

# Phase Annual Review 2020-21



# Contents

<b>What drives Phase</b>	<b>3</b>
<b>Chair of Trustees report</b>	<b>4</b>
<b>Director's report</b>	<b>6</b>
<b>Measuring our impact</b>	<b>9</b>
<b>Wellbeing Lead's report</b>	<b>11</b>
<b>Sophie's story</b>	<b>13</b>
<b>Early Intervention's Lead report</b>	<b>15</b>
<b>Office Manager's report</b>	<b>18</b>
<b>Comms &amp; Fundraising report</b>	<b>20</b>
<b>Treasurer's report</b>	<b>22</b>
<b>Annual accounts</b>	<b>23</b>
<b>Fundraisers, grants &amp; sponsors</b>	<b>24</b>

# What drives Phase

## Mission & Vision

### Our vision

To support the development of wellbeing in young lives, helping them to develop resilience and the ability to cope with the stresses of life, and equipping them to thrive in today's world.

### Our mission

To provide a presence within and a support to every educational establishment in Hitchin, for the benefit of children, young people and the community. To see the church support, disciple and nurture children and young people to be active members of their community.

## Our key aims

**Promote** wellbeing and resilience for all young people.

**Prevent** issues from developing.

**Support** those struggling with mental health difficulties.

## Values

### Committed to make a difference every day

We arrive everyday inspired to impact lives through our talents, passion and hard work, coming together as a team to be our best.

### Passion for young lives

We want to inspire, teach, develop and encourage young lives and the adults who support them, enabling them to thrive.

### Christian faith at our core

Our Christian faith and values underpin our work and organisation, offering hope and light.

# Chair's report

2021 was a year of enormous change and uncertainty. As schools tried their very best to deliver face to face lessons many of the supporting non-teaching activities were unable to run. The working rules changed week by week and it was very hard for the Phase team to plan and support young people in school with any consistency. There was a desperate desire to deliver 'in person' support but that was never going to be straightforward.



However, the young people in our schools needed our support more than ever so the Phase team created every activity and engagement to be delivered either virtually or face to face, building on the provision that we developed in 2020. A massive thank you to Kieran and the whole team for enabling Phase to continue to be impactful in the face of these challenges.

One of the potential concerns which the Trustees have been closely monitoring has been our income, which comes solely from donations and grants from the community in which we work. Many of our usual fundraising events have been cancelled or postponed and we knew our income could be significantly impacted. We have been 'blown away' by the continued generosity of so many people and organisations which has enabled our work to continue at the same level. In fact, we are even looking at ways to grow our work even further! Just amazing.

As a Board of Trustees we have been regularly meeting on Zoom but we have now moved to hybrid working. It really is good to be able to meet face to face again. In November we said 'goodbye and thanks' to Andrew Henton Pusey who finished his term of office having supported us diligently as a Trustee for 11 years. Andrew has been an outstanding and faithful Trustee and we thank him for unwavering support of Phase.

**Our role in Hitchin schools continues to be needed and valued. We want more than ever to come alongside and support young people through the uncertainties which still lie ahead. Young lives remain our priority and our focus.**

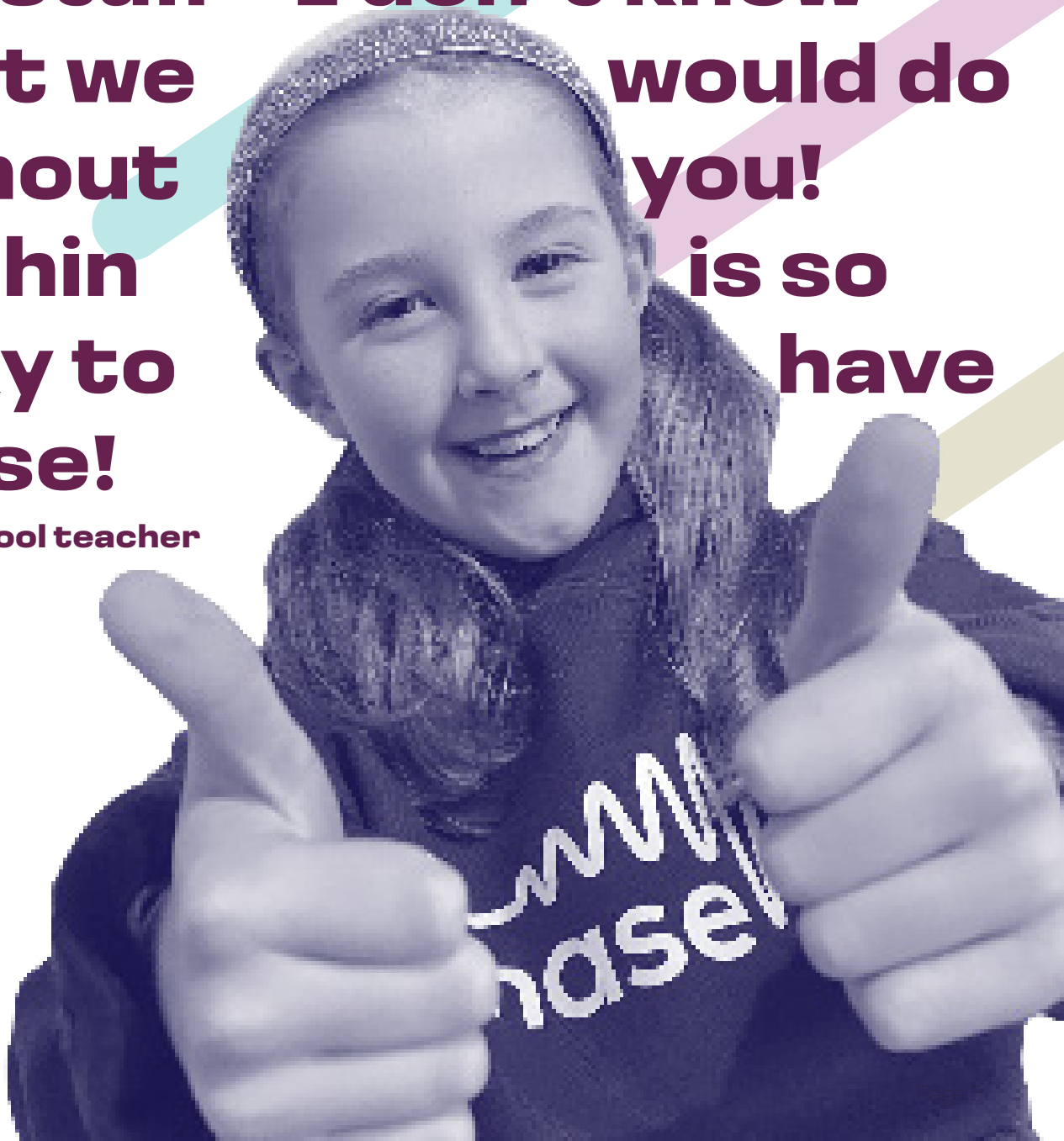
To all our supporters - thank you. Please continue to journey with us by subscribing to our newsletters and engaging with our blog posts which will keep you up-to-date with our work supporting young people in Hitchin. There are also opportunities for volunteering so please do connect with us.

With many thanks

  
Chair of Trustees

**Please say thank you to  
the team for everything,  
you guys really are so  
wonderful and responsive  
to the needs of students  
and staff - I don't know  
what we would do  
without you!  
Hitchin is so  
lucky to have  
Phase!**

**Laura, school teacher**





## Director's report

The past academic year has been one full of change, having to adapt and respond quickly yet many, many opportunities to be creative, innovative and make an extremely positive difference in young lives, families, schools, our local community and beyond.



Obviously COVID-19 and the global pandemic has been the backdrop to everything we have done this past year, however the whole Phase team have worked hard to respond to everything with hope, a sense of optimism and joy. Many of the conversations I and the rest of the team have had over the past 12 months have often revolved around understanding what we can and what we cannot control. Speaking with a young person recently, we worked through our control circles activity to help them understand where to focus time and energy, to reduce their anxiety and give hope in the situations they were facing. As we finished the session, he turned and said **'this has really helped me, I hadn't realised that I was focusing on all the things that were well out of my control. That was proper stressing me out. Now I know what I can control, it really helps me to chill with it. I reckon it's all going to be ok. Thanks!'**

It's moments like this that remind me that what Phase are doing really is life changing, as Dan left the room, he had a spring in his step, the weight was lifted, and he had gained hope. He knew there was still work to be done, but now he had light at the end of the tunnel.

**this has really helped me, I hadn't realised that I was focusing on all the things that were well out of my control.**

**\*Dan, 13**

The whole Phase team have worked very hard to respond to the challenges and difficulties young people have faced through the whole pandemic, it has been extremely encouraging to see the whole organisation not just live out our values but to embody completely what we are about through every action we have taken. Even though we have been working from dining room tables, spare bedrooms or a make-shift workspace in a front room, the team have not let this restrict their creativity or passion to make a difference to our young people.

This academic year has been a complete mixture of in-person working and virtual delivery, often things switching at the drop of a hat. The team have created a

\*Name changed to protect identity

whole host of new programmes focused on children and young people managing the difficulties of lockdowns, many of these have been virtual resources that have been used far beyond our Hitchin border. This has been a great encouragement to us all, knowing that what is working here in our town, can be used and delivered across the UK, helping young lives that we do not know, yet the ripples of Phase are having an impact.

As we head into another challenging academic year, one that still has many uncertainties hanging over it, I am confident that no matter what the work of Phase will continue to pave a way ahead for young lives to thrive.




Kieran Murphy




**My class love the  
Phase workshops.  
What and how the  
team communicate  
these key life skills  
is brilliant!**

**Yr 6 teacher**



**You've been invaluable. I don't think she realised how beneficial it was to have that space and time carved out but I saw such a positive change in her after your video calls. Hearing her chat and laugh was just heart warming, some weeks it was just the 'touch base' she needed!**



**Parent of a virtual mentee**



# Measuring Our Impact

293

Mentoring

146

Top Video Resources

Coping with change

Let's talk self-harm

Be active

Control circles

Resilience - adapt

Over  
10000  
views

137  
subscribers

265  
hours  
watched

60 videos  
made

6300 People  
reached  
online

10 Support  
groups  
delivered

175 website  
visitors  
this year

OVER 3000  
podcast  
downloads

29 Free to use  
resources  
created

47 Students  
primary  
support  
groups

**“All I can really say is that without their help in the past year, I don’t believe we would have made it through what has been the most challenging time in our lives.”**

**Mum of a virtual mentee**

# Wellbeing Lead's report



This year has continued to be one in which the way and nature we have worked has changed dependent on whether schools have been open to organisations coming in, learning to be flexible has become the norm! Our vision throughout has been to support the wellbeing of young people and there has never been such a time when this has been so important and come to the forefront.

The impact of the pandemic has been huge and the toll that it has had on mental health has been evident. Young Minds carried out a survey in February 2021 and found that "67% of young people believed that the pandemic would have a long-term negative effect on their mental health."

It has been a huge privilege to be able to support young people, teachers, schools, and parents during this time. Schools have particularly seen an increase in the levels of anxiety amongst young people for a variety of reasons. Therefore, in response to this, over the course of this academic year, we have run 8 anxiety support groups, happening across the three Hitchin secondary schools both virtually and in person, supporting 56 young people through this. The course consists of 6 sessions, helping the young people to understand anxiety, what is happening and strategies to be able to manage the extreme feeling that they have. Both Phase and the schools have seen the positive impact that these groups have had on the young people's wellbeing and their resilience to be able to cope with situations.

**"Before the group I felt upset and overall anxious, but my time spent with Phase has given me hope."**

**"By being part of the Let's Talk Anxiety Support Group, it made me feel a lot less alone with how I feel."**

**"We are very grateful for the Phase programme that Jamie\* was able to join. He embraced it fully." This student then went on to receive resilience award of the week.**

We also continued to offer a weekly programme for young people through the Studio online which offered a space for both fun and support. Another vital means of support has been through mentoring. Mentoring is a key and vital part of the work that we do at Phase. Through mentoring we aim to provide a space where young people can be heard and listened to without judgement, a safe space for them to be able to process and reflect, equipping them with skills and strategies and to offer hope. Here is what some of the young people who have been through our mentoring say...

**“The best part about mentoring was being able to be supported and learning new strategies to help.”**

**“I give Phase mentoring a 6/6 because it was very supportive.”**

**“Mentoring with Phase helped me because it helped push me to do things I used to struggle with.”**

As a result of the pandemic, we are now offering mentoring both in person and virtually so that we can support more young people. One way we are expanding this area of work is by developing our virtual mentoring programme so that we can equip volunteers to become mentors and further the support of young people - a project I have loved to spend time creating and developing.

As we head into a new academic year we will continue to adapt and respond to the needs of young people as we emerge from pandemic life.

*Hannah*

Hannah Dengate

# Phase Volunteers

## Sophie's Story



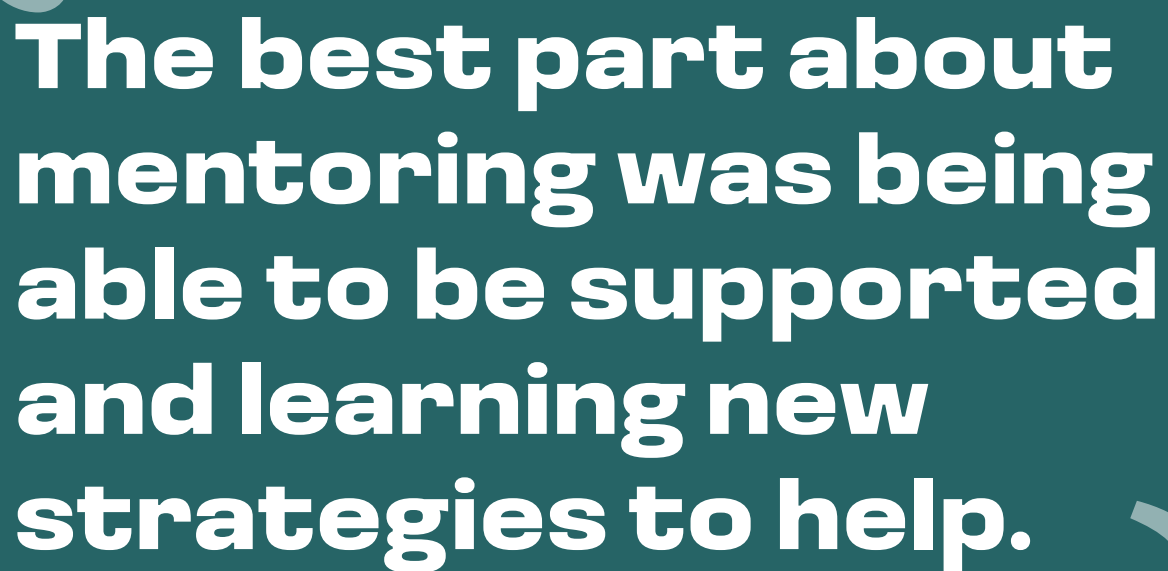
I got involved with Phase through a friend who had already volunteered for a long time. I had also worked with Phase as a charity through my previous job at Starbucks, we had collaborated to hold fundraising events. I loved the ethos of building resilience in young people and upon getting a new job and having more free time I was very keen to get involved.

I have a degree in Psychology and mental health awareness has always been very close to my heart. I had my own battles with mental health as a young person so I volunteered for the virtual mentoring programme as I thought if I can share any of my experience managing it and overcoming certain struggles, with young people to help their journey, I wanted to get involved. The virtual mentoring programme offered a great platform for that. Especially in the current state of the world, during the Covid-19 pandemic has seen such a huge rise in people struggling with mental health problems, I thought if I was in any position to help, to make even the tiniest bit of positive difference, then this was definitely the right path to go down.


My experience so far has been extremely positive. I have been able to combine my experiences alongside Phase's wealth of resources to offer support to my mentees. They have been able to use these in their own lives to help manage their worries and concerns. It has been so nice to see the positive change in my mentees' attitudes and general wellbeing after implementing techniques I have gone through with them.

It can be hard seeing young people struggling with similar problems you have faced, but there is nothing like the feeling of seeing little improvements in the wellbeing of your mentees even over a short period of time. It has helped grow my knowledge of resources that are out there to help and the opportunity to connect and build rapport with my mentees has been fantastic. I think the virtual element is interesting because it enables mentees to talk about things from the safe space of their own homes, it takes away the anxiety for them of having to meet a new person face to face. I feel as though it does offer the opportunity for young people to open up further, and it allows for a normal session to take place, without the constraints of covid restrictions like masks and distancing.

Volunteering for Phase has definitely had a positive influence on my own life, it has allowed me to gain invaluable experience and use my skills in a really positive way to help others and it has allowed me to see positive changes in my mentees which is such a rewarding experience.



**The best part about mentoring was being able to be supported and learning new strategies to help.**



**Lucy, 13**



## Early Intervention Lead's report



This has been another year of many challenges, but also lots of exciting opportunities to grow, learn new skills and to rethink how we can achieve our aim of helping young people to thrive. Although it has looked a bit different, we have been able to continue all our primary school work, as well as developing new programmes to meet the needs of schools, parents, and young people in this challenging year. Our work in primary schools has looked a bit different this year but has allowed us to be creative and to grow in new ways.

Although we have been unable to visit primary schools in person for most of this year, we have adapted our workshops into virtual sessions that teachers can deliver, or that children can engage with at home if needed. We produced a virtual video for 'On Your Marks' and 'Get Set', which are two workshops in our transition programme for year 6 students, along with a detailed teacher guide and any necessary resources. Teachers responded that "it was great to be able to lead the discussions like Phase normally would". These resources are still available on our website and YouTube channel to be used by schools when needed.

'Grow' is a resilience programme that we developed and piloted in year 5 classes last year. The pandemic meant that we couldn't deliver the final workshop in school, but this year we were able to produce a video workshop for all 3 sessions, to send out to 14 local primary schools. Again, each video had a teacher's guide and all resources attached, so that teachers were able to deliver these themselves. Feedback from this programme has been extremely positive, with teachers telling us that "although you can't be with us in person, the fact that you are in our classroom virtually has been awesome".

**"Although you can't be with us in person, the fact that you are in our classroom virtually has been awesome".**

We also produced video sessions for our Christmas and Easter workshops. These workshops are usually a great opportunity to have some fun, as well as encouraging year 6 students to think about the Christmas and Easter stories and to learn a bit more about their meaning. Our workshop volunteers play such a key role in our Primary

School work, and so the Christmas and Easter videos were a great opportunity to get them involved and looking silly!

With all these new skills in filming and editing, and with children facing so much uncertainty and change, we also decided to create short video series for schools to use in their classes. In September, we created a “back to school” series, with 5 short videos providing children with key skills to adapt and be prepared for the return to school after so many months. Then in February we also produced a series for Primary children on the 5 ways to wellbeing, with each video focusing on one of the five ways, why it was helpful and how they could put it into practice. Each video also had an accompanying worksheet with interactive ideas.

A key part of our wellbeing programme in secondary school is our mentoring and support groups; this year we have been able to extend both into our primary school work. In the spring term we offered a virtual support group to one primary school, to support a small group with their wellbeing while in lockdown. The sessions were weekly and offered an opportunity to connect, check in and see how each child was feeling, discuss one topic related to wellbeing, and set a challenge for the coming week to boost wellbeing.

We were aware that a major challenge for year 6 students this year would be their transition to year 7, having missed a significant part of year 6 and then many of them unable to ever visit the site of their new secondary school. Therefore, we ran a transition support programme for those that primary schools were particularly concerned about.

To finish the year off, we were able to go into 7 of the primary schools to deliver It's Your Move, which is the final transition workshop. It was great to end the year on a high, being able to go back into primary schools, and we are looking forward to hopefully being able to return to schools in September!

*Emily*

Emily Croucher

**Thank you - we  
find your sessions  
invaluable and the  
children always  
respond so well to  
your helpers.**

**Julie, yr5 teacher**

# Office Manager's report



A lot of administration time in the past 12 months has been spent assisting our schools' workers with their planned virtual work and in acknowledging the generous support of individuals through fundraising or donations. Despite two lockdowns, and by regular risk assessments and various cleaning regimes, the office has been kept open for use if needed. Through the generous sponsorship of Flip Connect we have installed a new more versatile telephone system, allowing us to make work calls from the Phase office number whilst at home.

Due to Covid-19 we saw a reduction in the number of our active school's work volunteers, but we were blessed to have just enough volunteers to help deliver face to face workshops and after school transition sessions when allowed.

**"It's such a privilege to be part of the Phase work (albeit very small) - you all do such an amazing job at reaching out to the kids in our community which makes it a so much better place."**

We have a robust system for the initial recruitment of those who work face to face with young people, however we needed to ensure there were better systems to support and monitor those that we have safely recruited. Therefore, we spent time consolidating the management of our volunteers: this has proved particularly important as Phase looks to introduce volunteer virtual mentoring in the next academic year.

Supporting the staff in schools has been one of the new focuses of our year, as we recognised that staff have had to deal with all student welfare issues whilst schools have been in lockdown. Encouraged by the treasurer to create some gifts for staff, we managed to produce a Christmas 2020 hamper for every school in Hitchin (primary & secondary) which were delivered in the last week of term.

**'The hampers for school were so welcome and a wonderful boost for staff - great idea!'**

**"a HUGE thank you for the hamper you dropped off this morning! We are completely overwhelmed by it and feel you deserve it more than us! "**

Our support of children's and youth work in Hitchin churches has continued through Forum facilitating weekly prayer sessions, bi-monthly meetings and termly Retreats. We were also able to deliver online Time Trek events. As all churches continued to deliver a hybrid of online and occasional face to face youth work, we have been able to share both ideas and frustrations, to pray together and to encourage one another.

**“Thank you so much for all your hard work – A and L had a very good time this afternoon [at Time Trek] – they are still being creative with the playdough. I am hoping (praying) that the story of Noah and care for God's world will have made a lasting impression on them.”**

Our supporters have been incredibly generous in their donations and imaginative in helping to raise funds for Phase - from the sale of homemade jams, face masks, cards, and knitted goods to organising online social events, running a half marathon and even a 3-month fancy dress challenge! The innovative recycling of Tassimo coffee pods by Our Lady's Church has also continued to bless us with much needed funds. We were able to run a fundraising stall at the Whitwell Summer Steam Fair and were overwhelmed by the generous donations given in memory of some of our Partners who sadly passed away this year.

Most mass participation running events were sadly cancelled this year, but we took part in the national 5kMay (Run for Heroes) virtual event and organised our own Hitchin Home Olympics - virtually carrying the Olympic flame from Hitchin to Tokyo. We arrived with a day to spare before the final ceremony of the Paralympics - a great achievement to get our supporters & the local community to log an amazing 25,798,099 steps!

**“Hitchin Home Olympics!!! Amazing work everyone. Gold medals for all!”**

*Amanda.*

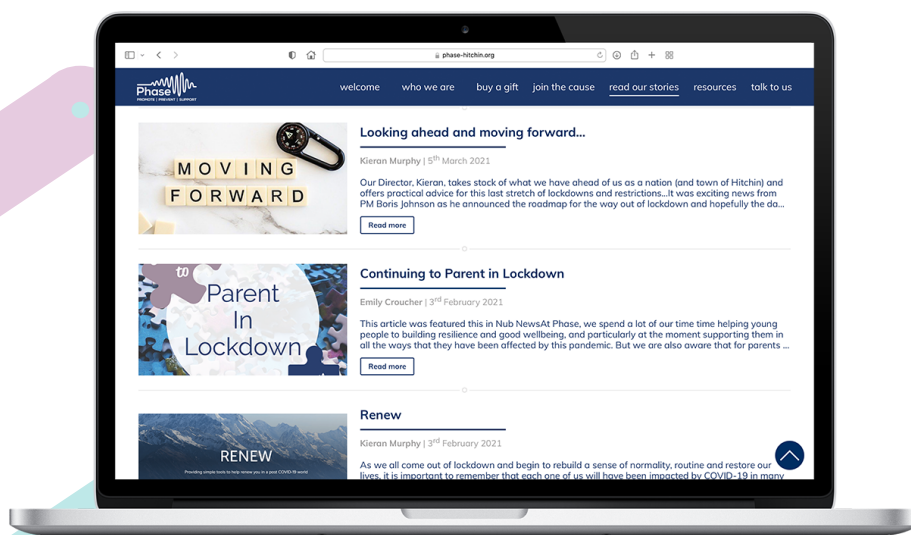
Amanda Maylin

# Communications & Fundraising report



At Phase we can't get enough of sharing the successes, joys and struggles that we have as a team and an organisation. Being honest about the work we do with our supporters is really important to us, because we regard them as part of the team that makes Phase really special. We have developed a number of ways that we keep in touch with supporters; through the newsletter and Mailchimp, our blog, the social media channels and more traditionally with the good old-fashioned letter.

Every two months we send a newsletter to supporters telling them about the programmes that have run in the last period, plans for developing new material, our response to requests for help from schools and we also celebrate our amazing team of volunteers and fundraisers. It's also our space to ask for help and support, so we regularly ask for volunteers to get involved in fundraising events, donations that help us raise extra funds and of course prayers that support our work.



We are also enjoying flexing our blogging skills and post a new blog once a week. These are designed to be a quick easy read for people interested in our work, and whilst they are mainly about wellbeing we cover a range of angles to keep our readers interested. And as a team our social media skills have really developed this year – of course because the pandemic forced us all inside creating content that remained engaging and interesting was essential.

Developing new income streams is a constant area of work for a small charity like Phase. We are continually amazed at the loyalty and dedication that our supporters offer to Phase, and were blown away by their continued (and increased!) support for our work this year.

But since we are a small charity with big ambitions, we have also made applications



for large grants to get new projects off the ground and to consolidate existing work. Grants that are available for core work are especially precious as they allow us flexibility in spending and prioritising through the life of the grant. Amongst the projects we applied for this year were our Virtual Mentoring work, the Christmas and Easter workshops, volunteer mentoring pilot, GROW workshops and core costs. We made 16 applications in total. In our experience, around 20% of our applications are successful, which given the competition for funding, especially since the pandemic, shows the value of the Phase projects.

Lizzie x

Lizzie Feltoe



# Treasurer's report

Despite the implications of Covid 19, a year that was impossible to budget for, the Trustees are delighted with overall financial result for this year. We have a reduction of just £1,493 in our unrestricted funds when compared to the previous year end. This leaves funds carried forwards of £68,593 and an increase of £5,934 in our Designated funds leaving £27,000 available for specific future projects.



A further drop in general fundraising was expected given Covid implications and it's staggering to be able to report a significant increase in the number of events organised for our benefit. Phase has received support from 35 individual events / fundraisers raising £18,530. Recognition for the amazing work Phase delivers as well as the efforts of our grant applications team produced £36,670 in one-off specific grants and donations for projects as well as our core work.



It remains the case that the bulk of our income is raised through donations from our local churches, who increased their giving to help us through the challenges presented by Covid. We are also supported by 120 people making regular monthly donations by standing order. This is the financial foundation on which Phase is built and we are extremely grateful to all those who give by these routes.

So to conclude, a year that could have seen a significant depletion in our resources sees us remain with an appropriate level of reserves ahead of what is expected to be another testing year in terms of income generation.

With thanks again to everyone who helps generate income for Phase, however small or large we couldn't function without you.

  
Chris Maylin

# Annual Accounts

## PHASE HITCHIN - REGISTERED CHARITY No. 1154364 Receipts and Payments account for the Year ended 31 August 2021

	Unrestricted Funds	Designated Funds	Total	Year Ended 31 August 2020
<b>INCOME</b>				
Gifts & Donations from:				
Churches	8,208.40	0.00	8,208.40	15,388.62
Individuals	47,866.09	0.00	47,866.09	37,594.77
Others	300.99	0.00	300.99	751.04
	<u>56,375.48</u>	<u>0.00</u>	<u>56,375.48</u>	<u>53,734.43</u>
Specific Grants / Donations				
Casey Trust	0.00	0.00	0.00	1,500.00
Clipsham Foundation	1,000.00	0.00	1,000.00	0.00
Herts Community Foundation	0.00	0.00	0.00	9,072.50
Hitchin Youth Trust	0.00	1,615.00	1,615.00	0.00
HMRC Furlough Grant	0.00	0.00	0.00	4,065.93
National Lottery	0.00	9,920.00	9,920.00	0.00
NHDC Covid Fund	0.00	0.00	0.00	1,925.00
Rotary Club	6,915.00	0.00	6,915.00	1,000.00
Souter Trust	0.00	5,000.00	5,000.00	5,000.00
Standards International	220.00	0.00	220.00	0.00
St Albans Diocese	0.00	0.00	0.00	500.00
TK Maxx	0.00	0.00	0.00	500.00
Valiant Trust	0.00	10,000.00	10,000.00	10,000.00
Verulam Trust	0.00	2,000.00	2,000.00	0.00
	<u>8,135.00</u>	<u>28,535.00</u>	<u>36,670.00</u>	<u>33,563.43</u>
Gift Aid Refund	5,824.75	0.00	5,824.75	0.00
Bank Interest	39.91	0.00	39.91	83.90
Fund Raising	18,529.73	0.00	18,529.73	25,460.52
Mentoring	3,470.00	0.00	3,470.00	4,237.72
<b>TOTAL INCOME</b>	<b><u>92,374.87</u></b>	<b><u>28,535.00</u></b>	<b><u>120,909.87</u></b>	<b><u>117,080.00</u></b>
<b>EXPENDITURE</b>				
Staff Costs				
Salaries and NI	77,935.70	21,214.00	99,149.70	95,160.94
Pension	3,227.68	0.00	3,227.68	3,227.68
	<u>81,163.38</u>	<u>21,214.00</u>	<u>102,377.38</u>	<u>98,388.62</u>
Rent	2,592.00	0.00	2,592.00	2,592.00
Computers & IT	2,482.47	1,386.80	3,869.27	3,879.12
General Administration costs				
Fundraising & Event Costs	2,585.22	0.00	2,585.22	2,440.13
Insurance	2,068.06	0.00	2,068.06	1,249.13
Other expenses	2,976.48	0.00	2,976.48	6,145.30
	<u>7,629.76</u>	<u>0.00</u>	<u>7,629.76</u>	<u>9,834.56</u>
<b>TOTAL EXPENDITURE</b>	<b><u>93,867.61</u></b>	<b><u>22,600.80</u></b>	<b><u>116,468.41</u></b>	<b><u>114,694.30</u></b>
<b>INCOME LESS EXPENDITURE</b>	<b><u>-1,492.74</u></b>	<b><u>5,934.20</u></b>	<b><u>4,441.46</u></b>	<b><u>2,385.70</u></b>
BALANCE B/FWD AT 1 SEPTEMBER 2020	<u>70,085.61</u>	<u>21,065.80</u>	<u>91,151.41</u>	<u>88,765.71</u>
<b>BALANCE C/FWD AT 31 AUGUST 2021</b>	<b><u>68,592.87</u></b>	<b><u>27,000.00</u></b>	<b><u>95,592.87</u></b>	<b><u>91,151.41</u></b>

### BALANCE SHEET

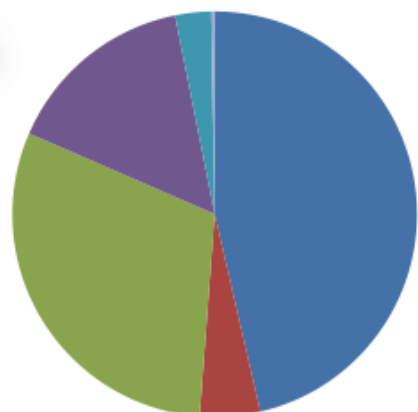
Asset balances as at 31 August 2021 are made up as follows.

Cash at Bank	59,829.10	55,578.33
Charities Investment Fund	8,294.28	8,284.20
Scottish Widows	27,035.62	27,008.54
Petty Cash	433.87	280.34
	<u>95,592.87</u>	<u>91,151.41</u>



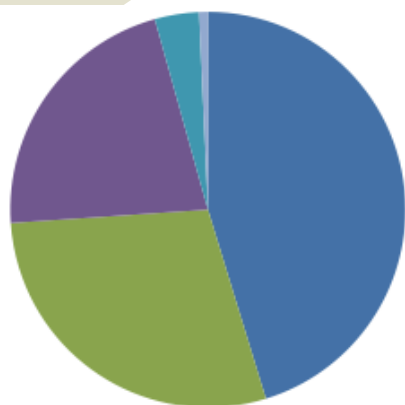
# Income Summary

## Year End 31st August 2021



- Donations 46%
- Gift Aid Refund 5%
- Specific Grants 30%
- Fund Raising 15%
- Mentoring 3%
- Youth Worker Contribution 0%
- Other Income 0%

## Year End 31st August 2020



- Donations 45%
- Gift Aid Refund 0%
- Specific Grants 29%
- Fund Raising 22%
- Mentoring 4%
- Youth Worker Contribution 0%
- Other Income 1%

## Fundraising

Amanda Maylin, Blueharts Ladies, Charlotte Gunns, Claire Maylin, Craig Bacon, Football 4 Fathers, Jean Kidd, Joe Covington, Rebecca Coe, Shirley Hurst, The Priory School, Tom Corby & WRBC - Keep Fit

## Grants & Trusts

Awards for All England, Clipsham Trust, Hitchin Youth Trust, Rotary Hitchin, Souter Trust, Valiant Trust & Verulam House Fund Trust

## Sponsors

AZ Autos, Earthware, Flipconnect & Standards International

# The Phase Team



(L-R) Hannah Dengate, Amanda Maylin, Kieran Murphy, Lizzie Feltoe & Emily Croucher

## Phase Trustees

Jeremy Rackham (Chair)  
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