



Richmond Furniture Scheme

Your local furniture re-use charity

Annual Report 2018-19



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Welcome to our Annual Report for 2018-19

In this year's annual report, we will reflect on our achievements in the financial year ending March 2019 and look at activities for the future.

2018-19 proved to be a busy and successful year for the Scheme.

1. Total income increased from 2017-18 by 16% to £154k
2. we supported 386 households in need
3. we saw a 20% increase in customers to 1,548.
4. The Scheme also vacated a warehouse facility in Brentford and occupied a new site in Putney on the Upper Richmond Road.

Whilst the Scheme aims to consolidate its position as the leading furniture re-use charity in the London Borough of Richmond Upon Thames, we are totally committed to the scheme's principle objectives.



Principle objectives of the Scheme

Relief from hardship

Alleviate the effects of poverty by providing access to affordable furniture

Reducing waste

Reduce waste to landfill through furniture re-use and recycling

Volunteering

Offer the community opportunities to volunteer, gain work experience and learn new skills

Chair's foreword

2018/19 has been a year of solid progress for Richmond Furniture Scheme and a small overall surplus has been achieved.

Our sales volumes, particularly to the general public have shown an increase of over 20% in terms of numbers of customers and of over 24% in revenue. This would indicate that the various initiatives we have made to reach out to our local community have had some success. We maintain close liaison with the local referral agencies and despite the number of referred clients being marginally lower, the scope is widening such that again the revenue is marginally higher. This performance is underpinned by our operational and administrative processes which have been enhanced and improved over the course of the year. In addition, the performance of the Carousel activity and associated French Chic paint sales were strong.

None of the above would be possible without the support of our staff and volunteers. We are fortunate in that our core staff have remained stable and committed over the past year. Sharon Nicholls decided to take advantage of a change of lifestyle that presented itself and left us in December. We were fortunate in that Liliana Tomas was able to step in and take on the role. I would like to say thank you to them for their efforts. In addition, we were sorry to lose Mandy Rippon in January as she provided inspired leadership to the Carousel activity. We continue to be supported by a loyal core of volunteers to whom I would like to express my appreciation, they are augmented by a more transient group to whom we hope we provide opportunities for a route back to employment.

The trustee team was strengthened by the arrival of Jack Stephen in June last year and Nicola Anson in January this year. We now have a diverse and well qualified team of trustees which provides the scheme with solid support and governance. It was sad that Stephen Batey decided to resign in December due to his consultancy project moving to Sheffield; his guidance and advice was always sound. Carolyn Hallett also resigned due to ill health; the legal basis on which the Scheme operates was largely implemented by her.

In the current year we have introduced the role of Assistant Manager to support the Scheme Manager which Liliana Tomas wished to fill. We are very fortunate to have secured the services of Simon Westgarth as Scheme manager who brings a wealth of experience and commitment to the role.

This is evidenced by the development since July of our operating a 'pop up' shop at Putney in co-ordination with Oasis – although this may be short term - getting it up and running so quickly was an achievement and a much welcome source of augmented revenue. In addition, we will be launching our new refreshed website in the next few weeks. We are also modernising and introducing operational efficiency and more rigour to the Scheme by the use of mobile digital technology. We are aiming to launch by the end of the year and hope this will be evident to our users while at the same time making our administrative processes even more robust.

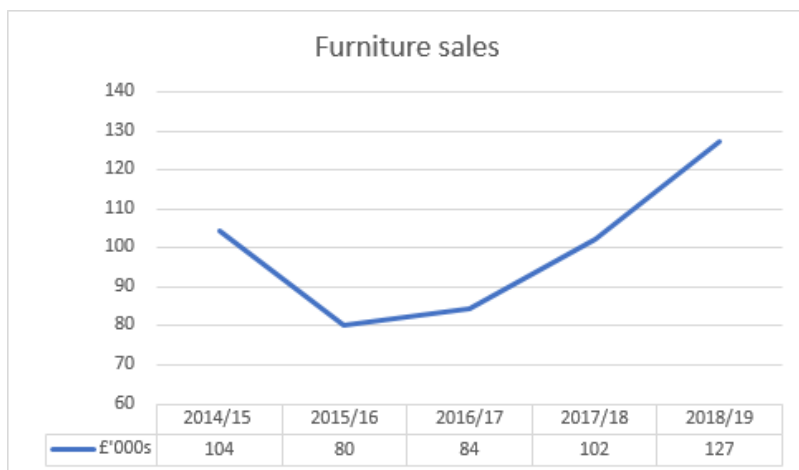
We continue with our engagement with the community and in this regard recently attended the Community Climate Change Conference held in the Borough.

J.W.Hallett

Trustees'/directors' report

1. 2018 – 2019 achievements and activity

Our furniture retail sales grew for the fourth consecutive year



We supported over **380** households who needed help

Over **30** volunteers contributed an estimated **2,000 hours** to help the Scheme

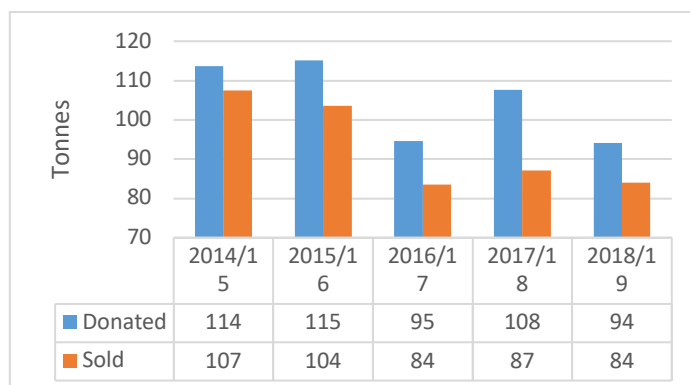
Donations

94 tonnes of furniture donated. Over **410 tonnes** of furniture in the last **10** years.

Sales

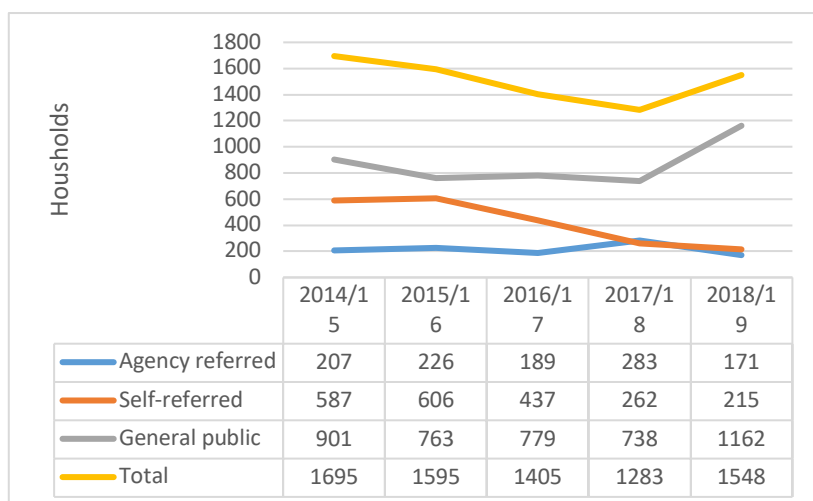
84 tonnes of furniture sold. Just under **360 tonnes** of furniture sold in the last **10** years.

In January 2019, the Scheme needed to vacate a Brentford storage facility. We therefore had to limit the Scheme's intake of donations which contributed to the year on year reduction of 12 tonnes in donated furniture.



2. Customer Profiles

Richmond Furniture Scheme’s customers include those on benefits and members of the public. The figure below shows a rise in customers from the general public and a decline in those on benefits in 2018/19. The bulk of referrals come from the London Borough of Richmond Upon Thames’ Local Assistance Scheme (LAS). There has been a decline in referrals from other agencies, but this change has largely been a result of agencies directing a lot of referrals to LAS.



2018/19 split %

Agency referred	11
Self-referred	14
General public	75

3. Funding and Grants

Richmond Furniture Scheme works with a number of agencies and grant providers. In 2018/19 they provided **£36,000** in grant funding to people in need for them to acquire essential, affordable furniture. Here are the groups we worked with last year.

Benefactors	Donation
Tesco Bags for Life	£1,000 for office refurbishment
Anonymous donor	£1,000 to support website development (IT,)
Richmond Parish Lands	£5,800 to support operations



The Barnes Workhouse Fund



4. Upcycling

Carousel is the name we give to our furniture upcycling and restoration. It is run by a group of creative volunteers supported by our staff. Wherever possible we give a home to furniture that can be repaired, re-painted or, in any other way, upcycled.



Some examples of work in the last year.



An example of a jewellery box with painting and decoupage detailing, one of our favourites!



A dresser, painted and distressed to highlight details in the wood work



A popular item – a bed slat planter.

5. Our Volunteers

We are fortunate to have the services of a number of volunteers to give their time and skills to work with us. Our volunteers come from all walks of life; you don't need to be an expert to have a go. We welcome everyone including children on work experience, people with learning difficulties.

Volunteers contribute thousands of hours and some, like Andy Dill, have been with the Scheme for over 16 years.

At the time of writing, Paul Skilling (pictured right), has just celebrated his fifth year as a volunteer with the Scheme. **We celebrated with lemon drizzle cake – his favourite!** Paul volunteers in our warehouse supporting customers as well as operations.



View from the workshop

Hi, I'm Andy, volunteer carpenter in the Scheme's workshop. I come in on a Tuesday along with my fellow volunteer Rob to do repairs and renovations on the donated furniture as well as execute occasional commissions for members of the public. We also adapt unsaleable items to be more useful, or for Carousel to paint and upcycle. The workshop is obviously used by other members of staff too, notably our drivers Joe and Rob (another Rob of many) who construct mainly garden furniture using spare timber from our wood store.

Our typical day will consist almost inevitably of a few kitchen or dining chairs whose joints need re-gluing, chests of drawers needing new runners, or drawers that don't run and replacing legs on anything that usually has them. We spend a lot of time sanding and re-finishing the sadly mistreated tops of tables, chests and cupboards and taking on the woodworm. There's a lot of clamping.

Although neither Rob nor I are trained restorers, over the years we have taught ourselves how to take on a wide range of repairs. Rob is now the reluctant glass cutting and repair expert as well as mastering the dark arts of caning. I seem to have a weakness for lost causes especially those requiring remaking of parts to match the original. Both of us find it good fun and very satisfying...it's a joy to rescue a fine old piece of furniture from landfill or even to get an Ikea wardrobe to stand upright.

6. French-Chic

Richmond Furniture Scheme is an authorised supplier of eco-friendly, chalk-based **Frenchic Paint**. This draws customers to the Scheme, generates revenue and encourages furniture recycling.



www.frenchicpaint.co.uk

7. Some events attended in 2018-19

We attend a number of events to promote the Scheme in the Borough and increase the awareness within our community of the value of our work.

Chestnut Fair, Bushy Park June 2018, a favourite with fans of retro styles from cars to clothes to furniture.



Hampton Court Flower Show, July 2018. This was a joint venture with Visit Richmond and the Poppy Factory.

The Hands Fair, Twickenham Green, May 2018 and **Church Street Goes Green, Twickenham, June 2018** – a chance to recycle some bric-a-brac with the local community.



8. Our Approach

We do our best to provide customers with the best service possible...

“A fantastic, professional service of collection. Very careful and knew how to lift and collect properly!”

Customer service – we have a small team, but we always do our best to meet customers’ needs. We will always go above and beyond where we can...

A disabled customer needed a bed in a hurry. Our team delivered the bed and assembled it. Conscious of the customer’s requirements, our team went back a couple of days later to double check that everything done was in the best working order and that everything was OK for the customer.

2019 – 2020 outlook and activity

1. Putney pop-up - joint venture with Oasis

In February, the Scheme vacated a warehouse storage facility in Brentford so we needed to find a new place to restore capacity. The old Carpetright store at 225-231 Upper Richmond Road, Putney became available in May and the Scheme took around 600m² on a peppercorn rent. Wandsworth Oasis were co-tenants and it quickly became apparent that there was a retail opportunity. Working together since the middle of July, this site is fast becoming an additional revenue stream as well as providing valuable additional storage.



2. Volunteers, sources and opportunities

We always want to increase our pool of volunteers and have been revisiting a number of agencies and contacts to help support this. These include:



We have also started working with Community Payback, a scheme that helps those that need to carry out community service find places to work. We have been working with three community payback volunteers so far with great success.

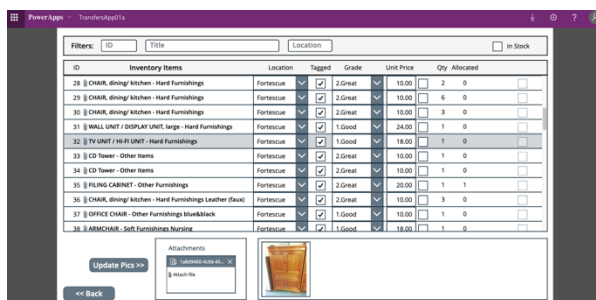
3. School placements and work experience

We are working with Teddington School to support one of their pupils and helping them to learn skills in the Scheme. We are also working with Richmond College and Richmond Adult Community College to offer work experience for at least six of their students.

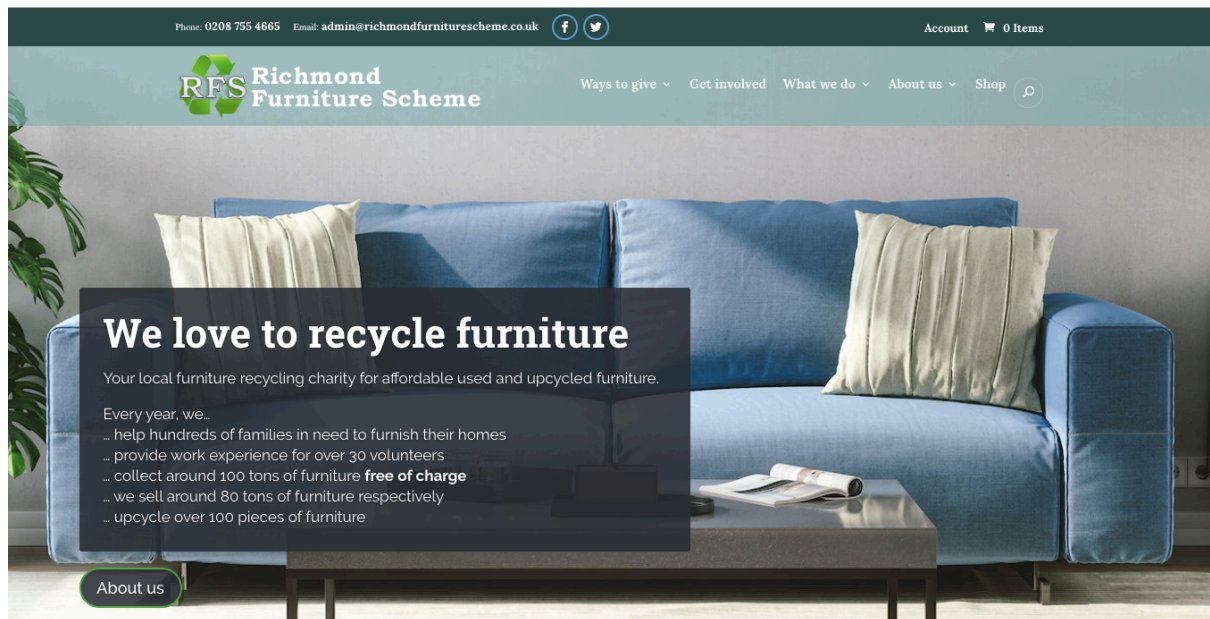
We are looking to broaden our work with local education establishments.

4. Website and systems development

The Scheme is developing administrative processes to make furniture collection, sale and delivery a lot slicker and easier to use. We are already using a mobile app to record items collected and delivered, but soon we hope to encompass gift aid, inventory management and sales receipts as part of the process. The images below show work is underway to test these new systems.



As well as in-house systems work, we are developing and launching a new website where we aim to show all items available for sale – watch out for announcements.



5. Climate change agenda

The Scheme is working with the local authority to help promote recycling as part of efforts to curb humanity's impact on the planet. The Scheme was attending the climate change summit in October. We are also working with our partners at Oasis to promote recycling and upcycling at our Putney Pop-up store.

Information about how and why we operate

1. Principal activities

Richmond Furniture Scheme accepts and collects donations of furniture from the general public in the London Borough of Richmond upon Thames. It stores, repairs as necessary, displays and sells at discounted prices to people in need and at marginally higher prices to the general public. The Scheme also provides volunteering opportunities, training and work experience.

2. Background

Richmond Furniture Exchange was established in 1990 and became a registered charity in 1992, changing its name in 1997 to the Richmond Furniture Scheme. From 1st April 2010 the assets of the Scheme were transferred to Richmond Furniture Scheme, a newly formed company limited by guarantee and registered as a charity.

3. Objectives

The Scheme's objectives, as specified in its Memorandum of Association and agreed by the Charities Commission are the:

- Prevention and relief of poverty by supplying donated furniture and household goods at minimal cost to people in need
- Protection and preservation of the environment by encouraging reuse/recycling of donated furniture and household goods
- Relief of unemployment for the benefit of the public in such ways as may be thought fit, including the provision of training, employment, work experience and volunteering opportunities.

Governance

1. Board

The governing body of the scheme are the Trustees/Directors, none of whom is paid. The Trustees/Directors who supported the Scheme in 2018 and 2019 are:

Trustee/Director	2018/19
John Hallet	full year
Cllr Annie Hambidge	full year
Mithu Sengupta	full year
Jack Stephen	appointed June 2018
Nicola Anson	appointed January 2019
Stephen Batey	resigned December 2018
Carolyn Hallet	resigned December 2018

A big thank you goes to Stephen Batey and Carolyn Hallet for their contribution to the Scheme.

Trustees/directors are recruited by advertisement, networking and personal contact; they are all asked to identify areas of interest. Their main responsibility is to ensure the good governance of the Scheme by strategic and financial planning, approving and monitoring expenditure, and ensuring sufficient funding is in place. The Trustees hold regular meetings with their appointed Scheme Manager where they review operational and financial performance reports and discuss and take decisions on the direction of the Scheme.

2. Management and staff

We have five paid employees: Interim Scheme Manager, Simon Westgarth, who oversees all aspects of day-to-day business. Simon is supported by an Office Administrator, a Showroom/Warehouse Supervisor, a Van Driver and a Van Driver's Assistant. Simon will be with the Scheme until at least February 2020 when he has plans to join the Metropolitan Police. A search for a successor will commence early in the New Year.

Sharon Nicholls was the Scheme Manager until December 2018 and was succeeded by Liliana Tomas. Another big thanks go to them both for their hard work which made a significant contribution to a successful year.

3. Risk and internal controls

The trustees have overall responsibility for ensuring that the Scheme has an appropriate system of controls in place - financial and otherwise. They are also responsible for safeguarding the assets of the Scheme and hence for taking reasonable steps in the prevention and detection of fraud and to ensure data protection and other assurance against irregularities such that:

- The Scheme's assets are safeguarded against unauthorised use
- Proper records are maintained so that financial information used within the Scheme or for publication is reliable
- The Scheme complies with relevant legislation and regulations.

As part of the Scheme's system of internal control, the trustees supported by the Scheme Manager, record and review risks including their likelihood of occurrence and potential impact and review associated actions to mitigate these.

Administrative details

1. Status

Richmond Furniture Scheme is registered as a Charity in England and Wales (1133019) and as a UK Registered Company Limited by Guarantee (7001417).

2. Registered Office and Business Address

1a Fortescue Avenue
Twickenham
Middlesex
TW2 5LS

3. Contact Details

Telephone	020 8755 4665
Email	admin@richmondfurniturescheme.co.uk
Website	www.richmondfurniturescheme.co.uk

4. Trustees/Directors at Year End

Nicola Anson
John Hallett (Treasurer and Secretary)
Cllr Annie Hambidge
Jack Stephen
Mithu Sengupta

5. Scheme Manager

Simon Westgarth

6. Accounts Examiner

Hyatt & Co
Onslow Hall
Little Green
Richmond
TW9 1QS

7. Bankers

Cafbank Ltd, Kings Hill, West Malling, Kent

8. Insurance

David Edwards Insurance Brokers Ltd
WRS Insurance Brokers Ltd
Ansfar Insurance

Financial statement

Richmond Furniture Scheme Statement of Financial Activities - April 2018 to March 2019

<u>Incoming Resources</u>		notes	Unrestricted Funds	Restricted Funds	Total 2018/19	Total 2017/18
			£	£		£
Grants	Barnes Workhouse Fund	1			-	-
	Hampton Fuel Allotment Charity				-	-
	LBRT (Notional Rent)			15,700	15,700	15,700
	Hampton Fuel Allotment Charity Van Fund				-	-
	Tesco			1,000	1,000	-
	Alecto Trust			1,000	1,000	-
	Richmond Parish Lands			5,800	5,800	5,800
	Rotary Club of Twickenham upon Thames				-	1,000
				23,500	23,500	22,500
Income From Charitable Activities	Sales to Referred Clients		49,297		49,297	46,033
	Sales to Non- Referred Clients		71,105		71,105	56,099
	Training/Work Experience				-	-
	Carousel		4,789		4,789	2,903
	Paint Sales		2,238		2,238	575
			127,428	-	127,428	105,610
Other Income	Bank Interest		467		467	410
	Donations incl Gift Aid		2,175		2,175	3,674
	Other				-	-
			2,642	-	2,642	4,084
Total Incoming Resources			130,070	23,500	153,570	132,194
<u>Resources Expended</u>						
Collection & Distribution	Transport Costs		36,189		36,189	35,677
Overhead costs	Employee Costs	2	62,154	5,800	67,954	58,105
	Volunteer Expenses		4,399		4,399	4,991
	Rent & Rates (LB of Richmond)			15,700	15,700	15,700
	Insurance		2,754		2,754	2,529
	Utilities		3,770		3,770	3,094
	Office equipment/telecoms./computer		5,499		5,499	5,778
	Repairs/maintenance/tools/materials		1,859		1,859	1,470
	Printing & Publicity & Postage & Stationery		1,666		1,666	4,055
	Training/health & safety		1,174		1,174	-
	Carousel Materials		805		805	1,305
	Paint Supplies		1,728		1,728	530
	Depreciation		1,100		1,100	2,209
	Sundry Office Expenses		1,791		1,791	1,908
	Fees and charges		2,071		2,071	650
Capital Expenditures Funded by Grants	New Portacabin				-	-
Total Resources Expended			126,960	21,500	148,460	138,000
Net Movement in Funds			3,109	2,000	5,109	(5,806)

Richmond Furniture Scheme		(Company No 7001417)					
Balance Sheet as at 31st March 2019				2019		2018	
	Notes	£	£	£	£	£	£
<u>Fixed Assets</u>							
Property and Equipment	3			1,111			2,211
<u>Current Assets</u>							
Stock of Paint		778			735		
Debtors	4	5,502			8,142		
Cash at Bank		124,230			106,664		
Petty Cash		82			19		
			130,592			115,559	
<u>Current Liabilities</u>							
Suppliers/accruals	5	12,660			3,836		
			12,660			3,836	
<u>Net Current Assets</u>				117,932			111,723
TOTAL NET ASSETS				£119,043			£113,934
<u>Representing</u>							
<u>Unrestricted Funds</u>							
Beginning of the year		102,591			108,397		
Surplus/(Deficit) for the year		3,109			(5,806)		
End of the year			105,700			102,591	
<u>Restricted Funds</u>							
Beginning of year	1	4,343			4,343		
Surplus/(Deficit) for the year		2,000			-		
End of the year			6,343			4,343	
<u>Designated Funds</u>							
Beginning of the year	6	7,000			7,000		
Designations released for the year							
End of the year			7,000			7,000	
TOTAL RESERVES				£119,043			£113,934

For the year ending 31st March 2019 the company was entitled to exemption from audit under section 477 of the Companies Act 2006 relating to small companies.

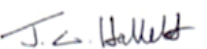
Directors Responsibilities:

The members have not required the company to obtain an audit of its accounts for the year in question in accordance with section 476

The directors acknowledge their responsibilities for complying with the requirements of the Act with respect to accounting records and the preparation of accounts

These accounts have been prepared in accordance with the provisions applicable to companies subject to the provisions of the small companies' regime

J W Hallett - Director/Trustee



Approved by the Board of Directors/Trustees on 2nd September 2019

Notes forming part of the financial statements for the year ended 31 March 2019

Basis of preparation

Accounting convention

The financial statements are prepared under the historical cost convention in accordance with the Financial Reporting Standard 102 and Accounting and Reporting by Charities – Statement of Recommended Practice (SORP) and with the Charities Act 2011.

Incoming resources

These are included when the charity becomes entitled to them.

Resources expended

Expenditure is included on an accruals basis.

Tangible fixed assets and depreciation

All assets costing more than £500 are written off on a straight-line basis over a period of 3-5 years.

Note

1. Grants Receivable

Unrestricted grants are those provided to meet the general running costs of the Scheme. Restricted grants are provided for specific purposes.

All grants received in 2018/19 were restricted,

Restricted Grants	Purpose	Balance	Additions	Utilised	Balance
		b/fwd			c/fwd
		£	£	£	£
LBRT Grants					
Notional Rent	Rent	0	15,700	15,700	0
New Workshop	New Workshop	1,843			1,843
Richmond Parish Lands	Employee Costs	0	5,800	5,800	0
Richmond Parish Lands	Carousel	2,500			2,500
Aletco Trust	Web site improvement	0	1,000		1,000
Tesco	Office Improvement		1,000		1,000
		<u>4,343</u>	<u>23,500</u>	<u>21,500</u>	<u>6,343</u>

2. Staff costs and trustees' remuneration

No employees received remuneration amounting to more than £25,000 in the year. Trustees received no remuneration (2018/19 – Nil) and were not reimbursed for any expenses in the year (2018/19– Nil).

3. Fixed Assets

	£
Cost at 1 st April 2018	62,267
- Additions in year	Nil
Cost at 31 st March 2019	62,267
Depreciation at 1 st April 2018	60,056
- Depreciation for year	1,100
Depreciation at 31 st March 2019	61,156
Net book value at 1 st April 2018	2,211
Net book value at 31 st March 2019	1,111

4. Debtors

Sales: £ 3,872

VAT: £ 1,630

Total: £ 5,502

5. Creditors

Amounts falling due within one year

Suppliers: £9,060

Accruals: £3,600

Total: £12,660

Creditors: Amounts falling due after more than one year

There were no such liabilities due.

6. Designated Funds

£7,000 is designated for property refurbishment.

Independent Examiner's Report to the Trustees of Richmond Furniture Scheme

I report on the accounts of the Richmond Furniture Scheme for the year ended 31st March 2019.

Respective responsibilities of trustees and examiner

The charity's trustees are responsible for the preparation of the accounts. The charity's trustees consider that an audit is not required for this year under section 144 of the Charities Act 2011 (the Charities Act) and that an independent examination is needed. It is my responsibility to:

- examine the accounts under section 145 of the Charities Act;
- to follow the procedures laid down in the General Directions given by the Charity Commissioners (under section 145(5)(b) of the Charities Act; and
- to state whether particular matters have come to my attention.

Basis of independent examiner's report

My examination was carried out on accordance with the General Directions given by the Charity Commissioners. An examination includes a review of the accounting records kept by the charity and a comparison of the accounts presented with those records. It also includes consideration of any unusual items or disclosure in the accounts, and seeking explanations from you as trustees concerning any such matters. The procedures undertaken do not provide all the evidence that would be required in an audit, and consequently I do not express an audit opinion on the view given by the accounts.

Independent examiner's statement

In connection with my examination, no matter has come to my attention;

(1) which gives me reasonable cause to believe that in any material respect the requirements

- to keep accounting records in accordance with section 130 of the Charities Act; and
- to prepare accounts which accord with the accounting records and to comply with the accounting requirements of the Charities Act have not been met; or

(2) to which, in my opinion, attention should be drawn in order to enable a proper understanding of the accounts to be reached.

Name: H. A. HYATT & Co.

Relevant professional qualification or body:

F. C. A.

Address:

ONSLOW HALL
LITTLE GREEN
RICHMOND

Date:

SURREY, TW9 1 QS.
11th October 2019