

FLEET PHOENIX

England & Wales · Charity number 1144057

Details

Status Registered

Legal form Other

Registered 2011-09-29

Register [View on the Charity Commission register](#)

Contact

Address The Point Youth Centre
Harlington Way
Fleet
GU51 4BP

Phone 01252812308

Email charlotte.tickner@fleetphoenix.co.uk

Website www.fleetphoenix.co.uk

Activities

Objects: TO ACT AS A RESOURCE FOR YOUNG PEOPLE UP TO THE AGE OF 25 LIVING IN FLEET AND THE SURROUNDING AREAS BY PROVIDING ADVICE AND ASSISTANCE AND ORGANISING PROGRAMMES OF PHYSICAL, EDUCATIONAL AND OTHER ACTIVITIES AS A MEANS OF: (A) ADVANCING IN LIFE AND HELPING YOUNG PEOPLE BY DEVELOPING THEIR SKILLS, CAPACITIES AND CAPABILITIES TO ENABLE THEM TO PARTICIPATE IN SOCIETY AS INDEPENDENT, MATURE AND RESPONSIBLE INDIVIDUALS; (B) ADVANCING EDUCATION; (C) RELIEVING UNEMPLOYMENT; AND(D) PROVIDING RECREATIONAL AND LEISURE TIME ACTIVITIES IN THE INTEREST OF SOCIAL WELFARE, DESIGNED TO IMPROVE THEIR CONDITIONS OF LIFE.

Activities: Fleet Phoenix offer a range of youth work activities responding to young people needs in Hart and surrounding areas.

Classification

- **How:** Provides Human Resources, Provides Services, Provides Advocacy/advice/information
- **What:** General Charitable Purposes, Education/training, The Advancement Of Health Or Saving Of Lives, The Prevention Or Relief Of Poverty, Accommodation/housing, Economic/community Development/employment, Recreation
- **Who:** Children/young People, The General Public/mankind

Geography

- **Area of benefit:** IN PRACTICE FLEET
- Hampshire

Finances

Period end	Income	Expenditure	Assets	Employees
2025-03-31	£147,533	£128,452	-	-
2024-03-31	£116,444	£116,490	-	-
2023-03-31	£88,353	£97,443	-	-
2022-03-31	£88,353	£97,443	-	-
2021-03-31	£119,327	£88,381	-	-

Trustees

Name	Role	Appointed
Andrew Kern		2019-11-21
Brian Coney		2013-10-07
Chrystopher Goodburn		2026-02-04
Keith Ward		2026-02-04

FLEET PHOENIX

England & Wales - Charity number 1144057

Accounts



Fleet Phoenix

Empowering Young People To Thrive

Fleet Phoenix
Trustee Annual Business Report
2024-25



The Management Committee presents its Trustee' report and audited financial statements for the year ended 31 March 2025

Reference and Administrative Information Charity Name: Fleet Phoenix

Charity registration number: 1144057

Registered Office and operational address: The Point Youth Centre, Harlington way, Fleet, Hants. GU51 4BP.

Board Of trustees: Mr Brian Coney (Treasurer), Mr Andrew Kern, Martin Smith (Left Oct 24). Sabrina Marnham (Chair from Nov 24), Annette Whibley, Hannah Brooks (young person rep – Joined Oct 24), Francis Marshall – (Joined May 24).

Secretary: Mrs Gemma Santiago

Chief Executive: Mrs Charlotte Tickner

Auditors – Mr J Geering

Bankers – Barclays Bank, Fleet Road, Fleet

Statement of Compliance & SORP

Confirmation the trustees' annual report has been prepared in accordance with Charities SORP (FRS 102).

Board of Trustees Report 2024-2025

During the 2024-25 period, Fleet Phoenix and its committed team continued supporting increasingly complex issues amongst both young people and their families when support available from state funded services remains low. The Chair Summary provides a detailed account of the charity's operations, achievements, and challenges across health and safety, safeguarding, staffing, fundraising, and youth engagement initiatives.

Health and Safety

Fleet Phoenix maintained strong health and safety standards throughout the year. Electrical checks were completed with minimal issues, and fire safety plans, risk assessments, and audits were reviewed and diarised for June 2025. Across all reporting periods, only one accident was recorded, and no violent incidents occurred. Staff training in health and safety, fire safety, and first aid is up to date, with ongoing reviews scheduled.

Safeguarding

Safeguarding remains a core priority. The charity supported numerous vulnerable individuals, including children on protection plans, young parents involved with Children in Need, and youth facing mental health challenges, self-harm, and domestic violence. All sessions are staffed by qualified youth workers with safeguarding expertise. A safeguarding audit using the NSPCC tool identified three key improvements: a new whistleblowing policy, updated safer recruitment training, and revised application forms.

GDPR Compliance

Fleet Phoenix maintained full GDPR compliance with no breaches reported. Staff and trustee training is regularly reviewed, and client data is updated biannually. Annual reviews are scheduled to ensure continued adherence to data protection standards.

Staffing and Volunteers

The staff team saw several changes, including the departure of 3 staff members and a trustee. New volunteers, including young people, joined the team, contributing to Summer and school uniform projects. Training needs are regularly assessed, with most staff completing courses in safeguarding, first aid, health and safety, and autism awareness. Trustee safeguarding training is ongoing.

Grants, Donations, and Fundraising

Fleet Phoenix benefited from diverse funding sources. Fundraising events included quiz nights, youth awards, Fleet Fireworks, Fleet Festivities, and Church Crookham Christmas Fair. Fleet Phoenix was selected as the charity of the year by the Men's Captain of Hartney Whitney Golf Club, opening new fundraising avenues. The team is refining its corporate and community fundraising strategy, supported by trustee training.

We recognise the amount of effort dedicated to raising funds and thanks go to all our supporters who donate money, food, clothing, gifts and time to support us and the local community.

Community Projects and Youth Engagement

Fleet Phoenix ran several impactful youth projects:

- Summer Projects in Hook and Church Crookham attracted high attendance, with 159 young people participating in the first week alone.
- Anxiety Unwound, an 8-week therapeutic course for 11–16-year-olds, showed positive outcomes in reducing anxiety, self-harm, and suicidal thoughts.

- Open Door Hook provided holistic support to families and youth, addressing issues like homelessness and mental health.
- School Uniform Collections supported 111 children from 57 families, distributing 858 items. Primary support reasons included low income, debt, and ill health.

Plans are underway to launch junior youth work in Hook from September 2025, with new hires and training required. A consultation with youth regarding the future of the Fleet skate park was conducted, with findings to be presented to Fleet Town Council.

Project Self-Assessments

Once more, we reviewed detailed evaluations of several youth projects, and continue to deliver impactful outcome for the local community:

- TLC Project: Focused on children with additional needs, emphasizing structured play and early intervention.
- Lea Summer Project: Engaged children aged 6–12 in outdoor activities, with staff focusing on 1:1 interactions and reducing cliques.
- TNS Project: Targeted 12–16-year-olds, addressing anti-social behaviour and mental health through informal education.
- The Views Summer Project: For ages 14–20, adapted to weather disruptions with alternative activities.
- Chill & Chat: A low-stimulation environment for 15–20-year-olds, supporting mental health and life skills.
- Jammin & SMART Music: Music-based projects promoting creative expression and addressing broader youth issues.

Strategic and Operational Updates

Operational improvements included replacing malfunctioning laptops and implementing cost-saving measures in printing and insurance, saving over £1,500. The Amazon Wishlist also contributed to cost avoidance of about £2,000 this year.

The Harlington redevelopment project is progressing, with Fleet Phoenix presenting future needs to architects. The departure of Fleet Baptist Pre-School from The Point opens opportunities for expanded use of the building.

Conclusion

Charlotte Tickner, Managing Director, consistently expressed gratitude to trustees, staff, and volunteers for their dedication. She acknowledged challenges, including a personal complaint that was not upheld, and emphasized the importance of values, planning, and continuous

improvement. Early planning for summer projects, fundraising, and budgeting is underway, with marketing and licensing identified as areas for enhancement.

We would like to emphasize what we communicated to Charlotte earlier this year, that her leadership style is inclusive and consistent, rooted in empathy and action. Charlotte's ability to adapt to evolving community needs while staying true to her founding values are ensuring Fleet Phoenix remains a vital and resilient community institution for years to come.

We are grateful for the whole team at Fleet Phoenix, experienced and new team members, for a fantastic job throughout the year and we thank each and every one of them.

Sabrina Marnham

Chair of Trustees

Fleet Phoenix Aims and Objectives

Fleet Phoenix became a constituted and registered Charity in September 2011. We are registered with the Charity Commission. No: 1144057

Aims:

The aims of the group shall be to:

- ∞ Empower the community to take responsibility and solve problems locally.
- ∞ Encourage the breakdown of barriers to holistic community participation.

Objectives:

To act as a resource for young people up to the age of 25, living in Fleet and the surrounding areas by providing advice and assistance, organising programmes of physical, educational, and other activities as a means of:

- ∞ Advancing in life and helping young people by developing their skills, capacities, and capabilities to enable them to participate in society as independent, mature, and responsible individuals.
 - ∞ Advancing education.
 - ∞ Relieving unemployment; and
- ∞ Providing recreational and leisure time activities in the interest of social welfare, designed to improve their conditions of life.

Accounts 2024-2025

This year

Last year

Receipts

Grants	82,663	74,145
Fund Raising	14,986	19,312
Donations	22,454	7046
Sashas fund	982	832
Other	524	
Savings interest	694	504
Court Moor School	5,417	4,583
Zebon Outreach		2,287
HYPE	1,913	5,655
Youth Award	2,510	2,080
Church Crookham P.A.	6,030	
Hook PC	9,360	
Sub total	147,533	116,444
Total receipts	147,533	116,444

Payments

Salaries	93,313	85,964
Fund Raising	3,164	1,160
Marketing & promotions	758	1,299
Daytime Projects	36	26
Evening Projects	8,703	3,347
Summer Projects	6,157	5,464
H&S	246	229
Cash Float	200	150
Maintenance & Repairs	232	52
Licences	2,620	2,399
Insurance	2,282	2,114
Phone/Broadband	838	1,001
Office	3,025	1,649
Rent		
Staff Training	866	946
Sundry expenses	602	1,265
Sasha Fund	873	1,113
Minibus	946	514
Youth Award	1,763	1,694
Wenceslas	260	104
Xmas Toys	386	1,107
HYPE	1,182	4,893
Sub total	128,452	116,490

Total payments 128,452

Net of receipts/(payments) 19,081

Transfers between funds

Cash funds last year end 44,143

Cash funds this year end 63,224

Cash funds	Unrestricted funds	Restricted funds
Current Account	5,609	1,752
savings account	57,615	
Total cash funds	63,224	1,752

As with most small charities whilst we do our own fund raising we are heavily dependent on donations and grants. The year 24/25 proved exceptional in this regard, enabling us to bolster our cash resources for the current year which is proving to be more difficult. We are grateful to one of our Trustees who set out to approach members of the public for a regular donation

Brian Coney

Fleet Phoenix Treasurer.



Section A Independent Examiner's Report

Report to the trustees

Charity Name
Fleet Phoenix

On accounts for the year ended

31 March 2025

Charity no (if any)

1144057

Set out on pages

(remember to include the page numbers of additional sheets)

I report to the trustees on my examination of the accounts of the above Fleet Phoenix Charity (the Charity) for the year ended 31st March 2025

Responsibilities and basis of report

As the charity's trustees, you are responsible for the preparation of the accounts in accordance with the requirements of the Charities Act 2011 ("the Act").

I report in respect of my examination of the Charity's accounts carried out under section 145 of the 2011 Act and in carrying out my examination, I have followed all the applicable Directions given by the Charity Commission under section 145(5)(b) of the Act.

Independent examiner's statement

I have completed my examination. I confirm that no material matters have come to my attention in connection with the examination which gives me cause to believe that in, any material respect:

- the accounting records were not kept in accordance with section 130 of the Charities Act; or
- the accounts did not accord with the accounting records; or
- the accounts did not comply with the applicable requirements concerning the form and content of accounts set out in the Charities (Accounts and Reports) Regulations 2008 other than any requirement that the accounts give a 'true and fair' view which is not a matter considered as part of an independent examination.

I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in this report in order to enable a proper understanding of the accounts to be reached.

Signed:

Date: 12th November 2025

Name: John Christopher Geering

Relevant professional qualification(s) or body (if any):

Fellow of the Institute of Financial Accountants
Associate Member of the Association of Charity Independent Examiners

Address:

11 Glen Road
Fleet, Hampshire GU51 3QS



Funders and Supporters

2024-25 has been an exceptionally difficult year for everyone in our community and the cost-of-living crisis are still affecting our most vulnerable families.

We acquired new supports and funders and are working hard to maintain and grow these relationships.

Fleet Phoenix is normally funded through numerous methods including fundraising, grants, donations, and commissioning. We are eternally grateful to our funders, supporters, business partners and local community for their continued recognition and support.

**Hampshire County
Council**

**Hart District
Council**

Hart Lions Club

Durham House

**Rotary Club of
Fleet**

M&S

Fleet Town Council

Court Moor School

Hart Food Bank

Fleet Rotary Club

Waitrose

**Lions Community
Store**

Sainsburys

Fleet Lions Club

Screwfix Foundation

**Ray West Safety
Solutions**

Dart Capital

**Crookham Village
Parish Council**

National Lottery

Neighbourly

**Elvetham Heath
Parish Council**

**Church Crookham
Parish Council**

**Calthorpe Park
School**

Hook Parish Council

Rotary Club of Hart

**Connect 4
Communities**

BBC Children In Need

Albert Hunt Trust

Costco

Safer North Hants

Garfield Weston

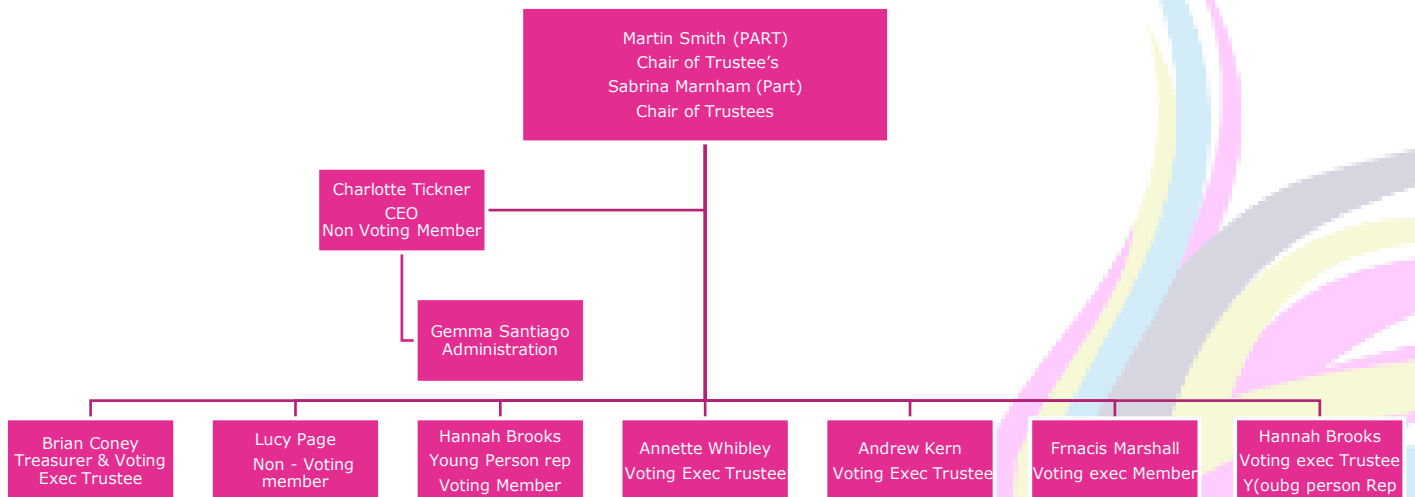
**Odiham Parish
Council**

We extend our heartfelt thanks to our local community for their constant donations, contributions, volunteering, purchases and participation at fundraising events.



Organisation Structure

Fleet Phoenix Board of Trustee Structure 2024-2025



Governance

Fleet Phoenix is governed by a Board of Trustees made up of local Community members and because Fleet Phoenix is a youth charity, we ensure that young people are represented on the Board.

Members are reappointed annually at the AGM.

The most important role of the trustees is to ensure that the organisation is acting always, in pursuit of its mission and is legally compliant. The Committee does this by taking a strategic overview of Fleet Phoenix's activities.

Three subcommittees also meet when needed to examine areas of Fleet Phoenix's work more closely; they are:

- ∞ Finance and Charity Strategy Sub-Committee
 - ∞ Fundraising and Marketing
 - ∞ H&S/Governance/Personnel

Safeguarding

Fleet Phoenix will always take the view that the welfare of the child or young person is paramount.

All children whatever their age, culture, disability, gender, language, racial origin, religious beliefs and/or sexual identity have the right to protection from abuse.

All suspicions and allegations of abuse will be taken seriously and responded to swiftly and appropriately.

All staff (paid/unpaid) working with children and young people have a responsibility to report concerns to the appropriate officer.

We work closely with partner agencies to ensure young people are safe in their homes and community.

We routinely assess staff development, training, auditing and reviewing of Safeguarding to ensure best practice and a safe environment for our staff and young people.

Advocacy

Fleet Phoenix takes its role within the community seriously and recognises its ability to be proactive in advocating on behalf of young people and their needs. We do this through a variety of means including:

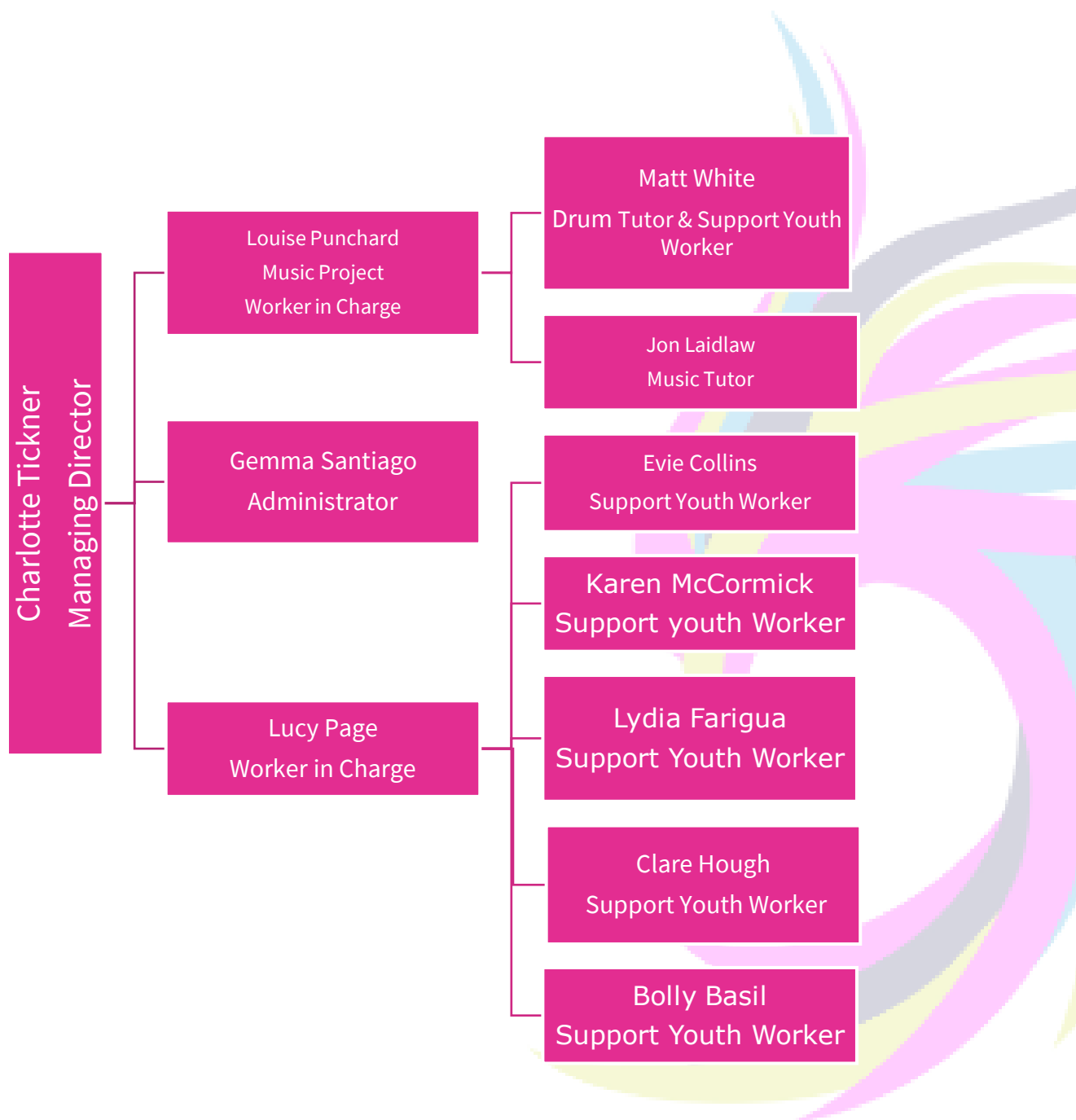
- ∞ Positive press and representation of young people in their community.
- ∞ Representation of young people's needs and views at local partnership meetings & forums.
- ∞ Positive engagement opportunities with young people within their community.
 - ∞ Celebrating young people's achievements with their community.
 - ∞ Ensuring the child's voice is heard and actioned.

Risk Management

Effective risk assessment is increasingly important to the success of any business. Our risk assessment begins and ends with specific business objectives that are anchored in key value drivers of the organisation.

Maintaining our budget and business viability is of the utmost importance and is the main drive of the Board of Trustees.

Fleet Phoenix Operational Structure 2024-25





Benefit to the Community

Fleet Phoenix: Strengthening Our Community Through Support, Advocacy, and Empowerment

Advice, Information, Guidance & Mentoring

Fleet Phoenix continues to be a lifeline for vulnerable young people and families in our community. Our daytime sessions remain consistently busy, offering tailored advice, information, guidance, and mentoring to those navigating complex and often distressing circumstances. The nature of the issues we encounter is constantly evolving, with a marked increase in referrals related to mental health, counselling, and family support. These challenges have been exacerbated by reductions in financial support across the sector, making it increasingly difficult to meet the growing demand.

Despite these pressures, Fleet Phoenix is committed to maintaining high-quality, responsive services. We work collaboratively with a wide network of local partners—including Hampshire Constabulary, housing providers, schools, colleges, GP surgeries, Children's Services, and more—to ensure seamless referrals and holistic support. Our daytime services now operate on an appointment-only basis due to the volume and complexity of referrals, currently supporting around 80 young people at any given time, many of whom are facing significant risk-taking behaviours and emotional distress.



We continue to have the support of two Counsellors for young people which has been an asset to our services and young people being able to access this support with little or no waiting list.

As an organisation working in a rural area, we are aware of how difficult equal access can be for some of our families and young people. We have worked with Hook Parish Council to develop a range of programmes in the Hook area particularly the Advice, information & Guidance services in this year.

Outreach Expansion

In response, Fleet Phoenix has expanded its reach by launching an outreach service in Hook, in partnership with Hook Parish Council. This initiative has already proven to be a vital resource for young people in the area.

We have also secured funding for a new project, *Anxiety Unwound*—an 8-week course designed to help small groups of young people understand and manage anxiety. The course focuses on normalising mental health challenges, building knowledge, and developing confidence in coping strategies.

Open Access Youth Sessions

Our open access youth sessions provide a safe, warm, and welcoming environment where young people can connect, learn, and grow. These sessions offer opportunities to develop new skills, build friendships, engage with youth workers, and participate in volunteering through local partnerships. Importantly, these sessions have contributed to a noticeable reduction in youth nuisance and anti-social behaviour in the area.

We remain responsive to the changing needs of young people, adapting our delivery models to ensure inclusivity and relevance. This year, we've expanded our services in Hook to include a second advice and information session and are working with the Parish Council to establish a junior youth club—bringing essential support to a rural area where transport and access can be challenging.



Youth Advocacy

Fleet Phoenix continues to be a strong advocate for young people, representing their voices at local meetings, forums, and events. We actively engage with partners to provide feedback on initiatives that may impact our service users, ensuring that young people are considered in local decision-making.

We also support young people directly in navigating intimidating or unfamiliar settings, empowering them to speak up and participate meaningfully. Advocacy is not just about representation—it's about equipping young people with the skills and confidence to shape their own futures.

Community Support Initiatives

The economic strain on families has deepened in recent years, with many struggling to afford necessities. Fleet Phoenix has responded with practical, compassionate support, including:

- **Pre-loved School Uniform Bank**, distributing over 750 items.
- **Food Bank**, providing 150 healthy food parcels.
- **Utility Support**, subject to available funding and grants.
- **Christmas Toy Donations**, delivering 1,200 toys to local children.

These initiatives reflect our commitment to supporting families not just emotionally but materially helping to ease the burden and restore dignity during difficult times.



Organisation Stats 2024-25

Below we have split the issues present by clients into three areas. Health, development and social issues presented.

Each area covers numerous subjects. For example, Health covers: General health, Mental Health & Sexual Health.

These can then be broken down again, for example general health including Diet, exercise, hygiene, disability, food & illness.

Some clients may come in with one issue that they need support with other come with complex support needs with numerous areas of their lives they need support with.

We have supported young people with **5,637** issues raised.

Some of these will be through 1:1 conversation, some will be through group work.

Our aim is always to ensure you people leave any conversation or workshop with increased knowledge and awareness.

You will note from the stats below that the issues most prevalent in young people loves at present are:

Mental health with **711** enquiries. Mental health covers everything from self-harm, suicide, bereavement, isolation, peer pressure, bullying, stress, exclusion, abuse, alienation & loneliness.

Self-development with **912** enquiries. Self-esteem covers self-esteem, self-awareness, self-confidence, peer support, rights & responsibilities & identity.

Training and education with **912** enquiries with covers school issues, training & school avoidance.

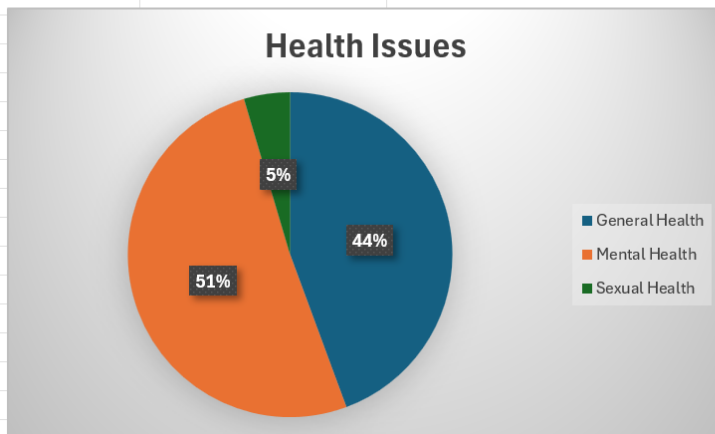
The last most raised issue is general health with **618** issues presented. This includes diet, exercise, hygiene, disability, food issues and illness.

Young people have very complex lives and stressful. The number of enquiries we receive increase year on year.

The training needed by our team is extensive and costly to the organisation but essential.

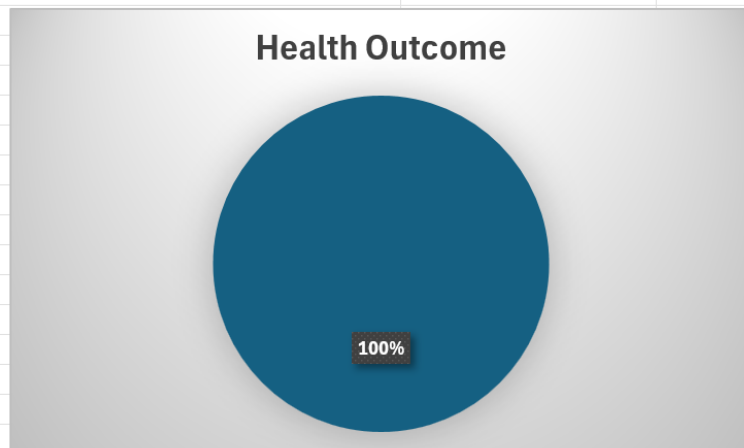
Health:

Issue	Number of Issues Raised	What is included
General Health	618	Diet, Exercise, Hygiene, Disability, Food, Illness
Mental Health	711	Loneliness, Unhappiness, Suicide, Bereavement, Exclusion, Isolation, Abuse, Alientation, Peer Pressure, Anger, Stress
Sexual Health	64	Contraception, Pregnancy, Termination, STI's, Relationships



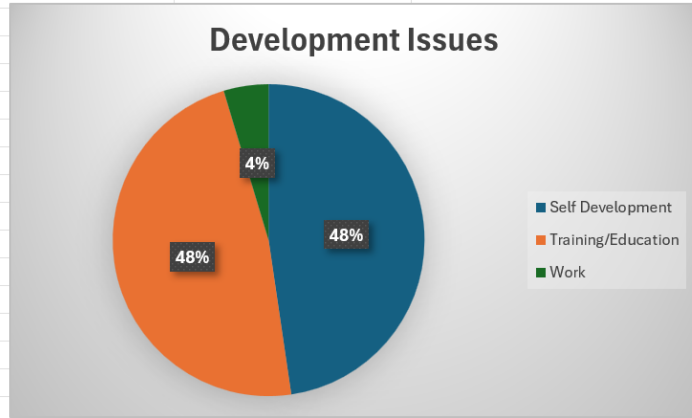
Health Outcome:

Issue	Number of Issues Raised	What is included
YP improved wellbeing and mental health	170	This is a young person showing improved and healthy wellbeing and mental health



Development:

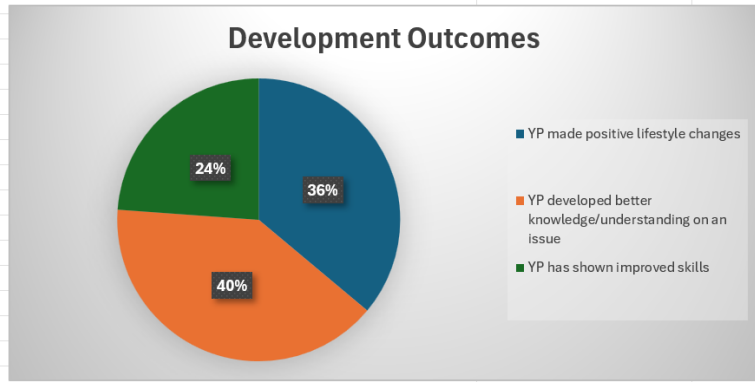
Issue	Number of Issues Raised	What is included
Self Development	912	Self-Esteem, Self-Awareness, Self-Confidence, Peer Support, Peer Training, Rights and Responsibilities, Driving, Identity
Training/Education	912	School Issues, Problem Solving, Team Work, Initiative
Work	89	CV Writing, Job Searching, Interview Techniques, Employment Issues



Development Outcomes:

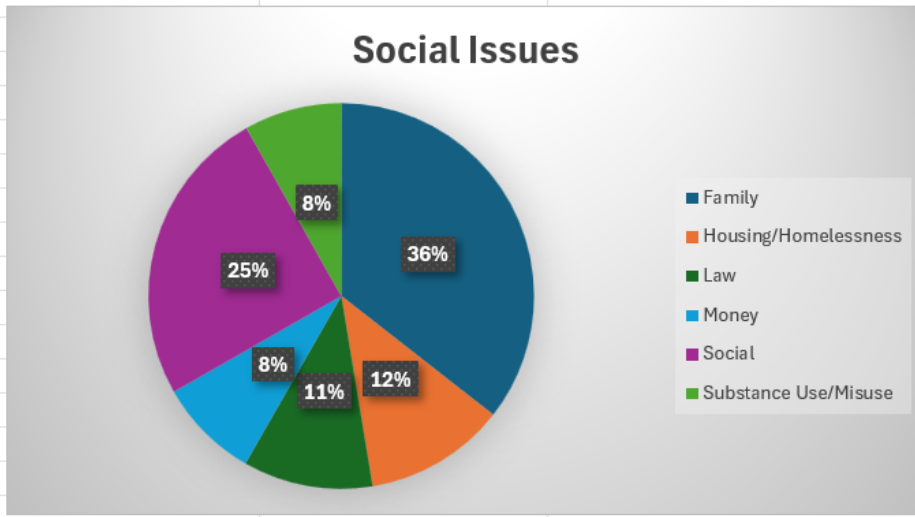
Issue	Number of Issues Raised	What is included
YP made positive lifestyle changes	118	This is when a young person shows positive lifestyle changes
YP developed better knowledge/understanding on an issue	131	This is when a young person has shown/developed better knowledge/understanding on an issue
YP has shown improved skills	78	This is when a young person has shown improved skills

FYI: To delete multiple rows or columns at a time, select multiple rows or columns in the sheet, and click Delete.



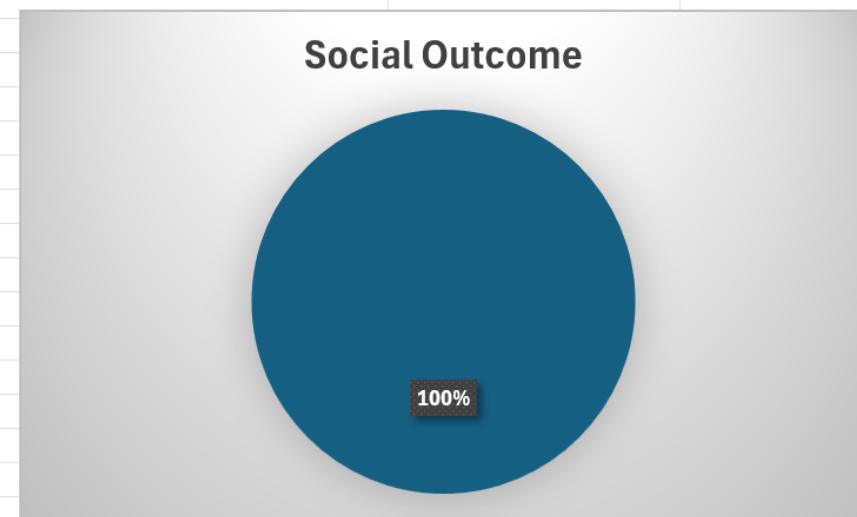
Social:

Issue	Number of Issues Raised	What is included
Family	513	Domestic Violence, Family Issues, Parenting, Family Relationships
Housing/Homelessness	171	Household Issues, Council/Social Housing Issues, Bills
Law	157	Crime, Policing, Court, ASB, FGM
Money	122	Debt, Budgeting, Poverty, Benefits, Financial Planning
Social	362	Hate, Racism, Sexism, Homophobia, Radicalisation, Terrorism, Asylum, Refugee
Substance Use/Misuse	118	Drugs, Alcohol, Smoking, Vaping



Social Outcome:

Issue	Number of Issues Raised	What is included
YP Involved in the local community	29	This is a young person actively getting involved in their local community



Organisation Plans for 2024-25

Continued Staff Development – The development of our staff team’s skills, knowledge and experiences is invaluable to us. Fleet Phoenix will continue to pay attention to this area and look for gaps and opportunities to support our young people & families with up-to-date knowledge and skills relevant to their lives now.

Funding – As with many charities funding is becoming more and more of a concern. The grants available are becoming more specific, amounts available are less and those granting are fewer. Fleet Phoenix will be focusing on investigating and implementing new fundraising initiatives and encouraging regular donations to help ensure cash flow. We will be working to maintain the level of service delivery at present with some flexibility for movement and change to meet needs.

Partnerships – Fleet Phoenix have moved into a new era of developing and maintaining partnerships supporting the development of new projects throughout the Hart District.

New Project potential – Fleet Phoenix are working with partners to look at how we can partner up, spread cost and share skills in developing needed services for our community.

Projects 2024-2025

Our projects have all been developed and designed in response to the needs of young people and their community. Every session is staffed by qualified and trained Youth Workers who will also be supporting, training, and developing the skills of the community volunteers who wish to work with young people.

We constantly assess the needs and wants of young people in partnership with our users and partners to ensure we continue to offer services which are both relevant and useful to them.

OPEN DOOR Fleet

Do you feel confused, upset, angry, concerned about your sexual or mental health? Or do you need help to fill in a form, want to learn some new life skills, don't understand a letter you have been sent, need to write a CV, fill in a job application form or just need a cup of tea and a chat...anyone is welcome with any issue. Just pop your head around the door.



Open Door is an open access, FREE drop-in session for young people aged 15-25 years old. The staff team offers support, advice, information, and guidance.

Tuesdays -1:30 – 4:30 pm and Wednesday 4pm - 6:30pm

OPEN DOOR MENTORING

Open Door mentoring is an additional service offered to young people who need more specific 1:1 support.

Please feel free to contact us for more information and/or a referral form. Charlotte.tickner@fleetphoenix.co.uk

**Tuesdays and Fridays from 1:30 – 4:30 pm and Wednesday
4pm - 6:30pm**



SEXUAL HEALTH

Fleet Phoenix offers FREE pregnancy testing, condom distribution, advice and information on sexual health and relationships, to any young person under 25.

Just pop into ANY of our open sessions and ask for a chat.



SMART MUSIC

Smart Music is a music session supporting young musicians aged 11-25 years old. It offers FREE guitar and drum tuition giving young people an amazing opportunity to learn, develop and be creative.

Come along and meet the team, learn new skills, meet new people and have ago on some of the amazing equipment we have.

Pop in and have a chat with Louise to find out more.

Tuesdays from 4.30 – 6.30pm Weekly. Term Time Only.

TNS

TNS is a youth club for school year 8 up to and including year 11.

TNS is a FREE youth club where you can come and meet friends, hang out and chill or learn new skills. Find out more about things and subjects that affect your life like drugs and alcohol, sexual health and relationships, in a fun and supportive place.

No pressure; just respect and fun. Alongside having fun and learning some new skills our team can offer you support and advice or just a listening ear.

Pop in and have a chat with Lucy to find out more.

Tuesdays from 7 – 9pm Weekly. Term Time Only.



JAMMIN

Jammin is a FREE band rehearsal space for young, up and coming bands.

All young people need to come along is enthusiasm; we can provide all the instruments and equipment you need to get you going. Our staff team can support you develop your musicianship skills, singing skills, song writing skills and band if that is what you need or just offer you a place to practice where you won't be told to turn it down Pop in and have a chat with Louise to find out more.

Wednesdays from 7pm - 10pm Weekly.

CHILL & CHAT

If you are year 11+ and just want somewhere to hang out, debate the world and chat with mates, feel free to pop in.

The staff team will also be able to offer advice and information on any issues affecting your life.

If you would like more information, please contact Lucy.

Thursdays 8 – 10:30pm Weekly.



TLC

TLC is a FREE junior youth club for up to and including school year 7.

Come and have fun, be creative, laugh, play, and make new friends.

We offer a fun, creative, and challenging programme of activities every week.

You can come along, have some fun, learn something new and be stretched and challenged.

Please contact Lucy for more information.

Thursdays 6 – 7:30pm Fortnightly – Term Time Only.



SUMMER PROJECTS

Fleet Phoenix runs several events throughout the summer to keep young people engaged and busy!

THE VIEWS

Sponsored by Fleet Lions, Fleet Phoenix offers an extended summer project to young people every Thursday evening at The Views. The programme this year runs every Thursday from July to August. This project offers young people who are 13+ the opportunity to engage and build healthy and respectful relationships with supporting partners. We offer a FREE BBQ, FREE inflatables, team games and youth issue related workshops and experiences.

The Views, Fleet - Thursdays from 6:30 – 8:30pm, July to September.

THE LEA

Fleet Phoenix offer a junior outreach project during the summer months, in an area where historically the young people display anti-social behaviour from a very young age. Numerous complaints and issues are centred on young people in the area and young people site boredom as their issue.

The project was developed to diversionary activities, issue-based information, and workshops and for all partners to develop productive and effective relationships with the young people, residents, and parents.



Larmer Close Playing Field - Mondays 6.30 - 8pm, July – September

HOOK

Sponsored by Hook Parish Council, Fleet Phoenix offers an extended summer project to young people every Tuesday evening at Hartlett's Park, Ravenscroft, Hook. The programme this year runs every Tuesday from July to August. This junior project offers young people children and young people the opportunity to engage and build healthy and respectful relationships with youth workers.

We offer a FREE BBQ, FREE inflatables, team games and youth issue related workshops and experiences.

Hartlett's Park – Tuesdays from 4 – 5:30pm, July – September.



CHURCH CROOKHAM

Sponsored by Church Crookham Parish Council, Fleet Phoenix offers an extended summer project to young people every Friday evening at Crookham Community Centre community field. The programme this year runs every Friday from July to August. This junior project offers young people children and young people the opportunity to engage and build healthy and respectful relationships with youth workers. We offer a FREE BBQ, FREE inflatables, team games and youth issue related workshops and experiences.



Church Crookham Community Field – Fridays from 6 – 7:30pm, July – September.

ANXIETY UNWOUND

Anxiety Unwound is for young people of secondary school age suffering with anxiety. You will learn what anxiety is, coping strategies, how to manage it and overcome fears. We offer a warm, welcoming, safe and confidential space, where the project will be delivered in a small group setting across an 8 week course.

Thursdays 4 - 5pm – Term Time Only.



OPEN DOOR HOOK

Do you feel confused, upset, angry, concerned about your sexual or mental health? Or do you need help to fill in a form, want to learn some new life skills, don't understand a letter you have been sent, need to write a CV, fill in a job application form or just need a cup



of tea and a chat...anyone is welcome with any issue. Just pop your head around the door.

Open Door is an open access, FREE session for young people aged 15-25 years old.

The staff team offers support, advice, information, and guidance.

Friday 4pm - 6:30pm

LEGO Club:

Lego Club is held throughout the school holidays, Keep an eye on our Facebook page for dates and times.





Contacts:

The Point Youth Centre

Harlington Way

Fleet

Hampshire

GU51 4BP

01252 812308

info@fleetphoenix.co.uk



www.fleetphoenix.co.uk

@fleetphoenix.co.uk



@fleetphoenix

@fleetphoenix11

charlotte.tickner@fleetphoenix.co.uk

Managing Director and Advice and Information Worker in Charge

lucy@fleetphoenix.co.uk

Youth Worker in Charge

gemma.santiago@fleetphoenix.co.uk

Administration

FLEET PHOENIX

England & Wales - Charity number 1144057

Accounts



Fleet Phoenix

Empowering Young People To Thrive

Fleet Phoenix Trustee Annual Business Report 2023-24



Fleet

Phoenix

[@fleetphoenix.co.uk](https://fleetphoenix.co.uk)

[fleetphoenix1](https://www.facebook.com/fleetphoenix1)



[@FleetPhoenix](https://twitter.com/FleetPhoenix)

Empowering Young People To Thrive

Registered Charity 1144057

The Management Committee presents its Trustee' report and audited financial statements for the year ended 31 March 2024

Reference and Administrative Information Charity Name: Fleet Phoenix

Charity registration number: 1144057

Registered Office and operational address: The Point Youth Centre, Harlington way, Fleet, Hants. GU51 4BP.

Board Of trustees: Mr Brian Coney (Treasurer), Mr Andrew Kern, Martin Smith (Chair from Nov 2021). Sabrina Marnham (Joined July 21), Cat Cooke (left), Tierney Blakemore (left), Denise Roch (left), Annette Whibley (joined).

Secretary: Mrs Gemma Santiago

Chief Executive: Mrs Charlotte Tickner

Auditors – Mr J Geering

Bankers – Barclays Bank, Fleet Road, Fleet



Board of Trustees Report

The demand for Fleet Phoenix's services increased during the 2023/24 period. We are seeing increasingly complex issues amongst both young people and their families at a time when support available from state funded services such as CAMHS and Children's Services lessens. Overall we have seen a dramatic 2.5x increase in the referral rate from external organisations.

Almost two-thirds of the near 7,000 issues that Fleet Phoenix helped young people with were in the three broad areas of self-development, mental health and training/education.

- 1,639 Self-development issues (self-esteem, self-awareness, peer support, rights and responsibilities, driving, identity)
 - 1,409 Mental Health issues (loneliness, suicide, bereavement, exclusion, isolation, bullying, peer pressure, anger, stress, unhappiness, abuse)
 - 1,207 Training/ Education issues (school issues, problem solving, teamwork, initiative)

As an organisation we continue to provide a wide variety of services including open sessions (offering advice, information, guidance, support meetings and mentoring), music projects, youth clubs, sexual health support, outreach programmes, issue-based projects including anxiety and domestic abuse, summer play projects, a Lego project, HYPE disco, SCAM Jam (our annual event day) and other community projects including a food bank, school uniform support, fuel poverty support and a Christmas toy drive. These services are available to all of the 1,400 young people and families on our roll.

Once again we delivered 4,700 hours of face-to-face youth work to the near 2,500 individual contacts. Our community projects saw 1,850 items donated and delivered.

In November 2023 the first ever Hart Youth Achievement Awards took place and was a great success. This allowed Fleet Phoenix to celebrate the achievements of young people in the community, to positively promote the important contribution they make and to counter the often negative press young people experience. A second award evening will take place in 2024 and it is hoped that this will become an annual event.

Time was spent during the year in preparing to increase the volume and reach of services in 2024/25 with a new Anxiety Unwound project, open sessions in Hook and 2 new summer projects at Church Crookham and Hook.

In 2023/24 our income was £116k, a 5% increase on the previous year. Costs in the same period were £116k, an increase of almost 4% year-on-year. The net effect was a breakeven in the year leading cash and reserves largely unchanged at £44k. The modest increase in income does not reflect the much greater effort dedicated to raising funds, rather it evidences the shrinking size of pots available for grant applications with more and more people applying for them; we have received a greater number of 'sorry please try again next round' than ever before. Nonetheless, our thanks goes to all of our supporters who donate money, food, clothing, gifts and time to support us and the local community. The increase in costs is a direct result of the high inflationary period flowing through to employment costs offset by great work in controlling all other costs.

There were a number of changes within the team with new trustees and volunteers joining to replace those who departed. The whole team, old and new, did a fantastic job throughout the year and we thank each and every one of them.



Fleet Phoenix Aims and Objectives

Fleet Phoenix became a constituted and registered Charity in September 2011. We are registered with the Charity Commission. No: 1144057

Aims:

The aims of the group shall be to:

- ∞ Empower the community to take responsibility and solve problems locally.
- ∞ Encourage the breakdown of barriers to holistic community participation.

Objectives:

To act as a resource for young people up to the age of 25, living in Fleet and the surrounding areas by providing advice and assistance, organising programmes of physical, educational, and other activities as a means of:

- ∞ Advancing in life and helping young people by developing their skills, capacities, and capabilities to enable them to participate in society as independent, mature, and responsible individuals.
 - ∞ Advancing education.
 - ∞ Relieving unemployment; and
- ∞ Providing recreational and leisure time activities in the interest of social welfare, designed to improve their conditions of life.



Accounts 2023-24

Receipts and payments

Unrestricted funds

Restricted funds

Total funds

to the nearest
£

to the nearest £

to the nearest £

Receipts

Grants	61,345	12,800	74,145
Fund Raising	19,312		19,312
Donations	7,046		7,046
Sashas fund	832		832
Savings interest	504		504
Court moor	4,583		4,583
Zebon Outreach	2,287		2,287
HYPE	5,655		5,655
Youth Award	2,080		2,080
<i>Sub total</i>	103,644	12,800	116,444

<i>Total receipts</i>	103,644	12,800	116,444
-----------------------	----------------	---------------	----------------

Payments

Salaries	72,971	12,993	85,964
Fund Raising	1,160		1,160
Marketing & promotions	1,299		1,299
Daytime Projects	26		26
Evening Projects	3,347		3,347
Summer Projects		5,464	5,464
H&S	229		229
Cash Float	150		150
Maintenance & Repairs	52		52
Licences	2,399		2,399
Insurance	2,114		2,114
Phone/Broadband	1,001		1,001
Office	1,649		1,649
Staff Training	946		946

Sundry expenses	1,265		1,265
Sasha Fund	1,113		1,113
Minibus	514		514
Youth Award	1,694		1,694
Wenceslas		1 04	104
Xmas Toys	1,107		1,107
HYPE	4,893		4,893
Sub total	97,929	18,561	116,490

Total payments	97,929	18,561	116,490
-----------------------	---------------	---------------	----------------

Net of receipts/(payments)				-	46
A5 Transfers between funds				-	
A6 Cash funds last year end				44,189	
Cash funds this year end	-		-	44,143	

Statement of assets and liabilities at the end of the period

Categories	Details	Unrestricted funds to nearest £	Restricted funds to nearest £
Cash funds	Unpresented cheques		
	Current Account	4,661	1,752
	savings account	37,730	
	Total cash funds	42,391	1,752



Funders and Supporters

2023-24 has been an exceptionally difficult year for everyone in our community and the effects of the cost-of-living crisis are still affecting our most vulnerable families.

We acquired new supports and funders and are working hard to maintain and grow these relationships.

Fleet Phoenix is normally funded through numerous methods including fundraising, grants, donations, and commissioning. We are eternally grateful to our funders, supporters, business partners and local community for their continued recognition and support.

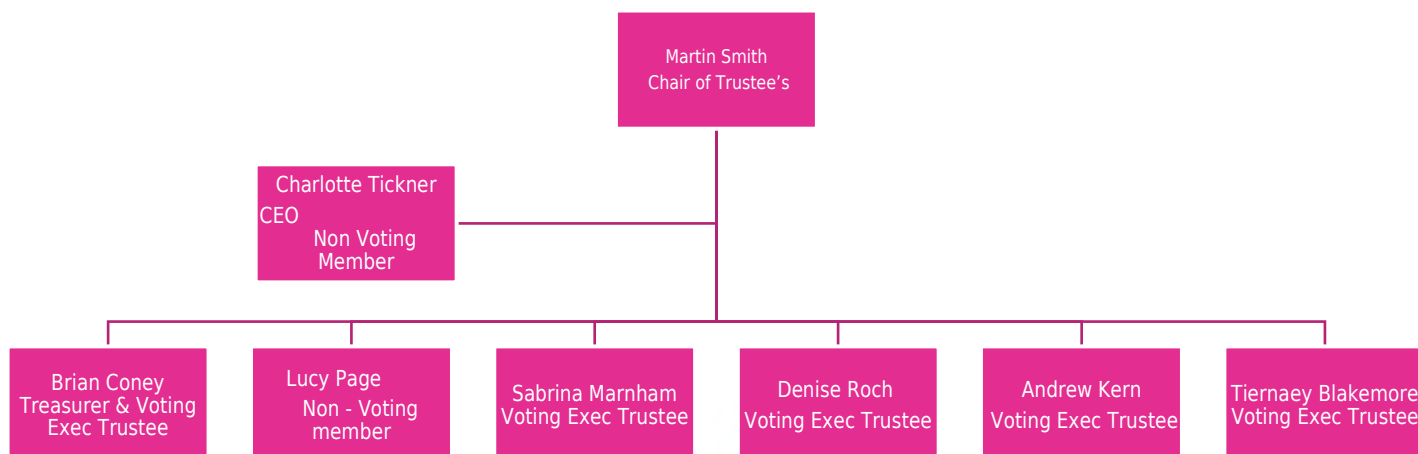
Hampshire County Council	Hart District Council	Hart Lions Club
Durham House	Rotary Club of Fleet	M&S
Fleet Town Council	Court Moor School	Hart Food Bank
Fleet Rotary Club	Waitrose	Lions Community Store
Sainsburys	Fleet Lions Club	Court Moor School
Ray West Safety Solutions	Dart Capital	Crookham Village Parish Council
National Lottery	Neighbourly	Elvetham Heath Parish Council
Church Crookham Parish Council	Calthorpe Park School	Garfield Westin
Allen Lane	Connect 4 Communities	BBC Children In Need
Albert Hunt	Costco	Safer North Hants

Community contributions, Amazon Wish List, Donations



Organisation Structure

Fleet Phoenix Board of Trustee Structure 2023-2024



Governance

Fleet Phoenix is governed by a Board of Trustees made up of local Community members and because Fleet Phoenix is a youth charity, we ensure that young people are represented.

Members are reappointed annually at the AGM.

The most important role of the trustees is to ensure that the organisation is acting, always, in pursuit of its mission and is legally compliant. The Committee does this by taking a strategic overview of Fleet Phoenix's activities.

Three subcommittees also meet regularly to examine areas of Fleet Phoenix's work more closely; they are:

- ∞ Finance and Charity Strategy Sub-Committee
 - ∞ Fundraising and Marketing
 - ∞ H&S/Governance/Personnel

Safeguarding

Fleet Phoenix will always take the view that the welfare of the child or young person is paramount.

All children whatever their age, culture, disability, gender, language, racial origin, religious beliefs and/or sexual identity have the right to protection from abuse.

All suspicions and allegations of abuse will be taken seriously and responded to swiftly and appropriately.

All staff (paid/unpaid) working with children and young people have a responsibility to report concerns to the appropriate officer.

We work closely with partner agencies to ensure young people are safe in their homes and community.

Through constant staff development, training, auditing and reviewing we conducted a Safeguarding audit in 23/24 that resulted in actions for the year 24/25 including issuing Trustee passes and CPD assignments.



Advocacy

Fleet Phoenix takes its role within the community seriously and recognises its ability to advocate on behalf of young people and their needs. We do this through a variety of means including:

- ∞ Positive press and representation of young people in their community.
- ∞ Representation of young people's needs and views at local partnership meetings & forums.
- ∞ Positive engagement opportunities with young people within their community.
 - ∞ Celebrating young people's achievements with their community.
 - ∞ Ensuring the child's voice is heard and actioned.

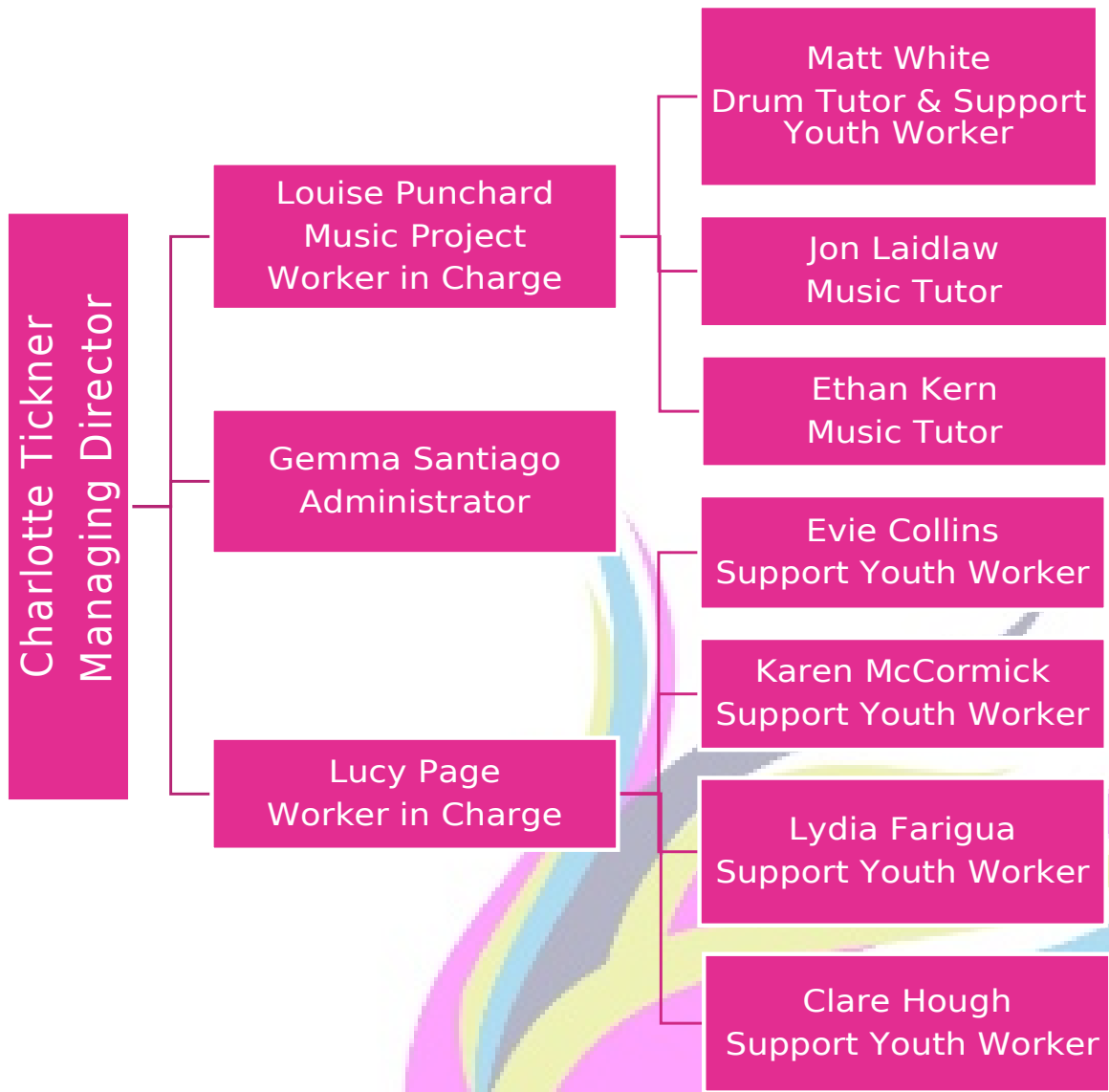
Risk Assessment

Effective risk assessment is increasingly important to the success of any business. Our risk assessment begins and ends with specific business objectives that are anchored in key value drivers of the organisation.

Maintaining our budget and business viability is of the utmost importance and is a main drive of the Board of Trustees.



Fleet Phoenix Operational Structure 2023-24



Benefit to the Community

Advice, Information, Guidance & Mentoring – Fleet Phoenix continues to be very busy with Advice, Information, Guidance and Mentoring daytime sessions.

This year we have been fortunate enough to take on Two Counsellors offering 100 hours Free counselling. This has been invaluable to our service delivery with so many young people needing counselling but little available without massive waiting lists. Both Counsellors have completed their hours and intend to stay on with Fleet Phoenix.

The issues we are presented with are changing constantly and there has been a dramatic increase in enquires for mental health, counselling support and family support. We continue to work with other local providers to support this increasing need for these issues, but it is becoming increasingly difficult with the cut in financial support available. This problem is only going to increase, and Fleet Phoenix is working hard to ensure continued support to our local vulnerable young people and families.

Fleet Phoenix's daytime services offer a range of delivered sessions to support young people's development in times of stress and crisis service, but we have had to change the drop into an appointment service due to the high needs and number of referrals.

Fleet Phoenix continues to work closely with supporting agencies to ensure smooth and effective referral, both ways, including Hampshire Constabulary, Housing providers, Family members, self-referral, Local GP surgeries, Schools, Colleges, the Benefit Office, Children's Services and 1:1 Counselling.

The daytime service works with an average of 80 young people at any one time with complex issues and risk-taking behaviours.

Fleet Phoenix have this year taken on two councillors on work placement for Level 4. This is proving useful to our clients and has been very well received. We will look at continuing these services next year.

Referrals for this support continues to rise since COVID. The overriding issues presented at present are mental health, school refusal, self-harm, and family relations.

We have a constant waiting list which is proving difficult to get on top of.

Fleet Phoenix has been able to expand its service delivery to an outreach in Hook. This has been developed in partnership with Hook Parish Council and is proving invaluable to the area.

Alongside this service we have also achieved funding to offer a new project, Anxiety Unwound. This is an 8-week course for a small group at a time looking at normalising

anxiety, developing knowledge and understanding & most importantly confidence in coping strategies.

Open Access Youth Sessions – Fleet Phoenix offer a range of open access youth services for young people where they have opportunity to develop new skills, meet new friends, develop effective and challenging relationships with youth workers, take advantage of volunteering opportunities available through our local partnerships and inform the development of our services. These sessions offer a range of delivery models to ensure we attract and offer services to a range of young people.

Having open access sessions has given young people a safe, warm, and welcoming environment where they can socialise with their friends, learn about topics that are pertinent to their lives and be challenged in a safe and constructive way. These sessions have also contributed to the reduction in youth nuisance and youth anti-social behaviour locally.

As the needs of young people change, the demands on open access sessions are also change and we work hard to be responsive to the young people needs and wants and what we can manage within organisational constraints.

Youth Advocacy – We continue to be a presence at local meetings, groups, information sessions, forums, and events so we can continue to promote young people in a positive and constructive manner, whilst offering feedback to partners on plans, ideas, initiatives they may have which can potentially impact on our service users and young people in general locally.



We find increasingly that we need to promote and ensure that the young person's voice is heard by advocating for them in forums that they find intimidating or unusual, supporting them to have their say in appropriate forums and settings and giving them the skills and opportunity to do so.

One of our team has completed their Level 3 in Advocacy this year which is proving a great asset and source of knowledge for the whole team and the young people they support.

Community Support - The last few years have taken its toll on our community at large. Families are struggling to make ends meet and to pay for some of the basics in life, like food, school uniforms and utilities. Fleet Phoenix have responded to these needs but offering the following:

Pre-loved school uniform bank. We supplied 750 items during this period.

Food Bank - We supplied 150 healthy food parcels during this period.

Support with utilities (funds/ grant dependent).

Christmas Toy donations. We supplied 1,200 toys to local children.



Organisation Stats 2023-24

Below we have split the issues present by clients into three areas. Health, development and social issues presented.

Each area covers numerous subjects. For example, Health covers: General health, Mental Health & Sexual Health.

These can then be broken down again, for example general health including Diet, exercise, hygiene, disability, food & illness.

Some clients may come in with one issue that they need support with other come with complex support needs with numerous areas of their lives they need support with.

We have supported young people with over **7400** issues raised.

Some of these will be through 1:1 conversation, some will be through group work.

Our aim is always to ensure you people leave any conversation or workshop with increased knowledge and awareness.

You will note from the stats below that the issues most prevalent in young people lives at present are:

Mental health with 1416 enquiries. Mental health covers everything from self-harm, suicide, bereavement, isolation, peer pressure, bullying, stress, exclusion, abuse, alienation & loneliness.

Self-esteem with **1643** enquiries. Self-esteem covers self-esteem, self-awareness, self-confidence, peer support, rights & responsibilities & identity.

Training and education with **1290** enquiries with covers school issues, training & school avoidance.

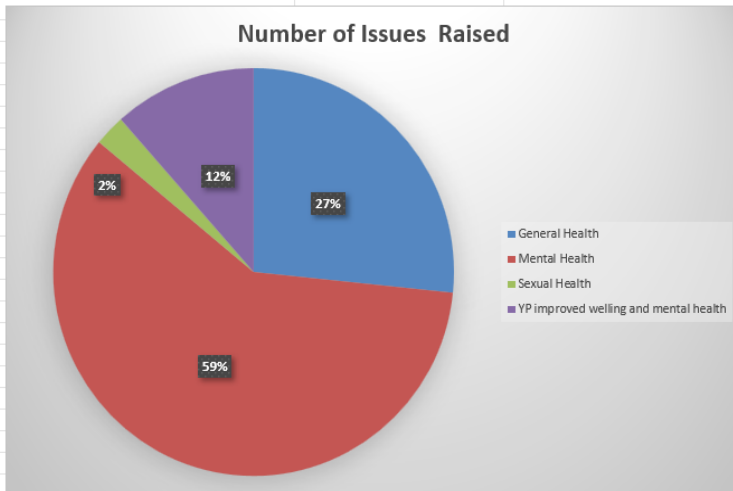
The last most raised issue is family & relationships with **545** issues presented. This includes domestic abuse, parent alienation, parenting and family relationships.

Young people have very complex lives and stressful. The number of enquiries we receive increase year on year.

The training needed by our team is extensive and costly to the organisation but essential.

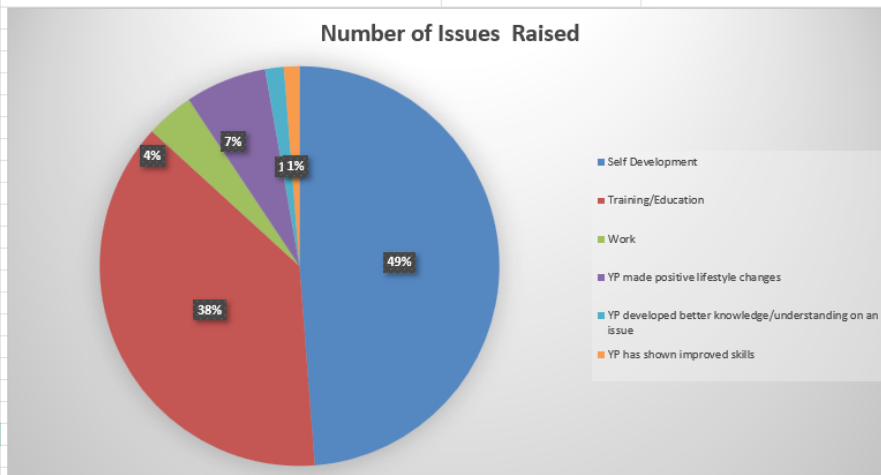
Health:

Issue	Number of Issues Raised	What is included
General Health	635	Diet, Exercise, Hygiene, Disability, Food, Illness
Mental Health	1416	Loneliness, Unhappiness, Suicide, Bereavement, Exclusion, Isolation, Abuse, Alienation, Peer Pressure, Anger, Stress
Sexual Health	59	Contraception, Pregnancy, Termination, STI's, Relationships
YP improved wellbeing and mental health	275	This is a young person showing improved and healthy wellbeing and mental health



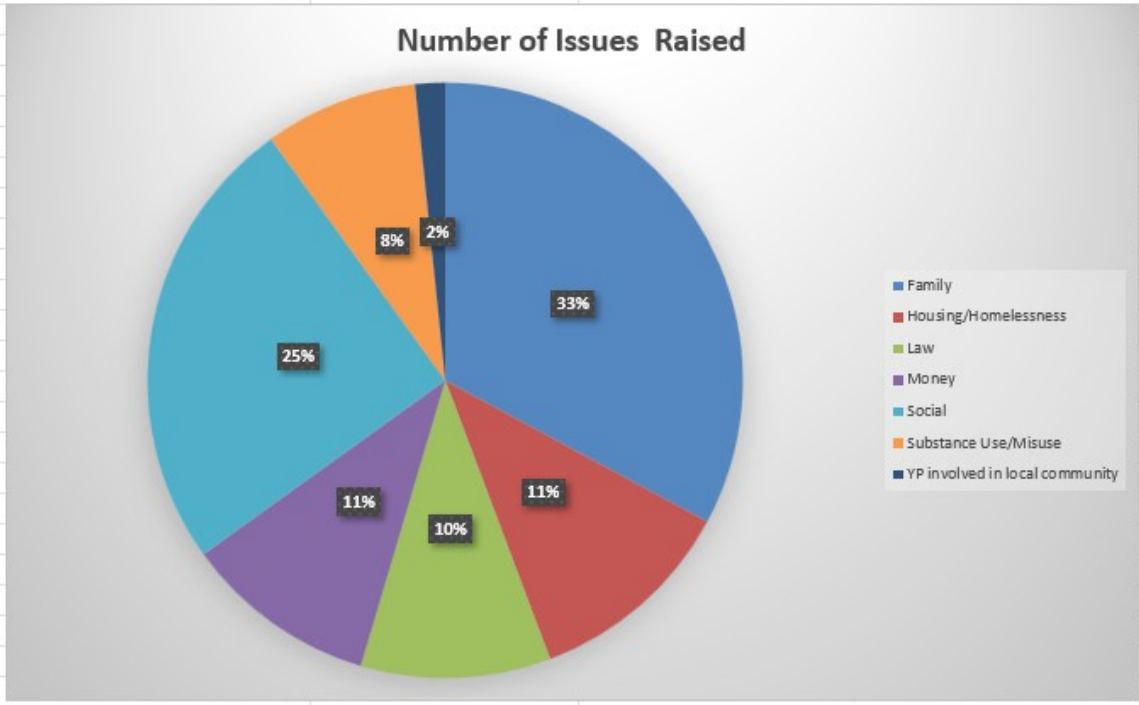
Development:

Issue	Number of Issues Raised	What is included
Self Development	1643	Self-Esteem, Self-Awareness, Self-Confidence, Peer Support, Peer Training, Rights and Responsibilities, Driving, Identity
Training/Education	1280	School Issues, Problem Solving, Team Work, Initiative
Work	130	CV Writing, Job Searching, Interview Techniques, Employment Issues
YP made positive lifestyle changes	222	This is when a young person showing positive lifestyle changes and development
YP developed better knowledge/understanding on an issue	51	This is when a young person shown/developed better knowledge/understanding on an issue
YP has shown improved skills	42	This is when a young person has down improved skills



Social:

Issue	Number of Issues Raised	What is included
Family	545	Domestic Violence, Family Issues, Parenting, Family Relationships
Housing/Homelessness	189	Household Issues, Council/Social Housing Issues, Bills
Law	171	Crime, Policing, Court, ASB, FGM
Money	174	Debt, Budgeting, Poverty, Benefits, Financial Planning
Social	414	Hate, Racism, Sexism, Homophobia, Radicalisation, Terrorism, Asylum, Refugee
Substance Use/Misuse	138	Developing Knowledge and Understanding, Drugs, Alcohol, Smoking
YP involved in local community	27	This is a young person actively getting involved in their local community



Organisation Plans for 2023-24

Continued Staff Development – The development of our staff team’s skills, knowledge and experiences is invaluable to us. Fleet Phoenix will continue to pay attention to this area and look for gaps and opportunities to support our young people & families.

Funding – As with many charities funding is becoming more and more of a concern. The grants available are becoming more specific, amounts available are less and those granting are fewer. Fleet Phoenix will be focusing on investigating and implementing new fundraising initiatives.

Partnerships – Fleet Phoenix have moved into a new era of developing and maintaining partnerships to develop and deliver new projects throughout the Hart District.

Projects 2023-24

Our projects have all been developed and designed in response to the needs of young people and their community. Every session is staffed by qualified and trained Youth Workers who will also be supporting, training, and developing the skills of the community volunteers who wish to work with young people.

We constantly assess the needs and wants of young people in partnership with our users and partners to ensure we continue to offer services which are both relevant and useful to them.

OPEN DOOR Fleet

Do you feel confused, upset, angry, concerned about your sexual or mental health? Or do you need help to fill in a form, want to learn some new life skills, don't understand a letter you have been sent, need to write a CV, fill in a job application form or just need a cup of tea and a chat...anyone is welcome with any issue. Just pop your head around the door.

Open Door is an open access, FREE drop-in session for young people aged 15-25 years old. The staff team offers support, advice, information, and guidance.



Tuesdays -1:30 - 4:30 pm and Wednesday 4pm - 6:30pm

OPEN DOOR MENTORING

Open Door mentoring is an additional service offered to young people who need more specific 1:1 support.

Please feel free to contact us for more information and/or a referral form. Charlotte.tickner@fleetphoenix.co.uk

Tuesdays and Fridays from 1:30 - 4:30 pm and Wednesday 4pm - 6:30pm



SEXUAL HEALTH

Fleet Phoenix offers FREE pregnancy testing, condom distribution, advice and information on sexual health and relationships, to any young person under 25.

Just pop into ANY of our open sessions and ask for a chat.



SMART MUSIC

Smart Music is a music session supporting young musicians aged 11-25 years old. It offers FREE guitar and drum tuition giving young people an amazing opportunity to learn, develop and be creative.

Come along and meet the team, learn new skills, meet new people and have ago on some of the amazing equipment we have.

Pop in and have a chat with Louise to find out more.

Tuesdays from 4.30 - 6.30pm Term Time Only



TNS

TNS is a youth club for school year 8 up to and including year 11.

TNS is a FREE youth club where you can come and meet friends, hang out and chill or learn new skills. Find out more about things and subjects that affect your life like drugs and alcohol, sexual health and relationships, in a fun and supportive place.

No pressure; just respect and fun. Alongside having fun and learning some new skills our team can offer you support and advice or just a listening ear.

Pop in and have a chat with Lucy to find out more.

Tuesdays from 7 - 9pm Term Time Only



JAMMIN

Jammin is a FREE band rehearsal space for young, up and coming bands.

All young people need to come along is enthusiasm; we can provide all the instruments and equipment you need to get you going. Our staff team can support you develop your musicianship skills, singing skills, song writing skills and band if that is what you need or just offer you a place to practice where you won't be told to turn it down Pop in and have a chat with Louise to find out more.

Wednesdays from 7pm - 10pm Weekly

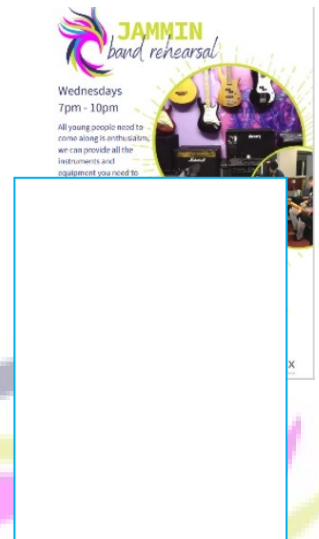
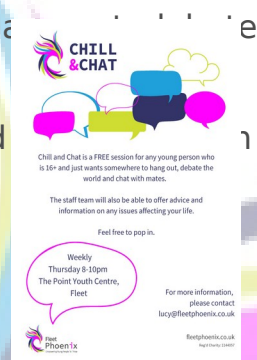
CHILL & CHAT

If you are year 11+ and just want somewhere to hang out, talk about the world and chat with mates, feel free to pop in.

The staff team will also be able to offer advice and support on any issues affecting your life.

If you would like more information, please contact Lucy.

Thursdays 8 - 10:30pm Weekly.



TLC

TLC is a FREE junior youth club for up to and including school year 7.

Come and have fun, be creative, laugh, play, and make new friends.

We offer a fun, creative, and challenging programme of activities every week.

You can come along, have some fun, learn something new and be stretched and challenged.

Please contact Lucy for more information.

Thursdays 6 - 7:30pm Fortnightly.



SUMMER PROJECTS

Fleet Phoenix runs several events throughout the summer to keep young people engaged and busy!

SUMMER SCAM

Sponsored by Fleet Lions, Fleet Phoenix offers an extended summer project to young people every Thursday evening at The Views. The programme this year runs every Thursday from July to August. This project offers young people who are 13+ the opportunity to engage and build healthy and respectful relationships with supporting partners. We offer a FREE BBQ, FREE inflatables, team games and youth issue related workshops and experiences.

The Views, Fleet - Thursdays from 6:30 - 8:30pm, July to September.

Sponsored by Crookham Village Parish Council, Fleet Phoenix offers an extended summer project to young people every Fridays evening at Zebon Community Centre, Playing Fields. The programme this year runs every Thursday from July to August. This project offers young people who are 13+ the opportunity to engage and build healthy and respectful relationships with youth workers. We offer a FREE BBQ, FREE inflatables, team games and youth issue related workshops and experiences.



SUMMER SCAM

Fleet Phoenix's 2021 Summer Scam starts on Thursday July 26th and runs every week until Friday August 27th.

FREE BBQ, FREE inflatables, team games, problem solving and youth issue related workshops and experiences for under 18's.

For more information please contact lucy@fleetphoenix.co.uk

fleetphoenix.co.uk
lyc@phoenix

LOADS OF FUN!

THURSDAYS - THE VIEWS - 6.30-8.30PM (SPONSORED BY THE LIONS CLUB)

FRIDAY - ZEBON COMMUNITY CENTRE PLAYING FIELDS 6.7.30PM (SPONSORED BY CROOKHAM VILLAGE PARISH COUNCIL)

THE LEA

Fleet Phoenix offer a junior outreach project during the summer months, in an area where historically the young people display anti-social behaviour from a very young age. Numerous complaints and issues are centred on young people in the area and young people site boredom as their issue.

The project was developed to diversionary activities, issue-based information, and workshops and for all partners to develop productive and effective relationships with the young people, residents, and parents.



SUMMER PROJECT THE LEA

The Lea summer project offers FREE inflatables, team games, problem solving and youth issue related workshops and experiences.

This is a junior version of our summer projects at The Views and Zebon Centre and is for young people up to age 14 (please note that parents MUST say if the child is under 8 years old).

FREE BBQ, FREE inflatables, team games, problem solving and youth issue related workshops and experiences for under 18's.

For more information please contact lucy@fleetphoenix.co.uk
fleetphoenix.co.uk
lyc@phoenix

Larmer Close Playing Field - Mondays 6.30 - 8pm, July - September

ZEBON COPSE

Sponsored by Crookham Village Parish Council, Fleet Phoenix offers an extended summer project to young people every Friday evening at Zebon Community Centre, Playing Fields. The programme this year runs every Thursday from July to August. This project offers young people who are 13+ the opportunity to engage and build healthy and respectful relationships with youth workers. We offer a FREE BBQ, FREE inflatables, team games and youth issue related workshops and experiences.



Zebon Cope Community Field - Fridays from 6 - 7:30pm, July - September.

LEGO Club:

Lego Club is held throughout the school holidays, Keep an eye on our Facebook page for dates and times.



RADA (Resilience against Domestic Abuse)

is a free session for children of junior school age, who have been witness to domestic abuse in the home.

This project works on an early intervention model with an appreciation of the child's life situations.

The project will offer children a safe, warm welcoming place, which offers them space, time, and freedom to:

- Have time out.
- Play and learn.
- Feel supported and understood.
- Have the opportunity to express themselves in a safe environment.
- Understand their environment and what they are witnessing.
- Develop strong & effective relationships with the Youth Work team who will be able to offer ongoing support.

This project actively seeks referrals from any supporting agencies and family members.

For more information, please contact Charlotte.





**Fleet
Phoenix**
Empowering Young People To Thrive

Contacts:

The Point Youth Centre

Harlington Way

Fleet

Hampshire

GU51 4BP

01252 812308

info@fleetphoenix.co.uk



www.fleetphoenix.co.uk



@fleetphoenix.co.uk



@fleetphoenix

by
Unk
now
n
Auth
by
or is
Unkno
licen
wh
sed
Autho
unde
r is
licens
ed
under

@fleetphoenix

charlotte.tickner@fleetphoenix.co.uk

Managing Director and Advice and Information Worker in Charge

lucy@fleetphoenix.co.uk

Youth Worker in Charge

gemma.santiago@fleetphoenix.co.uk

Administration



FLEET PHOENIX

England & Wales - Charity number 1144057

Accounts



Fleet Phoenix

Empowering Young People To Thrive

Fleet Phoenix Trustee Annual Business Report 2022-23



Fleet

Phoenix

[@fleetphoenix.co.uk](https://fleetphoenix.co.uk)

[Facebook](https://www.facebook.com/fleetphoenix1)



[@FleetPhoenix](https://twitter.com/FleetPhoenix)

Empowering Young People To Thrive

Registered Charity 1144057

The Management Committee presents its Trustee' report and audited financial statements for the year ended 31 March 2023

Reference and Administrative Information Charity Name: Fleet Phoenix

Charity registration number: 1144057

Registered Office and operational address: The Point Youth Centre, Harlington way, Fleet, Hants. GU51 4BP.

Board Of trustees: Mr Brian Coney (Treasurer), Miss Sonja Gahan (Left October 2022) , Mr Andrew Kern, Martin Smith (Chair from Nov 2021). Sabrina Marnham (Joined July 21), Cat Cooke (Joined July 21), Tierney Blakemore (Joined Oct 21), Denise Roch (Joined January 2021).

Secretary: Mrs Gemma Santiago

Chief Executive: Mrs Charlotte Tickner

Auditors - Mr J Geering

Bankers - Barclays Bank, Fleet Road, Fleet



Board of Trustees Report

Throughout 2022/23, Fleet Phoenix continued to provide its much-needed services to the local community and did so with aplomb. There remained many instances where we had families on the at-risk register, and we continued to support young people with their issues around mental health and self-harming amongst many others. The number of cases increased year-on-year and out-paced the relatively more modest increase in resources – it remains a constant battle to provide the necessary support with the available resources. One clear example was on Open Door service that received so many referrals throughout the year that it led to an increased waiting list even though we have 160 open sessions with more than 1,400 hours of face-to-face time. Open Door was just one part of the whole of Fleet Phoenix's services which saw almost 350 open sessions, 4,700 hours of face-to-face time and 2,500 client contacts.

Available resources are dictated by our income. In 2022/23, our income was £110k, a very healthy 25% increase on the previous year, but this was matched by costs of £112K, which has increased 10% year-on-year. The net effect was a loss of £2K in the year which was smaller than the £9K loss in the previous year. Both years ate into our cash and reserves which ended 2022/23 at £44K, which was not ideal but still very manageable.

The £110K of income came from the efforts of our fantastic volunteers and supporters. Many of our supporters who provide grants do so because they require the services we provide, and these simply are not available without Fleet Phoenix. Grants were received from local district, town, and parish councils, along with local schools, civic service clubs and wider foundations. Donations in the form of money, food, clothing, and Christmas gifts came from the local community as well as supermarkets. Fundraising was undertaken by numerous volunteers and trustees. Our thanks go out to all of them.

The team delivered both their usual range of projects as well as some new ones; projects included SCAM Jam, The Lea summer project, our first presence at LowdeFest delivering a Youth Zone (a music tent for young people to have a go) and more of the very popular Lego clubs. There was no Zebon summer project due to illnesses that impacted resourcing over the summer, thankfully all was well later in the year. To end the calendar year, the Christmas music concert returned after a two-year break and the massive 750 Christmas toy donations were all wrapped and delivered.

There were several changes with the team with new trustees and volunteers joining to replace those who departed. The whole team, old and new, did a fantastic job throughout the year and we thank each every one of them.

The year concluded with Fleet Phoenix's Managing Director, Charlotte Tickner, receiving the Lions International Melvin Jones Fellowship award which recognises outstanding individuals for their exemplary service to their community by bestowing on them an award that is named for its founder and is the highest form of recognition and embodies humanitarian ideas consistent with the nature and purpose of Lionism. Our congratulations to Charlotte.

Martin Smith - Chair

On behalf of The Board of Trustees



Fleet Phoenix Aims and Objectives

Fleet Phoenix became a constituted and registered Charity in September 2011. We are registered with the Charity Commission. No: 1144057

Aims:

The aims of the group shall be to:

- ✓ Empower the community to take responsibility and solve problems locally.
- ✓ Encourage the breakdown of barriers to holistic community participation.

Objectives:

To act as a resource for young people up to the age of 25, living in Fleet and the surrounding areas by providing advice and assistance, organising programmes of physical, educational, and other activities as a means of:

- ✓ Advancing in life and helping young people by developing their skills, capacities, and capabilities to enable them to participate in society as independent, mature and responsible individuals.
 - ✓ Advancing education.
 - ✓ Relieving unemployment; and
- ✓ Providing recreational and leisure time activities in the interest of social welfare, designed to improve their conditions of life.



Accounts 2022-23

Unrestricted funds
Restricted funds
Total funds

A1 Receipts

	Unrestricted funds	Restricted funds	Total funds
Grants	26,647	26,120	65,767
Fund Raising	1,994		5,303
Donations	25,018		30,382
Sashas fund	411		176
Other	270		
Savings interest	5		57
Courtmoor	4,583		5,417
zebon Outreach	2,977		
HYPE			2,824
HMRC	328		
COVID			-
Sub total (Gross income for AR)	62,233	26,120	109,926

A3 Payments

Salaries	56,365	17,974	87,326
Fund Raising	540		1,229
Marketing & promotions	3,020		495
Daytime Projects	234		68
Evening Projects	1,755		2,223
Summer Projects		3,419	3,668
H&S	1,018		889
Cash Float	170		50
Maintance & Repairs	67		100
Licences	1,871		1,906
Insurance	2,569		2,581

Phone/Broadband	985		1,028
Office	1,650		1,024
Rent	1,200		1,426
Staff Training		567	324
Sundry expences	402		1,263
Sasha Fund	348		144
Minibus	1,302		1,506
COVID		382	
Wenceslas		1,257	320
Xmas Toys	348		164
HYPE			4,568
Sub total	73,844	23,599	112,302

Total payments

73,844	23,599	112,302
--------	--------	---------

Net of receipts/(payments)

		-
		2,376

A5 Transfers between funds

		-
--	--	---

A6 Cash funds last year end

		46,565
--	--	--------

Cash funds this year end

-		44,189
---	--	--------



Categories	Details	Unrestricted funds	Restricted funds
B1 Cash funds	Unpresented cheques		
	Current Account	14,191	
	savings account	29,998	
	Total cash funds		44,189

Funders and Supporters

2022-23 has been an exceptionally difficult year for everyone in our community and the effects of COVID are still present alongside the crisis of living costs in our most vulnerable families.

We acquired new supports and funders and are working hard to maintain and grow these relationships.

Fleet Phoenix is normally funded through numerous methods including fundraising, grants, donations, and commissioning. We are eternally grateful to our funders, supporters, business partners and local community for their continued recognition and support.

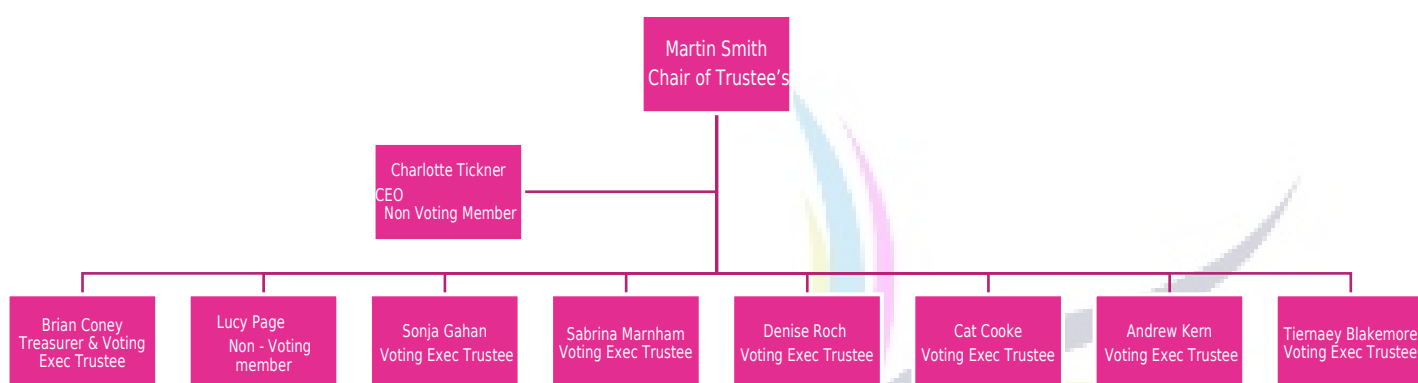
Hampshire County Council	Hart District Council	Hart Lions Club
Durham House	Rotary Club of Fleet	M&S
Fleet Town Council	Court Moor School	Hart Food Bank
Fleet Rotary Club	Waitrose	Lions Community Store
Sainsburys	Fleet Lions Club	Court Moor School
Ray West Safety Solutions	Dart Capital	Crookham Village Parish Council
National Lottery	Co-op	Elvetham Heath Parish Council
Church Crookham Parish Council	Neighbourly	Garfield Westin
Allen Lane	Connect 4 Communities	BBC Children In Need
Albert Hunt	Costco	Safer North Hants
Kane HR		

Local community contribution, Fridge, cooker microwave

Amazon Wish List, Donations etc

Organisation Structure

Fleet Phoenix Board of Trustee Structure 2022-2023



Governance

Fleet Phoenix is governed by a Board of Trustees made up of local Community members and because Fleet Phoenix is a youth charity, we ensure that young people are represented.

Members are reappointed annually at the AGM.

The most important role of the trustees is to ensure that the organisation is acting, always, in pursuit of its mission and is legally compliant. The Committee does this by taking a strategic overview of Fleet Phoenix's activities.

Three subcommittees also meet regularly to examine areas of Fleet Phoenix's work more closely; they are:

- Finance and Charity Strategy Sub-Committee
 - Fundraising and Marketing
 - H&S/Governance/Personnel



Advocacy

Fleet Phoenix takes its role within the community seriously and recognises its ability to advocate on behalf of young people and their needs. We do this through a variety of means including:

- Positive press and representation of young people in their community.
- Representation of young people's needs and views at local partnership meetings & forums.
- Positive engagement opportunities with young people within their community.
 - Celebrating young people's achievements with their community.
 - Ensuring the child's voice is heard and actioned.

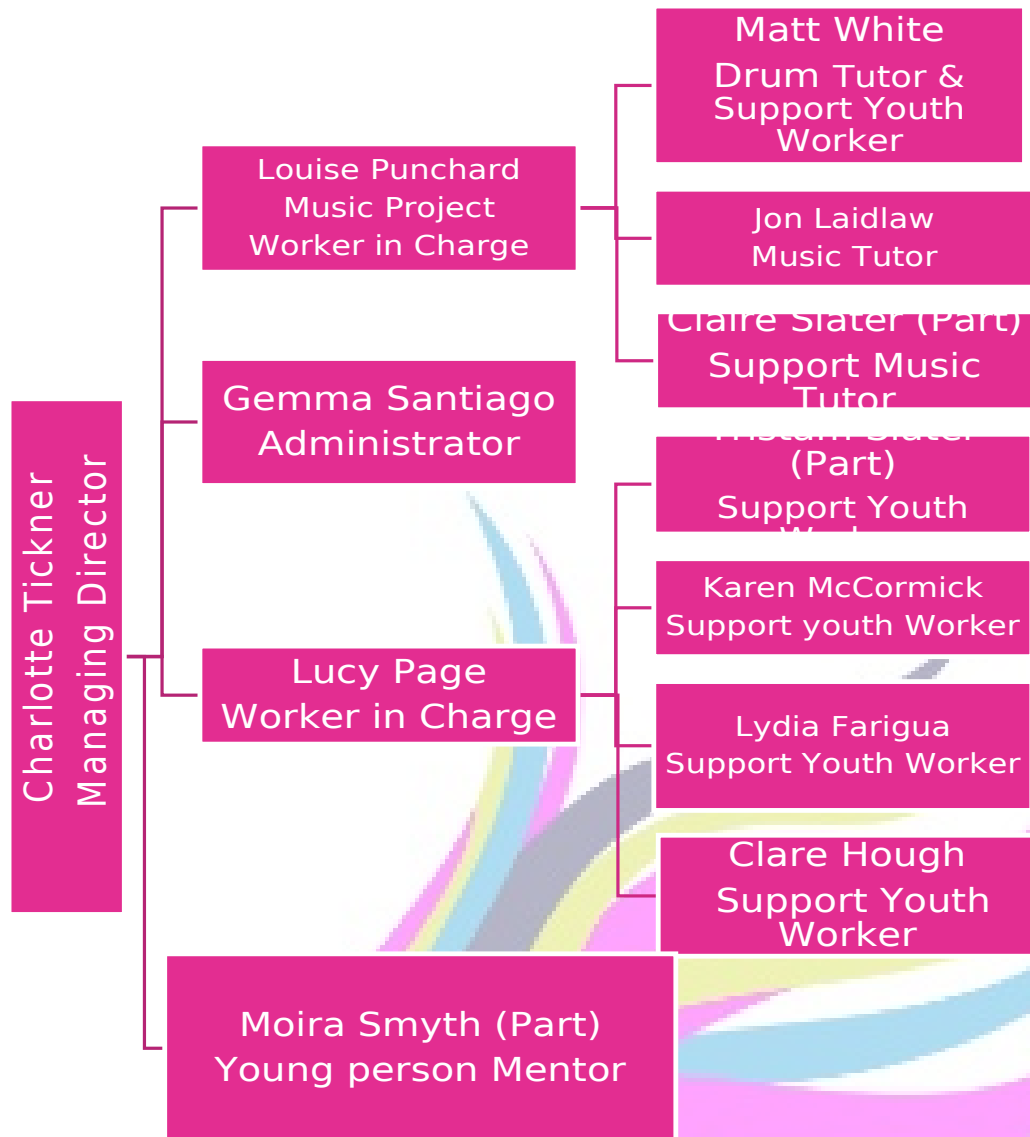
Risk Assessment

Effective risk assessment is increasingly important to the success of any business. Our risk assessment begins and ends with specific business objectives that are anchored in key value drivers of the organisation.

Maintaining our budget and business viability is of the utmost importance and is a main driver of the Board of Trustees.



Fleet Phoenix Operational Structure 2022-23



Benefit to Community

Advice, Information, Guidance & Mentoring – Fleet Phoenix continues to be very busy with Advice, Information, Guidance and Mentoring daytime sessions.

The issues we are presented with are changing constantly and there has been a dramatic increase in enquires for mental health, counselling support and family support. We continue to work with other local providers to support this increasing need for these issues, but it is becoming increasingly difficult with the cut in financial support available. This problem is only going to increase, and Fleet Phoenix is working hard to ensure continued support to our local vulnerable young people and families.

Fleet Phoenix's daytime services offer a range of delivered sessions to support young people's development in times of stress and crisis service, but we have had to change the drop into an appointment service due to the high needs and number of referrals.

Fleet Phoenix continues to work closely with supporting agencies to ensure smooth and effective referral, both ways, including Hampshire Constabulary, Housing providers, Family members, self-referral, Local GP surgeries, Schools, Colleges, the Benefit Office, Children's Services and 1:1 Counselling.

The daytime service works with an average of 80 young people at any one time with complex issues and risk-taking behaviours.

Fleet Phoenix have this year taken on two councillors on work placement for Level 4. This is proving useful to our clients and has been very well received. We will look at continuing these services next year.

Referrals for this support continues to rise since COVID. The overriding issues presented at present are mental health, school refusal, self-harm, and family relations.

We have a constant waiting list which is proving difficult to get on top of. We are looking at solutions for this which maybe some small group support groups for issues like anxiety.



Open Access Youth Sessions – Fleet Phoenix offer a range of open access youth services for young people where they have opportunity to develop new skills,

meet new friends, develop effective and challenging relationships with youth workers, take advantage of volunteering opportunities available through our local partnerships and inform the development of our services. These sessions offer a range of delivery models to ensure we attract and offer services to a range of young people.

Having open access sessions has given young people a safe, warm, and welcoming environment where they can socialise with their friends, learn about topics that are pertinent to their lives and be challenged in a safe and constructive way. These sessions have also contributed to the reduction in youth nuisance and youth anti-social behaviour locally.

As the needs of young people change, the demands on open access sessions are also change and we work hard to be responsive to the young people needs and wants and what we can manage within organisational constraints.

Youth Advocacy - We continue to be a presence at local meetings, groups, information sessions, forums, and events so we can continue to promote young people in a positive and constructive manner, whilst offering feedback to partners on plans, ideas, initiatives they may have which can potentially impact on our service users and young people in general locally.

We find increasingly that we need to promote and ensure that the young person's voice is heard by advocating for them in forums that they find intimidating or unusual, supporting them to have their say in appropriate forums and settings and giving them the skills and opportunity to do so.

Community Support - The last few years have taken its toll on our community at large. Families are struggling to make ends meet and to pay for some of the basics in life, like food, school uniforms and utilities. Fleet Phoenix have responded to these needs but offering the following:

Pre-loved school uniform bank. We supplied 750 items during this period.

Food Bank - We supplied 150 healthy food parcels during this period.

Support with utilities (funds/ grant dependent) – We spent £3000 on supporting families with utilities.

Christmas Toy donations. We supplied 1,200 toys to local children.



**Fleet
Phoenix**
Empowering Young People To Thrive



[@fleetphoenix.co.uk](https://www.facebook.com/fleetphoenix.co.uk)



[@fleetphoenix11](https://www.instagram.com/fleetphoenix11)



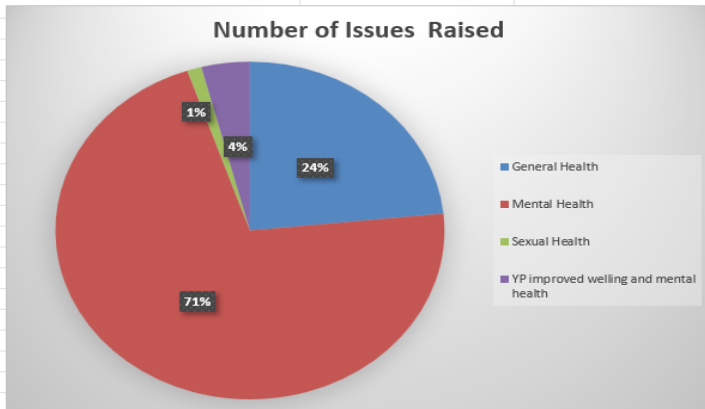
[@FleetPhoenix](https://www.twitter.com/FleetPhoenix)

Registered Charity 1144057

Organisation Stats 2022-23

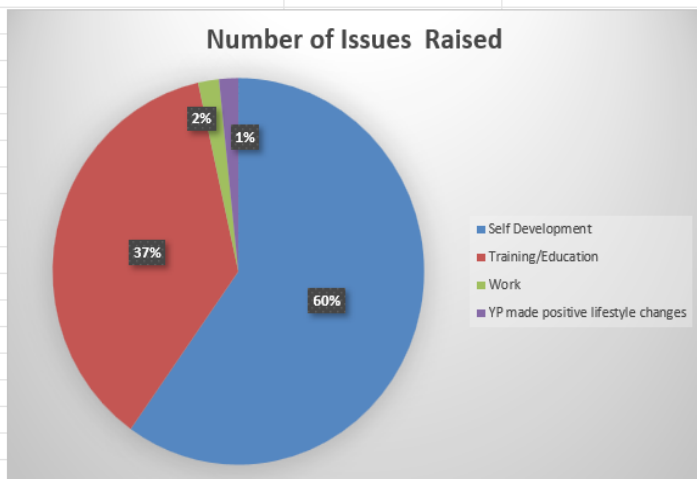
Health:

Issue	Number of Issues Raised	What is included
General Health	606	Diet, Exercise, Hygiene, Disability, Food, Illness
Mental Health	1848	Loneliness, Unhappiness, Suicide, Bereavement, Exclusion, Isolation, Abuse, Alienation, Peer Pressure, Anger, Stress
Sexual Health	31	Contraception, Pregnancy, Termination, STI's, Relationships
YP improved wellbeing and mental health	104	This is a young person showing improved and healthy wellbeing and mental health



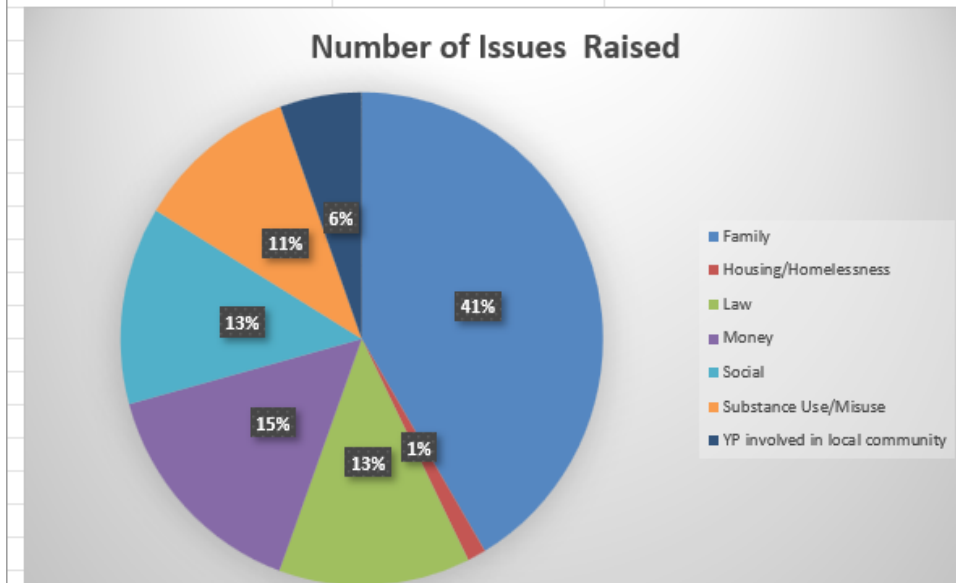
Development:

Issue	Number of Issues Raised	What is included
Self Development	1757	Self-Esteem, Self-Awareness, Self-Confidence, Peer Support, Peer Training, Rights and Responsibilities, Driving, Identity
Training/Education	1077	School Issues, Problem Solving, Team Work, Initiative
Work	53	CV Writing, Job Searching, Interview Techniques, Employment Issues
YP made positive lifestyle changes	49	This is a young person showing positive lifestyle changes and development



Social:

Issue	Number of Issues Raised	What is included
Family	265	Domestic Violence, Family Issues, Parenting, Family Relationships
Housing/Homelessness	8	Household Issues, Council/Social Housing Issues, Bills
Law	82	Crime, Policing, Court, ASB, FGM
Money	97	Debt, Budgeting, Poverty, Benefits, Financial Planning
Social	83	Hate, Racism, Sexism, Homophobia, Radicalisation, Terrorism, Asylum, Refugee
Substance Use/Misuse	69	Developing Knowledge and Understanding, Drugs, Alcohol, Smoking
YP involved in local community	35	This is a young person actively getting involved in their local community



Organisation Plans for 2023-24

Continued Staff Development – The development of our staff team’s skills, knowledge and experiences is invaluable to us. Fleet Phoenix will continue to pay attention to this area.

Funding – As with many charities funding is becoming more and more of a concern. The grants available are becoming more specific, amounts available are less and those granting are fewer. Fleet Phoenix will be focusing on investigating and implementing new fundraising initiatives.



Projects 2023-24

Our projects have all been developed and designed in response to the needs of young people and their community. Every session is staffed by qualified and trained Youth Workers who will also be supporting, training, and developing the skills of the community volunteers who wish to work with young people.

We constantly assess the needs and wants of young people in partnership with our users and partners to ensure we continue to offer services which are both relevant and useful to them.

OPEN DOOR

Do you feel confused, upset, angry, concerned about your sexual or mental health? Or do you need help to fill in a form, want to learn some new life skills, don't understand a letter you have been sent, need to write a CV, fill in a job application form or just need a cup of tea and a chat...anyone is welcome with any issue. Just pop your head around the door.

Open Door is an open access, FREE drop-in session for young people aged 15-25 years old. The staff team offers support, advice, information, and guidance.



Tuesdays and Fridays from 1:30 - 4:30 pm and Wednesday 4pm - 6:30pm

OPEN DOOR MENTORING

Open Door mentoring is an additional service offered to young people who need more specific 1:1 support.

Please feel free to contact us for more information and/or a referral form.
Charlotte.tickner@fleetphoenix.co.uk

Tuesdays and Fridays from 1:30 - 4:30 pm and Wednesday 4pm - 6:30pm



SEXUAL HEALTH

Fleet Phoenix offers FREE pregnancy testing, condom distribution, advice and information on sexual health and relationships, to any young person under 25.

Just pop into ANY of our open sessions and ask for a chat.



SMART MUSIC

Smart Music is a music session supporting young musicians aged 11-25 years old. It offers FREE guitar and drum tuition giving young people an amazing opportunity to learn, develop and be creative.

Come along and meet the team, learn new skills, and have a go on some of the amazing equipment

Pop in and have a chat with Louise to find out

Tuesdays from 4.30 - 6.30pm Term Time

TNS

TNS is a youth club for school year 8 up to and including year 11.

TNS is a FREE youth club where you can come and hang out and chill or learn new skills. Find out more about subjects that affect your life like drugs and alcohol, health and relationships, in a fun and supportive place.

No pressure; just respect and fun. Alongside having fun, learning some new skills our team can offer you support and advice or just a listening ear.

Pop in and have a chat with Lucy to find out more.



Tuesdays from 7 - 9pm Term Time Only

JAMMIN

Jammin is a FREE band rehearsal space for young, up and coming bands.

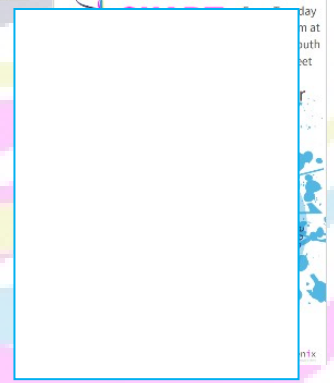
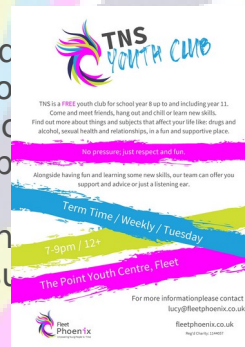
All young people need to come along is enthusiasm; we can provide all the instruments and equipment you need to get you going. Our staff team can support you develop your musicianship skills, singing skills, song writing skills and band if that is what you need or just offer you a place to practice where you won't be told to turn it down Pop in and have a chat with Louise to find out more.



meet new people we have.

more.

Only



Wednesdays from 7pm - 10pm Weekly

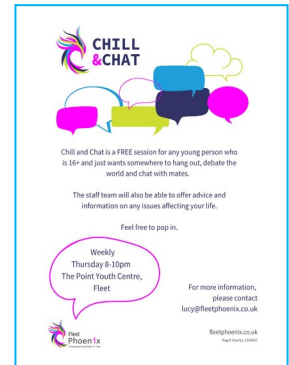
CHILL & CHAT

If you are year 11+ and just want somewhere to hang out, debate the world and chat with mates, feel free to pop in.

The staff team will also be able to offer advice and information on any issues affecting your life.

If you would like more information, please contact Lucy.

Thursdays 8 - 10pm Weekly.



TLC

TLC is a FREE junior youth club for up to and including school year 7.

Come and have fun, be creative, laugh, play, and make new friends.

We offer a fun, creative, and challenging programme of activities every week.

You can come along, have some fun, learn something new and be stretched and challenged.

Please contact Lucy for more information.

Thursdays 6 - 7:30pm Fortnightly.



SUMMER PROJECTS

Fleet Phoenix runs several events throughout the summer to keep young people engaged and busy!

SUMMER SCAM

Sponsored by Fleet Lions, Fleet Phoenix offers an extended summer project to young people every Thursday evening at The Views. The programme this year runs every

Thursday from July to August. This project offers young people who are 13+ the opportunity to engage and build healthy and respectful relationships with supporting partners. We offer a FREE BBQ, FREE inflatables, team games and youth issue related workshops and experiences.

The Views, Fleet - Thursdays from 6:30 - 8:30pm, July to September.

Sponsored by Crookham Village Parish Council, Fleet Phoenix offers an extended summer project to young people every Fridays evening at Zebon Community Centre, Playing Fields. The programme this year runs every Thursday from July to August. This project offers young people who are 13+ the opportunity to engage and build healthy and respectful relationships with youth workers. We offer a FREE BBQ, FREE inflatables, team games and youth issue related workshops and experiences.

THE LEA

Fleet Phoenix offer a junior outreach project during the summer months, in an area where historically the young people display anti-social behaviour from a very young age. Numerous complaints and issues are centred on young people in the area and young people site boredom as their issue.

The project was developed to diversionary activities, issue-based information, and workshops and for all partners to develop productive and effective relationships with the young people, residents, and parents.

Larmer Close Playing Field - Mondays 6.30 - 8pm, July - September.



LEGO Club:

Lego Club is held throughout the school holidays, Keep an eye on our Facebook page for dates and times.

RADA (Resilience against Domestic Abuse)

is a free session for children of junior school age, who have been witness to domestic abuse in the home.

This project works on an early intervention model with an appreciation of the child's life situations.

The project will offer children a safe, warm welcoming place, which offers them space, time, and freedom to:

- Have time out.



- Play and learn.
- Feel supported and understood.
- Have the opportunity to express themselves in a safe environment.
- Understand their environment and what they are witnessing.
- Develop strong & effective relationships with the Youth Work team who will be able to offer ongoing support.

This project actively seeks referrals from any supporting agencies and family members.

For more information, please contact Charlotte.



Contacts:

The Point Youth Centre

Harlington Way

Fleet

Hampshire

GU51 4BP

01252 812308

info@fleetphoenix.co.uk



www.fleetphoenix.co.uk



 @fleetphoenix.co.uk  @fleetphoenix11  @FleetPhoenix

Unk
now

Registered Charity 1144057

or is
licen
sed
unde
r

@fleetphoenix.co.uk



@fleetphoenix

by
Unkno
wn
Autho
r is
licens
ed
under

@fleetphoenix

charlotte.tickner@fleetphoenix.co.uk

Managing Director and Advice and Information Worker in Charge

lucy@fleetphoenix.co.uk

Youth Worker in Charge

gemma.santiago@fleetphoenix.co.uk

Administration





Receipts and payments accounts

CC16a

For the period from	Period start date 1-Apr-22	To	Period end date 31-Mar-23
---------------------	-------------------------------	----	------------------------------

Section A Receipts and payments

	Unrestricted funds to the nearest £	Restricted funds to the nearest £	Endowment funds to the nearest £	Total funds to the nearest £	Last year to the nearest £
A1 Receipts					
Grants	26,647	26,120		65,767	52,767
Fund Raising	1,994			5,303	1,994
Donations	25,018			30,382	25,018
Sashas fund	411			176	411
Other	270				270
Savings interest	5			57	5
Courtmoor	4,583			5,417	4,583
zebon Outreach	2,977				2,977
HYPE				2,824	
HMRC	328				328
COVID				-	
Sub total (Gross income for AR)	62,233	26,120		109,926	88,353
A2 Asset and investment sales, (see table).					
	-	-	-	-	
	-	-	-	-	-
Sub total	-	-	-	-	-
Total receipts	62,233	26,120	-	109,926	88,353
A3 Payments					
Salaries	56,365	17,974		87,326	74,339
Fund Raising	540			1,229	540
Marketing & promotions	3,020			495	3,020
Daytime Projects	234			68	234
Evening Projects	1,755			2,223	1,755
Summer Projects		3,419		3,668	3,419
H&S	1,018			889	1,018
Cash Float	170			50	170
Maintance & Repairs	67			100	67
Licences	1,871			1,906	1,871
Insurance	2,569			2,581	2,569
Phone/Broadband	985			1,028	985
Office	1,650			1,024	1,650
Rent	1,200			1,426	1,200
Staff Training		567		324	567
Sundry expences	402			1,263	402
Sasha Fund	348			144	348
Minibus	1,302			1,506	1,302
COVID		382			382
Wenceslas		1,257		320	1,257
Xmas Toys	348			164	348
HYPE				4,568	
Sub total	73,844	23,599	-	112,302	97,443
A4 Asset and investment purchases, (see table)					
	-	-	-	-	
	-	-	-	-	-
Sub total	-	-	-	-	-
Total payments	73,844	23,599	-	112,302	97,443
Net of receipts/(payments)				- 2,376	- 9,090
A5 Transfers between funds				-	-
A6 Cash funds last year end				46,565	

Cash funds this year end | - | | - | 44,189 |

Section B Statement of assets and liabilities at the end of the period

Categories	Details	Unrestricted funds to nearest £	Restricted funds to nearest £	Endowment funds to nearest £
B1 Cash funds	Unpresented cheques			
	Current Account	14,191		
	savings account	29,998		
	Total cash funds	44,189		
	(agree balances with receipts and payments account(s))	Agreement Error	OK	OK
		Unrestricted funds to nearest £	Restricted funds to nearest £	Endowment funds to nearest £
B2 Other monetary assets	Details			
		-	-	-
		-	-	-
B3 Investment assets	Details	Fund to which asset belongs	Cost (optional)	Current value (optional)
			-	-
			-	-
B4 Assets retained for the charity's own use	Details	Fund to which asset belongs	Cost (optional)	Current value (optional)
			-	-
			-	-
B5 Liabilities	Details	Fund to which liability relates	Amount due (optional)	When due (optional)
			-	
			-	
Signed by one or two trustees on behalf of all the trustees	Signature	Print Name	Date of approval	
		Brian Coney		



Section A

Independent Examiner's Report

Report to the trustees

Charity Name
Fleet Phoenix

On accounts for the year ended

31 March 2023

Charity no (if any)

1144057

Set out on pages

2

I report to the trustees on my examination of the accounts of the above charity ("the Trust") for the year ended 31st March 2023

Responsibilities and basis of report

As the charity's trustees, you are responsible for the preparation of the accounts in accordance with the requirements of the Charities Act 2011 ("the Act").

I report in respect of my examination of the Trust's accounts carried out under section 145 of the 2011 Act and in carrying out my examination, I have followed all the applicable Directions given by the Charity Commission under section 145(5)(b) of the Act.

Independent examiner's statement

~~[The charity's gross income exceeded £250,000 and I am qualified to undertake the examination by being a qualified member of [insert name of applicable listed body]]. Delete [] if not applicable.~~

I have completed my examination. I confirm that no material matters have come to my attention in connection with the examination (~~other than that disclosed below~~*) which gives me cause to believe that in, any material respect:

- the accounting records were not kept in accordance with section 130 of the Charities Act; or
- the accounts did not accord with the accounting records; or
- the accounts did not comply with the applicable requirements concerning the form and content of accounts set out in the Charities (Accounts and Reports) Regulations 2008 other than any requirement that the accounts give a 'true and fair' view which is not a matter considered as part of an independent examination.

I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in this report in order to enable a proper understanding of the accounts to be reached.

* Please delete the words in the brackets if they do not apply.

Signed:

Date:

14th August 2023

Name:

John Christopher Geering

Relevant professional qualification(s) or body

Fellow of the Institute of Financial Accountants

(if any):

--

Address:

11 Glen Road

Fleet

Hampshire GU51 3QS

Section B

Disclosure

Only complete if the examiner needs to highlight material matters of concern (see CC32, Independent examination of charity accounts: directions and guidance for examiners).

Give here brief details of any items that the examiner wishes to disclose.

No matters of concern

FLEET PHOENIX

England & Wales - Charity number 1144057

Accounts



Fleet Phoenix

Empowering Young People To Thrive

Fleet Phoenix Annual Business Report 2021-22



The Management Committee presents its Trustee' report and audited financial statements for the year ended 31 March 2022

Reference and Administrative Information Charity Name: Fleet Phoenix

Charity registration number: 1144057

Registered Office and operational address: The Point Youth Centre, Harlington way, Fleet, Hants. GU51 4BP.

Board Of trustees: Mr Brian Coney (Treasurer), Miss Sonja Gahan, Mr Andrew Kern, Martin Smith (Chair from Nov 2021). Sabrina Marnham (Joined July 21), Cat Cooke (Joined July 21), Tierney Blakemore (Joined Oct 21).

Secretary: Mrs Gemma Santiago

Chief Executive: Mrs Charlotte Tickner

Auditors – Mr J Geering

Bankers – Barclays Bank, Fleet Road, Fleet



Board of Trustees Report

2021 saw Fleet Phoenix celebrate its 10th year supporting young people and families in our community.

2021-2022 was the charity's first near full year after Covid-19 related lockdowns and restrictions were eased and then finally lifted. Projects that had been paused were all re-started from the beginning of September. Each of the projects run by the organisation has been specifically designed to deliver the support that young people and their families need, and projects are regularly evaluated to ensure that what is delivered meet these needs. The past few years has seen an increase in the provision of financial support in the form of food banks, school uniform banks and Christmas toys. Core service delivery providing face-to-face 1:1 support to young people and their families, detached youth projects in and around the town as well as our popular music projects, Smart Music and Jammin' have all re-started. A new project promoting resilience against domestic abuse (RADA) commenced early in 2022.

Fundraising continued to be a challenge with a greater proportion of overall funds coming from grants and donations. The year also saw attendance at several local community events as they began to re-open to raise funds. These events included bottle tombola's at local summer fetes and the Christmas gala night and serving refreshments at the town's fireworks fiesta in November. These events also served to further raise community awareness of the organisation and the work that it does. Fleet Phoenix was also more widely recognised within the county being nominated for the High Sheriff of Hampshire award, as well as being invited by other local borough councils to present the services it provides. We continue to be greatly supported by local supermarkets who donated extraordinary amounts of food and local families who donated no-longer-needed school uniforms as well as over 1,000 Christmas toys and food parcels.

Fleet Phoenix relies on the support and hard work of all its staff and volunteers, who have all been working extremely hard to ensure that the level of support that our clients need can be delivered. Fleet Phoenix simply would not be the organisation it is without the support of each of our team members and the wider community who support us. This Annual Report further details the organisational aims and highlights the achievements of the individual projects. Our thanks go to everyone involved in the charity; our volunteers, our fundraisers and supporters, our staff team and especially our Managing Director Charlotte Tickner, youth worker in charge Lucy Page and administrator Gemma Santiago.

Martin Smith on behalf of the Board of Trustees.



Fleet Phoenix Aims and Objectives

Fleet Phoenix became a constituted and registered Charity in September 2011. We are registered with the Charity Commission. No: 1144057

Aims:

The aims of the group shall be to:

- ✓ Empower the community to take responsibility and solve problems locally.
- ✓ Encourage the breakdown of barriers to holistic community participation.

Objectives:

To act as a resource for young people up to the age of 25, living in Fleet and the surrounding areas by providing advice and assistance, organising programmes of physical, educational, and other activities as a means of:

- ✓ Advancing in life and helping young people by developing their skills, capacities, and capabilities to enable them to participate in society as independent, mature and responsible individuals.
 - ✓ Advancing education.
 - ✓ Relieving unemployment; and
- ✓ Providing recreational and leisure time activities in the interest of social welfare, designed to improve their conditions of life.

Accounts 2021-22

	Unrestricted funds to the nearest £	Restricted funds to the nearest £	Total funds to the nearest £
A1 Receipts			
Grants	26,647	26,120	52,767
Fund Raising	1,994		1,994
Donations	25,018		25,018
Sashas fund	411		411
Other	270		270
Savings interest	5		5
Courtmoor	4,583		4,583
zebon Outreach	2,977		2,977
HMRC	328		328
Sub total (Gross income for AR)	62,233	26,120	88,353

Total receipts	62,233	26,120	88,353
-----------------------	---------------	---------------	---------------

A3 Payments			
Salaries	56,365	17,974	74,339
Fund Raising	540		540
Marketing & promotions	3,020		3,020
Daytime Projects	234		234
Evening Projects	1,755		1,755
Summer Projects		3,419	3,419
H&S	1,018		1,018
Cash Float	170		170
Maintenance & Repairs	67		67
Licences	1,871		1,871
Insurance	2,569		2,569
Phone/Broadband	985		985
Office	1,650		1,650
Rent	1,200		1,200
Staff Training		567	567
Sundry expences	402		402
Sasha Fund	348		348
Minibus	1,302		1,302
COVID		382	382
Wenceslas		1,257	1,257

Xmas Toys	348		348
School Stickers			-
Sub total	73,844	23,599	97,443
<hr/>			
Total payments	73,844	23,599	97,443
Net of receipts/(payments)			- 9,090
A6 Cash funds last year end			55,655
Cash funds this year end	-		46,565

Restricted funds

B1 Cash funds

Unpresented cheques
Current Account
savings account

to nearest £

6,663
6,663

Total cash funds

Brian Coney
Treasurer





Funders and Supporters

21-22 has been an exceptionally difficult year for everyone in our community and the effects of COVID are still present in our most vulnerable families.

We acquired new supports and funders and are working hard to maintain and grow these relationships.

Fleet Phoenix is normally funded through numerous methods including fundraising, grants, donations, and commissioning. We are eternally grateful to our funders, supporters, business partners and local community for their continued recognition and support.



DART CAPITAL



COURT MOOR SCHOOL



Crookham Village
Parish Council

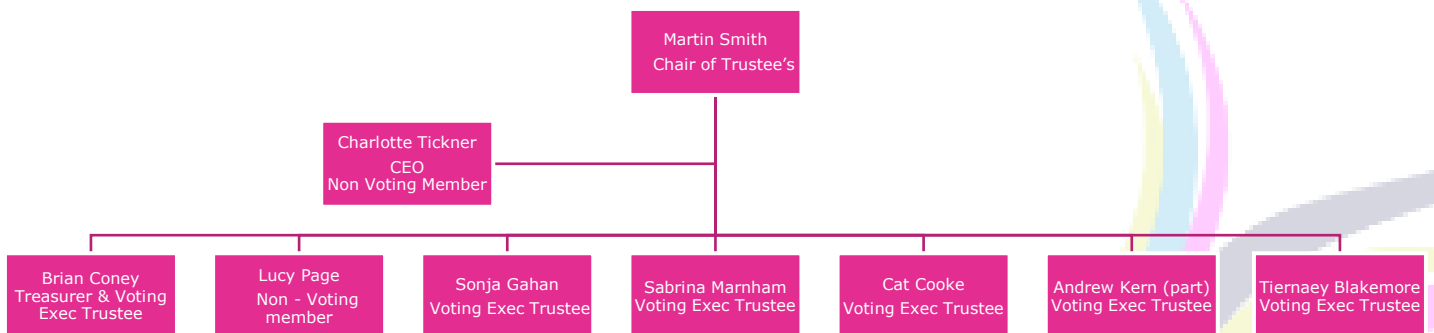


Hampshire County Council	Hart District Council	Hart Lions Club
Durham House	Rotary Club of Fleet	Ravenscroft
Morrison's	Fleet Town Council	Vision Construction
M&S	Court Moor School	Hart food bank
Hart Voluntary Action	Rotary Club of Hart	Lions Community Store
Captured Moments	Dart Capital	Crookham Village Parish Council
Waitrose	Ray West Safety Solutions	Starbucks, Fleet
Sainsburys	Fleet Lions Club	



Organisation Structure

Fleet Phoenix Board of Trustee Structure 2021-22



Governance

Fleet Phoenix is governed by a Board of Trustees made up of local Community members and because Fleet Phoenix is a youth charity, we ensure that young people are represented.

Members are reappointed annually at the AGM.

The most important role of the trustees is to ensure that the organisation is acting, always, in pursuit of its mission and is legally compliant. The Committee does this by taking a strategic overview of Fleet Phoenix's activities.

Three subcommittees also meet regularly to examine areas of Fleet Phoenix's work more closely; they are:

- Finance and Charity Strategy Sub-Committee
 - Fundraising & Marketing
 - H&S/Governance/Personnel

Advocacy

Fleet Phoenix takes its role within the community seriously and recognises its ability to advocate on behalf of young people and their needs. We do this through a variety of means including:

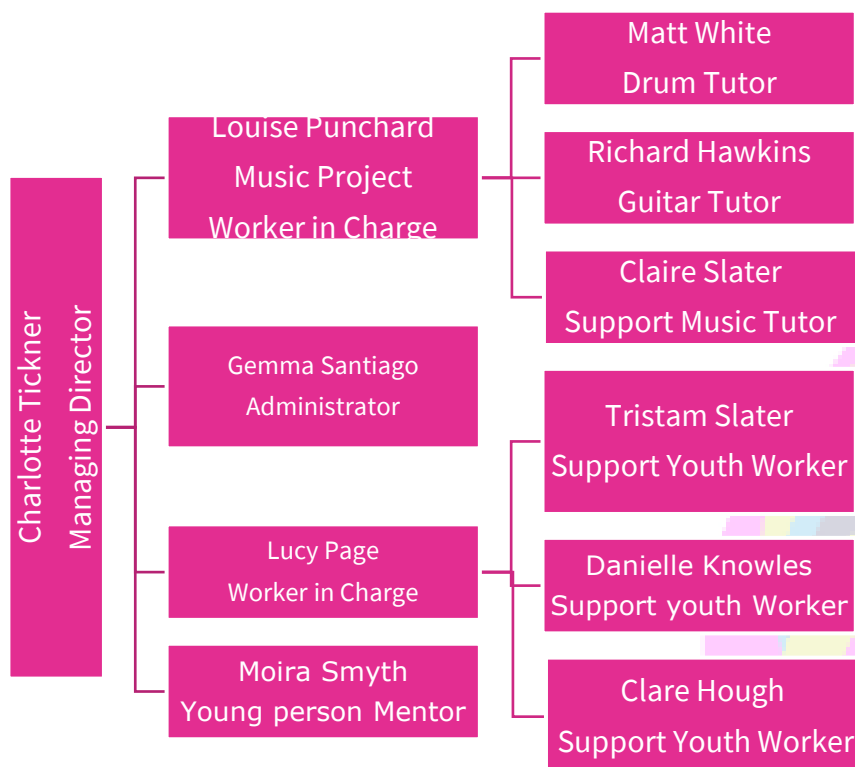
- Positive press and representation of young people in their community.
- Representation of young people's needs and views at local partnership meetings & forums.
 - Positive engagement opportunities with young people within their community.
 - Celebrating young people's achievements with their community.
 - Ensuring the child's voice is heard and actioned

Risk Assessment

Effective risk assessment is increasingly important to the success of any business. Our risk assessment begins and ends with specific business objectives that are anchored in key value drivers of the organisation.

Maintaining our budget and business viability is of the utmost importance and is a main driver of the Board of Trustees.

Fleet Phoenix Operational Structure 2021-22





Benefit to Community

Advice and Information – Fleet Phoenix continues to be very busy with Advice, Information and Mentoring daytime sessions. We have seen 250% increases in referrals. The issues we are presented with are changing constantly and there has been a dramatic increase in enquires for mental health, counselling support and family support. We continue to work with other local providers to support this increasing need for these issues, but it is becoming increasingly difficult with the cut in financial support available. This problem is only going to increase, and Fleet Phoenix is working hard to ensure continued support to our local vulnerable young people and families.

Fleet Phoenix's daytime services offer a range of delivered sessions to support young people's development in times of stress and crisis as well as the drop-in service.

Fleet Phoenix continues to work closely with supporting agencies to ensure smooth and effective referral, both ways, including Hampshire Constabulary, Housing providers, Family members, self-referral, Local GP surgeries, Schools, Colleges, the Benefit Office, Children's Services and 1:1 Counselling.

Amongst our clients, young people are reporting improved emotional wellbeing and employment.



Open Access Youth Sessions – Fleet Phoenix offer a range of open access youth services for young people where they have opportunity to develop new skills, meet new friends, develop effective and challenging relationships with youth workers, take advantage of volunteering opportunities available through our local partnerships and inform the development of our services. These sessions offer a range of delivery models to ensure we attract and offer services to a range of young people.

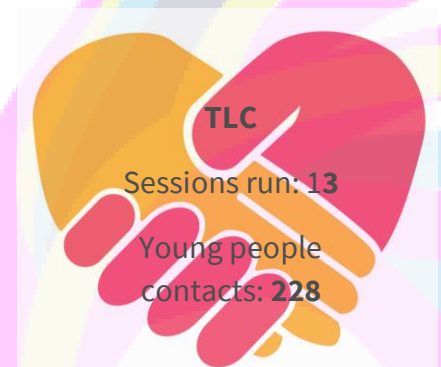
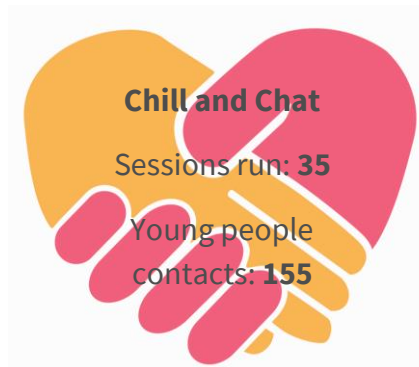
Having open access sessions has given young people a safe, warm, and welcoming environment where they can socialise with their friends, learn about topics that are pertinent to their lives and be challenged in a safe and constructive way. These sessions have also contributed to the reduction in youth nuisance and youth anti-social behaviour locally.

As the needs of young people change, the demands on open access sessions are also changing. Young people want more specific, focused sessions i.e., music-based sessions rather than just open access ones.

Youth Advocacy – We continue to be a presence at local meetings, groups, information sessions, forums, and events so we can continue to promote young people in a positive and constructive manner, whilst offering feedback to partners on plans, ideas, initiatives they may have which can potentially impact on our service users and young people in general locally.

We find increasingly that we need to promote and ensure that the young person's voice is heard by advocating for them in forums that they find intimidating or unusual.

Organisation Stats 2021-22



Organisation Plans for 2022-23

Continued Staff Development – The development of our staff team’s skills, knowledge and experiences is invaluable to us. Fleet Phoenix will continue to pay attention to this area.

Funding – As with many charities funding is becoming more and more of a concern. The grants available are becoming more specific, the amounts available are less and those granting are fewer. Fleet Phoenix will be focusing on investigating and implementing new fundraising initiatives.

Partnership working – COVID was an eye opener to us in how pulling together resources and expertise can better support our community and clients. We will be actively seeing to continue developing the partnerships we have developed.

Projects 2022-23

Our projects have all been developed and designed in response to the needs of young people and their community. Every session is staffed by qualified and trained Youth Workers who will also be supporting, training, and developing the skills of the community volunteers who wish to work with young people.

We constantly assess the needs and wants of young people in partnership with our users and partners to ensure we continue to offer services which are both relevant and useful to them.

OPEN DOOR

Do you feel confused, upset, angry, concerned about your sexual or mental health? Or do you need help to fill in a form, want to learn some new life skills, don't understand a letter you have been sent, need to write a CV, fill in a job application form or just need a cup of tea and a chat... anyone is welcome with any issue. Just pop your head around the door.

Open Door is an open access, FREE drop-in session for young people aged 15-25 years old. The staff team offers support, advice, information, and guidance.



Tuesdays and Fridays from 1:30 – 4:30 pm and Wednesday 4pm - 6:30pm

OPEN DOOR MENTORING

Open Door mentoring is an additional service offered to young people who need more specific 1:1 support.

Please feel free to contact us for more information and/or a referral form.
Charlotte.tickner@fleetphoenix.co.uk



Tuesdays and Fridays from 1:30 – 4:30 pm and Wednesday 4pm - 6:30pm

SEXUAL HEALTH

Fleet Phoenix offers FREE pregnancy testing, condom distribution, advice and information on sexual health and relationships, to any young person under 25.

Just pop into ANY of our open sessions and ask for a chat.



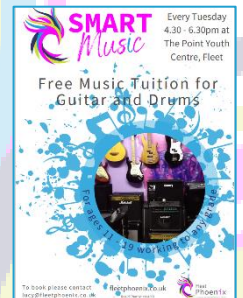
SMART MUSIC

Smart Music is a music session supporting young musicians aged 11-25 years old. It offers FREE guitar and drum tuition giving young people an amazing opportunity to learn, develop and be creative.

Come along and meet the team, learn new skills, meet new people and have a go on some of the amazing equipment we have.

Pop in and have a chat with Louise to find out more.

Tuesdays from 4.30 – 6.30pm Term Time Only



TNS

TNS is a youth club for school year 8 up to and including year 11.

TNS is a FREE youth club where you can come and meet friends, hang out and chill or learn new skills. Find out more about things and subjects that affect your life like: drugs and alcohol, sexual health and relationships, in a fun and supportive place.

No pressure; just respect and fun. Alongside having fun and learning some new skills our team can offer you support and advice or just a listening ear.

Pop in and have a chat with Lucy to find out more.

Tuesdays from 7 – 9pm Term Time Only





JAMMIN

Jammin is a FREE band rehearsal space for young, up and coming bands.



All young people need to come along is enthusiasm; we can provide all the instruments and equipment you need to get you going. Our staff team can support you develop your musicianship skills, singing skills, song writing skills and band if that is what you need or just offer you a place to practice where you won't be told to turn it down Pop in and have a chat with Louise to find out more.

Wednesdays from 7pm - 10pm Weekly

CHILL & CHAT

If you are year 11+ and just want somewhere to hang out, debate the world and chat with mates, feel free to pop in.

The staff team will also be able to offer advice and information on any issues affecting your life.

If you would like more information, please contact Lucy.

Thursdays 8 – 10pm Weekly.

TLC

TLC is a FREE junior youth club for up to and including school year 7.

Come and have fun, be creative, laugh, play, and make new friends. We offer a fun, creative, and challenging programme of activities every week. You can come along, have some fun, learn something new and be stretched and challenged.

Please contact Lucy for more information.

Thursdays 6 – 7:30pm Fortnightly.





SUMMER PROJECTS

Fleet Phoenix runs several events throughout the summer to keep young people engaged and busy!

SUMMER SCAM

Sponsored by Fleet Lions, Fleet Phoenix offers an extended summer project to young people every Thursday evening at The Views. The programme this year runs every Thursday from July to August. This project offers young people who are 13+ the opportunity to engage and build healthy and respectful relationships with supporting partners. We offer a FREE BBQ, FREE inflatables, team games and youth issue related workshops and experiences.

The Views, Fleet - Thursdays from 6:30 – 8:30pm, July to September.

Sponsored by Crookham Village Parish Council, Fleet Phoenix offers an extended summer project to young people every Fridays evening at Zebon Community Centre, Playing Fields. The programme this year runs every Thursday from July to August. This project offers young people who are 13+ the opportunity to engage and build healthy and respectful relationships with youth workers. We offer a FREE BBQ, FREE inflatables, team games and youth issue related workshops and experiences.

THE LEA

Fleet Phoenix offer a junior outreach project during the summer months in an area where historically the young people display anti-social behaviour from a very young age. Numerous complaints and issues are centred on young people in the area and young people site boredom as their issue.

The project was developed to offer diversionary activities, issue-based information and workshops and for all partners to develop productive & effective relationships with young people, residents and parents.

Larmer Close Playing Field - Mondays 6.30 - 8pm, July – September.



LEGO Club:

Lego Club is held throughout the school holidays, Keep an eye on our Facebook page for dates and times.



RADA (Resilience against Domestic Abuse)

is a free session for children of junior school age, who have been witness to domestic abuse in the home.

This project works on an early intervention model with an appreciation of the child's life situations.

The project will offer children a safe, warm welcoming place, which offers them space, time, and freedom to:

- Have time out.
- Play and learn.
- Feel supported and understood.
- Have the opportunity to express themselves in a safe environment.
- Understand their environment and what they are witnessing.
- Develop strong & effective relationships with the Youth Work team who will be able to offer ongoing support.

This project actively seeks referrals from any supporting agencies and family members.

For more information, please contact Charlotte.





Contacts:

The Point Youth Centre

Harlington Way

Fleet

Hampshire

GU51 4BP

01252 812308

info@fleetphoenix.co.uk



www.fleetphoenix.co.uk



@fleetphoenix.co.uk



@fleetphoenix



@fleetphoenix11

charlotte.tickner@fleetphoenix.co.uk

Managing Director and Advice & Information Worker in Charge

lucy@fleetphoenix.co.uk

Youth Worker in Charge

gemma.santiago@fleetphoenix.co.uk

Administration



Receipts and payments accounts

CC16a

For the period from	Period start date 01-Apr-21	To	Period end date 31-Mar-22
---------------------	--------------------------------	----	------------------------------

Section A Receipts and payments

	Unrestricted funds to the nearest £	Restricted funds to the nearest £	Endowment funds to the nearest £	Total funds to the nearest £	Last year to the nearest £
A1 Receipts					
Grants	26,647	26,120		52,767	30,148
Fund Raising	1,994			1,994	468
Donations	25,018			25,018	51,897
Sashas fund	411			411	68
Other	270			270	23
Savings interest	5			5	24
Courtmoor	4,583			4,583	5,417
zebon Outreach	2,977			2,977	1,075
Toy Donations				-	625
HMRC	328			328	12,011
COVID				-	17,570
Sub total (Gross income for AR)	62,233	26,120		88,353	119,326
A2 Asset and investment sales, (see table).					
	-	-	-	-	-
Sub total	-	-	-	-	-
Total receipts	62,233	26,120	-	88,353	119,326
A3 Payments					
Salaries	56,365	17,974		74,339	68,041
Fund Raising	540			540	184
Marketing & promotions	3,020			3,020	877
Daytime Projects	234			234	37
Evening Projects	1,755			1,755	310
Summer Projects		3,419		3,419	2,205
H&S	1,018			1,018	845
Cash Float	170			170	180
Maintance & Repairs	67			67	608
Licences	1,871			1,871	1,200
Insurance	2,569			2,569	2,673
Phone/Broadband	985			985	912
Office	1,650			1,650	1,195
Rent	1,200			1,200	
Staff Training		567		567	587
Sundry expences	402			402	412
Sasha Fund	348			348	223
Minibus	1,302			1,302	1,452
COVID		382		382	3,430
Wenceslas		1,257		1,257	1,166
Xmas Toys	348			348	828
School Stickers				-	1,016
Sub total	73,844	23,599	-	97,443	88,381
A4 Asset and investment purchases, (see table)					
	-	-	-	-	-
Sub total	-	-	-	-	-
Total payments	73,844	23,599	-	97,443	88,381
Net of receipts/(payments)				- 9,090	30,945
A5 Transfers between funds				-	-
A6 Cash funds last year end				55,655	
Cash funds this year end	-	1	-	46,565	24/10/2022

Section B Statement of assets and liabilities at the end of the period

Categories	Details	Unrestricted funds to nearest £	Restricted funds to nearest £	Endowment funds to nearest £
B1 Cash funds	Unpresented cheques			
	Current Account	1,624		
	savings account	38,278	6,663	
	Total cash funds	39,902	6,663	
	(agree balances with receipts and payments account(s))	Agreement Error	Agreement Error	OK
		Unrestricted funds to nearest £	Restricted funds to nearest £	Endowment funds to nearest £
B2 Other monetary assets	Details			
		-	-	-
B3 Investment assets	Details	Fund to which asset belongs	Cost (optional)	Current value (optional)
			-	-
B4 Assets retained for the charity's own use	Details	Fund to which asset belongs	Cost (optional)	Current value (optional)
			-	-
B5 Liabilities	Details	Fund to which liability relates	Amount due (optional)	When due (optional)
			-	
Signed by one or two trustees on behalf of all the trustees	Signature	Print Name	Date of approval	
		Brian Coney		



Section A Independent Examiner's Report

**Report to the trustees/
members of**

Name
Fleet Phoenix

**On accounts for the year
ended**

31st March 2022 **Charity no
(if any)** 1144057

Set out on pages

Number of pages

I report to the trustees on my examination of the accounts of the above charity for the year ended 31/03/2022

**Responsibilities and
basis of report**

As the charity's trustees, you are responsible for the preparation of the accounts in accordance with the requirements of the Charities Act 2011 ("the Act").

I report in respect of my examination of the Charity's accounts carried out under section 145 of the 2011 Act and in carrying out my examination, I have followed all the applicable Directions given by the Charity Commission under section 145(5)(b) of the Act.

**Independent
examiner's statement**

I have completed my examination. I confirm that no material matters have come to my attention in connection with the examination which gives me cause to believe that in, any material respect:

- the accounting records were not kept in accordance with section 130 of the Charities Act; or
- the accounts did not accord with the accounting records; or
- the accounts did not comply with the applicable requirements concerning the form and content of accounts set out in the Charities (Accounts and Reports) Regulations 2008 other than any requirement that the accounts give a 'true and fair' view which is not a matter considered as part of an independent examination.

I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in this report in order to enable a proper understanding of the accounts to be reached.

** Please delete the words in the brackets if they do not apply.*

Signed:

Date: 17/9/2022

Name: John Christopher Geering

**Relevant professional
qualification(s) or body
(if any):**

Fellow of Institute of Financial Accountants
Associate Member of Association of Charity Independent Examiners

Address: 11 Glen Road, Fleet, Hampshire GU51

FLEET PHOENIX

England & Wales - Charity number 1144057

Accounts



Fleet
Phoenix

Empowering Young People To Thrive

Fleet Phoenix
Annual Business Report
2020-21



The Management Committee presents its Trustee' report and audited financial statements for the year ended 31 March 2021

Reference and Administrative Information Charity Name: Fleet Phoenix

Charity registration number: 1144057

Registered Office and operational address: The Point Youth Centre, Harlington way, Fleet, Hants. GU51 4BP.

Board Of trustees: Mr Warren Parsons (Chair - retired Oct 2020), Mr Brian Coney (Treasurer), Miss Sonja Gahan (Chair from Oct 2020), Mr John Prendergast, Mr Andrew Kern, Martin Smith (Joined Oct 2020)

Secretary: Mrs Gemma Santiago

Chief Executive: Mrs Charlotte Tickner

Auditors – Mr J Geering

Bankers – Barclays Bank, Fleet Road, Fleet

Board of Trustees Report

Fleet Phoenix has continued to support our local community in what has undoubtedly been a difficult year for all of us. The global pandemic, subsequent lockdowns and social distancing restrictions all contributed to necessary changes in how we were able to deliver the support that our young people and their families have come to rely on. With the first lockdown it soon became apparent that a large number of people in our community were financially struggling and feeling the effects of isolation; I am so unbelievably proud of how the team combined their efforts to set up a successful foodbank which then led on to a successful toy appeal for Christmas 2020 and a school uniform bank.

With the restrictions throughout the year a number of our projects were closed or reduced, and our fundraising opportunities diminished with the cancellation of community events. However, the support we have received from the community has been amazing. We were fortunate that a number of supermarkets donated food and alongside local businesses set up donation banks which meant that we were able to distribute food, household goods, gifts and clothes to families in need.

Although many of our youth projects had to be closed temporarily the demand for support remained to be high. Throughout the lockdown's Charlotte and Lucy were able to continue supporting clients remotely and, in time, in person again, and that support has meant that many of our young people were able to receive the help that they so desperately needed. In the summer a number of outreach and detached projects restarted and with this the ability to start forming and re-establishing working relationships with our clients and the wider community.

Fleet Phoenix continues to rely on the support and determination of all of our staff and volunteers. The hard work that the team have put in throughout this difficult year has been extraordinary. This Annual Report continues to detail the organisation's aims and highlights. As a closing note, I would like to thank everyone involved in the charity; particularly our Managing Director Charlotte Tickner, youth worker in charge Lucy Page and administrator Gemma Santiago.

Sonja Gahan On behalf of the Board of Trustees

Fleet Phoenix Aims and Objectives

Fleet Phoenix became a constituted and registered Charity in September 2011. We are registered with the Charity Commission. No: 1144057

Aims:

The aims of the group shall be to:

- ✓ Empower the community to take responsibility and solve problems locally.
- ✓ Encourage the breakdown of barriers to holistic community participation.

Objectives:

To act as a resource for young people up to the age of 25, living in Fleet and the surrounding areas by providing advice and assistance, organising programmes of physical, educational and other activities as a means of:

- ✓ Advancing in life and helping young people by developing their skills, capacities, and capabilities to enable them to participate in society as independent, mature and responsible individuals.
 - ✓ Advancing education.
 - ✓ Relieving unemployment; and
- ✓ Providing recreational and leisure time activities in the interest of social welfare, designed to improve their conditions of life.



Accounts 2020-21

Section A Receipts and payments

	Unrestricted funds to the nearest £	Restricted funds to the nearest £	Total funds to the nearest £
A1 Receipts			
Grants	15,600	15,748	31,348
Fund Raising	318	150	468
Donations	51,897		51,897
Sasha's fund		68	68
Other	23	-	23
Savings interest	24	-	24
Courtmoor	5,417	-	5,417
Zebon Outreach	1,075		1,075
Toy Donations		625	625
HMRC	12,011		12,011
COVID		16,370	16,370
Sub total (Gross income for AR)	86,365	32,961	119,326
A3 Payments			
Salaries	48,108	19,933	68,041
Salaries over paid 18/19			
Open Door salaries			
Fund Raising	34	150	184
Marketing & promotions	877	-	877
Daytime Projects	37	-	37
Evening Projects	310	-	310
Summer Projects		2,205	2,205
H&S	845	-	845
Cash Float	180	-	180
Maintenance & Repairs	608	-	608
Licences	1,200	-	1,200
Insurance	2,673	-	2,673
Phone/Broadband	912	-	912
Office	1,195	-	1,195
Rent		-	
Staff Training		587	587
Sundry expenses	412	-	412
Sasha Fund		223	223
Minibus	1,452		1,452

COVID		3,430	3,430
Wenceslas		1,166	1,166
Xmas Toys	203	625	828
School Stickers	516	500	1,016
Sub total	59,562	28,819	88,381
Total payments	59,562	28,819	88,381
Net of receipts/(payments)	26,803	4,142	30,945
A6 Cash funds last year end	24,710	-	24,710
Cash funds this year end	51,513	4,142	55,655

Small Charities like ourselves are always financially vulnerable especially if in lean years we want to continue providing our normal excellent service. This last year, when we have been unable to attend any fund-raising events, we want to thank all those organisations, societies, clubs, and individuals who have generously supported us by increasing grants and donations or by direct supplies of food for our food parcels. Like many others we had to furlough some staff who could not perform their responsibilities because of Government regulations, these thankfully are back in the team. We managed to continue our basic services for young people and provide additional support to those families and individuals suffering hardship because of COVID restrictions. We have ended the year marginally better in financial health and improved still further our reputation in the district.

Brian Coney

Treasurer.



Funders and Supporters

20-21 has been an exceptionally difficult year for everyone in our community. All fundraising events were cancelled. But our community rose to the challenge and supported Fleet Phoenix ensuring we could continue to deliver support to our vulnerable Community.

We acquired new supports and funders and are working hard to maintain and grow these relationships.

Fleet Phoenix is normally funded through numerous methods including fundraising, grants, donations, and commissioning. We are eternally grateful to our funders, supporters, business partners and local community for their continued recognition and support.



COURT MOOR SCHOOL



DART CAPITAL



Crookham Village Parish Council



vodafone



Hampshire County Council



NATIONAL LOTTERY FUNDED



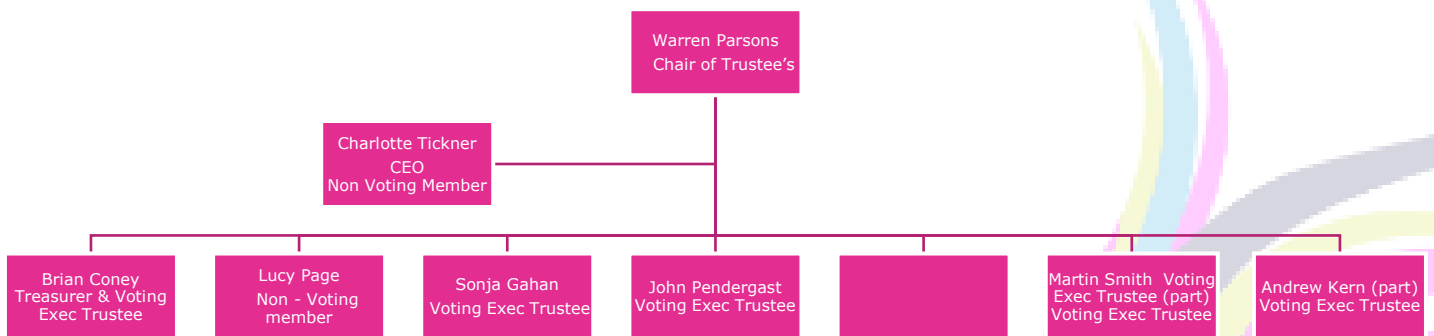
FLEET CLINIC
01252 432090

FARESHARE
01252 725649

Hampshire County Council	Hart District Council	Hart Lions Club
National Lottery	Rotary Club of Fleet	Ravenscroft
The Spice Merchant	Fleet Town Council	Vision Construction
Durham House	Court Moor School	Hart food bank
Morrison's	Rotary Club of Hart	Lions Community Store
M&S	Dart Capital	Crookham Village Parish Council
Hart Voluntary Action	Captured Moments	
Vodafone	Waitrose	Church Crookham Parish Council
Asda	Ray West Safety Solutions	Waitrose
Starbucks, Fleet	Fleet Lions Club	Tesco
Sainsburys		

Organisation Structure

Fleet Phoenix Board of Trustee Structure 2020-21



Governance

Fleet Phoenix is governed by a Board of Trustees made up of local Community members and because Fleet Phoenix is a youth charity, we ensure that young people are represented.

Members are reappointed annually at the AGM.

The most important role of the trustees is to ensure that the organisation is acting, at all times, in pursuit of its mission and is legally compliant. The Committee does this by taking a strategic overview of Fleet Phoenix's activities.

Three subcommittees also meet regularly to examine particular areas of Fleet Phoenix's work more closely; they are:

- Finance and Charity Strategy Sub-Committee
 - Fundraising & Marketing
 - H&S/Governance/Personnel

Advocacy

Fleet Phoenix takes its role within the community seriously and recognises its ability to advocate on behalf of young people and their needs. We do this through a variety of means including:

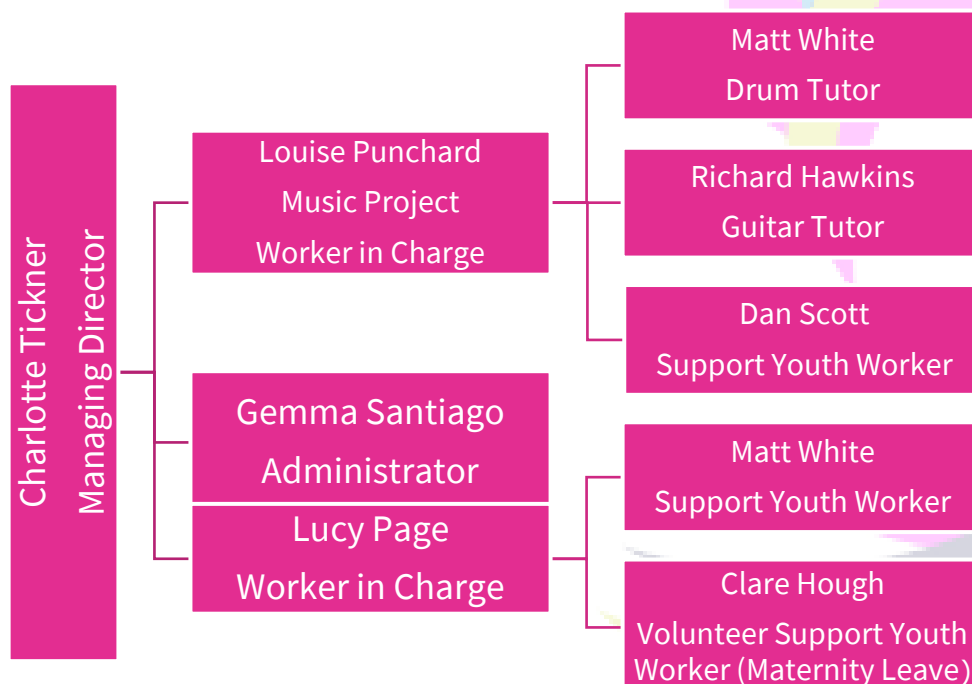
- Positive press and representation of young people in their community.
- Representation of young people’s needs and views at local partnership meetings.
- Positive engagement opportunities with young people within their community.
 - Celebrating young people’s achievements with their community.

Risk Assessment

Effective risk assessment is increasingly important to the success of any business. Our risk assessment begins and ends with specific business objectives that are anchored in key value drivers of the organisation.

Maintaining our budget and business viability is of the utmost importance and is a main driver of the Board of Trustees.

Fleet Phoenix Operational Structure 2020-21



Benefit to Community

Advice and Information – Fleet Phoenix continues to be very busy with Advice, Information and Mentoring daytime sessions. The issues we are presented with are changing constantly and there has been a dramatic increase in enquires for mental health, counselling support and family support. We continue to work with other local providers to support the increasing need for these issues, but it is becoming increasingly difficult with the cut in financial support available. This problem is only going to increase, and Fleet Phoenix is working hard to ensure continued support to our local vulnerable young people and families.

Fleet Phoenix's daytime services offer a range of delivered sessions to support young people's development in times of stress and crisis as well as the drop-in service. Cooking & nutrition is popular along with budgeting, banking, and money wise sessions.

Fleet Phoenix continues to work closely with supporting agencies to ensure smooth and effective referral, both ways, including Hampshire Constabulary, Housing providers, Family members, self-referral, Local GP surgeries, Schools, Colleges, the Benefit Office, Children's Services and 1:1 Counselling. Amongst our clients, young people are reporting improved emotional wellbeing and employment.

Open Access Youth Sessions – Fleet Phoenix offer a range of open access youth services for young people where they have opportunity to develop new skills, meet new friends, develop effective and challenging relationships with youth workers, take advantage of volunteering opportunities available through our local partnerships and inform the development of our services. These sessions offer a range of delivery models to ensure we attract and offer services to a range of young people.



Having open access sessions has given young people a safe, warm, and welcoming environment where they can socialise with their friends, learn about topics that are pertinent to their lives and be challenged in a safe and constructive way. These sessions have also contributed to the reduction in youth nuisance and youth anti-social behaviour locally.

As the needs of young people change, the demands on open access sessions are also changing. Young people want more specific, focused sessions i.e. music-based sessions rather than just open access ones.

Detached Youth Work – Detached youth work has changed over the last 5 years that we have been delivering it. To continue to ensure young people benefit from this service, we have had to be creative in how and when we deliver sessions. We have found that being out on regular days and regular times in the same place is no longer what young people want or need. Through consultation with young people and partners we now deliver specific programmes predominantly throughout the summer months in targeted areas of the local community. These projects offer young people, who traditionally do not access open sessions in the youth project, the contact and opportunities they need.

Youth Advocacy – We continue to be a presence at local meetings, groups, information sessions, forums and events so we can continue to promote young people in a positive and constructive manner, whilst offering feedback to partners on plans, ideas, initiatives they may have which can potentially impact on our service users and young people in general locally.

Organisation Stats 2020-21



Organisation Plans for 2021-22

Continued Staff Development – The development of our staff team’s skills, knowledge and experiences is invaluable to us. Fleet Phoenix will continue to pay attention to this area.

Funding – As with many charities funding is becoming more and more of a concern. The grants available are becoming more specific, the amounts available are less and those granting are fewer. Fleet Phoenix will be focusing on investigating and implementing new fundraising initiatives.

Partnership working – COVID was an eye opener to us in how pulling together resources and expertise can better support our community and clients. We will be actively seeing to continue developing the partnerships we have developed.

Projects 2021-22

Our projects have all been developed and designed in response to the needs of young people and their community. Every session is staffed by qualified and trained Youth Workers who will also be supporting, training, and developing the skills of the community volunteers who wish to work with young people.

We constantly assess the needs and wants of young people in partnership with our users and partners to ensure we continue to offer services which are both relevant and useful to them.

OPEN DOOR

Do you feel confused, upset, angry, concerned about your sexual or mental health? Or do you need help to fill in a form, want to learn some new life skills, don't understand a letter you have been sent, need to write a CV, fill in a job application form or just need a cup of tea and a chat... anyone is welcome with any issue. Just pop your head around the door.

Open Door is an open access, FREE drop-in session for young people aged 15-25 years old. The staff team offers support, advice, information, and guidance.



Tuesdays and Fridays from 1:30 – 4:30 pm and Wednesday 4pm - 6:30pm

OPEN DOOR MENTORING

Open Door mentoring is an additional service offered to young people who need more specific 1:1 support.

Please feel free to contact us for more information and/or a referral form.
Charlotte.tickner@fleetphoenix.co.uk



Tuesdays and Fridays from 1:30 – 4:30 pm and Wednesday 4pm - 6:30pm



SEXUAL HEALTH

Fleet Phoenix offers FREE pregnancy testing, condom distribution, advice and information on sexual health and relationships, to any young person under 25.

Just pop into ANY of our open sessions and ask for a chat.



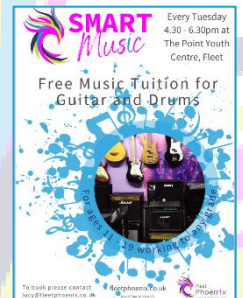
SMART MUSIC

Smart Music is a music session supporting young musicians aged 11-25 years old. It offers FREE guitar and drum tuition giving young people an amazing opportunity to learn, develop and be creative.

Come along and meet the team, learn new skills, meet new people and have a go on some of the amazing equipment we have.

Pop in and have a chat with Louise to find out more.

Tuesdays from 4.30 – 6.30pm Term Time Only



TNS

TNS is a youth club for school year 8 up to and including year 11.

TNS is a FREE youth club where you can come and meet friends, hang out and chill or learn new skills. Find out more about things and subjects that affect your life like: drugs and alcohol, sexual health and relationships, in a fun and supportive place.

No pressure; just respect and fun. Alongside having fun and learning some new skills our team can offer you support and advice or just a listening ear.

Pop in and have a chat with Lucy to find out more.

Tuesdays from 7 – 9pm Term Time Only





JAMMIN

Jammin is a FREE band rehearsal space for young, up and coming bands.

All young people need to come along is enthusiasm; we can provide all the instruments and equipment you need to get you going. Our staff team can support you develop your musicianship skills, singing skills, song writing skills and band if that is what you need or just offer you a place to practice where you won't be told to turn it down Pop in and have a chat with Louise to find out more.

Wednesdays from 7pm - 10pm Weekly



WALK IT

'Walk It' is an outreach youth work project working in Fleet and the surrounding areas with young people on the streets and in the local parks.

The project offers young people diversity, advice, support, education, and information. The outreach team also works in partnership with local agencies at times and areas which historically see anti-social behaviour hit a peak.

Please contact Charlotte for more information.



TBC

CHILL & CHAT

If you are year 11+ and just want somewhere to hang out, debate the world and chat with mates, feel free to pop in.

The staff team will also be able to offer advice and information on any issues affecting your life.

If you would like more information, please contact Lucy.

Thursdays 8 - 10pm Weekly.





TLC

TLC is a FREE junior youth club for up to and including school year 7.

Come and have fun, be creative, laugh, play, and make new friends. We offer a fun, creative, and challenging programme of activities every week. You can come along, have some fun, learn something new and be stretched and challenged.

Please contact Lucy for more information.

Thursdays 6 – 7:30pm Fortnightly.



SUMMER PROJECTS

Fleet Phoenix runs several events throughout the summer to keep young people engaged and busy!

SUMMER SCAM

Sponsored by Fleet Lions, Fleet Phoenix offers an extended summer project to young people every Thursday evening at The Views. The programme this year runs every Thursday from July to August. This project offers young people who are 13+ the opportunity to engage and build healthy and respectful relationships with supporting partners. We offer a FREE BBQ, FREE inflatables, team games and youth issue related workshops and experiences.

The Views, Fleet - Thursdays from 6:30 – 8:30pm, July to September.

Sponsored by Crookham Village Parish Council, Fleet Phoenix offers an extended summer project to young people every Fridays evening at Zebon Community Centre, Playing Fields. The programme this year runs every Thursday from July to August. This project offers young people who are 13+ the opportunity to engage and build healthy and respectful relationships with youth workers. We offer a FREE BBQ, FREE inflatables, team games and youth issue related workshops and experiences.



Zebon Copse Community Field – Fridays from 6 – 7:30pm, July – September.

THE LEA

Fleet Phoenix offer a junior outreach project during the summer months in an area where historically the young people display anti-social behaviour from a very young age. Numerous complaints and issues are centred on young people in the area and young people site boredom as their issue.

The project was developed to offer diversionary activities, issue-based information and workshops and for all partners to develop productive & effective relationships with young people, residents and parents.

Larmer Close Playing Field - Mondays 6.30 - 8pm, July – September.



RADA (Resilience against Domestic Abuse)

is a free session for children of junior school age, who have been witness to domestic abuse in the home.

This project works on an early intervention model with an appreciation of the child's life situations.

The project will offer children a safe, warm welcoming place, which offers them space, time, and freedom to:

- Have time out.
- Play and learn.
- Feel supported and understood.
- Have the opportunity to express themselves in a safe environment.
- Understand their environment and what they are witnessing.
- Develop strong & effective relationships with the Youth Work team who will be able to offer ongoing support.

This project actively seeks referrals from any supporting agencies and family members.

For more information, please contact Charlotte.



Contacts:

The Point Youth Centre

Harlington Way

Fleet

Hampshire

GU51 4BP

01252 812308

info@fleetphoenix.co.uk



www.fleetphoenix.co.uk



[@fleetphoenix.co.uk](https://www.facebook.com/fleetphoenix.co.uk)



[@fleetphoenix](https://twitter.com/fleetphoenix)



[@fleetphoenix11](https://www.instagram.com/fleetphoenix11)

charlotte.tickner@fleetphoenix.co.uk

Managing Director and Advice & Information Worker in Charge

lucy@fleetphoenix.co.uk

Youth Worker in Charge

gemma.santiago@fleetphoenix.co.uk

Administration



Receipts and payments accounts

CC16a

For the period from	Period start date 01-Apr-20	To	Period end date 31-Mar-21
---------------------	--------------------------------	----	------------------------------

Section A Receipts and payments

	Unrestricted funds to the nearest £	Restricted funds to the nearest £	Endowment funds to the nearest £	Total funds to the nearest £	Last year to the nearest £
A1 Receipts					
Grants	15,600	15,748	-	31,348	39,516
Fund Raising	318	150	-	468	10,961
Donations	51,897	-	-	51,897	32,557
Sashas fund	-	68	-	68	4,068
Other	23	-	-	23	3,512
Savings interest	24	-	-	24	72
Courtmoor	5,417	-	-	5,417	-
zebon Outreach	1,075	-	-	1,075	-
Toy Donations	-	625	-	625	-
HMRC	12,011	-	-	12,011	-
COVID	-	16,370	-	16,370	-
Sub total (Gross income for AR)	86,365	32,961	-	119,326	90,686
A2 Asset and investment sales, (see table).					
	-	-	-	-	-
Sub total	-	-	-	-	-
Total receipts	86,365	32,961	-	119,327	90,686
A3 Payments					
Salaries	48,108	19,933	-	68,041	61,903
Salaries over paid 18/19	-	-	-	-	7,594
Open Door salaries	-	-	-	-	11,000
Fund Raising	34	150	-	184	2,821
Marketing & promotions	877	-	-	877	22
Daytime Projects	37	-	-	37	160
Evening Projects	310	-	-	310	3,923
Summer Projects	-	2,205	-	2,205	3,914
H&S	845	-	-	845	852
Cash Float	180	-	-	180	250
Maintenance & Repairs	608	-	-	608	59
Licences	1,200	-	-	1,200	1,277
Insurance	2,673	-	-	2,673	2,092
Phone/Broadband	912	-	-	912	918
Office	1,195	-	-	1,195	1,504
Rent	-	-	-	-	-
Staff Training	-	587	-	587	372
Sundry expences	412	-	-	412	1,276
Sasha Fund	-	223	-	223	7,000
Minibus	1,452	-	-	1,452	2,468
COVID	-	3,430	-	3,430	-
Wenceslas	-	1,166	-	1,166	-
Xmas Toys	203	625	-	828	-
School Stickers	516	500	-	1,016	-
Sub total	59,562	28,819	-	88,381	94,217
A4 Asset and investment purchases, (see table)					
	-	-	-	-	-
Sub total	-	-	-	-	-
Total payments	59,562	28,819	-	88,381	94,217
Net of receipts/(payments)	26,803	4,142	-	30,945	3,531
A5 Transfers between funds	-	1	-	-	08/12/2021

A6 Cash funds last year end	24,710	-	-	24,710	
<i>Cash funds this year end</i>	51,513	4,142	-	55,655	

Section B Statement of assets and liabilities at the end of the period

Categories	Details	Unrestricted funds to nearest £	Restricted funds to nearest £	Endowment funds to nearest £
B1 Cash funds	Unpresented cheques			-
	Current Account	1,577	4,142	-
	savings account	49,936	-	-
	Total cash funds	51,513	4,142	-
	(agree balances with receipts and payments account(s))	OK	OK	OK
		Unrestricted funds to nearest £	Restricted funds to nearest £	Endowment funds to nearest £
B2 Other monetary assets	Details			
		-	-	-
		-	-	-
B3 Investment assets	Details	Fund to which asset belongs	Cost (optional)	Current value (optional)
			-	-
			-	-
B4 Assets retained for the charity's own use	Details	Fund to which asset belongs	Cost (optional)	Current value (optional)
			-	-
			-	-
B5 Liabilities	Details	Fund to which liability relates	Amount due (optional)	When due (optional)
			-	
			-	
Signed by one or two trustees on behalf of all the trustees	Signature	Print Name	Date of approval	
		Brian Coney		



Section A

Independent Examiner's Report

**Report to the trustees/
members of**

Charity Name
Fleet Phoenix

**On accounts for the year
ended**

31st March 2021

**Charity no
(if any)**

1144057

Set out on pages

Remember to include the page numbers of any final sheets.

I report to the trustees on my examination of the accounts of the above charity for the year ended 31/03/2021

**Responsibilities and
basis of report**

As the charity's trustees, you are responsible for the preparation of the accounts in accordance with the requirements of the Charities Act 2011 ("the Act").

I report in respect of my examination of the Charity's accounts carried out under section 145 of the 2011 Act and in carrying out my examination, I have followed all the applicable Directions given by the Charity Commission under section 145(5)(b) of the Act.

**Independent
examiner's statement**

I have completed my examination. I confirm that no material matters have come to my attention in connection with the examination which gives me cause to believe that in, any material respect:

- the accounting records were not kept in accordance with section 130 of the Charities Act; or
- the accounts did not accord with the accounting records; or
- the accounts did not comply with the applicable requirements concerning the form and content of accounts set out in the Charities (Accounts and Reports) Regulations 2008 other than any requirement that the accounts give a 'true and fair' view which is not a matter considered as part of an independent examination.

I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in this report in order to enable a proper understanding of the accounts to be reached.

** Please delete the words in the brackets if they do not apply.*

Signed:

Date:

17/7/2021

Name:

John Christopher Geering

**Relevant professional
qualification(s) or body
(if any):**

Fellow of Institute of Financial Accountants
Associate Member of Association of Charity Independent Examiners

Address:

11 Glen Road, Fleet, Hampshire GU51

Empty rectangular box at the top of the page.

Section B

Disclosure

Only complete if the examiner needs to highlight material matters of concern (see CC32, Independent examination of charity accounts: directions and guidance for examiners).

Give here brief details of any items that the examiner wishes to disclose.

Large empty rectangular box for providing details of items to disclose.