

**Marsha Phoenix  
Memorial Trust  
Annual Report  
2019/20**

A photograph of a garden with a greenhouse, a stone wall, and various plants. The scene is bright and sunny, with a paved path leading through the garden. The greenhouse is on the left, and a stone wall is on the right. There are many flowers and plants in the garden.

## **Marsha Phoenix Memorial Trust**

## **Annual Report 2019/20**

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*From Woodrow Phoenix  
Chair, Marsha Phoenix Memorial Trust*

Last year, our continuing drive to keep upgrading, refining, modernising and generally improving the service that we offer continued with an overhaul of our record-keeping and reporting. A new, digital-based system freed up time, eliminated a lot of duplication and has enabled staff to be more nimble generally. This helped us to begin reconfiguring our office spaces, to make better use of our rooms and relate to our residents better. Of course all of this was kicked into a different gear once we had to completely alter the way we worked in order to deal with the demands of the pandemic on a multiple-occupancy space.

It has frequently been a scary and stressful few months for us, since everyone working from home isn't a realistic option for running a supported housing service, but we have evolved a system that has kept both staff and residents safe and we are proud of how we have coped with Covid Life so far. I can't say we are looking forward to more rounds of complicated lockdown planning but we'll get through them. I would like to particularly thank Laura, Sarah and Iain at Lewisham Council for supporting us during this period with increased funding for all the logistics involved in ensuring we maintained adequate staffing levels, and kept the service open when staff inevitably had to be isolating.

We have, however, all been shaken by the untimely and heartbreaking death of one of our team last month. Bev Adams, who was a wonderfully warm and humane presence here at MPMT, became ill at the beginning of this year and although we all hoped she would recover and we would see her back in the house eventually, it was not to be. We have decided that we wish to honour her memory by introducing a small award each year to support one of the girls who has really worked hard or overcome a lot, as Bev would encourage them to do with her 'Believe and Achieve' tree which is still the focal point of the dining area. We miss her, and our thoughts are with her family.



### *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 2019/20***

### ***Voluntary Board / Executive Committee***

*Chair* Woodrow Phoenix

*Vice Chair* Councillor Alan Till (to December 20219)

*Treasurer* Derrick Martin

*Company Secretary* Jane Chandler, Dionne McGregor (to October 2019)

### ***Executive Committee Members***

Carol Smith

Esther Stanford Xosei

Jenny Berbeck

Rosie Reynolds

Danny Gray

Latoya Charles

Leticea Holland (to October 2019)

*London Borough of Lewisham co-optee* Obajimi Adefiranye

### ***Key Partners***

*Liaison Officer, London Borough of Lewisham Supporting People Team* Richard Holmes

*Liaison Officer, London and Quadrant Housing Trust* Gemma Carmody

### ***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 / Facilities Manager from 2020* Loraine Phoenix

*Project Worker* Noelle Kellett

*Project Worker* Jennifer Rose

*Project Worker* Beverley Ann Williams, Elvira Okonedo

*Night Waking Staff* Christine Grizzle, Rosaline Mensah

*Weekend Night Waking Staff* Panchita Golding, Carmen Thompson

*Cook* Malvia Walters

*Sessional, Saturday & Sunday staff* Veronica Roberts

*Sessional Staff* Panchita Golding, Rosaline Mensah, Roseanne Hill,

Lillith Campbell, Julia Arindell, Jameela Landell, Janet Appleby

### ***Volunteers***

*Gardening* Suriya Pieris, Sue Luxton

*Activities and peer mentoring* Sheenay Babb

*Homework club tutor* Alex Humphries

*Fair Share Tesco collection supporters* Gill Gibson, Zoe Parsons

*Fun run organisers* Kate Iles, Alan Hall

*Website development* David Alliet

*Inform database partners* SHP

*Contract cleaning* by Cleanwise Contractors



### *Fundraising report*

Our main event is our Fun Run held in September. 2019 saw the fourth one successfully executed, raising around £3.5k towards the food service. We still rely on the input of friends and neighbours in helping us put on the event and drumming up support for it, runners and stewards all help to make it a lovely family event. This year 2020 we made it a virtual event to try to recoup at least some of the £3.5 to 4k it usually generates for the food service.

We have also formed some new partnerships and friendships which have resulted in donations, as well as maintaining older friendships all of which helps us out. St Peter's Church and the Open Garden Scheme are regular supporters. We thank our Committee member Rosie Reynolds and the National Lottery "Awards for All" fund for monies to help us implement some of the improvements we need to make in the coming year. Also for help on grant applications in 2020.

As noted too, this year saw the start of a new fundraising event: a comedy night at the Rivoli Ballroom. We thank Bill and his team for helping us host the event at his excellent iconic local venue, and all the organising committee and helpers on the night, as well as local businesses for generous raffle donations at both events! We made about £4k on this which we intend to put towards supporting our counselling service.





*From Derrick Martin, Treasurer*

The summarised financial statement included in this report is for the financial year ending March 2020

The Trust again had a good operating surplus at the end of the financial year, March 2020 increasing from our low point in 2018, again mainly due to continued fundraising efforts and another big increase in rents. As part of our drive to improve how we do things we have changed our expenditure in terms of outsourcing more work and improving our IT capability. However, costs go up and our income has continued to decline with the grant from our main funding sources of local authority grants keeping static although we were grateful to receive an uplift this year again to help us with our improvement plan. 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 The National Lottery for their funding which helped with infrastructure core costs which continued into 2019/20. As ever we also try hard to ensure our rental income is run as efficiently as possible which includes fostering good relations with the benefits agencies as many of our clients are on a low income.

We thank all donators for contributing to different areas of our work. The fundraising activities of the Trust and our supporters continue to play an important role in generating income especially to pay for food, as do the regular and “one-off” donations of individuals including Abigail Ashmore, 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 2019. We thank Rose Agnew and Steph Blackwell for support with the Open Gardens Scheme in 2019. Also St Peters’ church again for several really helpful donations throughout this year.

We also thank Selfridges and Mishcon de Reya LLB Solicitors for unexpected donations in 2020. We of course thank all the individuals who helped us raise funds with our successful comedy night run just pre-pandemic in March 2020. We thank the Good Gym and Adele in particular and the Beckenham Park Women’s Day swimmers. Also those generous people who donated to us in memory of Emma Moorey.

The statutory annual accounts were audited without qualification and approved by the Trustees on 09.20.

A copy of the Accounts and Auditors’ report can be obtained by written request from the Trust. It is also available on our website. 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

## *OPINION*

We have audited the financial statements of Marsha Phoenix Memorial Trust (the 'charitable company') for the year ended 31 March 2020 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 2020 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*

We have nothing to report in respect of the following matters in relation to which the ISAs (UK) require us to report to you where:

- the Trustees' use of the going concern basis of accounting in the preparation of the financial statements is not appropriate; or
- the Trustees have not disclosed in the financial statements any identified material uncertainties that may cast significant doubt about the charitable company's ability to continue to adopt the going concern basis of accounting for

a period of at least twelve months from the date when the financial statements are authorised for issue.

#### *Other information*

The Trustees are responsible for the other information. The other information comprises the information included in the Annual report, other than the financial statements and our Auditors' report thereon. Our opinion on the financial statements does not cover the other information and we do not express any form of assurance conclusion thereon.

In connection with our audit of the financial statements, 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 audit or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether there is a material misstatement in the financial statements or a material misstatement of the other information. 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 144 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.

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  
11 September 2020*

*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  
DA1 1BB*

*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 2020**

**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 11 September 2020 and signed on their behalf by:



**W Phoenix**

**MARSHA PHOENIX MEMORIAL TRUST**  
**(A company limited by guarantee)**  
**REGISTERED NUMBER: 02552186**

**BALANCE SHEET**  
**AS AT 31 MARCH 2020**

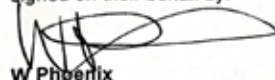
	Note	2020 £	2019 £
<b>Fixed assets</b>			
Tangible assets	12	314,014	323,194
		314,014	323,194
<b>Current assets</b>			
Debtors	13	44,128	21,381
Cash at bank and in hand		531,986	464,330
		576,114	485,711
Creditors: amounts falling due within one year	14	(4,590)	(4,819)
<b>Net current assets</b>		571,524	480,892
<b>Total assets less current liabilities</b>		885,538	804,086
Creditors: amounts falling due after more than one year	15	(1,302)	-
<b>Net assets excluding pension asset</b>		884,236	804,086
<b>Total net assets</b>		884,236	804,086
<b>Charity funds</b>			
Restricted funds	16	157,726	175,108
Unrestricted funds	16	726,510	628,978
<b>Total funds</b>		884,236	804,086

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 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 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 on 11 September 2020 and signed on their behalf by:

  
**W Phoenix**

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

*From Rebecca Long, Director*

It is hard to reflect on the year past as the events of 2020 have left us like all other organisations and individuals struggling to make sense of what is happening, keep safe during the pandemic and above all stay open to those who need us. Writing at a time still when we are far from being able to say “it’s all over”, we continue to adjust our approaches to meet the new challenges and still push forward pursuing our goals towards improvement and change.

However that’s mostly this year and last year was another full year of achievements, activities, laughs and successes. High point? Definitely our Fundraising Comedy night in March. It was a really fun and rewarding event and we thank all of the support team volunteers who helped me make it happen and all the female comedians who made it such a success. We’ve made new friends this year, including lots of amazing donators to our Christmas appeal, who knew there were so many unused quality gifts out there in the world? A particular thanks to Claire Pickup on that and for helping at the Christmas lunch.

We extend our thanks to all our funders and partners in particular the borough’s Prevention and Inclusion Team who we thank for our ongoing contract and we thank Sarah Miran the Contract Manager in particular for her support and genuine understanding of our service. We also thank the Housing Benefit team as usual 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 are delighted to be back working with Gemma, again, someone who knows us well so 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. Christine, Sarah, Donna and Tracey and Jemima have all contributed to running this service in 2019/20.

Thanks to the NHS Homelessness Health Inclusion team for Nurse Steph’s monthly visits. Again an added extra really helps supplement our effort towards managing a healthy environment and we look forward to being able to start it safely again soon.

Our partnership with Single Homeless Project really took off in 2019/20 and with it our improved use of the Inform database and improved ways of case working thanks to their training and support has really helped our quest for improvement. Thanks to Vanessa, Doug and the team.

Sue Luxton and Suriya have kept our garden looking lovely. My thanks to our Executive Committee for their commitment to the Trust, and welcome to our new members. To the staff who keep everything going I give my gratitude and appreciation.





1955-56 Cllr W. Hall (Chairman)  
1965-66 Cllr F.A. Fisk  
1966-67 Ald H.M. West  
1967-68 Cllr J. J. ...  
1968-69 Ald ...  
1969-70 Cllr ...  
1970-71 Cllr A.M. ...  
1971-72 Cllr P.G. ...  
1972-73 ...

1979-80 Cllr J.L. Casey  
1980-81 Cllr W.C. Sim  
1981-82 Cllr T.I. Bradle  
1982-83 Cllr J.C. Henry  
1983-84 Cllr N. Smith  
1984-85 Cllr J.L.H. Eyt  
1985-86 Cllr Margaret  
1986-87 Cllr N. Smith  
1987-88 Cllr N. Smith  
1988-89 Cllr Peggy Fitz  
1989-90 Cllr N.J.W. Tayl  
1990-91 Cllr J. L. H. Eyt  
1991-92 Cllr. Jim Dowd  
1992-93 Cllr. John O'S

  
Honorary Citizen of the Town of ...  
**Martha Phoenix**  
for ...  
...  




*From Jackie Doyley, Project Manager*

What a year it has been! Of course it was only at the end of it (as in financial year) that the dreaded 'C'-word entered our daily vocabulary... but there have been a number of changes and improvements here at MPMT (including a big refurbishment of our main office).

Overall through this year with the different situations we manage day by day I am thankful that as a team we continue to persevere and show utmost resilience during this ongoing period of unprecedented uncertainty.

I would like to thank the team for their support in keeping us functioning through these turbulent times. I'm also very grateful to those who have made donations to us whether it be food, clothes or hygiene/cleaning products or monetary gifts it is all greatly appreciated.

We are here doing what we do best in nurturing and providing an environment whereby our girls feel safe and secure especially in these challenging times. It's been amazing to see our residents come through this time. They have been very understanding and mature about the ever changing world around them.

As always I am proud to be associated with MPMT. We are surviving and will survive!

As we approach the end of the year, I am hurriedly saying goodbye 2020 – a year we will never forget.

So in the meantime stay safe, cover face and make space! Embrace the new norm.

Team, you are amazing!



*From Adebimpe Oputa, Erlanger Road Project Manager*

This year was a busy one at Erlanger Road with nearly all of our capacity of six young women moving out - 80% to independent housing. We are proud of them all and their achievements, with two at university and all engaged nearly all of the year in work, training or education. We are especially proud of Levi in securing a role at the BBC after successful completion of her apprenticeship – well done!

We were happy to re-establish our partnership with Gemma as our contract officer at L&Q after their re-organisation brought us back under her remit. We thank L&Q for their help over move on options beyond the borough as ever.

We struggled at times as any shared house does, with housework and living in a shared space but all was resolved as we progressed through the year.

We had some well attended house meetings and some outings on offer too.

The house remained well maintained and health and safety obligations fully met between us and our partners at L&Q. Although we were disappointed the planned maintenance to the rickety sash-cord windows and new roof were put on hold, we are happy to hear that 2020/21 will be the year for this.

We also thank the team at Tressillian Road for helping support the project especially out of hours, which gives extra reassurance that any emergencies will be well controlled.



*From Samatha King, Resettlement Officer and Deputy Project Manager*

This year has been like no other year for us all, with the country being in lockdown due to the Covid-19 virus. The young ladies here have managed so well and I am proud that they have coped during this difficult and trying time. Move on was suspended for quite a few months, so those young ladies that were planning on moving out to their own accommodation were no longer able to do so. This would be upsetting for anyone. Now that things are back up and running, they are now feeling they need their own space as they have been coping with living with 20 others during the lockdown.

The drive and motivation for them now has increased and they are really doing their best to achieve their targets. All I can say is, keep focusing on your goal and you will get closer and closer to achieving it.

It has become that much harder this year as jobs are harder to get too and the charity support available to help our young women get items for their own accommodation is limited. But every little counts, so my advice is always to keep saving.



*from Carol Smith, Trustee of MPMT Executive Committee*

Amongst several other issues, the trustee board has, this year, been assessing itself against the Charities Commission's Charity Governance Code for Smaller Charities. Good governance in charities is fundamental to their success and a charity is best placed to achieve its aims and ambitions if it has effective governance and the right leadership structure.

The Charities Commission Code's aim is to help charities and their trustees develop high standards of governance and it is important that they understand their legal duties and are committed to their cause and good governance. The Code focusses on seven principles: leadership; integrity; decision-making; risk and control; board effectiveness; openness and accountability.

Good governance isn't an optional extra, it's essential to a charity's effectiveness and, perhaps, their survival, which is why the trustee board of MPMT has been evaluating and appraising itself against the seven principles above. This assignment is ongoing, though it's been very gratifying to discover that, when measured against the Code, the Board is predominantly compliant. It has been targeting those, thankfully small in number, areas where improvement is required and addressing them.

*from Sheenay Babb*

*an ex resident now working at MPMT as volunteer, peer mentor and MPMT star!*

I was a resident of Marsha Phoenix Trust in 2016, I was a resident for 11 months in total. I enjoyed my stay here so much and was so appreciative of the help and support that was provided to me during that time that I decided to come back and volunteer. I have currently been volunteering by providing monthly workshops to the young ladies for well over a year.

Marsha Phoenix is a supported hostel but could also be a loving home for young girls who have been estranged for multiple reasons. It is clear to me that the staff genuinely care and would extend their arms as far as possible to help and provide support to every young lady that walks through the doors.

This has inspired me to come back and help in any way possible. I have decided to work closely with the staff to run 'Mind, Body and Soul' workshops that help the girls relax and think about their mental health and health in general. I believe that I am a great asset to Marsha Phoenix because the girls also have the chance to speak to someone who has previously been in the same situation as them and someone who they could easily relate to.

*Some more feedback from 2019/20*

*I am learning how to bite my tongue and choose my arguments and learning how to be out of my comfort zone.*

*I am understanding how it is important to save as much as possible for the future.*

*The staff are Amazing!*

*The place is friendly and welcoming and the girls are nice.*

*Thanks Jen for your support I will be missing you!*

*Keyword meeting is always positive. if I need a kick up the a\*\*\* she does it in a positive way*

*Noelle is lovely.*





### *Quotes from Erlanger Road tenants 2019/20*

*"I felt I had all the support I needed from Ade and Marsha Phoenix Trust. Ade has been like a second mum to me she does her work with heart. I would not have expected anything more than I have been given.*

*I enjoyed living at Erlanger Rd the support and help I received really set me up for independent living. Think you very much Ade and all the staff at Marsha Phoenix Trust.*

### *From our 2019/20 surveys*

- 100% of our young ladies felt "safe" at both projects increased from last year and we say "job done" when this is a result we achieve.*
- 83% felt they were achieving their goals to some degree*
- 100% said they benefited from their key work meetings*
- 62% average were in training, employment or Education, as at 31.03.20 - a small increase on last year and again reflective of needs we have seen this year – not everyone is in the space to start studying or working.*

*Their ambitions range from;*

- Self-employed (several aspiring business women!)*
- Be a quantity surveyor*
- To be plumbing apprentice*
- Beautician /make-up artist*
- Runa youth cub*
- Be a midwife*

*We hope to support them all to achieve those goals. We sent another five to university in 2020 and supported two full -ime students during 2019/20.*



Marsha Phoenix Memorial Trust  
90-92 Tressilian Road  
Brockley  
London  
SE4 1YD

Brockley Delivery Office  
201 Brockley Road  
London  
SE4 2LU

Wed 3<sup>rd</sup> November 2020

Dear Marsha Phoenix Memorial Trust,

We are the Brockley Posties. We post to your main hostel.

Our team had a small fundraising event and we chose three local charities to share equally the money raised.

Please find enclosed a cheque for £47.00 towards your work in Brockley.

We are making this small donation because times are hard and we want you to know that we value the work you do in our area.

Yours,

A handwritten signature in black ink, appearing to be 'John'.

on behalf of Brockley's Posties



*From Loraine Phoenix, formerly Senior Project Worker, now Facilities Manager*

Health and safety has continued to be a priority this year and the monitoring and risk assessing is a daily element of my role. If it's not legionella's water testing, it's fridge temperatures, and if it's not that, its fire safety checks and security monitoring. There is always something to do on the health and safety and I keep on top of it all with my masterplan chart and recently by using an IT-based system integrated on the *Inform* database which has been helpful to keep track of everything.

Our food service has continued to be provided every week and I lead on shopping and menu planning as well as ensuring everything is stored safely and within date! Lately of course cleaning materials have been a preoccupation and we thank our neighbours who have helped us with supplies at the early part of the pandemic. I lastly thank our cleaners at Cleanwise for doing a good job keeping the property clean during these items when it is so important.

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 in terms of breakfast cereals and staples. We would also like to say thank you as usual to our local churches; St Peters and the Brockley Baptist church for the harvest boxes which provide a variety of food we can give out. Also thanks to Fareshare who in partnership with Tesco facilitate a weekly excess food collection. And thanks to Zoe and Gill collecting from Lewisham Way on this, also thanks to Kris Hibbert for her support on food bank runs as well.

All these donations mean we can offer food at weekends, and provide a hot meal and a breakfast offer every day. It also means the residents can have cakes and treats on a regular basis!

One more very special thank you must go to our postman Andrew, who delivers our mail every day and was very interested in finding out about what goes in behind the front door he rings at in the mornings. One day I was amazed to receive a donation from him that he had raised along with his fellow postal workers to help us. It's great to be appreciated, and that appreciation goes both ways for sure. Thank you Brockley's Posties!

## Statistics

Referral source	
Lewisham SHIP including via Centre point Assessment Centres	100 % (38 referrals)
<b>2.Outcomes of Referrals</b>	
Housed/ accepted onto waiting list	25 (65.7%)
Applicant refused offer/ did not turn up	12 people*
Marsha Phoenix Memorial Trust refused	2
Agency/client withdrew application	5
<b>3.Reasons for Referral top</b>	
Family breakdown General	26
Care leaver	23
experience of abuse or violence	32 (up by 8%)
<b>4.Ethnicity</b>	
Black Caribbean	35
Black African	5.4
White British	29
Mixed race all white /b/c	21
Other ( south American)	2.78
Rest n/k	



### *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 6.14 days at Tressillian Rd out of 21 lettings and 3.6 days at Erlanger Road,

Total lettings 21 at Tressillian Rd and 6 at Erlanger Road so a 100% turnover. We averaged 2.25 lettings per month.

There was 1.25% void loss at both projects all year. Much the same as last year. This is .82 % void loss at Erlanger Rd and 1.68 % at Tressillian all year. Void loss is less than last year at Erlanger and slightly up at Tressillian Rd, and letting times are down on last year and there were more of them. Void loss is again partly attributable to delays in getting referrals through quickly/having a regular waiting list at all times. This was particularly so during June and July 2019.

Arrears ran at 2.97 % average across both schemes as at 31.03.20 (the target was 5%) which was a bit higher than last year, but still a good result.

### *Support needs*

As at 31.03.20, 51.8% of our residents had a mental health issue of some sort. This was combined with other high needs such as self-harming, ex-offender, eating disorders, learning difficulties and alcohol drug issues. Three people suffer from quite complex medical conditions. This is a 7% increase on last year's figure. Again this further supports the idea that move on is slower and different in recent years due to the profile of the residents.

52% had experienced some form of violence or abuse, either gender-based or from family. The same as last year. There were eight care leavers across both projects and again four 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. In particular, some challenging safeguarding situations including domestic violence and gang violence were managed successfully with help from our partners. A special thanks goes to Athena and the MARAC team who are good partners in this area of work.

# 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...



## *Resettlement Figures and Thank You's*

In all we managed to move on seven people, helping them move into their own permanent homes this year. This was one more than last year and continues part of a general trend whereby readiness for independence is taking longer. Four people also went to other supported housing and move through and four back to family, which when it works we consider to be a good outcome.

- This means we have in fact rehoused 173 people into permanent accommodation between 2002 and 31 March 2020, and resettled 21 people in total this year between March 2019 and April 2020. This is a 77% turnover of our capacity with existing residents. Three people were asked to leave this year, due to violence and non-engagement. Two of those were moved on in a planned way within the housing pathway.

- The average stay of those who moved on was overall 68 weeks. This is 23 weeks more than last year. For Tressillian Road this was 19 weeks higher on average than last year. 17 out of all the people who moved had been in residence for over a year and in a couple of cases just over two years residency. However they have all moved on successfully now!

Our ex-residents continued to call in for help, support and to socialise all year. Ex-residents were helped with things like university applications as usual, 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 and work with our three ex-residents during the year; Lilly, Jameela and Sheenay. What a great example they set !

The local support scheme has helped our residents on benefits to 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 Single Homeless Project and One Housing 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. Also thanks to London and Quadrant for enabling us to move Erlanger Road residents into their out-of-borough properties as a permanent housing option; once again we have had some good successes there too.







*from Jen Rose, Project worker with Health and wellbeing responsibilities*

We continued activities to benefit and support the residents. We continued the 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, goes on. This is important as the number of young people we see with mental health issues remains high. Jen also helps to coordinate our monthly Nurse Service with Steph from the NHS outreach service.

- We had 177 health attendances at 57 sessions of counselling or nurse service.
- Mostly two counsellors attend twice a week, seeing about five clients between them each week.
- 287 engagements took place in education or health services.

For a small project we think this is evidence we are doing quite well in trying to support this aspect of the young women's lives.

## *Education and Welfare, Social Events*

This year we ran our usual array of classes, social events and educational activities. And logging them on our new IT database allows us to keep track of who is attending what, which in turn helps us see in their support plans what progress people are making across the board.

Our education programme continues and the demands for it have been confirmed by our survey although it is labour intensive to encourage participation at times! This year we worked with partners to achieve a varied programme.

One big success was the launch of the 'violence against women and girls' programme run with Athena, where the group discussions covered issues relating to safer relationship choices and greater awareness of exploitation. We plan to continue this and thank Tess and Annie for their ongoing input.

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 good attendance rate, including using the service online post pandemic of course.

Our ex-resident Lilly continued volunteering with mentoring and running regular activities, ex-resident Sheenay has taken over games evenings as well and peer mentoring this year. Thanks ladies for giving back!

Our ladies helped out Groundswell on behalf of the council doing research into the impact of the healthy outcomes on homeless women.

We continued our work with Nickiesha and the Serious Violence Reduction team who have specialism in particular in gang-related violence and safeguarding. Francesca Rule our safer neighbourhood police officer has again been very helpful and proactive over a range of issues including providing one-to-one advice over complex issues.

Noelle continued to run our resident's participation projects with monthly house meetings and social activities. Bev hosted a few more of our "Believe and Achieve" evenings using our tree to place leaves recognising successes which people want to share with the group.

We ran a successful house picnic in the summer 2019 and in spite of the weather meaning it had to be indoors or semi-outdoors in the garden studio, those who attended enjoyed themselves. We thank Tesco and Fare Share for providing so many different donations to use from salads to cakes.

We continued to improve the free wi-fi we provide at both sites so our residents can get online easily and for free.



People going into higher education post-Marsha Phoenix continued too, and many of our ex-residents are now at University (now 36 have started or indeed completed their courses from the 2010 to the 2020 current 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...

Our Christmas party went well in 2019. Malvia 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 Danny Gray from our Executive Committee who was our Father Christmas. A great introduction for our new member. And thanks to him to for shifting lots of chairs at the comedy night! We also thank our friends and neighbours for the donations that went towards Christmas gifts, enabling us to have a really full goody bag for each young lady plus some great lucky dip prizes. We have still got plenty left for 2020! And we also had Christmas gifts for the people at home on Christmas Day. A special thanks to Claire for the wonderful M&S handbags. Thanks to the church for the hamper donation that helped with the Christmas food offer too.



*Beverley-Anne Adams Mathurin – RIP*

Bev Adams, our brave and beautiful support worker who joined us in April 2018 passed away in hospital on 18 October 2020.

She had been ill for some time and showed great strength and typical spirit in fighting her illness with everything she had. Her enduring legacy for us all was her genuine care and affection for all our residents she worked with at Marsha Phoenix Memorial Trust. She brought an extraordinary energy, good humour and commitment to her work with us which will be very much missed.

We think of her family's loss and send our prayers and good wishes.



This image is available to buy as an all-purpose greetings card. Suggested donation: £1.50  
All sales help with the work of Marsha Phoenix Memorial Trust

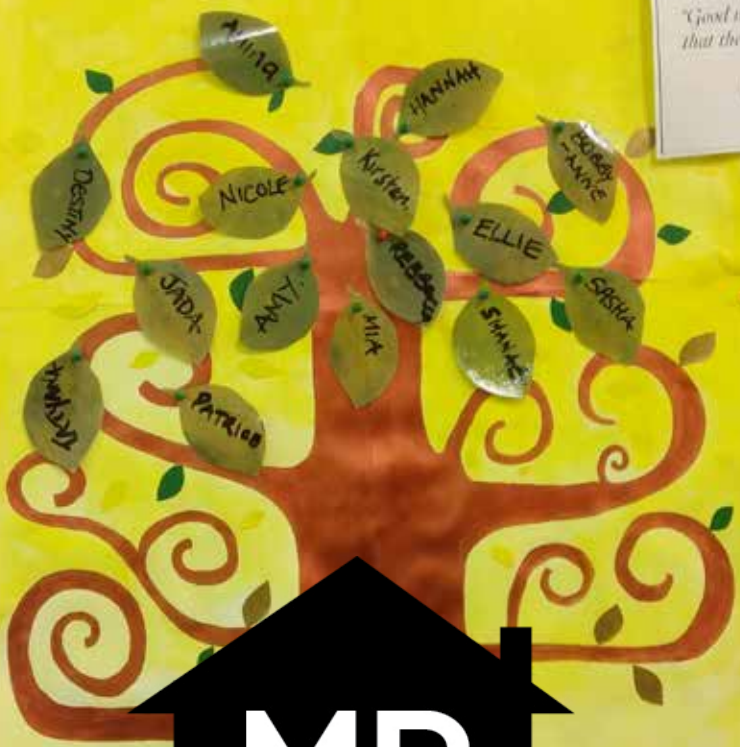
**DONATE!! (Please!)**

You can now donate using our “just giving” account by going to <http://www.justgiving.com/mpmt/donate>

You can also donate by cheque made payable to the Friends of Marsha Phoenix Trust or Marsha Phoenix Memorial Trust.

Some of our supporters make a regular monthly donation set up by direct debit; contact Rebecca Long for details. Call 0208 6915911 or email [rlong@marshaphoenix.org](mailto:rlong@marshaphoenix.org) for more.

BELIEVE... & >>ACHIEVE



"Good manners will open doors that the best education cannot."  
Clarence Thomas

MIRROR MIRROR ON THE WALL, I'LL ALWAYS GET UP AFTER I FALL. NO MATTER HOW I FEEL, I WILL SET MY GOALS AND ACHIEVE THEM ALL.

BELIEVE AND ACHIEVE



IT NEVER GETS EASIER, YOU JUST GET BETTER.

"A goal is a dream with a deadline"

DON'T WAIT UNTIL YOU REACH YOUR GOAL TO BE PROUD OF YOURSELF.  
BE PROUD OF EACH STEP YOU TAKE TOWARDS REACHING THAT GOAL.

The difference between who you are and who you want to be is What You Do

POLITENESS is a sign of dignity NOT subservience  
— Theodore Roosevelt

MP  
MT

Marsha Phoenix Memorial Trust  
90-92 Tressillian Road, Brockley, London SE4 1YD  
Telephone: 020 8691 5911  
Email: office@marshaphoenix.org