



Helping people,
helping the environment

Annual Review 2007



Local Churches



INVESTOR IN PEOPLE

“Helping people set-up homes by promoting the re-use of furniture”
Furnistore in East Surrey Ltd Company No 5960870 and Registered Charity No 1117615

FURNISTORE IN EAST SURREY LIMITED
LEGAL AND ADMINISTRATIVE INFORMATION

Company Number: 5960870

Registered Charity Number: 1117615

Chairman: M W Walker

Directors: M W Walker
Mrs F Clark
L A Liles
R C Tomlinson
G Owen
R M Reeve (resigned 21st May 2007)

Trustees: M W Walker
Mrs F Clark
L A Liles
R C Tomlinson
Mrs G Richardson (resigned 14th March 2008)
G Owen
R M Reeve (resigned 21st May 2007)

Secretary: Mrs F Clark

Treasurer Mrs Gabriela Richardson (to 14th March 2008)

Registered Office: Unit 10
Bridge Industrial Estate
Horley
Surrey RH6 9HU

Accountant: David J Dick
Chartered Accountant
69 West Street
Reigate
Surrey RH2 9DA

Bankers: CAF Bank Ltd
25 Kings Hill Avenue
West Malling
Kent ME19 4JQ

Solicitors: Downs Solicitors LLP
Constable Court, Dene Street
Dorking
Surrey RH4 1BQ



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1. Furnistore Aims and Goals for 2008 - 2011

Delivering our mission statement requires some key objectives that will ensure that the Furnistore ideal (that has been running these past 12 years) will grow and become more effective over the next few years. Throughout a difficult year, the groundwork has been done to organise the warehouse, develop strong partnerships and renew the website so that we can display stock on-line. We are concentrating now developing our sustainability

Our business has three mutually-reinforcing objectives

- providing household goods to local people in need
- protecting the environment by recycling and reuse
- providing support and work experience for volunteers

Mission Statement

Furnistore's mission is to provide good quality furniture and household goods at affordable prices to low-income families and individuals in need in East Surrey. Whilst doing this we also:

- Reduce the volume of domestic waste
- Provide support and work experience for volunteers
- Promote the advantages of reusing furniture, furnishings and appliances

2. Chairman's Report



The only way is up

We started the year with access to the new warehouse limited to collection/delivery personnel only. The premises were freezing cold, and we were waiting for the landlord to receive planning consent on the modification to the building before the work could be done and we could move in.

We owe a huge debt of gratitude to all our staff and volunteers, and especially to Carol Tomlinson, our then manager for using her home as the Office, and somehow keeping collections and deliveries going both to the shop in Merstham, and to all priority clients.

On 21st April Peter Ainsworth MP cut the ribbon at our official opening, along with six local and county Councillors – which gives some indication that Furnistore is seen to be playing an important part in meeting local need and reducing waste. Well done, everybody.

Also in April, our Secretary received a personal award from the Mayor for the services to the Borough through Furnistore. Well done, Freda.



On June 3rd we had a spot in the Redhill Carnival – the back of the van was kitted out as a lounge, complete with TV, showing how an empty room can be turned into a home - with a little help from Furnistore.



As we were gradually settling into Number Ten (Bridge Industrial Estate, of course!) Carol announced her retirement and although she gave us good notice we were unable to recruit a new manager in time for a smooth take-over.

Carol was instrumental in building Furnistore into a successful company, and she is sorely missed, as is our Administration Manager Gill Somers who left just before Christmas.

After a difficult September, Jenny Barrett was recruited to the position of Manager from 3rd October, and we made a concerted effort to re-organise the layout and facilities at the warehouse in time for winter. I must pay tribute to my wife, Kate, who gave up long hours helping in the warehouse.

As expected, winter in the warehouse was pretty chilly, and we are extremely grateful to Surrey County Council Waste Management Team for offering funding for winter fleeces, as well as for new IT equipment to replace our extremely slow salvaged machines and to develop the Web Site for display of stock, also to Gatwick Airport Community Trust for their contribution to the IT project. Both should be in place for Spring 2008.

With the emphasis in 2008 on developing our sustainability we need to attract:

- *money* - why not sign up as a Friend if you are not one already – or decide to hold a fund-raising event for us (from a coffee morning to a Charity Ball, or anything in between, so long as you have fun doing it)
- *volunteers* – both in the warehouse or on the van
- *new directors* with special skills – for example, we have an excellent Accountant, but need a new Treasurer; we could also do with HR, fund-raising and Marketing skills

In the words of Ed Baker, our Marathon runner, Furnistore is a great little Charity, whose aim is to produce winners all round – helping those with surpluses, those in need and the environment as well. We hope you agree, and would welcome some fresh talent.

Finally, I would like once again to express my appreciation to our loyal staff and volunteers, and to my colleagues on the Board, without whom Furnistore would not exist. Well done and thank you, one and all.

Malcolm W Walker

3. Manager's Report – 2007

I took over as manager at Furnistore on October 3rd 2007 having worked in the shop in Portland drive since it's opening in 2006. It had been a turbulent 9 months prior to that! The move to the warehouse took place at the end of 2006 but we were not allowed to trade from there until March 2007 because of fire safety issues. During that period, Carol generously gave over her front room to operate from. Between that and the shop, I think we managed to deal with requests from most clients and no emergency went unheeded. The fact that

Furnistore survived at all is due to amazing understanding and support from the staff and volunteers and the broad shoulders of the Trustees throughout that period. Sadly, during this period we lost several of our volunteers who found it difficult to make the transition to Horley. The warehouse was officially opened by Peter Ainsworth MP on 21st April.

In 2007 we collected 2800 items from the residents of East Surrey. This included 264 beds and or mattresses, 23 bookcases, 20 cookers and 140 chests of drawers.

During this time, Carol had let it be known to the Trustees that she wished to retire in the summer and we finally said farewell to her at a lovely retirement party on 28th July. At that time no new manager had been appointed and Freda Clark, secretary to the Trustees, took

over the day-to-day running of Furnistore. The warehouse staff and volunteers coped remarkably well throughout with all the changes and uncertainties.



Prior to its closure, Carol also set up a work experience project with the RNIB to help carry out minor furniture repairs and carry out basic tasks in the warehouse. The shop also played host to a young man on work experience from the RNIB as well as offering work experience to a wonderful group of young people from Woodfield School in

Merstham. We have continued to get volunteers through the local churches, as well as via the Career Development Group and occasionally through the probation service. We always need more volunteers!

The Furnistore van has carried out 270 rounds across East Surrey in 2007.

In 2007, our 75 volunteers gave us over 7000 hours of their time to work in the store, on admin, crew the van or keep the place looking smart!

Since taking over in October, I feel I am only now beginning to get to grips with the job. There has been much to learn but I thank Sue, Alan and Yvonne for all their patience and support. I would also like to thank all the Trustees for their faith in me. In particular, to Freda as stand-in manager, volunteer van crew, musterer of working parties etc. I would also like to thank Malcolm and Kate Walker

who spent a significant amount of time keeping the warehouse tidy and helping me move offices.

Over the year, we lost our driver, Trevor Elcock, and one of our long standing volunteers, Brian Daly. At the end of the year, Gill Somers left due to ill health. I was sad to see them leave but thank them for all the time and effort they put in on behalf of Furnistore.

In 2007 we delivered 4800 items of which 1800 were carpet tiles, 100 wardrobes, 58 3 piece suites, 277 beds and or mattresses, 16 cookers, 68 fridges and or freezers, 4 tumble dryers and 4 lawn mowers.

In the last three months of the year, we took the decision to extend the warehouse opening hours to 10.00a.m. to 4.00 p.m. Monday to Friday and we have gradually seen an increase in the number of people passing through. To cope with this, we have to increase the length of our rounds. The driver and crew are normally out all day. We have also restarted the testing of washing machines, spinners and tumble dryers – items many of our families need.

In 2008 we intend to increase the number of our volunteers and develop relationships with other agencies and housing trusts to reach out to a greater number of clients. We also want to reduce our dependency on large one-off grants and become more self sustaining. Now we are operating full time at the warehouse and at the shop, I would hope to divert 100 tonnes of household goods from landfill.

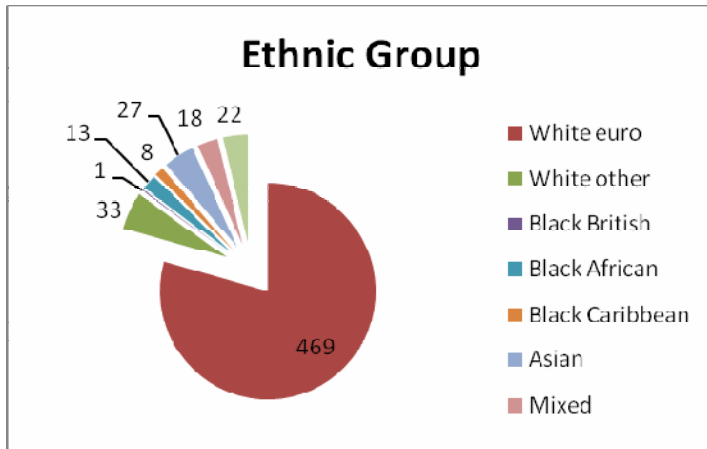
In 2007, 70 tonnes of household goods were diverted from landfill. In 2008, we aim to increase this to 100 tonnes.

Of the families in most need, 150 were single, primarily male. 147 were one parent families and 69 had two or more adults in the household. 22 women were pregnant. The families included 330 children and a further 19 who were living alone.

Although we sell goods to the public, our primary aim, of course, remains to provide furniture and household goods for those least well off in our community. We continue to support families in both Reigate and Banstead borough and Tandridge borough, with a small of families from Mole Valley.

In 2007, we carried out 91 deliveries to families in crisis. We gave away 95 emergency bedding packs, 45 starter packs of crockery and cutlery and 96 hygiene packs

Many of the families who come to us have long term physical and / or mental health problems. Many also have a history of alcohol or drug abuse. Fleeing domestic violence is also a common reason for using Furnistore.



Of those who have been homeless, the majority have not been “roofless” but have slept on the sofas and floors at friends or have found some temporary refuge.

The ethnic mix of the families we serve is fairly typical of this part of Surrey according to census statistics.

Over the latter half of the year, there has been a small but steady flow of East Europeans.

Thankfully, with the help of staff, volunteers, friends and supporters we can help all of these families to settle into new homes.

Many thanks to Brambletye and Earlswood schools who donated toiletries for hygiene packs at Harvest Festival time.

Many thanks also to the All Saints Mothers Union who also collected toiletries for us over Christmas.

Special thanks to Pam Baker who, every year, holds a craft fair in her home and uses the money she makes to buy new pillows and duvets to go into the bedding packs.

4. Marathon 2008



In 2006 we purchased a “Silver Bond” entry for this year’s *Flora* London Marathon for Ed Baker of Surrey Community Action. Ed is taking his training very seriously, out on runs in all weathers and cross training to improve his stamina. We wish him a successful and enjoyable run on April 13th. Ed has great plans to publicise the work of Furnistore in the local area, and has organised a raffle to be drawn at the AGM. We are most grateful to those who have given us prizes, namely café “Le Manger”, Mitchells Building Centre, Chris White Butcher, Sue-Jane Hairdressing, “Createagift” printing company and Blue Lake Chinese Restaurant. Also, our first company in Horley, Ascendit Lifts, has signed up as a “Friend”.

5. Summarised Accounts for 2007

Income and Expenditure for the year ended 31st December 2007

Income	Unrestricted Funds	Restricted Funds
Warehouse sales	21,025	-
Shop sales	26,548	-
Rent and interest	6,408	-
Donations-		
Personal	10,492	1,027
Organisations	37,228	8,000
Local Councils	<u>3,500</u>	<u>1,500</u>
Total income	<u>£105,201</u>	<u>£10,527</u>
Expenses		
Staff	64,995	-
Rent and service charges	28,504	-
Insurance	2,703	-
Light & heat	2,081	-
Repairs	2,020	-
Van expenses	4,036	-
Telephone, stationery and postage	3,190	-
Other expenses	1,198	-
Depreciation	4,286	-
Restricted expenditure	<u>-</u>	<u>1,027</u>
Total expenditure	<u>£113,013</u>	<u>£1,027</u>
Net results	<u>(£7,812)</u>	<u>£9,500</u>

Balance Sheet at 31st December 2007

Vehicle and equipment		9,311
Sundry Debtors		2,972
Cash at Bank		<u>42,597</u>
		54,880
Less Sundry Creditors	3,235	
Paye/Nic	<u>2,957</u>	<u>6,192</u>
Net Assets		<u>£48,688</u>
Funds - Unrestricted		39,188
Restricted		<u>9,500</u>
		<u>£48,688</u>

(Produced by Anthony Brown, Accountant, from full accounts, available on request)

Churches Together Furnistore Lloyds TSB Account (1322503) and High Interest Account (7694305)*

Opening Balance January 2 nd 2007	£13,383.19
Total Income +	£42,127.91,
Total Outgoings ++	£53,425.94
Closing Balance December 31 st 2007	£2,085.16

* Figures incorporated into the Accounts above

+ Most shop income was initially deposited in this account for staff safety reasons. Income also includes £7,750.00 from Beanes Charity for grants to clients with high levels of need, regular gifts of £2,589.00 from Friends and a £31,700 transfer from the High Interest Account April 2007

++ All monies transferred to CAF Account and used appropriately to enable Furnistore to serve the client group as agreed

(Produced by Freda Clark, Secretary, from bank statements)

6. Our Supporters.

We are most grateful to all the organisations and individuals who gave us grants and donations during 2007. In particular, we would like to thank the Friends of Furnistore who give regularly and allow us to reclaim the Gift Aid. The churches across Horley, Merstham, Redhill and Reigate continue to support us both financially and with volunteers.

Our thanks in particular go to:

Surrey County Council

Reigate and Banstead borough council for financial help and help in kind

Tandridge Borough Council

John Beanes Charity.

Surrey Community Action

Henry Smith Foundation

Raven Housing Trust

Garfield Weston Foundation

Joseph Rank Trust

Gatwick Airport Community Trust

Andy Megranahan – CORGI cooker gas fitter