



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	Restricted funds	Total funds
	to the nearest £	to the nearest £	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
	86,365	32,961	119,326
Sub total (Gross income for AR)			
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



Crookham Village Parish Council



vodafone



Hampshire County Council



NATIONAL LOTTERY FUNDED

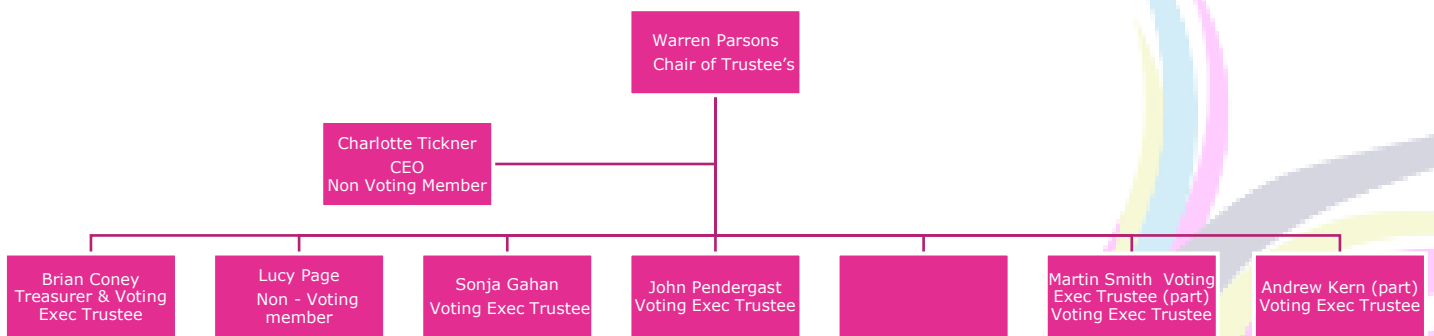


DURHAM HOUSE CHIROPRACTIC CLINIC

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:

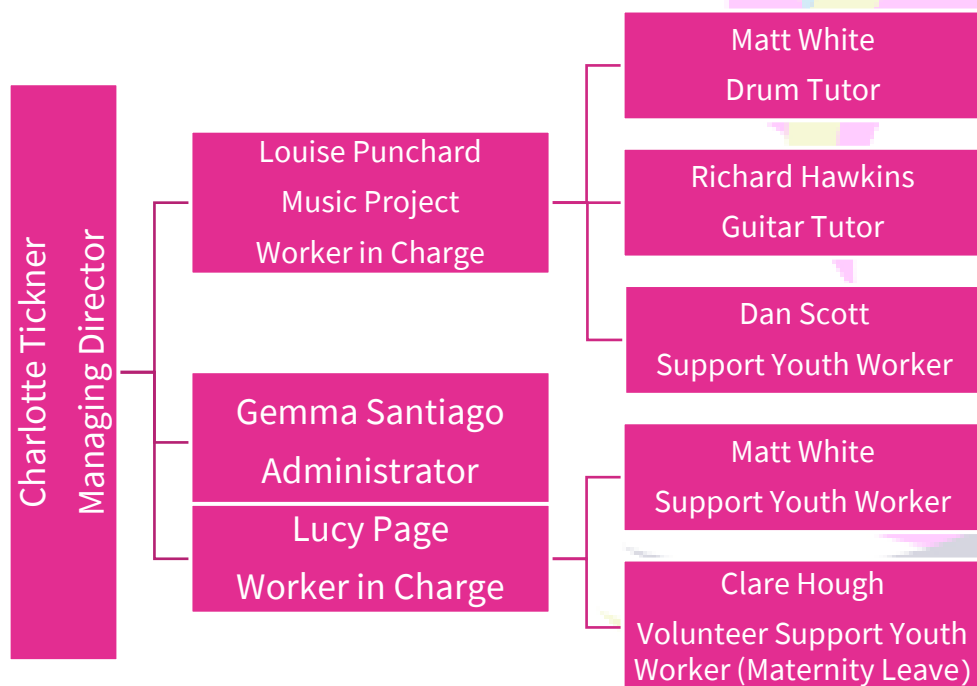
- Positive press and representation of young people in their community.
- Representation of young people's needs and views at local partnership meetings.
- Positive engagement opportunities with young people within their community.
 - Celebrating young people's achievements with their community.

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



**Contacts through our
Covid work 769**



**Contacts through
Open Door 468**



**Food Parcels
Delivered 822**



**Fresh & Frozen Food
Delivered 169**



**Winter Coats
Distributed 12**



**School Uniform
Distributed 474**



**Christmas Toys
Delivered 178**



**Summer Projects
Sessions 13
Contacts 171**



**Jammin
26 Band Rehearsals
Contacts 110**



**Minibus miles
covered over 3,000
miles.**



**Fresh Lunches
Delivered 123**

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



CHARITY COMMISSION
FOR ENGLAND AND WALES

Fleet Phoenix

No (if any)

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	Restricted funds	Endowment funds	Total funds	Last year
	to the nearest £	to the nearest £	to the nearest £	to the nearest £	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			
		-	-	-
B4 Assets retained for the charity's own use	Details			
		-	-	-
B5 Liabilities	Details			
		-	-	-
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 additional 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

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.