



**Marsha Phoenix
Memorial Trust
Annual Report
2021/22**

Marsha Phoenix Memorial Trust

Annual Report 2021/22

CONTENTS

- 
- 3 \ *Chair's Introduction*
 - 5 \ *Our Mission Statement*
 - \ *Equal Opportunities Policy Declaration*
 - \ *Statement on Marsha Phoenix Memorial Trust's approach to Risk Management*
 - 6 \ *Voluntary Board, Executive Committee and Staff*
 - 8 \ *Fundraising Report*
 - 9 \ *Treasurer's Report*
 - 10 \ *Independent Auditors' Report to the Members of Marsha Phoenix Memorial Trust*
 - 14 \ *Financial Statements*
 - 16 \ *Director's Report*
 - 18 \ *Senior Operational Manager's Report*
 - 21 \ *Project Manager's Report*
 - 23 \ *Erlanger Road Project Manager's Report*
 - 23 \ *Resettlement Officer's Report*
 - 25 \ *Facilities Manager's Report*
 - 38 \ *Cook's Report*
 - 28 \ *Residents' Feedback and Project Worker's Reports*
 - 32 \ *Statistics / Resettlement Figures*
 - 33 \ *Voids and Arrears*
 - 34 \ *Social Events, Education and Welfare*

*From Woodrow Phoenix
Chair, Marsha Phoenix Memorial Trust*

Marsha Phoenix Memorial Trust is continually evolving as an organisation, and the changes seem to come faster and faster all the time. As part of our commitment to maintaining a high-quality service, we are currently undergoing some pretty substantial upgrades to the fabric of the building of 92, which match the changes that we have made to delivery of our service. But no matter how much things change, I am always conscious that we are carrying on the legacy begun by Sybil Phoenix, and everything that we do is always with her in mind.

What would Sybil do? This question has been especially uppermost in our minds recently, because of an exhibition of photographs taken by Geraldine Walsh. She was an arts worker here at MPMT when Sybil began the Marsha Phoenix Arts Project as a resource and centre of activity for young people in Brockley in the early 1980s. Geraldine documented two years of activity at 90-92 including an exchange trip to Guyana. These photographs have recently been displayed in the Lewisham Hub at the Riverdale centre and are now touring libraries and schools in the borough. It's quite amazing to see how different things were 30 years ago and also very inspiring to see Sybil phoenix at the height of her powers in images that have gone unseen for decades. You can download a PDF of the exhibition catalogue at our website.

I am grateful to all our funders, friends, supporters and neighbours - your support is what makes it possible for us to continue this work that is still as desperately needed as when these doors were first opened by Sybil so many years ago.

See you next year.



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 2021/22

Voluntary Board / Executive Committee

Chair Woodrow Phoenix

Treasurer Jane Chandler

Company Secretary Denise Ifield

Executive Committee Members

Jenny Berbeck

Latoya Charles (to September 2022)

Danny Gray

Jo Mackie

Derrick Martin

Carol Smith

Esther Stanford Xosei

London Borough of Lewisham co-optee

Obajimi Adefiranye (to August 2022), Laura Cunningham

Key Partners

Liaison Officer, 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

Facilities Manager Loraine Phoenix

Project Manager, Erlanger Road Adebimpe Oputa

Health and Safety Officers Adebimpe Oputa, Loraine Phoenix

Deputy Project Manager/Resettlement Worker Samantha King

Project Worker Noelle Kellett

Project Worker Jennifer Rose

Project Worker Elvira Okonedo

Night Waking Staff Rosaline Mensah, Roli Verton

Weekend Night Waking Staff Carmen Thompson

Cook Malvia Walters

Sessional, Saturday & Sunday Staff Veronica Roberts

Sessional & Weekend Night Cover Staff Panchita Golding, Rosaline

Mensah, Lillith Campbell, Julia Arindell, Jameela Landell, Janet

Appleby

Volunteers

Good Gym volunteer group

Gardening Suriya Pieris, Sue Luxton

Activities and peer mentoring Sheenay Babb

Homework club tutor Alex Humphries

Fair Share Tesco collection supporter Kris Hibbert

Website development David Alliet

INFORM database partners: SHP

Contract cleaning by Cleanwise Contractors

Fundraising report

We are grateful to still receive our food donation from *FareShare*, a charity who redistribute surplus food. Our donation comes from their partnership with Tesco, and we usually receive a donation each week. Kris Hibbert volunteers for us and helps us to collect these donations for which we extend a big thank you, we would not be able to access this donation without her consistent help.

Huge thanks to Lucy Peps from whom we received a large donation of £500, this helped us fund a summer outing for our residents and the staff team. Group daytrips used to be an annual event but have not taken place over the last two years, so it was wonderful to get the opportunity to reinstate this.

We are enormously grateful to Fola Phillip, founder and director of a community choir called Reggae Choir, and everyone at Reggae Choir. They raised £350 for us whilst celebrating their 10th anniversary! A big thank you for organising this on our behalf and to all who donated.

Thanks to the Brockley Baptist Church who have sent us a lovely donation, and many local people who have sent in donations for the Christmas bags we put together for our residents. We have also received regular donations to our *Just Giving* page and 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 2022.

Treasurer's report is to be given verbally at the AGM, with reference to the full Financial Statements and Independent Auditor's Report – copies distributed to all members of Executive Committee.

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 2022 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 2022 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.

Other information

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.

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.

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
3 Bullace Lane
Dartford, Kent
DA11BB

14 December 2022

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,
38 Lewisham High Street,
SE13 6BE***

MARSHA PHOENIX MEMORIAL TRUST
(A company limited by guarantee)

TRUSTEES' REPORT (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2022

Statement of Trustees' responsibilities

The Trustees (who are also the directors of the Charity 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 Charity and of its incoming resources and application of resources, including its income and expenditure, 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 of the Charities SORP (FRS 102);
- make judgments and accounting estimates that are reasonable and prudent;
- state whether applicable UK Accounting Standards (FRS 102) have been followed, subject to any material departures disclosed and explained in the financial statements;
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the Charity will continue in business.

The Trustees are responsible for keeping adequate accounting records that are sufficient to show and explain the Charity's transactions and disclose with reasonable accuracy at any time the financial position of the Charity 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 Charity 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 relevant audit information and to establish that the charity's auditors are aware of that information.

Auditors

The auditors, Hedley Dunk Limited, have indicated their willingness to continue in office. The designated Trustees will propose a motion reappointing the auditors at a meeting of the Trustees.

Approved by order of the members of the board of Trustees on 14 December 2022 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 2022**

	Note	Restricted funds 2022 £	Unrestricted funds 2022 £	Total funds 2022 £	Total funds 2021 £
Income from:					
Donations and legacies	3	-	4,696	4,696	17,947
Charitable activities	4	-	566,311	566,311	559,883
Other trading activities	5	-	597	597	7,926
Investments	6	-	344	344	2,733
Total income		-	571,948	571,948	588,489
Expenditure on:					
Charitable activities	7	3,025	559,995	563,020	534,871
Total expenditure		3,025	559,995	563,020	534,871
Net movement in funds		(3,025)	11,953	8,928	53,618
Reconciliation of funds:					
Total funds brought forward		154,626	783,228	937,854	884,236
Net movement in funds		(3,025)	11,953	8,928	53,618
Total funds carried forward		151,601	795,181	946,782	937,854

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

The notes on pages 11 to 24 form part of these financial statements.

From Denise Ifield, Director

I have been delighted to join the team at Marsha Phoenix Memorial Trust and to have been part of the pivotal work that has taken place throughout the last 12 months. This year has been one of change as we have worked towards improving our systems and processes and ensuring high quality in our service delivery to make certain each young woman we work with benefits from their stay with us. This has been a challenge in some respects, particularly as we see an increase in the needs of the young women referred to us, especially around mental health. We have responded to this by creating specific paperwork around mental health to capture individual needs and provide a tailored response. We are also making sure this is a live topic and discussed not only in keywork sessions but across multiple forums. We have strengthened our partnership working with mental health providers and continue to provide our in-house counselling service in partnership with the Cassels Centre.

We continue to work closely with Jonathon Scarth, Commissioning Manager and El Thomson, Commissioning Officer at Lewisham Council, both of whom have been supportive of the changes we are making within the service. El has worked closely with us as we have instigated different ways of working, visited the service regularly and shared ideas and best practice about ways of working that have helped us enormously.

Our staff team have continued to work hard in making sure the services operate to a high standard both with the support we provide and the condition of the buildings that we operate from. Our team have been flexible and provided cover where needed as well as making the services welcoming and homely for the young women who live there.

I echo Donna in extending my thanks to our Executive Committee for their commitment and ongoing support to the Trust. In particular our Treasurer, Jane Chandler has provided us with a huge amount of assistance as we have overhauled our financial processes this year and we are extremely grateful for her expertise in this area and her time.



From Donna Lewis, Senior Operational Manager

This year has been very exciting with lots of changes; not just in the work that we do but also to the building.

Building

The building has had two new kitchens; a main kitchen and a training kitchen to support our young ladies in moving forward to being fully independent. All our bathrooms have been refurbished and redecorated, and now all have sensor lights fitted.

Our garden studio has been repainted, new windows have been fitted and the roof has been redone in order to run activities more comfortably in this wonderful space.

Support

We have enhanced collaboration with internal and external agencies to the betterment of the service, with clearly defined strategy for the directions we are moving towards. The service is about inspiration and inspiring young minds to achieve, not just about thinking of achievements but about acting upon them, finding a way to overcome every obstacle they come up against. It is about showing our young people that they can be innovative and forward thinking, they are our future and there is nothing that they can't do.

The greatest achievement for me is to see a young lady walk out our doors feeling inspired, confident and motivated, and able to influence others to believe they can achieve as they did.

This year the Bev Adams Believe & Achieve Award went to a special young lady that optimized the work that we do here. She achieved so much at Marsha Phoenix Memorial Trust that since moving on she is currently doing an accountancy apprenticeship and has a placement in an accountancy firm; we wish her all the best for the future.

Our Team

Staff development remains a priority. My thanks to the staff for their continued commitment and support.

Changing the way we do things can be difficult at the best of times and coming in with new ideas, a vision for changing the way we as a service operates can't have been easy for them. But I want to thank my team for coming on this journey with me not knowing where it would lead. They gave me their full support and for that I'm grateful. Turning dreams into reality is only possible because of their willingness and pulling together to make changes to the service delivery.



Executive Board members

I want to thank the board members for their support on the changes to the service. Yes, I can be vigorous at times but without the backing from the board we couldn't have made the changes that have accrued. A special thank you to our outgoing board member La Toya Charles. This year we welcomed our new Director, Denise Ifield to the team. She has come to us with an extensive background in the health & social care sector, business development, leadership skills & project financial management. It's been a pleasure to work alongside her.

Last year I stated that Mrs. Sybil Phoenix didn't just settle for average, she built a foundation. And I for one will continue building on it.

Quote –

“Education is transformational. It changes lives. That is why people work so hard to become educated and why education has always been the key to every Dream, the force that erases arbitrary divisions of race and class and culture and unlocks every person's God-given potential.”



From Jackie Doyley, Project Manager

In the past year we've had young women from all walks of life come through our doors – some very challenging, some not, nevertheless we are here to support all and be impartial in the service we provide. We let them know from the start that they are smart enough, strong enough and good enough to achieve their goals and that they should believe in themselves. Empowerment, that is what we do; support, uplift, and encourage.

I would like to thank the team for their support in keeping the service functioning throughout the past year.

I would also like to take this opportunity to thank all who have supported us and helped along the way. Basil (handyman), Sue Luxton and the Good Session team, and Malvia, our cook. I would also like to welcome Malvia to the waking night staff team.

A special thanks to Jen and Noelle for stepping in when needed, also to our bank staff Jameela and Panchita – you have been a great help and it's most appreciated.

Team work makes the dream work!



From Adebimpe Oputa, Erlanger Road Project Manager

Erlanger Road has been very turbulent in general this year. It has not been easy but we only hope there will be changes.

The residents have now been moving on again, which is a good sign of things shifting with Erlanger Road. One resident that has overstayed for more than two years has finally moved on to permanent housing and there are three more pending to move on.

However, only one resident is in full time education in University.

The other good news is that finally L&Q has started having liaison meetings face to face. We had one with our lovely Gemma Carpenter and she also did an audit of the building same day. They continue to do their best to maintain the health and safety of the building without any struggle. Sometimes some of their contractors can be very difficult, but the work still gets done.

House meetings have had very poor attendance but I will continue to press on this area until there is consensus.

From Samatha King, Resettlement Officer and Deputy Project Manager

This year has been a difficult year for many people with the cost of living crisis taking place throughout the UK. With the cost of food and the price of energy supplies all going up and the monthly income staying the same. The transition for our young residents has been more of a shock than in past years when they move into their own property, trying to manage on a low income. It's been even more important now than ever before to get the budgeting skills in place and to ensure that they save hard whilst still living at the hostel as once they move there is no way they can save for large items for their property.

It is great to know that the majority of the residents that have moved to their own property are either working or attending University.

It's wonderful to know and see the residents grow and work towards their main career goals in life and even better to see them settled and happy in their own homes.

I would like to say a big thank you to Buttle for their continuous support with the grants for the young ladies that are still in education, as this has helped them tremendously.



From Loraine Phoenix, Facilities Manager

Another year gone by - what can I say? Wow!! We have done so much. Where do I start? Well, we began this year by having the main kitchen refitted, along with changing the laundry room into a training kitchen. We then went on to getting the bathrooms all painted and redecorated, and they are looking really nice. We are hoping to start the decorating of the rest of the house in the New Year. I am just waiting for a few more quotes to come in. All in all the house is changing for the good and looking really great.

During all the upheaval of redecorating I still continue to maintain the building's other needs such as doing the fire alarm checks, keeping up with pest control, checking all aspects of security for the building is up to date, and all the other tasks such as the Legionella checks which will be coming up shortly.

My role as Facilities Manager continues to demand my attention to big and small details as equally important day-by-day, making sure that any minor repairs are completed quickly and safely so as not to impede on any of the normal daily routines of the house. Where major repairs have to happen, the residents are well informed as to when and where these things will occur and what they need to be do, because making sure they are in a safe and well-ordered environment is our first priority.

We are moving along swiftly with things that need to be done, along with that we have the good fortune to still collect our food donations from FareShare Tesco with the help of our trusted volunteer Kris Hibbert. So a BIG THANK YOU is sent her way. We had a lovely donation from the Brockley Baptist Church, thanks have also gone their way as well. I would also like to send a BIG THANK YOU to all the kind neighbours who have sent in some really nice donations for the girls for their Christmas bags.

From Malvia Walters, Cook

I have been working for Marsha Phoenix Memorial Trust in the position of cook for three years now, and I am happy in my job. My role is planning and preparing meals for the young ladies. My duties as a cook are to ensure that the food is correctly labelled, and stored at the right temperature, a food probe is used when meat is cooked and temperatures are recorded.

I keep my workspace nice and clean and I am very happy with the newly refurbished kitchen. We have a very high rating by the food safety team of Level 5. The menus are planned monthly with a good variety of menu choices, with the help of my line manager and input from the residents. Doing it this way helps us to keep stocks up to date.

I have given a few ladies some cooking support. A popular choice is how to make oxtail with rice and peas. It's nice when they come and tell me the outcome of their cooking experience and if it's gone well. It's important for the young ladies to know how to cook healthy meals from scratch, as it helps their money go further.

I am currently planning the Christmas Dinner layout, which has changed over the years. But one thing that has never changed is the young ladies getting the full works on their plate, a three-course meal. This takes some preparation and plenty of organising to do it, but it's so nice when some of the young ladies help with the whole process.

It's great that Marsha Phoenix is able to provide a hot meal for the young ladies every day as other services do not, but we are very aware of the importance of healthy meals for the young ladies to help them moving forward with their education and work plans.



To: Marsha Phoenix Memorial Trust
Team

Thank you all for your support and loving
Since I've moved in you've all been so amazing
and understanding. It really has helped me
improve on myself alot and develop on my
independent living skills
Cheers! ♡

FROM: Diana
Room 17 ♡

To: Jen (keywords)

I just would like to say
thank you for all the support
you've given to me.

Thank you for helping me
achieve my goals & challenge myself to be a
better person. Thank you for allowing me to build
on my self love, self esteem and value
myself

The day I came in crying thank you
for showing me your support by
letting me know your here if I wanted
to talk. Thank you letting me see
I deserve better than what I settled
for in life. Thanks for
helping me start an better
and brighter future ahead. xx

Diana xx

To Jen

Thank you for your guidance
and wisdom.
I appreciate everything you
have done for me

Enjoy your day

You have been with me for
three years now you helped
me get on the path I am
now I will continue to stay
on the right path

Thank you for everything

Love Nicole x

From Jen Rose, Project Worker

As a project worker I always feel a great sense of satisfaction when the young person that I have been key working for the past year achieves their goals and objectives and achieves independence. I have had the privilege to see each young person develop into a confident and resilient individual, able to be contributing to general society.

Their victories are hard-won because of their personal battles, with relationship disappointments, or mental/physical health issues and sometimes abuse, but with kindness and a listening ear, they manage to overcome these tough obstacles.

It has been a privilege to help guide each young person who comes through our doors at MPMT. Long may it continue!



From Noelle Kellet, Project Worker

Unbelievable!!! It's ten years for me working at Marsha Phoenix Memorial Trust as a project worker. It's been a great journey since joining the team. I have met young ladies with complex needs and challenging behaviour and on the other side equally optimistic, confident and ambitious young ladies. I have enjoyed working with them and supporting them with relevant help such as providing contacts from outside agencies to obtain additional support for them to meet their respective needs.

I am in a fantastic team of two who are very experienced and knowledgeable in homelessness issues. We encourage and support each other when the need arises. The job itself is very challenging, but also very rewarding when a resident moves on to independent accommodation knowing there is hope and a brighter future out there for them.

I have really enjoyed my job as a keyworker and will continue to help and support all the young ladies who come to MPMT, to help them to achieve independence in their future homes .

From Lillith Campbell, Project Worker

I first became associated with Marsha Phoenix Memorial Trust in 2011 as a resident. I was 18 years old and was struggling to live independently. MPMT provided a large amount of support that helped me gain the life skills I needed in order to maintain my tenancy and successfully live independently. I still currently live in the property I gained through support from MPMT.

I now work at the organisation myself as a night time support officer. I feel grateful that I am able to provide the current, past and future residents with the care, love and support I experienced myself - knowing what a difference it can make. My role as night time support officer contains many duties. Some are as follows; record keeping, safety checks, money handling, resident well-being checks and residential maintenance.

However, the most important thing for me in my role is the personal interactions with residents. I have held workshops with the residents and also gone on outings as a collective group to events arranged by MPMT. These are wonderful opportunities for the residents and staff to engage with each other without so many formalities. The experience builds beautiful bonds between staff and residents as well as residents with each other.

Working at Marsha Phoenix professionally, I aim to be a role model for the residents. To inspire them to know they can be anyone they want to be, and go any where in life they choose. In addition I aim to embed in the residents that where they have come from doesn't define who they are and who they will become. That choice is in their own hands.

STATISTICS

*Referral source: Lewisham SHIP including via Centre point Assessment Centres
100 % (52 referrals)*

1. Outcomes of Referrals

Housed/ accepted onto waiting list: 40

Applicant refused offer/ did not attend: 4

Re-assigned to other service: 6

Marsha Phoenix Memorial Trust refused: 2

2. Ethnicity of referrals by percentage %

Black Caribbean: 19%

Black African: 17. %

White British: 15%

Mixed race all white .10%

Other (South American): 5%

Asian / Indian: 4. %

3. Mental Health & Substance misuse

The service has seen a substantial increase in residents with mental health diagnoses, substance misuse or dual diagnoses

Residents with mental health needs: 23

Residents with substance misuse issues: 13

Mental health -57%

Substance misuse -32%

This increase could be due to referrals mainly coming from the care leavers sector.

4. Resettlement Figures

During 2022 we have successfully resettled eleven (11) young women into their new homes.

For those that remain in education we have been applying for educational grants via Buttle UK whereby some residents can get up to £2000.00. Buttle used to provide white goods until they changed to educational purposes only. Grant applications require the service to continue working with individuals for three months after the payment is received.

We have exceeded the contractual requirements for move on.

The service evicted two residents during 2022.

VOIDS and ARREARS

Our rental income is very important for our cash flow. We performed well in these areas despite the increase in voids at the beginning of the year and we are still well under target. This is due to vigilant monitoring and maintaining a waiting list for the service.

Our activities include making Housing Benefit Claims, discretionary housing payments on behalf of new residents or residents that are in crisis. Another way we seek to maintain our income is ensuring that residents attending university are applying for the high rate of student loan whereby they pay the rent in advance once the loan is paid to them. We continue monitoring rent accounts on a weekly basis where reminders are sent out to resident that have not paid their weekly service charges.

Total lettings, Tressillian Road: 35

Total lettings, Erlanger Road: 5

Tressillian Void Rate as an average this financial year: 2%

Erlanger Void Rate as an average this financial year: 0.5%

SUPPORT NEEDS - Resident needs summary

Our referral group has quite high needs, including self-harming, eating disorders, learning difficulties, and alcohol or other drug-related issues.

Although the overall support needs of the residents are getting higher we are still focused on positive and aspirational strategies within the service to help stimulate hope, and encourage working toward achievements. It is vitally important to demonstrate that their bad experiences do not define them, and they can close the door to the past and take their first step into the future with the support of the team around them.

Social Events

Our summer trip took place this year which saw a mix of staff and residents getting a coach to Thorpe Park for the day where great fun was had by all! On a day-to-day setting Jen, one of our Support Workers has been running cooking skills sessions for our residents. Noelle, another Support Worker, has been leading budgeting sessions, both of these activities are fun and interactive whilst ensuring that our residents have the independent living skills to move on to independent living successfully.

We have strengthened our partnership with the local police. Community support officers have attended house meetings to talk to our residents about a range of issues including keeping safe. This has been in a relaxed and social environment which has proved very beneficial.

House meetings and film nights continue to be a consistent feature for the residents, and staff motivate as many people to attend as possible providing food and drink at each session and giving everyone notice of the date.

As well as raising money for us the Reggae Choir also donated free tickets to their 10th anniversary event at the Hackney Empire in October. Staff and residents attended and had a great time. We were also proud to be part of celebrating International Women's Day in Lewisham in March this year. We joined a host of organisations providing different services for women and were able to showcase the valuable work that we do.



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