



# Fleet Phoenix

Empowering Young People To Thrive

## **Fleet Phoenix Trustee Annual Business Report 2023-24**



Fleet

Phoenix

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@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



@fleetphoenix.co.uk



@fleetphoenix11



@FleetPhoenix

Registered Charity 1144057

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
<b>Sub total</b>	<b>103,644</b>	<b>12,800</b>	<b>116,444</b>

**Total receipts**

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	1001		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
<b>Sub total</b>	<b>97,929</b>	<b>18,561</b>	<b>116,490</b>

<b>Total payments</b>	<b>97,929</b>	<b>18,561</b>	<b>116,490</b>
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<b>Net of receipts/(payments)</b>				-	46
<b>A5 Transfers between funds</b>				-	
<b>A6 Cash funds last year end</b>				44,189	
<b>Cash funds this year end</b>	-		-	44,143	

#### Statement of assets and liabilities at the end of the period

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



### 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

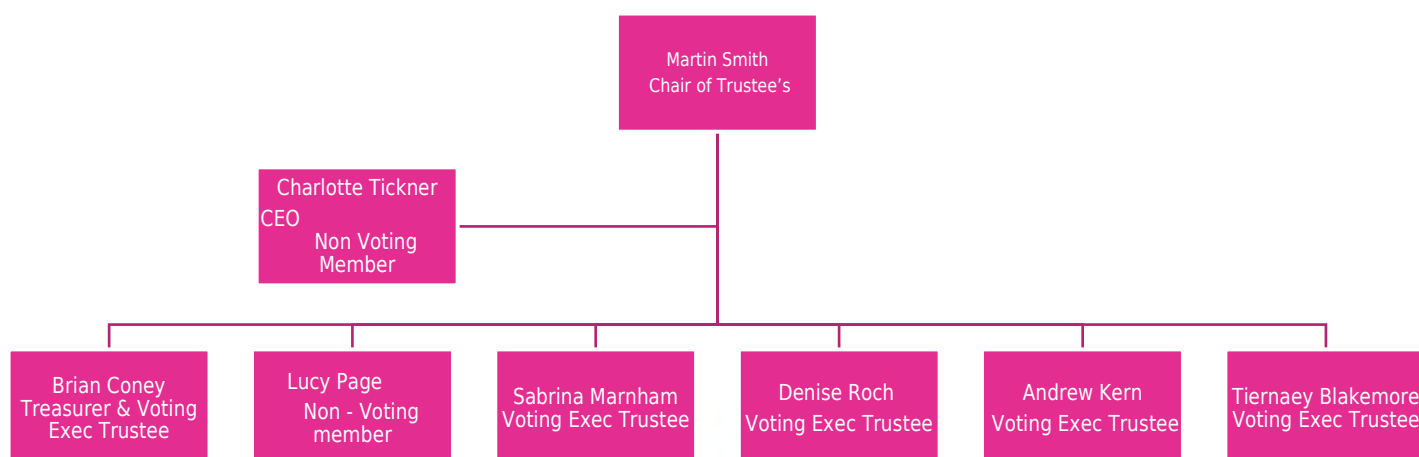
### **Community contributions, Amazon Wish List, Donations**



### **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.

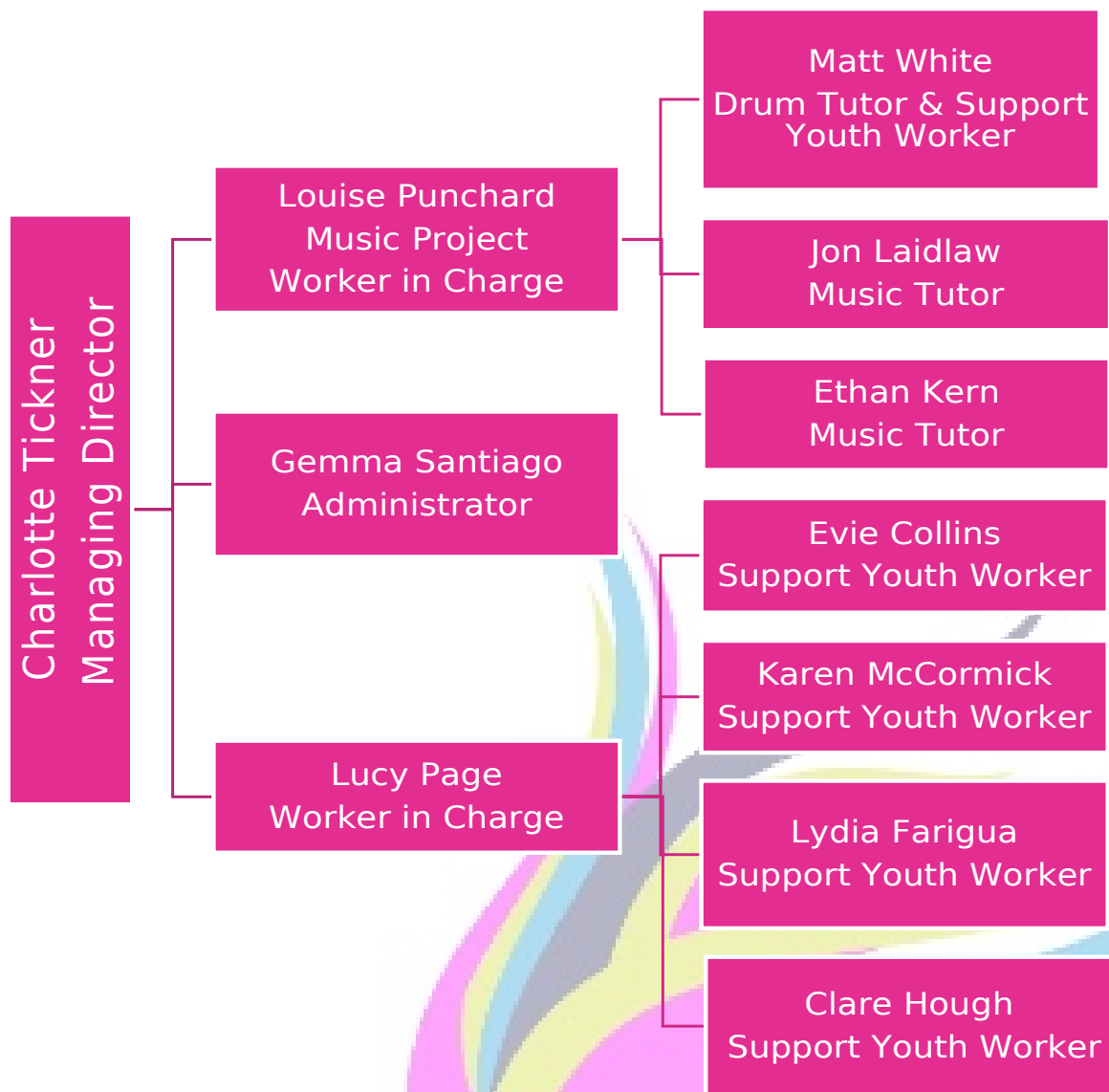
## **Risk Assessment**

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 are 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.

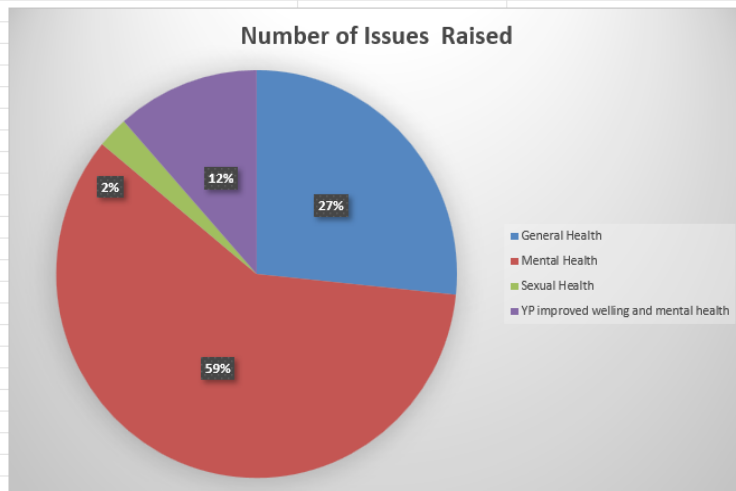
Young people have very complex lives and stressful. The number of enquiries we receive increase year on year.

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

## **Health:**

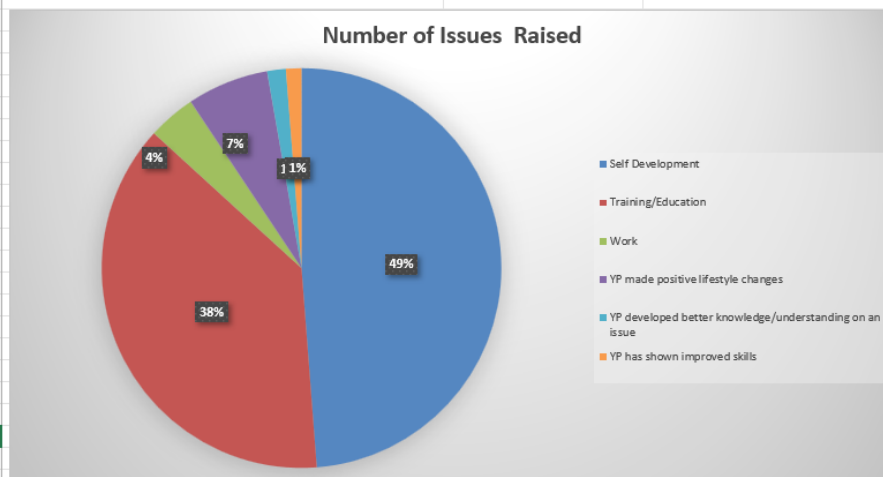


Issue	Number of Issues Raised	What is included
General Health	635	Diet, Exercise, Hygiene, Disability, Food, Illness
Mental Health	1416	Loneliness, Unhappiness, Suicide, Bereavement, Exclusion, Isolation, Abuse, Alienation, Peer Pressure, Anger, Stress
Sexual Health	59	Contraception, Pregnancy, Termination,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



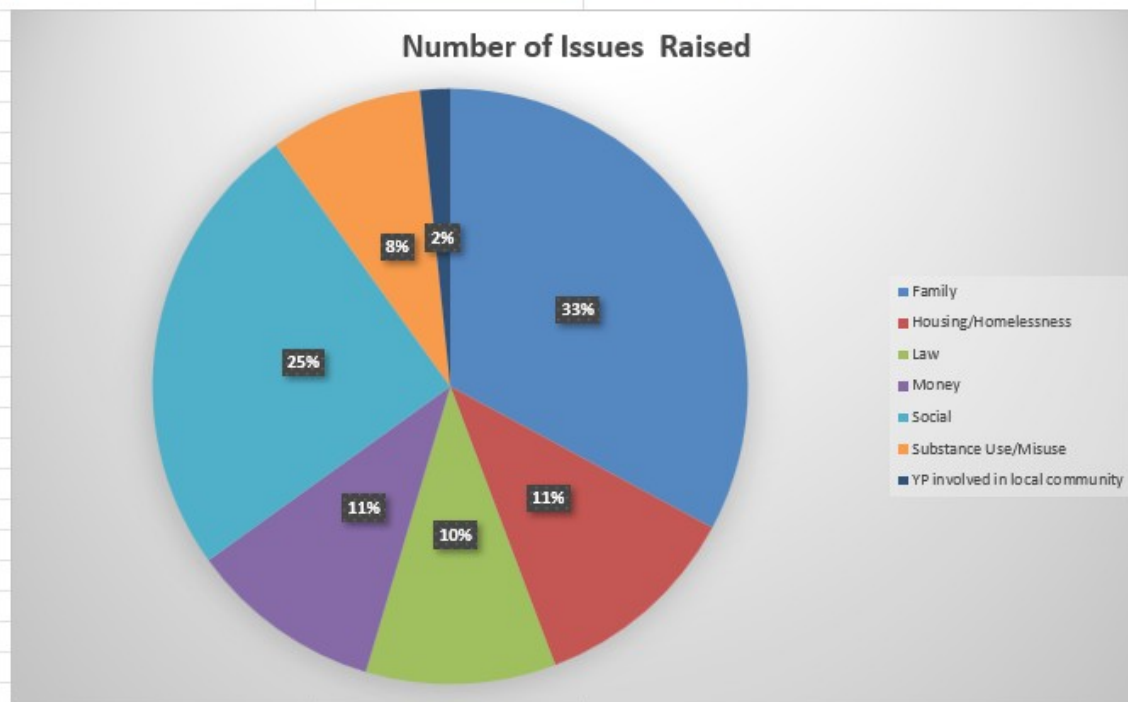
## Development:

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](mailto: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**

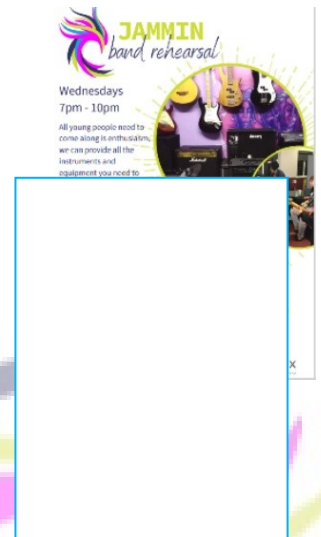
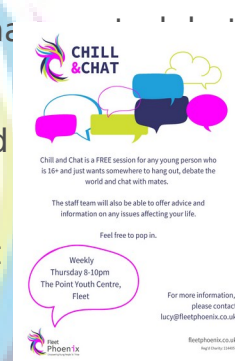
## CHILL & CHAT

If you are year 11+ and just want somewhere to hang out, discuss 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.



### 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**

## 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 Copse 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.







## **Contacts:**

### **The Point Youth Centre**

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Hampshire

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Managing Director and Advice and Information Worker in Charge

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Youth Worker in Charge

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Administration



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