

PHASE HITCHIN

ANNUAL REVIEW



2022-23



PROMOTE | PREVENT | SUPPORT

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Charity No. 1154364

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Our Mission

Building wellbeing and resilience in young lives for a brighter day and better future

OUR MISSION

Building wellbeing
& resilience in young
lives for a brighter
day & better future



Our Values

Committed to make a difference every day

We arrive every day 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.



John Maguire
Chair of Trustees

As Chair of Phase, it is my privilege to write my first introduction to our latest annual report. So many people to thank and achievements to celebrate that I will need to be brief - not an easy task for me.

As I reflect on another remarkable year at Phase Hitchin, I am filled with a profound sense of gratitude and pride. Our mission to support and empower young people in Hitchin remains at the heart of everything we do, and this year has been a testament to the strength and resilience of our community.

I would like to thank our former Chair Jeremy Rackham for his leadership and the support he provided to me as Vice Chair, ensuring a seamless transition.

I remember attending the service celebrating the formation of Phase 20 years ago at Tilehouse Street Baptist Church. Who would have conceived that over the last 20 years the reach and impact we have had on the young people of Hitchin, and through our excellent online resources, to schools and young people across the country.

So often we read of the mental health challenges that our children and young people face and Phase has been committed to supporting them through the different stages and complex issues they face. One of the many attributes I admire from Kieran and the team is the determination to continue to learn and support schools and young people with challenges that are only now emerging. Key areas include building resilience, relationships, a healthy relationship with social media and supporting children in the transition from primary to secondary school.

We are a Christian-based organisation although we look to demonstrate Jesus's Love to everyone. With our fantastic volunteers, we deliver Easter and Christmas workshops to 14 primary schools.

We hope that young people of all faiths and none can find value and life lessons in these stories.

Change is inevitable and at Phase we view it as an opportunity to grow and improve.

Kieran Murphy continues to lead the team with energy, passion and a commitment to serve the children and young people in Hitchin schools. Amanda Maylin is our tireless Office Manager with Caroline Garfield and Lizzie Feltoe supporting her.

With 45 volunteers supporting us, we have a far greater impact than a charity of our size should have. Their commitment in time and expertise is greatly valued by us all. And I thank everyone for all they do for Phase.

I would like to thank our trustees for their support and ongoing efforts to improve our mission.

The majority of our income is from fundraising and grants. Sometimes it feels like we are the best-kept secret in Hitchin and other times I am overwhelmed by all the amazing work individuals, groups and churches contribute to the funding of Phase. Grant-making bodies including Hertfordshire Community Foundation and Valiant Trust have supported us in this financial year. And remember every little helps both from raising funds and also highlighting the services Phase can provide.

Looking ahead we will continue to provide the essential services and support to children and young people, schools and their teaching staff. These services include: managing body issues, building additional support for the transition from primary to secondary school and creating smaller groups for those young people who are struggling to cope. We will continue to provide 1-2-1 mentoring where needed. Often other agencies will be involved but Phase can be the continuity during challenging times.

So thank you to everyone for your support and commitment to our vision and being a part of Phase's journey.

Together, we are making a difference.

John Maguire

Chair, Phase Hitchin



Kieran Murphy
Director

“I can’t change the direction of the wind, but I can adjust my sails to always reach my destination.”
-Jimmy Dean

This year, Phase hit a monumental milestone, marking 20 years of unwavering dedication to nurturing young individuals into becoming the changemakers of tomorrow. Reflecting on two decades of impactful work, we’ve compiled a treasure trove of data and anecdotes that vividly paint the journey of transformation and growth—not only of the young lives we’ve touched but also of Phase itself.

Change—often seen as a formidable challenge—has been a constant companion over the past academic year. But just as we instil resilience and solution-finding in the youth we mentor, we’ve embraced these shifts, viewing them as opportunities to refine and strengthen our mission.

The departure of beloved team members Emily and Hannah was bittersweet, marking both an

end and a beginning. Their evolution during their tenure at Phase is a testament to our environment of continuous learning and growth. In their stead, we welcomed Alex, James, and Molly—a fresh trio poised to propel Phase into its next chapter, ensuring the seamless execution of our much-anticipated programmes.

This influx of new energy prompted a revitalising revisit to our core principles. It reminded us of the profound simplicity in making each young person feel seen, heard, and understood. Our dedication to knowing each individual’s name is a small but powerful gesture of our commitment to genuinely engaging with their lives.

A heartwarming encounter during a school session underscored the lasting impact of our work. Joining a group of students for lunch, I was moved by their eager recollections of Phase’s influence on

I still remember what you told us about resilience and why we need it, I think about that a lot, especially when things are tough. I know that perspective, problem solving and positivity really help. Phase taught us that!

their early education. ‘I still remember what you told us about resilience and why we need it, I think about that a lot, especially when things are tough. I know that perspective, problem solving and positivity really help. Phase taught us that!’

The conversation, brimming with reflections on resilience and positivity, was a poignant reminder of the indelible marks we leave on young minds.



Our mission's reach and resonance were further echoed by the heartening feedback from schools, parents, and—most importantly—the young people themselves. It's clear: the essence of Phase's impact lies not merely in the programmes we offer but in the manner in which we deliver them—with kindness, respect, and unwavering support.

As we look ahead, buoyed by the addition of James Gore and Molly Rackham to our team, our vision is to extend our reach, deepen our impact, and continue to be a beacon of hope and guidance for youth in Hitchin and beyond. We're mindful of the challenges that lie ahead, but remain committed to supporting our young charges every step of the way.

empowering the next generation to face life's challenges with courage and optimism.

Join us as we embark on this journey—because every young person deserves a brighter future, and together, we can make it happen.



Kieran Murphy

Director

They don't care what you know until they know that you care

In the spirit of Theodore Roosevelt's wisdom, we march forward with the belief that to make a difference, we must first show that we care. Here's to another year of learning, growing, and





Molly Rackham
Schools Worker

As the mentoring program continues to develop and grow and support young people across Hitchin it has positively impacted many young lives. The one to one time spent with young people has wider impacts to families and communities. One member of staff from a local secondary school shares “ As a school we are finding an ever increasing amount of challenges to the health and well-being of the young people in our community; with more and more demands on schools to meet those needs due to the reduction in services available.” Support for young people is becoming harder to find and many young people will be at crisis point before specific support becomes available. Our mentoring program aims to intervene earlier. The member of staff goes on to say “We very much welcome the support Phase provides in building the resilience and personal skills of our students, giving a positive impact on their lives now and in the future. We appreciate all the hard work, commitment and funding such initiatives require and hope this support is able to continue.” Jake’s story is just one example of resilience building through mentoring.

Jake*, a young person supported by the Phase mentoring program, often felt overwhelmed and anxious during classes. We spent time getting to know Jake, building rapport and giving him space to talk about his experiences of anxiety in class. In one session we looked at different breathing techniques and at first Jake was unsure but continued the session quite unenthusiastically

about the techniques. The next session Jake came bounding back in to tell me that he had an assessment in English and he used 5-7-8 breathing, a technique to slow and control breathing. He shared it made him feel so much calmer and he was able to focus on his assessment. Jake is just one example of the power of rapport building and engaging with young people in their own time. By building trust and understanding with him at his own pace he was able to be equipped with a simple tool that he can use as he faces further challenges in his school career and beyond.

A local performing arts school reached out to us to deliver some sessions for their students which in itself was encouraging and exciting. We went in to deliver a dynamic and engaging session all around healthy relationships with the post 16 cohort of students. This session provided space for the students to share, discuss and have fun and get them thinking about the different types of relationships that they have in their lives. The nature of the session invited engagement and enthusiasm from the young people and a dedicated space to think directly around the topic. One young person said it made them think about “reflecting on myself and how much I am actively doing to create healthy relationships”. We aimed for the group to gain an understanding that they are only ever one part of any relationship they are in, therefore they have accountability and responsibility too. We are encouraged that all the students engaged in the session and took away some key learnings.

Molly

Molly Rackham

Schools Worker

*Name changed to protect confidentiality

228
mentoring
sessions

83%
Rate Phase support
very good - excellent

75%
Improved
wellbeing

Mentoring Matters



Amy's* experience with Phase's mentoring program illuminates the profound impact that guidance and understanding can have on a young person's life. At a time when the challenges of adolescence can feel overwhelming, having a mentor of the likes that Phase offered, provided Amy with not just advice, but a sanctuary. **"Mentoring gave me a place where I could come and be myself and to talk about the things I was finding hard,"** Amy reflects. This simple yet powerful statement underscores the first pillar of mentoring's magic: providing a safe space.

Beyond just a comforting ear, Phase equipped Amy with crucial life skills. **"I have learnt lots of ways to help me manage and they encouraged me that I wasn't alone,"** she shares. This support was pivotal in helping Amy boost her confidence and manage her anxiety, transforming challenges into stepping stones. These lessons and tips have prepared her to navigate both present and future adversities effectively.

Through her engagement in the mentoring program, Amy has seen a dramatic shift in her self-assurance, particularly in her social interactions and academic life. **"I am a lot more confident in my social and school life than I used to be,"** Amy asserts. This newfound confidence is a direct result of the personalised strategies and continuous support provided by her mentor, proving that tailored guidance can foster significant personal growth.

Perhaps one of the most touching aspects of Amy's testimony is her appreciation for the non-judgmental support she received. In a world where judgement is all too common, finding a judgement-free zone like Phase was transformative. **"They've listened and never judged me, it feels like everywhere else in life I am judged, so knowing that they don't and never will is proper amazing,"** she explains. This aspect of mentoring—unconditional support—is crucial for young people, offering them the reassurance that they are valued, understood, and accepted.

Amy's journey is a powerful testament to the impact mentoring can have on a young person's life. It's about building a foundation of trust, confidence, and resilience that will last a lifetime. Her story is just one of many that highlight the critical role Phase plays in transforming young lives.

To continue making stories like Amy's possible, we invite you to support Phase. Whether through volunteering, donations, or simply spreading the word, your involvement can help sustain and expand this vital work. Let's come together to ensure that every young person has the opportunity to benefit from a supportive and empowering mentoring relationship. Join us in this mission—because together, we can make a profound difference.



Amanda Maylin
Office Manager

This academic year has featured some additional events as we celebrated 20 years since Phase was first set up by Churches Together in Hitchin.

We enjoyed a 20th Anniversary Celebration service in October 2022, which was attended by many of our supporters, particularly from the local churches that were involved in our set up in 2002. This was followed by an inaugural “town wide” coffee morning event in March 2023. We would like this to become another annual event that can raise both an awareness of our work in the local community, as well as generating annual funds. Our final 20th celebration focused on schools; we were able to donate a 20th anniversary rose in July 2023 to each school in Hitchin that we have been privileged to work in over the last 20 years. We are really grateful to the individuals and churches that sponsored these roses.

The admin team were blessed to appoint Caroline Garfield, as our new Admin Assistant in Nov 2022, who has both great admin skills and a background in working with students and schools! Caroline has taken on the bulk of the administration

for the booking and confirmation of primary school workshops, leaving staff to concentrate on the content and delivery of the sessions. Grant & Trust applications have continued to be submitted by Lizzie, whose role this year moved to be focused solely on these applications.

Volunteer recruitment has remained a priority, with the number of primary schools requesting all 5 of the available Y6 sessions increasing from 8 to 12. We were able to safely recruit 5 new volunteers to help with these workshops, as well as having help in the office one a day a week from a year 13 student from The Priory School doing her DofE gold award.

Local churches and our Phase Partner supporters have remained the underpinning of our guaranteed income. Additionally in 2022 we formally adopted the name of Project Hope as our annual December Matched Funding campaign. It was again very successful; with a 90% increase in the donations received and therefore matched from 2021. Concerts, card sales, coffee mornings, carol concerts and even an impromptu Coronation Street party added to our fundraising. Additionally Secondary school & local business fundraising and in memory donations also contributed valuable funds.

Keeping up-to-date with training and learning is a key aspect for the whole team. Over the year this has included in-house refreshers for Safeguarding (Child Protection refresher video Sep 22), GDPR updates and and Suicide & Bereavment training.

Amanda Maylin
Office Manager





20 years of Phase

Phase has worked with over 25 schools

Trained over 2500 adults

Provided nearly 4000 1:1 sessions for young lives

Delivered nearly 5000 lesson based activities

Worked with over 20,000 young lives

Since 2020 over 80,000 people have accessed our free resources



James Gore
Schools Worker

At Phase we continue to deliver a huge variety of workshops in primary schools. These year 5 and 6 workshops are formative in the journey we go on with young people for the rest of their time at school, all the way to year 11 and beyond. The year 5 'GROW' programme consists of three workshops. We cover important challenges such as dealing with emotions, change and disappointment. These workshops not only equip 9-10 year olds with fundamental tools to bolster their resilience but also an understanding of how resilience gives them the ability to look after their wellbeing. During the final workshop this year, we did an activity focusing on how a young person's resilience toolkit can enable them to face different challenges. One student asked if they could add "asking the teacher for Phase to come into school" to their worksheet. They explained that Phase lessons help them think more positively when faced with a problem. This kind of feedback and engagement with the sessions is common. It shows the impact of what we do through early intervention but also the recognition and relationships we are building.

As part of this project we have sixth form students from across the secondary schools delivering these workshops with us. It is fantastic to see how their confidence has grown and how the children hang on every word they say. I am

looking forward to this project 'growing' next year!

The year 6 'It's Your Move' programme builds on the learning and connection formed during GROW with a big focus on gearing up for the exciting step up to secondary school. There are again three workshops and three key themes - responsibility, resilience and role model. The activities in these workshops focus initially on forming an understanding of these ideas, eventually getting students to think about what it looks like practically to be a role model, be resilient and be responsible.

Our support for students stepping up to secondary school doesn't stop there. This year we ran transition support groups in all three Hitchin secondary schools helping those young people that were more anxious or facing other challenges as they make the move up. Over the course of three sessions we provide time for them to think about their worries and concerns, build friendships with others and enable them to explore their new environment without hundreds of big teenagers rushing around. One moment really stood out to me, taking one lad for a tour around Hitchin Boys' School to help him feel more at ease with his new surroundings. Being that he was a Hitchin primary school student, we were familiar faces able to chat about what he had learnt from 'It's Your Move'. We also stopped to play basketball at different points on the tour. We've since caught up with this student when we're in school at lunch time. It's amazing to see and hear that he's settled into year 7 so well. Meanwhile, it's a blessing that we are able to be a consistent supportive presence in this way.

James

James Gore
Schools Worker





Chris Maylin
Treasurer

This year's treasurer's report highlights a commendable effort by Phase to navigate financial uncertainties whilst reinforcing our mission. Despite a challenging fundraising environment and rising costs, we've managed to maintain a stable financial foundation, albeit with some shifts in our income sources.

In the fiscal year ending August 2023, Phase achieved a total income of £123,330, marginally down from £125,561 the previous year. This slight decline in revenue underscores a shift in our funding strategy, with a decreased reliance on general donations and an increased focus on project-specific funding and special events. Our grant generation team deserves a special mention for their relentless efforts, contributing to over half of the fundraising income through meticulously organised events.

Staff costs continue to represent approximately 90% of our total expenses. An intentional increase in team size, supported by our reserves strategy, led to a 7% rise in overall expenses compared to 2022. This strategic decision aligns with our long-term vision to bolster our capabilities and enhance our impact.

The year concluded with a manageable deficit of £8,795, which was carefully planned and involved using £2,715 from restricted funds and £6,080 from unrestricted funds. Our unrestricted reserves stood at £61,475, aligning perfectly with our reserves policy. This prudent management ensures we are well-prepared to meet future challenges.

For 2023-24, we anticipate maintaining our expenditure levels similar to 2022-23. Income generation will undoubtedly remain challenging; however, the Trustees are optimistic about our ability to meet these challenges head-on. Our strategic focus will continue to be on diversifying income streams and enhancing fundraising efforts to ensure sustainability.

The trustees and management team are deeply grateful for the continued support of our Phase Partners, churches, staff, and volunteers. As we move forward, we invite our community to stay engaged, participate in upcoming events, and contribute to our initiatives. Together, we can continue to make a significant impact and navigate the complexities of our financial landscape.

This report not only reflects our current financial health but also reiterates our commitment to transparency and strategic growth. Thank you for your ongoing support and belief in our mission. Let's look forward to a promising year ahead with resilience and optimism.

Chris Maylin,
Treasurer



PHASE HITCHIN - REGISTERED CHARITY No. 1154364
Receipts and Payments account for the Year ended 31 August 2023

	<u>Unrestricted Funds</u>	<u>Designated Funds</u>	<u>Total</u>	<u>Year Ended</u> <u>31 August 2022</u>
INCOME				
Gifts & Donations from:				
Churches	11,494.00	0.00	11,494.00	14,524.58
Individuals	46,289.48	0.00	46,289.48	49,615.58
Others	1,056.43	0.00	1,056.43	550.00
	58,839.91	0.00	58,839.91	64,690.16
Specific Grants / Donations				
Albert Hunt	2,000.00	0.00	2,000.00	2,000.00
Clipsham Foundation	1,816.67	0.00	1,816.67	0.00
Casey Trust	0.00	2,000.00	2,000.00	2,000.00
Herts Community Foundation	0.00	5,000.00	5,000.00	0.00
Hitchin Youth Trust	0.00	0.00	0.00	3,166.00
Leeds Building Society	940.00	0.00	940.00	0.00
Magic Little Gift	0.00	0.00	0.00	500.00
NHDC	0.00	0.00	0.00	2,819.00
Local Giving	0.00	500.00	500.00	500.00
Rotary Club	0.00	0.00	0.00	1,100.00
Souter Trust	0.00	5,883.00	5,883.00	0.00
	4,756.67	13,383.00	18,139.67	12,085.00
Gift Aid Refund	5,583.47	0.00	5,583.47	5,656.50
Bank Interest	563.81	0.00	563.81	60.80
Fund Raising	30,785.68	0.00	30,785.68	23,746.65
Insurance Claim	0.00	0.00	0.00	2,512.00
Hitchin Mental Health Recovery Team	350.00	2,047.00	2,397.00	10,385.00
Mentoring	7,020.00	0.00	7,020.00	6,425.00
TOTAL INCOME	107,899.54	15,430.00	123,329.54	125,561.11

	<u>Unrestricted Funds</u>	<u>Designated Funds</u>	<u>Total</u>	<u>Year Ended</u> <u>31 August 2022</u>
EXPENDITURE				
Staff Costs				
Salaries and NI	95,546.45	14,666.08	110,212.53	104,216.40
Pension	3,784.04	0.00	3,784.04	4,216.97
	99,330.49	14,666.08	113,996.57	108,433.37
Rent	3,186.00	0.00	3,186.00	2,592.00
Computers & IT	722.00	2,450.00	3,172.00	4,580.78
Fundraising & Event Costs	4,429.68	0.00	4,429.68	4,212.71
Insurance	1,249.86	0.00	1,249.86	818.10
Other expenses	5,061.51	1,029.14	6,090.65	3,199.26
TOTAL EXPENDITURE	113,979.54	18,145.22	132,124.76	123,836.22
INCOME LESS EXPENDITURE	-6,080.00	-2,715.22	-8,795.22	1,724.89
BALANCE B/FWD AT 1 SEPTEMBER 2022	67,555.24	29,762.22	97,317.46	95,592.57
BALANCE C/FWD AT 31 AUGUST 2023	61,475.24	27,047.00	88,522.24	97,317.46

BALANCE SHEET

Asset balances as at 31 August 2023 are made up as follows.

Cash at Bank - current Acc	12,927.70	17,497.32
Cash at Bank - Deposit Acc	41,237.70	45,008.67
Bank - Credit Card	-223.93	-179.72
Charites Investment Fund	8,595.10	8,322.42
Scottish Widows	27,126.62	27,062.65
Accruals	-1,716.50	-547.00
Petty Cash	575.85	153.42
	88,522.54	97,317.76

Signed
Chair John Maguire

Date :

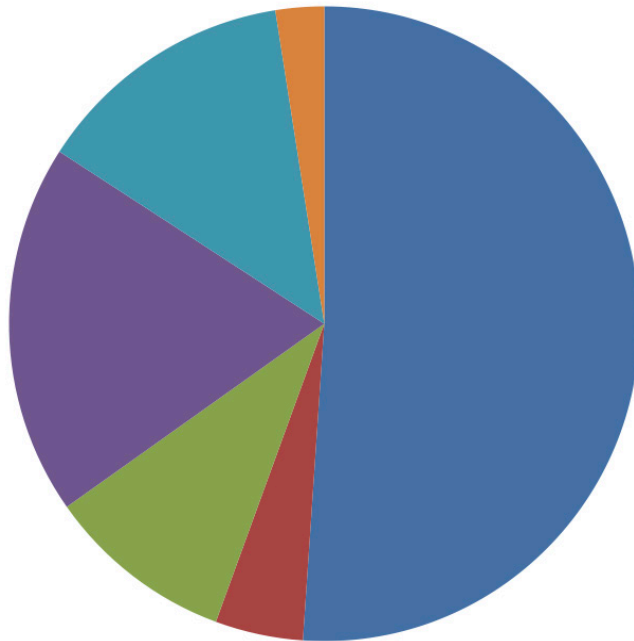
Signed
Treasurer

Chris Maylin

Date :

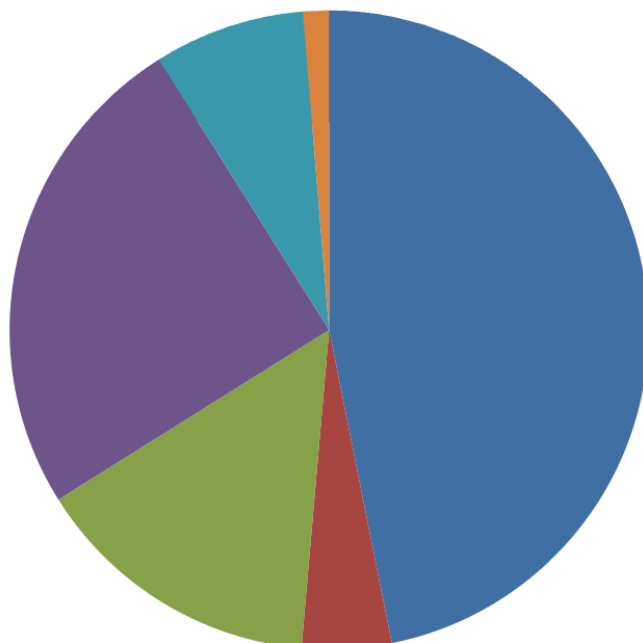
Income Resources Summary

Year Ended 31st August 2023



- Donations 51%
- Gift Aid Refund 5%
- Specific Grants 10%
- Fund Raising 19%
- Mentoring 13%
- Other Income 2%

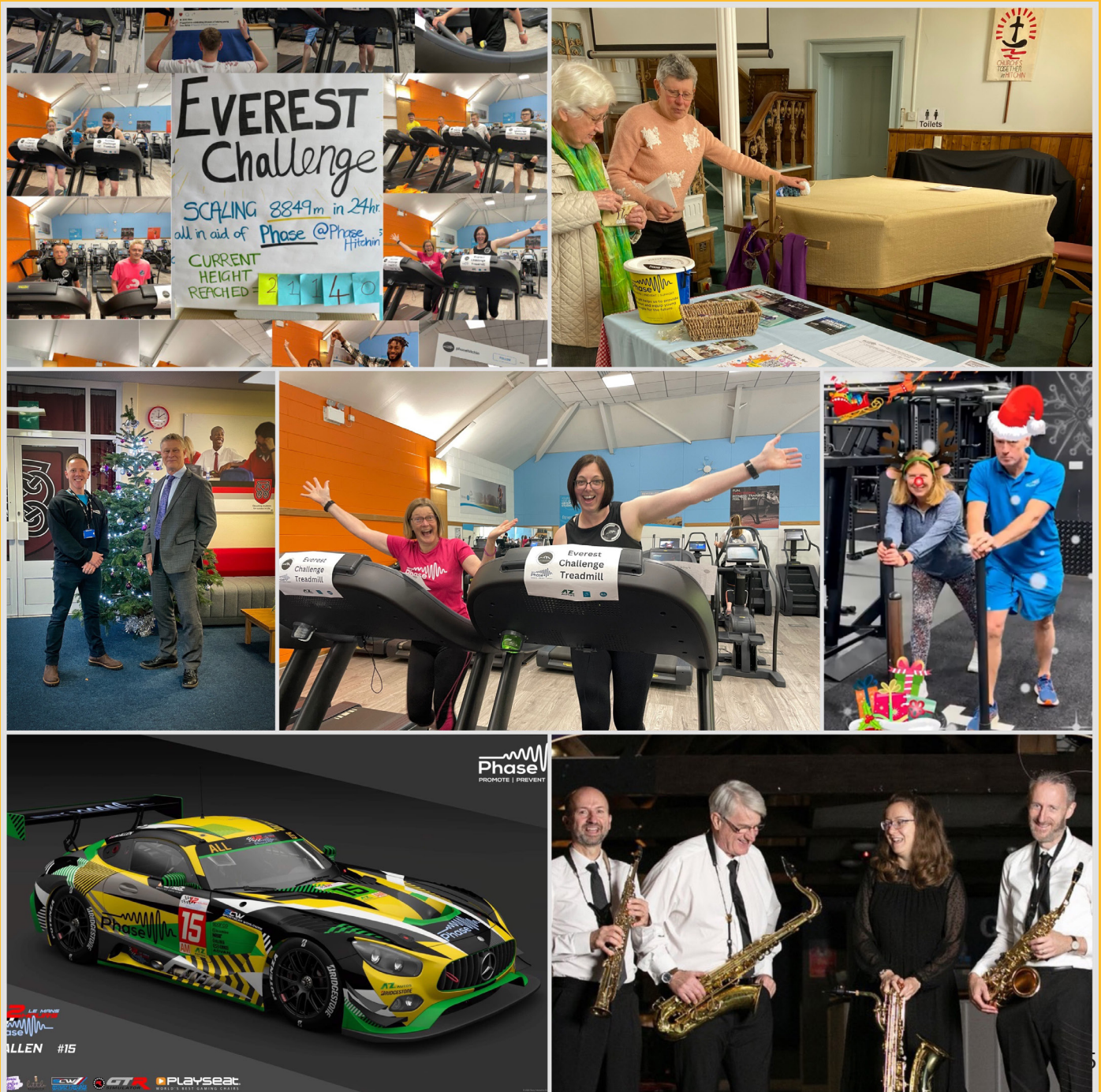
Year Ended 31st August 2022



- Donations 47%
- Gift Aid Refund 5%
- Specific Grants 15%
- Fund Raising 25%
- Mentoring 8%
- Other Income 1%

Our Fundraisers

Thank you to all our fundraisers, both pictured and behind the scenes, whose dedication and creativity inspire us to keep striving for greater impact together!



Grants, Sponsors & Trusts



We extend our heartfelt gratitude to the following grant bodies, charitable trusts and company sponsors whose generous support has been essential to our success and continued growth

- **Albert Hunt**
- **AZ Autos**
- **Casey Trust**
- **Churches Together in Hitchin**
- **Clipsham Charitable Trust**
- **Flip Connect**
- **Hertfordshire Community Foundation**
- **Hitchin Mental Health Recovery Team**
- **Hitchin Youth Trust**
- **Leeds Building Society**
- **Magic Little Grants**
- **Souter Trust**
- **Valiant Trust**

Phase Hitchin

At Phase, our broad team of volunteers plays a crucial role in enabling us to grow and enhance our support for young lives. Thank you for your hard work, dedication, and commitment.



Phase Staff Team (L-R): Caroline Garfield, Molly Rackham, Kieran Murphy, James Gore, Amanda Maylin, Alex Marini-Williamson and Lizzie Feltoe (not pictured).

Phase Trustees:

John Maguire (Chair), Martin Watson (Vice Chair), Chris Maylin (Treasurer)
Carol Ward, Erica Hodges, Geraint Edwards, Martha Inch
Heather Pickett (Clerk to the board)



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