist buying some of their white goods and other items for their property. I support them to maintain a good tenancy and to budget with their new list of bills. The best part of this work is being able to see how much the young person has grown on the journey they have undergone, to the point where you are able to see them make a house into a home for themselves.

The year appears to fly by so quickly. However, as the years pass by the situation with resettlement does not get any easier. With the cost of living crisis, everyone is struggling to meet their everyday bills, with the increase in gas and electricity rates, and food costs. Then on top of all that having to set up a home for the first time.



The amount of income that many of our residents have can no longer really help them to save that much towards their own property now. To even save for the basic white goods and a bed has become an even bigger challenge now! But, every little bit helps! So, save as much as you can.

I would like to say a big thank you to the Buttle Trust that has helped with grants for some of our ex-residents that are still in education. This support for our young women has truly helped with their future development.

Life has never been easy, but it's important to keep moving forward and setting goals to achieve. You can achieve anything that you put your mind to! There is a saying, "If you think you can, you can! And if you think you can't, you can't. You are right!" Positive thinking will get you to where you want to be. So, keep smiling.

*From Loraine Phoenix, Facilities Manager*

**OMG !!!** where has the time gone? It seems like yesterday I was writing the last report letting you all know what's been going on at MPMT. Well, what a year we have had! Doors generally need changing locks and fixing handles, we started the year by having the HUGE front door of 90 Tressillian Road replaced. After years of subsidence the frame was very warped, and as a fire exit it was not up to the fire safety regulations standard any more. Well, it is now. Due to the giant size of our front doors this was a very expensive job, but it was completed very smoothly by the contractors. They also adjusted the other door which is our main entrance at 92 Tressillian which was not locking properly: also due to the frame shifting. It's very smooth now. We have had structural repairs done to the front step too, which was worn and cracked. It is looking much nicer now.

We have upgraded the lighting in all the bathrooms and the stairwells to sensor lights, which should help to save on our energy costs (as youngsters don't like turning lights off). Our CCTV system has been upgraded putting in another three cameras to the areas that used to be blind spots, such as the top of the stairwells and the living room (where mishaps tend to happen). We have also been looking at our carbon foot print. We are using less paper as a lot of our routine paper work has now been computerised and we only print what we actually need - me included.

Recently we had to replace the boiler because it had enough, considering it's been working hard for the past 30 years I don't blame it! This was a major job, having to have new pipework done because it turns out the old pipes were far too small considering the work they have to do heating 29 rooms in this house, and not to forget how much water has to be pumped for the showers. The work actually took just over two weeks to complete, quite quick I was told, but must have felt like forever for the poor girls. I must praise them for their patience and understanding, they were really good through the works.  
THANKS GIRLS.

So what's next? Every day something new but nothing I can't deal with. Onwards and upwards. The weekly fire alarm tests continue, also regular site inspections to keep us ship shape and on point with all that needs to be done, such as our fire risk assessment, legionella water inspections and pest control, all of which keeps me busy and keeps the house safe.





*In November, Loraine attended a meeting of longtime friends of MPMT, The Association of Guyanese Nurses & Allied Professionals (AGNAP) who presented her with a tribute for Sybil Phoenix*

I would like to say thanks to our friends and neighbours for their continued support with their donations which really help with making our young ladies feel wanted. And also a BIG THANK YOU to Ebinehita Iyere, founder of Milk & Honey Bee for the fantastic donation she sent for the girls. They loved them. Also our grateful thanks to the food donations that we still receive. And of course can't forget the staff team who have supported the girls through all the works that have taken place and step in when I'm not around - THANKS GUYS.

Going forward, I have been looking at getting quotes in for getting the rest of the house redecorated, this will be done in stages starting with the dining room and the living room, then going on to the stairwells. Well, I must get on, a Facilities' Manager's work is never done - time to get things ready for Christmas (eek already!!).



*From Chinyere A Ogba, Support worker*

It has been six months since I started working at Marsha Phoenix Memorial Trust as a project support worker. Wow, that time has gone so quickly! It has been such a great and amazing journey with remarkable and new experiences since I joined this team. I have been working with young girls with complex needs and challenging behaviour (keeping me on my toes). The turn around and outcomes have been fantastic and has given me the drive to keep going. It is a great pleasure to be part of such a supportive team. It is interesting to see some of our young girls striving so hard to achieve their goals working towards having a great future, and knowing that I have helped them achieve such goals.

I won't say it has been easy because the first thing I have to do is teach them how to trust; by that I mean by showing them that nothing is impossible, working together anything can be achieved, and for them to be able to say this was really worth it. Showing them that just a little patience and time helps them understand the worth of working towards what they want - and what they can achieve if they really try. And that focus is the key to aiming for what they want.

So at this point, I would like to say thank you for giving me the opportunity to work in this amazing company, and I am looking forward to more fulfilling years that lay ahead of me by God's grace.

## *Education and Welfare*

As an organisation we have consistently prioritised supporting our young women to engage in some form of education, training, or employment. We encourage this right from the beginning of their stay and support this through keywork sessions and support planning. We work closely with most of the colleges that our young women attend as well at universities to ensure good all-round outcomes.

We have seen a good number of our young women go off to university. We will work with them around what to expect and how to plan for this in advance, so they are well prepared. They can also receive peer support from others in the services already attending university who can share their first-hand experiences.

Staff attend university or college to support our young woman to enrol, support them to build their self-esteem and assist them to choose the right course or career path. We keep track of their attendance, liaise with tutors about their progress and attend meetings with them to discuss their emotional wellbeing. We also work closely with some of the colleges and university counselling services to ensure our young women can access support on site when they need it.

MPMT applies to different organisations who offer apprenticeships e.g., Salvation Army and the Princes Trust. We refer residents to courses to build their self-esteem and build on interview techniques, so they are prepared for what an interview entails and to help them with their job searches.

It is a priority for us that our young women can maintain their learning and develop their skills at home. The service has three laptops for residents to use assist them to complete course work and support their education when they are at outside of college or university. Promoting education and training is very much part of our ethos, we talk to all potential new referrals to the service about our expectation in this area and we link this to part of their independent living skills required as part of our move on criteria.



*From Adebimpe Oputa, Erlanger Road Project Manager*

Erlanger Road is our second stage supported accommodation managed by Marsha Phoenix on behalf of London and Quadrant Housing Association, also known as L&Q group or L&Q Living. They have been one of the largest housing providers in the UK for many years. Erlanger Road came into being in April 1991 and is still standing. It comprises two shared flats and is situated in New Cross between the bus garage and the Fire brigade office. Residents at our main building in Tressillian Road can transfer to Erlanger Road as a stage on the way to fully independent living. Once they are accustomed to making more active decisions with their lives then they will leave Erlanger Road for their own properties.

L&Q has a quota of two move ons per year. Both have been used by two of the residents who were willing to move to another borough. This is an increase on last year when only one move on was used. Residents are generally all either working full time or in education. This year only one resident is in University.

We have regular meetings with L&Q. The next audit is due in January 2024. They are responsible for the building maintenance, which is frequently a struggle as working with contractors can be very difficult. However the work does get done. The downstairs boiler will be replaced very soon. An asbestos survey needs to be carried out first before that job can be completed.

House meetings are an essential part of understanding how everything is going. We have had very poor attendance but this has improved a little bit since August and we are able to hold meetings since then. Residents were treated to an outing at Nandos in August though not all attended.

*From Vanesa Gomez Garcia, Project Worker*

**My role at Marsha Phoenix Memorial Trust is to offer my support for young women aged 16 to 21, facilitating their journey towards independence and self-sufficiency. My primary duties encompass a multifaceted approach to empowerment, covering skill development, confidence building, educational and vocational guidance, and crucial emotional support.**

**One of my main responsibilities is to ensure that the girls under my care acquire the necessary abilities to navigate the complexities of real-life challenges. This involves designing and implementing programmes that focus on practical outcomes, equipping them with the tools they need to thrive independently. Whether it's through educational initiatives or vocational training, my goal is to empower these young women with the capabilities to face the world with confidence.**

**Moreover, I play a pivotal role in fostering a sense of self-assurance among the individuals I work with. I actively support them in building confidence to confront and overcome the various obstacles they may encounter. This includes creating a safe and supportive space where they can express themselves, discuss their concerns, and receive guidance on navigating life's challenges.**

**Emotional support is a cornerstone of my role, recognising that empowering young women involves addressing not only external challenges but also internal struggles. I am dedicated to providing a nurturing environment where they feel heard, understood, and supported emotionally.**

**Joining Marsha Phoenix Memorial Trust has been a transformative experience, allowing me to integrate my passion for empowering young women with meaningful action. Through dynamic collaboration with exceptional teenagers and the support of the organisation's ethos, I contribute to a collective effort that has tangible impacts on the growth and development of our residents.**





In this dynamic atmosphere, I continue to learn and evolve both professionally and personally. The insights gained from seasoned managers and dedicated colleagues have been instrumental in my journey, contributing to my ongoing development within the organisation.

MPMT is not just a workplace; it is a nexus where passion converges with purpose. The commitment to empowering young women resonates in every aspect of our work, providing me with a deep sense of fulfilment. The skills and experiences acquired in this environment are not only shaping my present role but also laying a foundation for significant contributions in my future endeavours. This transformative journey is one I cherish, and I am excited to continue contributing to the incredible work we do with and for these remarkable individuals.

## **STATISTICS**

*Referral source: Lewisham SHIP*

*including via Centre point Assessment Centres 100 % (37 referrals)*

### **1. Outcomes of Referrals**

Over 2022 the service has received 37 referrals

17 were accepted and housed

7 did not attend

6 refused the service

4 re-assigned to other service

Marsha Phoenix Memorial Trust refused 3

### **2. Ethnicity of referrals by percentage %**

Black Caribbean: 28%

Black African: 21%

Black British 21%

White British: 16%

White European: 14%

### **3. Mental Health & Substance Misuse**

The service continues to have a high percentage of residents with mental health needs, over 60% of our current residents have support needs in this area. Substance use needs are also a support need that we see consistently, this is currently an issue with over 30% of our young women. The service also continues to see behaviours such as self-harming and eating disorders, as well as needs around learning difficulties.

We remain focused on service delivery with a positive and aspirational edge within the service to help stimulate hope and help our residents believe that they can reach their goals. Most importantly, their bad experience does not define them and they can close the door to the past and take their first step towards the future with the support of the team around them.

### **4. Resettlement Figures**

During 2023 we have successfully resettled 9 young women into their new homes. Of the remaining 8 people who left the service in this time, 1 moved back home, 1 went on to university, 3 were evicted and 3 were temporarily placed here.

For those that remain in education we have been applying for educational grants via Buttle UK where by some residents can get up to £2000. Buttle used to provide white goods until they changed to educational purposes only. In applying for these grants it requires the service to continue working with individuals for three months after the payment is received.



### *VOIDS and ARREARS*

**This year we have had a greater challenge with voids in our service and have at times had several bed spaces vacant. We have revamped our assessment process in response to this and looked at how we can make our homes a choice for any young woman viewing the service. We are also working in partnership with our referral pathways and listening to feedback from residents and those who have visited our service to ensure we remain a provider of choice.**

**The team works hard to ensure that our residents are equipped to understand how to budget and a very important part of this is paying rent. Jackie and her staff are consistent in their approach with the young women from the moment they come for an assessment. Their obligation to pay their rent is clear and they are supported throughout their stay to prioritise this. Where there are issues with this an action plan is put in place to bring payments up to date. Jackie ensures that residents are informed weekly of the balance on their rent accounts that the team will support them in a variety of ways. This includes assisting with housing benefit claims, discretionary housing payments on behalf of new resident or residents that are in crisis, as well as helping students apply for their student loans. The ability to manage money effectively is tied in with our move on objectives and supporting our young women to gain this skill is a core ethos of the Trust.**

**Total lettings Tressillian Rd 14**

**Total lettings Erlanger Road 3**

**Tressillian Void Rate as an average this financial year 7%**

**Erlanger Void Rate as an average this financial year 5.5%**

We would appreciate your time in completing this survey. We would appreciate your time in completing this survey and letting us know your thoughts and the changes we can make it a better experience for you all

Are you happy with your accommodation?

Yes  No

Comment -

Are you happy that the support you receive helps you to live a full and independent life?

Yes  No

sometimes I just feel lonely and feel like everyone's against me.

Do you have any comments to make about the key working sessions or suggestions regarding them?

NO their okay I just wish I was more understood.

Do you feel you are being supported to achieve your goals?

not really I still don't have a job & I just feel like a failure right now.

Have the house rules and the reasons for them been fully explained to you?

yes.

Do you find the inspirational messages motivating?

YES  No

How do you find the staff team?

Comments: They're really nice.

Do you feel safe?

yes

Do you know how to make a complaint?

yes I do.

## **RESIDENTS' FEEDBACK**

4 responses; percentage of 'yes' replies to survey questions

Are you happy with your accommodation? 50%

Are you happy that the support you receive helps you to live a full and independent life? 75%

Do you feel you are being supported to achieve your goals? 75%

Have the house rules and the reasons been fully explained to you? 75%

Do you find the inspirational messages motivating? 75%

Do you feel safe? 75%

Do you know how to make a complaint? 100%





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