



Helping people,
helping the environment
Annual Review 2008



Local Churches
In East Surrey



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

Treasurer G Owen

Directors: M W Walker
Mrs F Clark
L A Liles
R C Tomlinson
G Owen

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

Secretary: Mrs F Clark

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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Annual Review 2008

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1. Furnistore Aims and Goals for 2009 - 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. During 2008 much has been done to organise the warehouse, develop strong partnerships and renew the website, and we hope shortly to be able to 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

Consolidating the service



We started the year in much better shape than last, and have achieved an impressive 38% increase in turnover. This has helped greatly in our bid to become more sustainable. Well done, everybody!

Thanks to grants from Surrey County Council we have a new computer system (also sponsored by Gatwick Airport Community Trust), fire alarm and winter clothing. We continue to enjoy a good working relationship with the Romanian Aid Foundation, and the Horley church community supplied a number of helpers for a short season of volunteering, while churches and individuals continue their

valuable support as volunteers and “Friends”.

Ed Baker not only trained for and ran the *Flora* London Marathon for us, he also organised community action days to raise our local profile in Horley. We continue to benefit from the support of Surrey Community Action, the Surrey Waste Management team, Reigate & Banstead Borough Council, and Tandridge District Council.

We welcome Vikki as our new administrator, and congratulate Yvonne on her marriage to Russell

With the economic downturn we are finding that Furnistore’s services are increasingly important, and we face the challenge of further developing our sustainability as grant funding becomes harder to find. We therefore 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 could do with legal, 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.

I would like once again to express my appreciation to our loyal staff and volunteers, to my wife Kate, who gives up long hours helping in the warehouse, and regularly accommodates the Board meetings at our home, 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

I spent the Christmas and New Year break between 2007 and 2008 moving offices so the staff are now all in the warehouse rather than in separate offices away from the warehouse floor. This coincided with the purchase of new computers, made possible by grants from Surrey County Council and Gatwick Airport Community Trust. So we are now operating out of a smart office with up-to-date technology! However, this did make us very aware of how cold the warehouse is for staff, volunteers and clients in the winter months.

Our thanks go to All Saints Mothers Union who supplied can openers and kitchen scissors for emergency kitchen and food packs over Christmas 2008.

Having had a good look around the warehouse, it was decided that it is impossible to economically heat the warehouse successfully so we bought fleeces and thermal underwear for the staff and volunteers using money from the grant from Surrey County Council. One of the offices was turned into a temporary heated waiting area for clients and this has been so successful we have plans to rearrange the reception offices to make this more permanent, making our premises a little more comfortable for our clients. We have even been able to offer hot drinks to clients this last winter! Our plans to insulate the warehouse space will continue in 2009.

Our thanks to the pupils, parents and staff at Dovers Green school who supplied us with food for our food cupboard from their Harvest Festival. This helped 3 families during the days before Christmas who would otherwise have had very little to eat.

Despite our problems with the cold, one of our major purchases this year has been a fire alarm system that covers the warehouse and upstairs offices. Again, this was made possible by a grant from Surrey County Council.

We have had staff changes in 2008. Vikki joined us in June as the admin assistant and is the face of Furnistore in the front office. Vikki

settled in well and

allowed Sue, who had temporarily filled the vacancy, to establish herself as the Volunteer Co-ordinator. Sue had worked, in part, at this post before but has now been able to work solely on recruiting and keeping volunteers – the lifeblood of Furnistore. We now have a permanent driver, albeit on a fixed term contract, who works five days a week with volunteer crew. At the end of 2008 we were without Alan, our long time warehouse manager. Alan is currently on long-term sick leave and we wish him a speedy

Our volunteers are vital to Furnistore and, in 2009, 19 new volunteers joined our ranks coming via the local churches, CVS, Vinolved, Employability, Gresham Care, CDG clients, Unpaid work, Rotary, Colebrook House and the Help shops.

In 2008, we had 10 volunteers with special needs – 2 of whom have gone into full time employment.

recovery. As a temporary measure one of our volunteers has taken on the post part-time. A staff name change we did not foresee occurred when Yvonne, our shop

manager, married Russell in spring of 2008. We wish them both continued happiness.

In the summer we took on the collection and distribution of baby equipment on behalf of Welcare as building work has been ongoing at their premises. As we have similar client groups this made sense and both the clients and ourselves soon became used to using Furnistore storing and putting together cots, buggies and highchairs. This has been a fruitful relationship for Furnistore - one of several in 2008 and continues into 2009.



Mary, Sue L and Matthew S at our volunteer Christmas Party.

We continue to develop links with Raven Housing Trust and I was asked to give a brief outline of our work to the RHT staff at their 2008 Team Building Day. I was invited to a meeting to introduce other Surrey based housing trusts to the work of Furnistore and other organisations within the Surrey Reuse Network. Although it is early days, we are beginning to see referrals from other housing trusts coming to us.

Our thanks to Russell Thorne Carpets in Horley who donated a garage full of carpet to Furnistore in April - sufficient to furnish 84 rooms.

We also continue our links with and referrals from Next Step, Playlink, the Horley churches, Redhill and Reigate churches, The Salvation Army, Social Services, Mental Health services, East Surrey Domestic Abuse Forum, Alcohol and Drug Abuse services and the borough councils – Reigate and Banstead, Tandridge and, increasingly, Mole Valley. Several local letting agencies now send tenants to us and also supply us with furniture from houses they empty. We also have links with some house builders who supply us with show-home furniture.

In the autumn, Furnistore took over the food cupboard previously held at the Horley Churches Parish Office. The churches continue to supply food for our emergency families and in 2008 we gave out boxes of tinned and packet food to 9 families, 3 of those in the days immediately before the Christmas break.

Our thanks go to Brambletye and Earlswood schools who, once again, supported Furnistore by supplying kitchen hygiene packs for Harvest Festival in 2008.

Our thanks to our truly wonderful volunteers who, in 2008, gave us over **13,000** hours of their time to help run Furnistore. Approximately 2/3 was given as driver and crew hours and 1/3 on administration. At minimum wage, that is over **£75,000** worth of support!

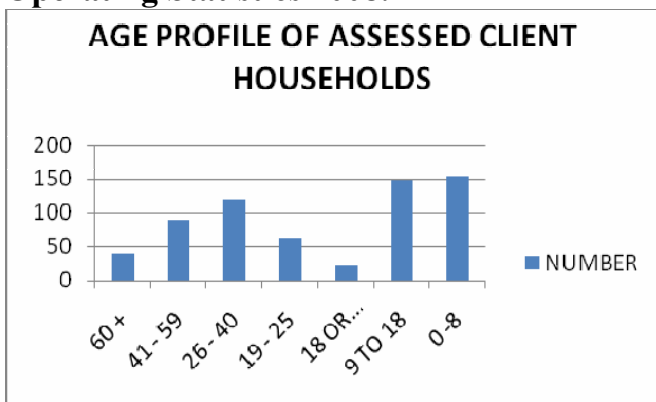
In last year's Annual Report, we mentioned the amazing Ed Baker from Surrey Community Action who was planning to run the London Marathon to raise funds for Furnistore. Ed ran the Marathon through all the appalling weather that day raising about £3000. We continue to be grateful to Ed and Surrey Community Action in so many ways but running a marathon on our behalf is definitely beyond the call of duty and we are forever grateful for his support!

It became apparent towards the end of 2008 that trading conditions had changed. We began to see an increase in the number of people in real difficulties and families whose circumstances had suddenly changed. Like many charities, we may find ourselves in the difficult position of having more families requiring our help but less to offer them as our donors change furniture less frequently or look to sell second-hand goods rather than donate to us. Certainly, along with many other charities, we are finding it more challenging to find sources of external funding. We enter 2009 a little unsure as to what the year will bring but we are committed to continuing our work to help those families within East Surrey in greatest need. We are extremely grateful to all our volunteers and donors for helping us to and hope they will continue to do so, and to spread the word about our work.

We have held two in-house training sessions for our volunteers; one for evening drivers and crew and one for the admin staff on completing the paperwork correctly. We now have three more volunteers trained to PAT test. In 2009 we are looking to work with Surrey Community Action to provide some NVQs in some of our activities for our staff and volunteers.

In 2008, Furnistore diverted **98** tonnes of furniture and household goods from landfill. In 2009 we hope to achieve over 100 tonnes.

Operating Statistics 2008.



NUMBER OF ADULTS IN FAMILY (18 or over)

Number of adults / family	Number of Families with Children	Number of families without Children
0*	10	9
1	106	102
2	23	19
More than 2	4	2

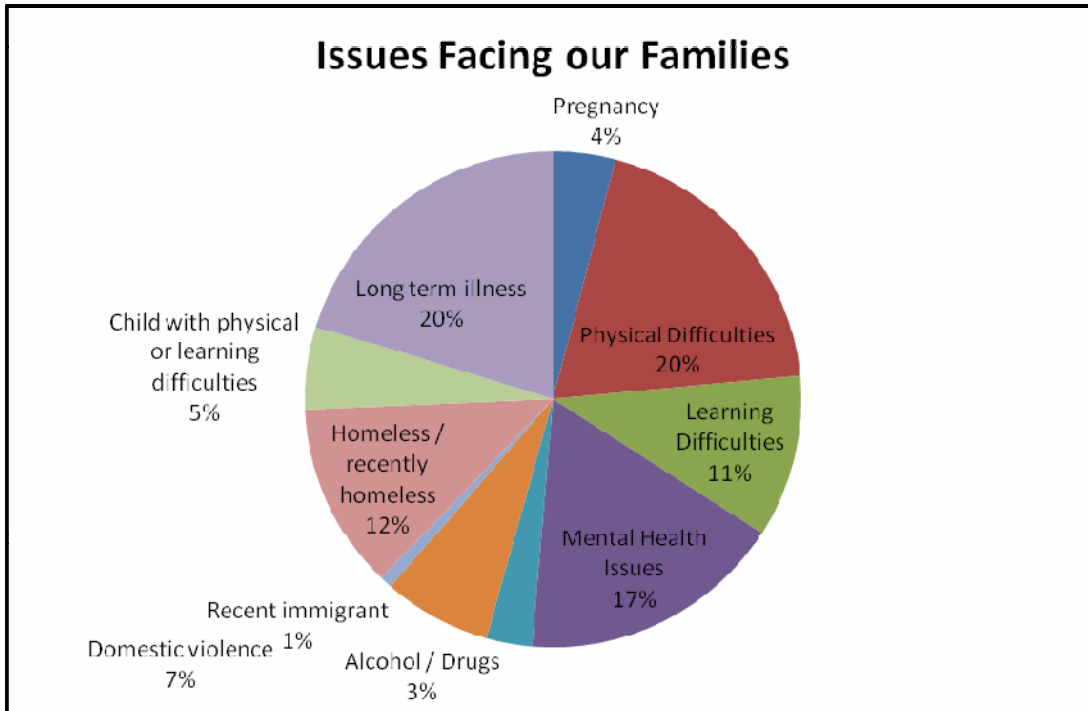
The makeup of the family households is actually more complex than the figures suggest. Where there are 2 or more adults in the family, this often includes an adult child or children. In several cases, an adult or married couple looking after an adult child with learning or physical difficulties may be included as 2 adults. At least one family included grandparents, parents and child. Some are also single parents looking after a young adult and the young adult's baby. We have occasionally interviewed a couple to discover that only one of the pair will actually be living at the given address. So these figures must be read with caution.

COUNCIL AREAS OUR ASSESSED CLIENTS LIVE IN.

COUNCIL AREA	NUMBER OF CLIENTS
Crawley *	3
Croydon	1
Mole valley	15
Reigate and Banstead	222
Tandridge	22

* This occurred at the end of the year when Furniaid in Ifield, Crawley, was burnt out. We agreed to help out those most in need sent from Furniaid.

The overwhelming majority of our assessed clients came from within the Reigate and Banstead Borough. Within this borough the majority of assessed clients live in Redhill, Merstham and Horley areas.



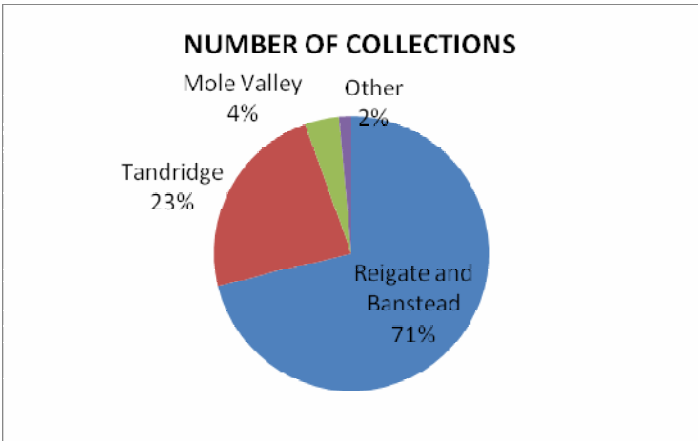
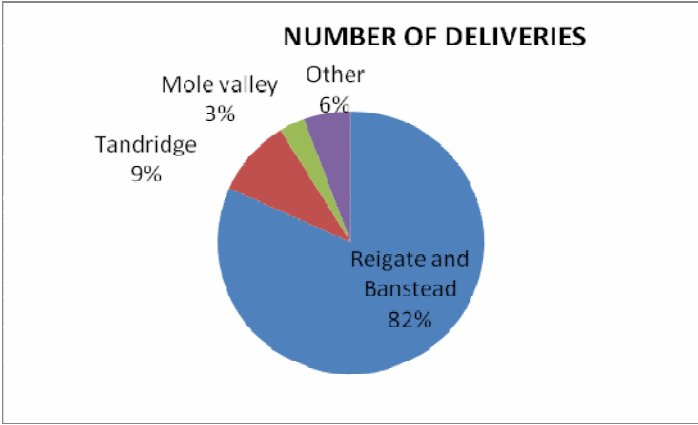
We know that many clients do not admit to their difficulties or they make light of them. Unless they are accompanied by a support worker or friend or the issues are picked up in conversation, many clients may be embarrassed to discuss them. We know that many immigrants will not be assessed for a discount but will haggle on price. Several may not be “roofless” but are in fact homeless and sleep on sofas, floors etc. Older clients are often dismissive of “just a bit of arthritis in the knees”. Again, these figures must be considered with caution.

EMERGENCY ITEMS

ITEM	NUMBER DELIVERED
Bedding pack	83
Hygiene pack	94
Kitchen hygiene packs	25 *
Starter pack	18

* Most of these were given out from October when Earlswood and Brambletye schools donated these items as a harvest festival gift.

During 2008, 79 “Beanes” grants were issued to families who were unable to furnish a home or purchase essential items by other means.



The number of deliveries includes the number of items taken directly by the customer and the number of collections includes the number of items brought directly to Furnistore by the donor. It is worth noting that Tandridge is an overall donor borough and Reigate and Banstead is an overall receiver of goods.

We received 4003 items into Furnistore and issued 3164 items. We delivered 113 of essential white goods, approx. 630 beds or mattresses, 490 items of bedroom furniture, approx 500 sofas and easy chairs and approx. 600 items of dining furniture.

In 2008, the drivers and crew delivered 2278 items to 669 homes and collected 2955 items from 874 homes.

4. Marathon 2008



Despite appalling weather conditions (is this the “Furnistore effect” at work?) Ed Baker of Surrey Community Action successfully ran the *Flora* London Marathon for us, and in doing so raised around £3,000 for Furnistore. In the lead-up to the event, he organised a couple of days raising support among the Horley business community, gaining Furnistore goodwill, prizes for the Marathon Raffle and sponsorship (Ascendit Lifts, has signed up as a “Friend”).

Grand Marathon Raffle Results

○ £150	Ticket 0570	Phil Rudland
○ Case of French red wine	0790	Pari (of SCA)
○ £50 Create a Gift Voucher	0597	Donated back to Charity
○ Mitchells Building Centre Wheelbarrow	0968	Ray Locke
○ Bottle Whiskey	0858	Ian (of SCA)
○ Meal for 2 at Blue Lake	0848	Karen Byrne
○ Cut & blow dry at Sue-Jane’s	0531	Anne Dooley
○ Meal for 2 at “Le Manger”	0517	Richard Bownern
○ £20 Chris White Butcher’s voucher	0778	Rekha (of SCA)
○ Bottle Sherry	0813	Anne Barry
○ £10 Chris White Butcher’s voucher	0014	Joy Day

5. Thank You

Without YOU we could not achieve anything like as much

Our thanks go to our financial supporters who continue to help us by funding specific projects or providing funding towards our running costs. We are particularly grateful for those Friends of Furnistore who donate on a regular basis and make our cash flow a little easier to predict. We thank all those local churches who gave so generously as part of “Homelessness Sunday” in 2008.

We would also like to thank Reigate and Banstead Borough Council who also provide services to us “in kind”.

Our thanks go to the following who have donated to Furnistore in 2008:-

- Redhill Redstone Rotary
- Reed Publishing
- Tandridge District Council
- Reigate and Banstead Borough Council
- Gatwick Airport Community Trust
- Ascendit Lifts
- Surrey County Council
- John Beanes Charities
- Raven Housing Trust
- Joseph Rank Trust (Dec '07)

Thanks also to C J Services, for keeping the van on the road, to Master Heating for installing gas cookers and to Willow for looking after our fire alarms and extinguishers.

6. Financial Statements

FURNISTORE IN EAST SURREY LIMITED DIRECTORS' AND TRUSTEES' REPORT FOR THE YEAR ENDED 31ST DECEMBER 2008

The Board present their report with the financial statements of the charity for the year ended 31st December 2008.

Structure, Governance and Management

Governing document

The charity is governed by its Memorandum and Articles of Association dated 9th October 2006 and last amended on 3rd November 2006.

Appointment of trustees

The trustees who served during the year are set out on the charity information page at the front of this report.

Trustee induction and training

New Trustees are issued with copies of Charity Commission and Companies House publications to assist them in their understanding of their obligations under charity and company law. They are also given a copy of the Company's Memorandum and Articles of Association, details of the committee, the decision making process, the outline strategic plan and recent financial performance of the Charity. At their first committee meeting prior to appointment they meet key employees and other trustees. Trustees are encouraged to attend appropriate external training events where these will facilitate the undertaking of their role.

Organisation

A board of trustees of up to 10 members, who meet monthly, administers the charity. There are sub-committees covering development and finance

Risk policy

The trustees have considered the major strategic, business and operational risks which the charity faces and confirm that systems have been established to enable regular reports to be produced so that the necessary steps can be taken to lessen these risks.

Volunteers

Many volunteers give up their time to help at the warehouse and shop, particularly at weekends and in the evenings. We are greatly indebted to these volunteers for their commitment and support.

Objectives and activities

The principal activity of the company is the relief of poverty in East Surrey by means of the provision of furniture and other household goods to those in need. In so doing, the company is reducing the volume of bulky waste going to landfill

Trustees' Remuneration and Benefits

There were no trustees' remuneration or other benefits in the year or the previous accounting period. Also there was no reimbursement of expenses in either accounting period.

Achievements and performance

The company has maintained its service to families in hardship and has improved its turnover in the area of sales to the public. Altogether 98 tonnes have been kept from landfill, an increase of 28 tonnes over last year. A tight rein has been kept on costs but a grant from Surrey County council has provided for an upgrade to the computer systems together with the installation of fire alarms and a supply of warm work-wear.

Financial review

Reserves policy

It is the policy of the charity to maintain unrestricted funds, which are the free reserves of the charity, at a level that equates to approximately six months unrestricted expenditure. This would provide sufficient funds to cover management and administration and support costs and to respond to emergency applications for grants that arise from time to time. Unrestricted funds were maintained at about 60% of this level during the year.

Plans for future periods

The directors look forward to maintaining the improvement in the coming financial year.

Trustees' responsibilities in relation to the financial statements

Company law requires the trustees to prepare accounts that give a true and fair view of the state of affairs of the charity at the end of the financial year and of its surplus or deficit for the financial year. In doing so the trustees are required to:

- select suitable accounting policies and apply them consistently;
- make judgements and estimates that are reasonable and prudent;
- state whether the policies adopted are in accordance with the Companies Act 1985 and with applicable accounting standards and statements of recommended practice, subject to any material departures disclosed and explained in the accounts;
- prepare the accounts on a going concern basis unless it is inappropriate to presume that the charity will continue in existence.

The trustees are responsible for keeping proper accounting records which disclose with reasonable accuracy at any time the financial position of the charity and enables them to ensure that the accounts comply with the Companies Act 1985. They are also responsible for safeguarding the assets of the charity and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

This report was approved by the board of directors and trustees on 10th March 2009 and signed on its behalf.

Mrs F Clark - Trustee

FURNISTORE IN EAST SURREY LIMITED
BALANCE SHEET
AT 31ST DECEMBER 2008

	Note	2008		2007	
		£	£	£	£
Tangible fixed assets					
Tangible assets	6		20,442		9,311
 Current assets					
Debtors	7	11,547		2,972	
Bank Accounts		32,771		42,597	
		<hr/>		<hr/>	
		44,318		45,569	
 Creditors					
Amounts falling due within one year	8	4,764		6,192	
		<hr/>		<hr/>	
Net current assets			39,554		39,377
 Total assets less current liabilities			<hr/>		<hr/>
			59,996		48,688
 Net assets			59,996		48,688
			=====		=====
 Capital funds					
Restricted funds			22,621		9,500
Unrestricted funds			37,375		39,188
			<hr/>		<hr/>
Total Funds			59,996		48,688
			=====		=====

	Unrest'd funds	Rest'd Income Funds	Total Funds 2008	Total Funds 2007
	£	£	£	£
Incoming resources				
Incoming Resources from generated funds:				
Voluntary income	40,482	23,659	64,141	61,747
Activities to generate funds	65,529	-	65,529	47,573
Investment income	2,161	-	2,161	1,106
	<u>108,172</u>	<u>23,659</u>	<u>131,831</u>	<u>110,426</u>
Other incoming resources	8,844	-	8,844	5,302
Total incoming resources	<u>117,016</u>	<u>23,659</u>	<u>140,675</u>	<u>115,728</u>
Resources expended				
Costs of generating funds	77,965	-	77,965	71,844
Governance costs	40,864	10,538	51,402	42,196
Total resources expended	<u>118,829</u>	<u>10,538</u>	<u>129,367</u>	<u>114,040</u>
Net movement in funds	<u>(1,813)</u>	<u>13,121</u>	<u>11,308</u>	<u>1,688</u>
Total funds brought forward	39,188	9,500	48,688	47,000
Total funds carried forward	<u>37,375</u>	<u>22,621</u>	<u>59,996</u>	<u>48,688</u>
	=====	=====	=====	=====

**FURNISTORE IN EAST SURREY LIMITED
STATEMENT OF FINANCIAL ACTIVITIES
DETAILED ANALYSIS OF MOVEMENTS IN FUNDS
FOR THE YEAR ENDED 31ST DECEMBER 2008**

	2008		2007	
	£	£	£	£
General Fund				
Balance B/fwd	39,188		47,000	
Deficit for the year	(1,813)		(7,812)	
	37,375		39,188	
 Restricted Income Fund				
Opening Balance	9,500		-	
Voluntary Income from generated funds	23,659		10,527	
Restricted exoenditure	(10,538)		(1,027)	
	22,621		9,500	
Total funds at 31st Dec 2008	59,996		48,688	

(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 2008	£2,085.16
All monies transferred to CAF Account and used appropriately to enable Furnistore to serve the client group as agreed	
Closing Balance March 31 st 2009	£0.00

