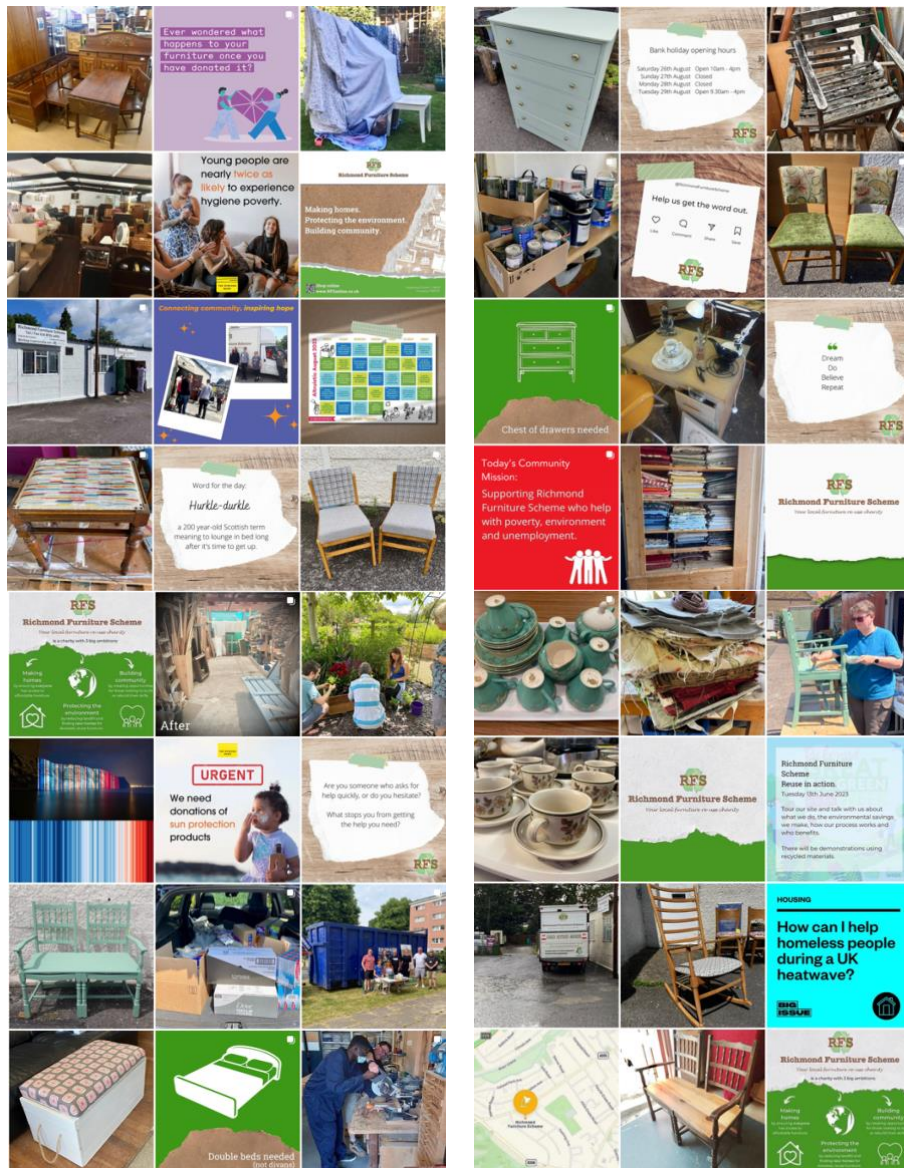




# Richmond Furniture Scheme

*Your local furniture re-use charity*

## Annual Report 2022-2023



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# Welcome to our Annual Report for 2022-2023

*“Once I got the furniture from the scheme it filled my house with some identity. I can have some furniture that really belongs to me. It’s very important and it made me feel worthy.”*

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*“I bought two chests of drawers from the Furniture Scheme and they are solid and will last. There is no way that I would get something of that quality at that price anywhere else. I also like the fact that stuff is being reused and not ending up in landfill.”*

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*“When we went to the warehouse it was welcoming and friendly . . . we had time to check all we needed without any rush. Getting needed furniture was a great relief. I would like to say that this project is awesome, so are the people we have met there.”*

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**£265k** raised -  
**£110k** grants,  
**£139k** from  
charitable  
activities  
**£15k** from Gift  
Aid and other  
income



**40 tonnes** of  
furniture  
provided to  
people in need  
**(2,683 items)**



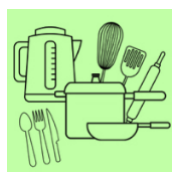
**397 customers**  
**in need\***  
(+10.9%)



**122 tonnes**  
**of furniture**  
**donated to**  
the Scheme  
(+8.19%)



**Over 1600** van  
collections and  
deliveries



**58 starter kits**,  
comprising of  
**242 items**,  
given to grant  
customers



**6,165 hours**  
**from 108**  
**volunteers**



**£70k** raised  
**for electric**  
**van, delivery**  
**September**  
**2023**

\*referred with a grant or entitled to a discount

# Chair's foreword

2022-23 has seen a tremendous amount of activity on several fronts for Richmond Furniture Scheme. There was significant growth in our core activities and funds raised around the collection and reuse of furniture, massive fund-raising from external sources supporting starter kits for people with grants and funding the acquisition of a new all electric van. Our volunteering numbers grew too helping us to achieve more, support more and extend work outside our Fortescue Avenue base. We also signed a new five-year lease for our HQ with the **London Borough of Richmond Upon Thames (LBRUT)**, securing our base to April 2026.

## Financial results

Income for **2022-23** increased to **£265.3k** (£220.6k, 21-22). Key drivers in this increase are income from charitable activities, from the **sale of furniture**, up to **£139.4k** (£124.8k, 21-22) and **grant income** up to **£110.5k** (65.7k, 21-22). Other income decreased to **£15.5k** (£30.1k, 21-22), largely driven by a reduction in Government support relating to the tail end of Covid and the **Kickstart** scheme from the prior year.

Expenditure rose to **£216.6k** (£210.3k, 21-22). Transport costs were considerably higher than planned, mainly due to significant repairs to the Scheme's Luton van engine which blew an expensive gasket. Rent also increased to **£18.5k** (15.7k, 21-22), but this is matched by funding from the **LBRUT** and is part of the new lease agreement mentioned above.

We had a marked increase in surplus funds to **£48.7k** (10.3k, 21-22). This is because we declare all income as it becomes available to the Scheme, in accordance with charity accounting guidelines, and does not reflect future planned expenditure. In FY 2023-24, the Scheme purchased a new electric van for which **£37.5k** was raised in the financial year 2022-23.

## Supporters

RFS works with support from key partners, **LBRUT**, **Hampton Fund** and **Richmond Parish Lands Charity** who provide grants for core expenses and the lease. We are extremely grateful for their continued support.

RFS also works closely with the **Local Assistance Scheme** at **LBRUT**, which provides grants for furniture for local residents and people allocated social housing. This service has been extended to work with **Wandsworth Council's Adult Social Services**. Whilst this relationship is in its infancy, we are seeing a healthy increase in grant referrals, supporting Wandsworth's community.

Volunteering is crucial to our operation and **108** people were involved 2022-23 (99, 2021-22). We cannot function without them and we are hugely appreciative of everyone's contributions, no matter how large or how small.

Some of our volunteers had a material impact for RFS and it's right to mention their contributions. **Peter Kelly** our chief fund-raising volunteer, not only he helped to secure **£68.5k** to purchase a new van, but he also raised over **£12k** towards **Starter Kits** to give to

people in need. **Derek Papworth**, volunteer, trustee and systems guru, has performed wonders creating dashboards, improving systems and is the architect of the online shop ([www.rfsonline.co.uk/shop](http://www.rfsonline.co.uk/shop)). Nearly **40%** of funds raised from the sale of furniture are from our online shop (a statistic many retailers would be impressed by). **Jessica Andrews**, volunteer Marketing Manager, continued to run our marketing and social media notching up some considerable milestones such as exceeding **1k Likes** on **Facebook**. 2022-23 also saw considerable growth in online sales which was in no small part linked to our social media and marketing activity.

### **Links with other agencies and charities**

RFS continues to develop its links with a range of local bodies from charities such as **Shepherd's Star** and community groups **Twickenham Carers**. We also have links with secondary, tertiary and higher educational establishments in the public and private sector. The aim is to build community by creating opportunities for those looking to build or rebuild their skills. RFS runs workshops to help people learn basic DIY skills and encourages volunteering to continue learning and development. We have also been liaising with local agencies including **Citizen's Advice, Home Start, Richmond Charities, RUILS, Richmond Aid** and many others providing training, advice and support.

### **The Trustee team**

Our Trustees remained unchanged last year and we have eight in total. We have a blend of experience ranging from IT and finance to marketing and governance, makes for a board with plenty of challenge and ideas for strategic development and I thank them all for their continued support and due diligence.

### **2023-24**

The budget for 2023-24 is tough. To meet our Living Wage obligations, salary costs increased by 10%. We needed to increase our base prices for furniture to help meet some of the increase. However, we offset some of this rise by increasing discounts from 20% to 25% for people in need, in line with our core objectives. Whilst this year will stretch resources and minds, we haven't stopped innovating. We have worked closely with **Rework** to secure supplies of refurbished appliances (with a 12 month warranty), which extends our offering. We are also working on improving our service and efficiency with new processes such as online booking for collections. And, we have a new electric van, fully funded, which will last well into the future.

Jack Stephen  
Chair of Trustees

# CEO's remarks

As Jack has said, this has been a big year for the Scheme. We have seen some changes with the core team and we have made a number of significant strides in making homes, protecting the environment and building community.

## RFS staff

Every day brings challenges and our team always rise to the task in hand. Whether it's shifting or managing vast quantities of furniture (**122 tonnes 2022-23**), managing **108** volunteers, supporting customers and donors or managing finance, I am always grateful to the team's hard work and dedication to the cause.

We said goodbye to Joseph Hill who worked extremely hard to support warehouse operations. Rob Whitmarsh stepped in to take over as Warehouse Manager. Rob previously worked on the van and his position has been taken on by John Kurton. John volunteered with the Scheme prior to joining RFS and we have followed [his journey](#) closely over the last couple of years, supporting him where we can.

## **Building homes** – *by ensuring everyone has access to affordable furniture.*

I am delighted to report that we have grown across virtually all measures. More furniture, volunteers, an expanded network, more van journeys and much more. But we can't rest on our laurels.

A key objective of the Scheme, using the language in our **Charity Commission** statement, is the "prevention and relief of poverty by supplying donated furniture and household goods at minimal cost to people in need". People in need are eligible for discounted furniture (20% off in 2022-23). The number of eligible clients grew 10.9% from 2021-22. This is a positive development and the challenge for us is to do more to help those in need. However, we recognise that there are a number of issues that make this more difficult including:

<b>Shortage of affordable housing</b>	This presents a big challenge to housing teams searching for accommodation in the borough. Fewer opportunities to move people into affordable housing tends to lead to fewer people receiving grants. and can reduce the number of people supported with assistance grants due to fewer housing moves.
---------------------------------------	--

<b>Awareness of available support</b>	RFS is doing what it can to increase awareness of support for people in need. New info graphics showing the pathway to discounts and furniture grant as well as improving visibility on our website are a part of this. RFS is also focussed on educating partner agencies, offering training and support.
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<b>Pressure on budgets</b>	Across local government and charities, cost of living increases are putting immense pressure on budgets. RFS is working to secure its long-term future and to offer effective ways to help support welfare support budgets through affordable furniture.
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RFS is engaging with senior council officers to seek ways in which we can help.

**Protecting the environment** – *by reducing landfill and finding new homes for donated reuse furniture.*

Re-use, is of course, core to what RFS does. Furniture is brought to the scheme and collected (free of charge) from around the borough of Richmond and, occasionally, beyond. But RFS is also keen to support initiatives that seek to reduce waste across the community. The community in **Kew** held an **EcoFayre**, and RFS took space there to provide advice and ideas to the community. RFS supported **LBRUT's Big Skip** event at Edgar Road. RFS supplied planters made from recycled furniture to the **Hampton Court Flower Show**, supporting the **Visit Richmond** stand.

**Building community** – *by creating opportunities for those looking to build or rebuild their skills.*

Volunteering at RFS has gone from strength to strength. Under Lucy Stepan's stewardship, we saw **108 volunteers** provide **over 6,000 hours** of volunteering (statistics courtesy of more great work from Derek Papworth to develop our HR application).

We have a very eclectic mix of volunteers who support our key values; be kind, be bold and be creative. The volunteers include students, the Duke of Edinburgh Award participants, students with special needs, unemployed, retirees from a wide range of working backgrounds and even refugees from Ukraine. We also work with a wide range of agencies and educational settings to support as many people as we are able to.

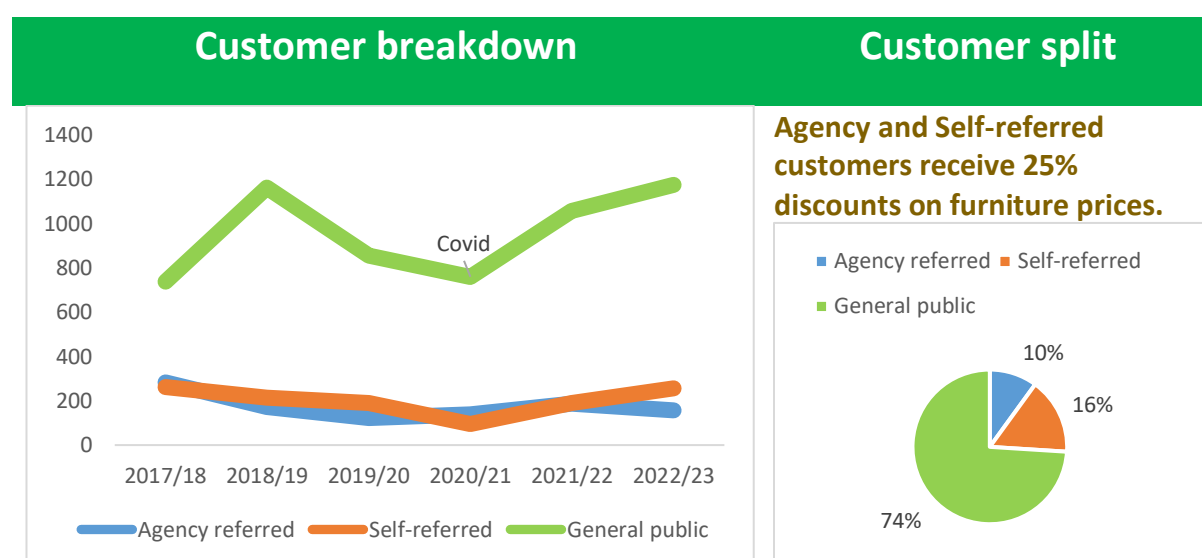
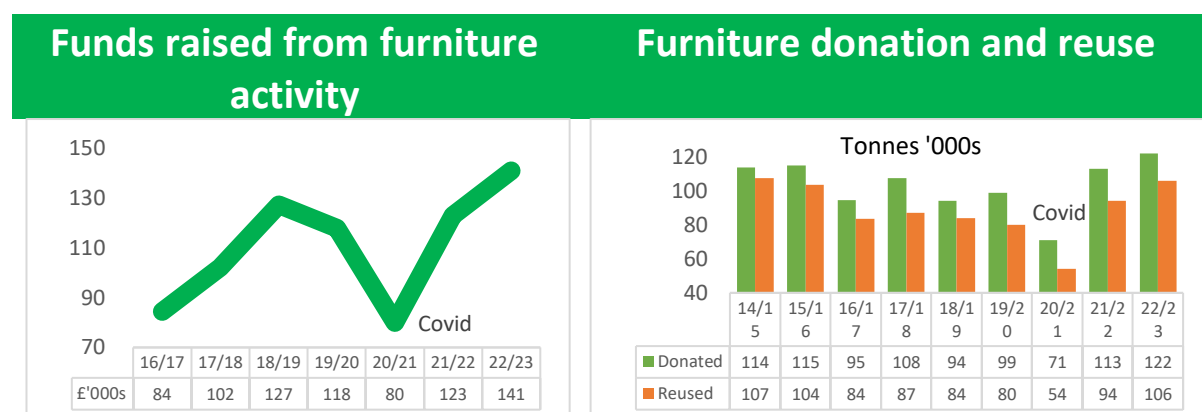
The Scheme's work isn't limited to HQ at Fortescue Avenue. Volunteers took part in workshops with **Shepherd's Star**, where we help the class find out how to make planters out of old bed slats. They also attended the RHS Flower Show, Hampton Court, helping by setting up and working on the Visit Richmond Stand.

We are proud of our diverse team and, as I regularly point out when I send monthly updates, **we cannot do what we do without their help.**

Simon Westgarth  
Chief Executive Officer

# Trustees'/directors' report

## 1. 2022 – 2023 key data



### Customer profile

RFS customers come from a range of backgrounds. We monitor customer purchases to assess our performance in delivering affordable furniture to the community and, in particular, to those who need it to help alleviate poverty.

**Agency referred (10.2% 2022-23, 13.1% 2021-22)** - customers **awarded grants** from a range of partners including **Richmond** and **Wandsworth councils**, **Richmond Parish Lands Charity**, **Hampton Fund** and **Barnes Fund**.

**Self-referred (16% 2022-23, 13.2% 2021-22)** - customers who qualify for discounts.

**General public (74% 2022-23, no change from 2021-22)** - customers are encouraged to shop at the Scheme to promote reuse and reduce waste.



***It was mentioned above that the Scheme was looking at ways in which it could increase awareness for those eligible to self-refer. At the time of writing the report, RFS has seen a 55% increase in self-referral clients (eligible for the 25% discount as at 30 September 2023). While it's too early to come to conclusions, it is encouraging that RFS is helping more clients in this way.***

While the majority of the Scheme's customers are based in the borough, a few did come from well outside (indeed Glasgow may be a new record).

Customers by PostCodeOuter



We had a few donors who hailed from further afield. Of course, we are grateful to all concerned.

Donators by PostCodeOuter



## 2. Customer feedback

We consulted the views of RFS customers with grants to find out more about their experiences us. Their feedback was revealing, and heart felt. Here is what we learned from one such case:

**This customer lost her home and had to move into temporary accommodation with her young son. She had beds but nothing else to make her new house feel like a home.**

**“It was a confusing time I wasn’t sure what to do about buying furniture I didn’t know whether to try and buy furniture or spend money on other things which were important.**

**“I heard I could apply for a grant after I had already moved in. I wish I had known sooner.**

**“At first, when you are in that situation you don’t understand that actually furniture makes a difference in your house – once I got the furniture from the scheme it filled my house with some identity. I can have some furniture that really belongs to me. It’s very important and it made me feel worthy.”**

**She went on to the Richmond Furniture Scheme’s online shop and picked out some shelves, drawers for her son’s room, a dining table and some armchairs: “I was able to choose things which were to my taste and then I could organise everything such as our clothes and belongings.**

**“I am still very attached to my old house because we lived there for years. I am still finding it difficult to let go of the past. But when you are able to organise your belongings with the furniture you can make your place feel like your own - it helps.**

**“I feel happier having people round to visit my house because now I have somewhere to sit and the table is helpful for my son’s studies.”**

**She was positive about her experience with Richmond Furniture Scheme: “The people were very down to earth and kind. I had to cancel and rebook and I was assisted kindly throughout the process, there was no disrespect. The people who delivered the furniture were very kind, too – that’s very important because they are delivering the goods to your house and they were genuinely kind and patient.**

**“I would recommend the scheme to other people; you never know what kind of situation you might have to face.”**

---

Another customer from Ukraine had this to say about their experience:

**“Since we were forced to leave Ukraine after the full-scale invasion, all we had was left behind.”**

**“I got to know about the furniture project from the English family we lived with at first.”**

**“After taking an unfurnished house for rent, we had to find everything needed so it would be possible to live there. That was definitely not a suitable time for buying all brand-new furniture.”**

**“We got a single bed for the kids’ room, side table, work desk, a set of plates and a flowerpot. Also, one volunteer from Richmond Furniture Project gifted us two pans. Amazing!”**

**“I was lucky to get a couch from my colleague, some furniture from one Ukrainian family as well. I tried Freecycle, though I haven’t found there anything. Also, I tried Marketplace on Facebook but failed to find something decent and close to us. It would have been very complicated and time-consuming if I had not known about Richmond Furniture Scheme.”**

**“When we went to the warehouse it was welcoming and friendly, I would say. We had time to check all we needed without any rush. I use the website time from time but I like it more to come to the warehouse and see all with my eyes.”**

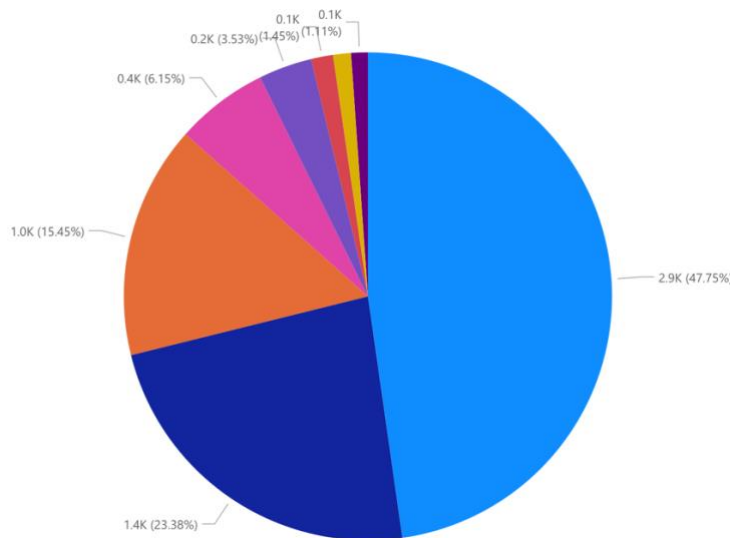
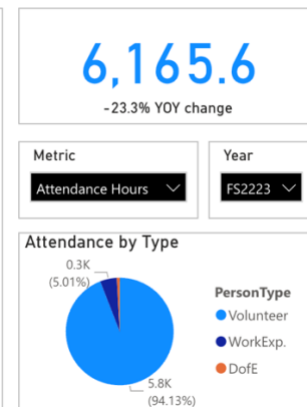
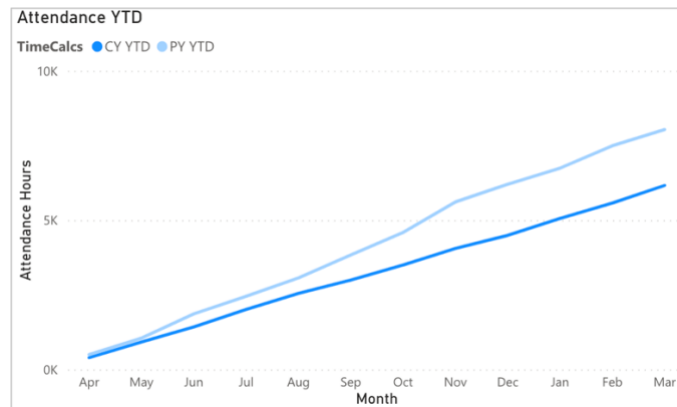
**“Getting needed furniture was a great relief. I would like to say that this project is awesome, so are the people we have met there.”**

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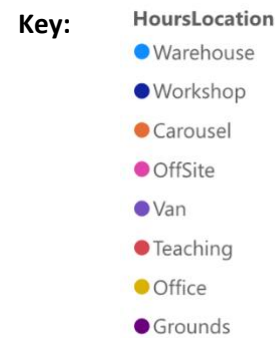
We found a range of different perspectives with furniture poverty being the common factor. It’s certain that reuse charities like ours make a meaningful impact on people’s lives. We must never take that for granted.

### 3. Volunteering

**108**  
volunteers  
gave  
**6,165**  
hours of  
their time.



There are many roles across the Scheme. We like to keep track of where time is being spent.



Location	Role
Warehouse	- Inventory management, customer/donor support, merchandising
Workshop	- Furniture repair, building, up-cycling and recycling
Carousel	- Furniture refurbishment, up-cycling and upholstery
Van	- Furniture collections and deliveries
Offsite	- Projects, fundraising, marketing and social media support
Office	- Administration support
Teaching	- Volunteer coaches supporting other volunteers
Grounds	- Gardening, site clearing, general maintenance

We asked volunteers to let us know how they felt about the Scheme and here is some of their feedback:

**"I enjoy the challenge of working with furniture that is in dire need of love."**

---

**"It's a very relaxed place to work, if I have other stuff going on in my life the Furniture Scheme is great for de-stressing, it makes me feel very content with myself."**

---

**"It's really gratifying to see a broken object fixed, made to look pretty, and sold - often within the same day! "**

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**"It's great helping a customer when they come in so they leave happy, I like showing them how they can also use our online shop on their phone to find what they want."**



## 4. Funding and grants

Richmond Furniture Scheme generated around **£155k** from the sale of furniture and associated Gift Aid. Of the £155k, **£23.6k** was raised from agency referred grant funding for people in need, to help them acquire essential, affordable furniture. Many of these clients are supported by **Richmond Council's Local Assistance Scheme (£22k)** and a number of local agencies refer their clients to us via this service. These include, **Richmond Aid, Richmond Upon Thames Independent Living Services, Citizens Advice Richmond and SPEAR**. We are also received grant referrals from **Wandsworth Council Adult Social Services, Hampton Fund, Barnes Fund and RPLC**.

However, with costs of **£216.6K**, the Scheme relies on other income for support. Below is a detailed list of all the contributors providing revenue to support core costs, starter kit funding and other designated income.

	Donor	Donation	Purpose
	Hampton Fund	<b>£28,000</b>	Volunteer coordinator salary
	London Borough of Richmond Upon Thames	<b>£18,500</b>	Fortescue lease p.a.
	Richmond Parish Lands	<b>£16,500</b>	Salary and core costs
	St Margaret's Church of Scotland	<b>£371</b>	Starter kits
	Anonymous donor	<b>£150</b>	Starter kits
	Magic Little Grants	<b>£500</b>	Starter kits
	Leeds Building Society	<b>£1,000</b>	Starter kits
	M&S Fund the Neighbours	<b>£1,000</b>	Starter kits
	Axis Foundation	<b>£5,625</b>	Starter kits
	Shell	<b>£350</b>	Workshop items
<b>Total</b>		<b>£71,996</b>	

**Starter kits** go to grant customers and are typically made of items such as kitchen utensils, pots and pans, crockery and cutlery, a kettle, a toaster and a microwave. We also provide free hygiene products thanks to our partnership with **The Hygiene Bank**.



In the past year, the Scheme has been raising money for the purchase of a new van. There is a big list of organisations who have contributed towards the cost, and we are very grateful for their support. In alphabetical order, the following is a list of all the donors and the respective amounts raised:

	Donor	Amount
	Bernard Sunley Foundation	£5,000
	Clothworker's Foundation	£15,000
	Chapman Charitable Trust	£1,000
	The Grace Trust	£500
	Green Hall Foundation	£4,000
	Garfield Weston Foundation	£5,000
	National Lottery Community Fund	£8,000
	Richmond Parish Lands Charity	£15,000
	Shanly Foundation	£5,000
	Steel Charitable Trust	£10,000
	<b>Total</b>	<b>£68,500</b>



And here she is... “Vanessa”

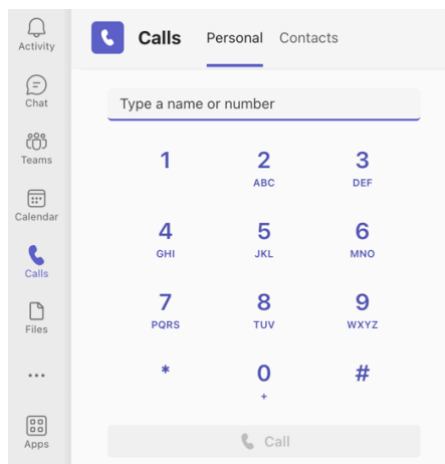


## 5. Systems

Systems and processes are vital in any organisation and RFS is no different. Thanks to Microsoft providing software free of charge to small charities, we have been able to take advantage of this to build a suite of applications and reports to run our operations.

Chief architect is Derek Papworth, Trustee. Derek's knowledge of systems and process is excellent.

The screenshot shows a web application interface with a search section at the top. It includes input fields for 'Firstname', 'Surname', 'PostCode1', 'PostCode2', 'CustID', 'GiftAidID', 'TransferID', 'WebID', 'InvAllocID', and 'InvID'. A 'Search' button is located to the right of the first two fields. Below the search section, there is a navigation bar with a 'New' button, a home icon, and a 'CustSupp List' link. A grid of icons is visible on the far right.



Enhancements and developments this past year include:

- Developing inventory management to handle more detailed product descriptions for appliances
- Rewriting the basis for scheduling and managing deliveries and orders
- Creating a self-service collection request system
- Migrated the phone system to cloud based Teams calling

By capturing information electronically, we have an extremely comprehensive data set that has enabled us to produce a most detailed business plan for the next three years.

This is informing our strategic conversations in a way that we have not had before.

Shipped Qtr/Mth/SummaryType				
ProductCategory	FS2324Q1	FS2324Q2	FS2324Q3	Total
Appliances		28	1	29
AutoAdded	6	2	0	8
-Blankl-	6	2	0	8
Assembly Fee Per Item	2	1		3
-Blankl-	0	0	0	0
Painting		1		1
Services	4			4
Beds	59	57	1	117
Carousel	2	1		3
Carriage	130	152	1	283
Chairs	341	283		624
Donations	8	9		17
Lighting	28	60		88
Other	717	764	7	1,488
accessories	469	598	6	1,073
Total	1,859	1,976	15	3,850

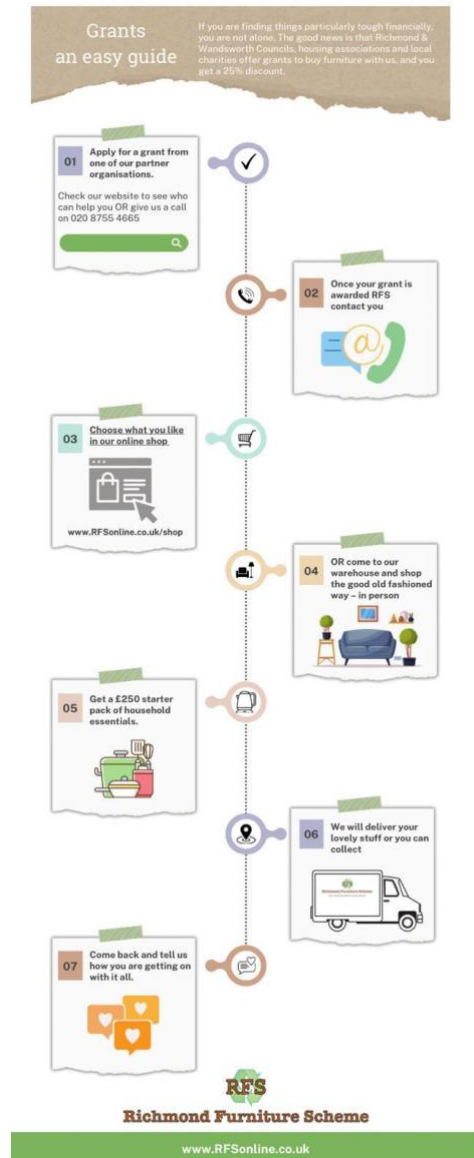
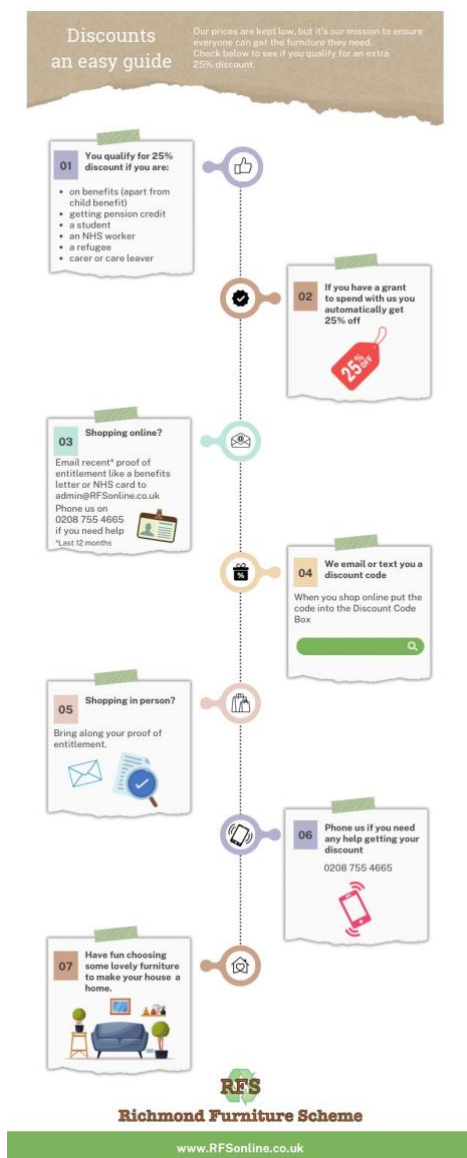
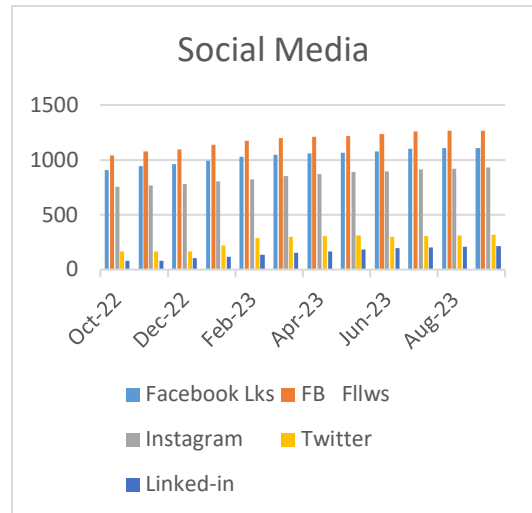
As part of the Reuse Network, we have already had other operations interested in how we do it and we are sharing our knowledge to assist others.

## 6. Marketing

Ensuring that our community knows what we do takes constant work and activity. Jessica Andrews, volunteer Marketing Manager, has developed our profile and curated a regular stream of top quality content for our social media platform, leaflets, the website and much more.

Thank you Jessica for all that you do for the Scheme and have done for the past three years. The front cover of this year's report would not have been possible without all of the posts that Jessica has managed.

Our marketing activity covers a wide range of areas from designing signage for the van to creating infographics about how to apply for discounts and grants.



**Customers  
continue  
to give  
great  
feedback**

(source:

[Google](#))

“Great deals.”

“Absolutely love Richmond furniture scheme. Lovely staff and always helpful. Highly recommend.”

“Really helpful staff, great furniture at such reasonable prices. Prompt delivery. Really happy.”

“Wonderful people, so helpful really went the extra mile to help with our purchase of garden table!! Thank you”

“Wow.... What a fabulous place, some really special pieces of furniture and a good cause too. So if you need to donate or are looking for furniture etc it's well worth a visit, you never know what you might find there 😊”

## **7. Staff**

Two team members, Joe Pisco and Rob Whitmarsh, celebrated 10 years employment with the Scheme in December 2022. Their combined experience delivering and collecting furniture is one of the cornerstones of our operation, and we are extremely grateful for their continued service.

Joseph Hill left the warehouse manager role earlier this year and Rob Whitmarsh is now Warehouse Manager. Thanks to Joe for his hard work in the role during a considerable period of change and growth for the Scheme and we wish him well for the future.

Our newest team member is John Kurton who has taken on the role of Assistant Van Operative. For those with [long memories](#), you will know John has volunteered for the Scheme previously.

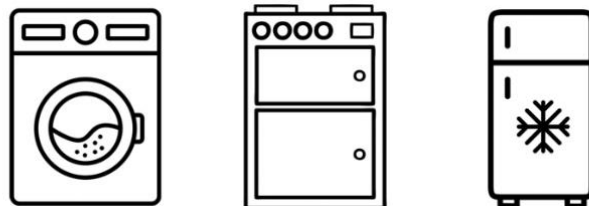


## 8. What we have been up to

~~A coat of paint~~  
**A HUGE coat of paint** – wonderful team from **Axis Europe** donated their time to sprucing up HQ



**Rework supplies appliances to RFS**



**Build a planter workshop with Shepherd's Star**



**Good Gym, always happy to help with meaty tasks**



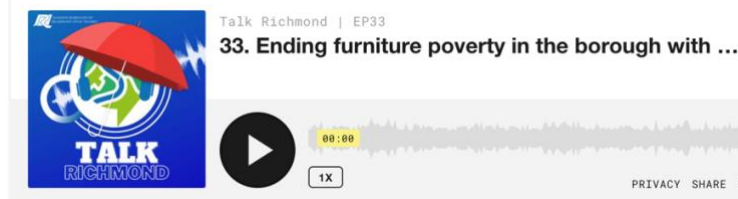
**Kew EcoFair – A first appearance for RFS**





BBC Radio London interview on the breakfast show – Jim Davis was the presenter 4 May

## RFS on Radio and podcast



## The Big Skip – teamed up with Richmond Council and to work on reducing waste



## Delivering for Achieving for Children's Christmas boxes arranged by Shepherd's Star



## Our woodstore had a makeover – welcome to the “barn”

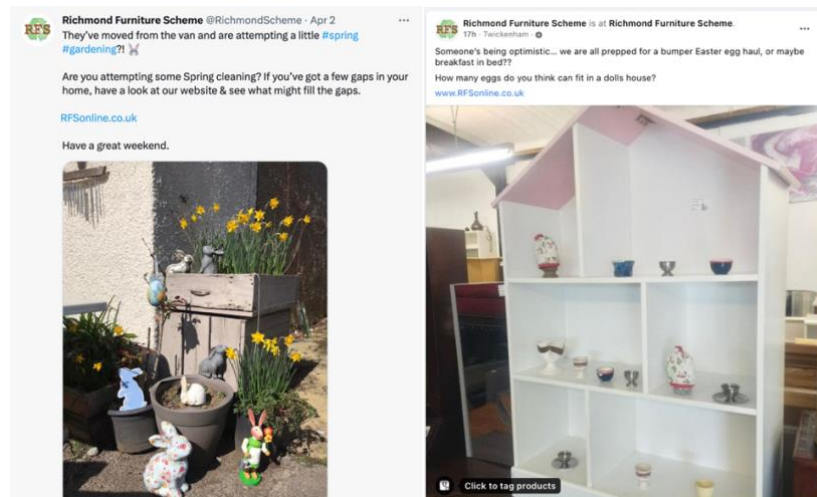




## RFS Christmas party – what a team!



## ...and there was Easter



## RHS Flower Show Hampton Court – planters courtesy of RFS



## It's a bug's life — and it's different to last year's report





## 9. What's on the horizon?



**Finance and strategy** – the cost-of-living crisis is not getting any easier. The Scheme faces significant wage and cost rises, potentially around 10%. To meet cover rising costs, we can need to increase income, and the main options RFS can follow are:

**Increase prices** We will limit this as much as possible and seek to increase discounts to people in need if affordable.

**Offer more products** Look at areas where we might be able to offer more products to the public, for example refurbished mattress. However, in order to do this, we will need more storage.

**Charge for some services** RFS provides a free collection service. But, we will consider whether we can apply charges in certain instances (e.g. large collections).

**Donations** Raising money to cover core expenditure is another option but it is more challenging than raising funds for capital projects.



**Finding ways to help reduce waste** – RFS is in discussions with Richmond Council's waste team to find more ways we can help the community. For example, we are investigating how we can support Townmead Road Recycling Centre to be a source of furniture donations for the Scheme, storing reusable items on site for the Scheme to collect.



### **Community partners and volunteering opportunities**

**Workshops** Looking to develop more opportunities to spread the word around reuse and give people a chance to learn/sharpen skills through community workshops. **Kingston Beats** are scheduled for later in 2023.

**Donations** Raising money to cover core expenditure is another option but it is more challenging than raising funds for capital projects.



**Increasing awareness** – with pressure from the cost of living, we have seen a steady increase in the number of people successfully qualifying for a 25% discount. But we will do more to ensure that the community is aware of our service and are able to take advantage of this through training, event, social media and any other means at our disposal.

# 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 are:

Trustee/Director	2022/2023
Jack Stephen, Chair	full year
Nicola Anson, Deputy Chair	full year
Aoife Herr	full year
Helen Higgins	full year
Derek Papworth	full year
Helen Pugh	full year
Ryan Richardson	full year
Mithu Sengupta	full year

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 CEO 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 seven paid employees (six full time equivalent). The Chief Executive Officer, Simon Westgarth, oversees all aspects of day-to-day business. He is supported by two part-time Office Administrators, a Volunteer Coordinator, a Warehouse Manager, a Van Driver and an Assistant Van Operative.

## 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 CEO, 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@rfsonline.co.uk
Website	www.rfsonline.co.uk

## 4. Trustees/Directors at Year End

Nicola Anson  
Aoife Herr  
Helen Higgins  
Derek Papworth  
Helen Pugh  
Jack Stephen Chair  
Ryan Richardson  
Mithu Sengupta

## 5. CEO

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  
Ansvar Insurance

# Financial statement – 2022-23

## Richmond Furniture Scheme Statement of Financial Activities - April 2022 to March 2023

<u>Incoming Resources</u>		notes	Unrestricted Funds	Restricted Funds	Total 2022/23	Total 2021/22
		1	£	£	£	£
<b>Grants</b>	Hampton Fund (salary support)			28,000	28,000	28,000
	LBRT (Notional Rent)			18,500	18,500	15,700
	Richmond Parish Lands (salary support)			16,500	16,500	15,000
	Anonymous donor (Starter kits)			150	150	1,000
	Other small donations (Starter kits)			-	-	40
	St Margaret's Church of Scotland (Starter kits)			371	371	6,000
	Magic Little Grants (Starter kits)			500	500	-
	Leeds Building Society (Starter kits)			1,000	1,000	-
	M&S Fund the Neighbours (Starter kits)			1,000	1,000	-
	Axis Foundation (Starter kits)			5,625	5,625	-
	The Grace Trust (Van Funding)			500	500	-
	Chapman Char (Van Funding)			1,000	1,000	-
	Green Hall Found (Van Funding)			4,000	4,000	-
	Lottery (Van Funding)			8,000	8,000	-
	Richmond Parish Lands (Van Funding)			15,000	15,000	-
	Steel Charity (Van Funding)			10,000	10,000	-
	Shell Restricted Fund (Workshop tools/materials)			350	350	-
			-	110,496	110,496	65,740
<b>Income From Charitable Activities</b>	Sales to Referred Clients		44,090		44,090	45,818
	Sales to Non- Referred Clients		95,272		95,272	78,897
	Online media traders				-	85
			139,362	-	139,362	124,800
<b>Other Income</b>	Bank Interest		321		321	111
	Donations incl Gift Aid		15,140		15,140	12,461
	Furlough receipts for salary support				-	6,003
	Covid Business interruption grants				-	5,200
	DWP Kickstart Grant				-	6,000
	Other		26		26	271
			15,488	-	15,488	30,046
<b>Total Incoming Resources</b>			<b>154,849</b>	<b>110,496</b>	<b>265,345</b>	<b>220,586</b>
<u>Resources Expended</u>						
<b>Collection &amp; Distribution</b>	Transport Costs		58,907		58,907	45,594
<b>Overhead costs</b>	Employee Costs	2	60,025	45,453	105,479	112,420
	Volunteer Expenses		5,486		5,486	7,034
	Rent & Rates (LB of Richmond)			18,500	18,500	15,700
	Insurance		2,767		2,767	1,132
	Utilities		5,243		5,243	4,301
	Office equipment/telecoms./computer		3,811		3,811	5,714
	Repairs/maintenance/tools/materials		438	350	788	2,155
	Printing & Publicity & Postage & Stationery		561		561	659
	Retail Outlet Cost		540		540	15
	Paint Supplies		2,524		2,524	4,629
	Depreciation		-		-	13
	Covid-19 Hygiene Expenses		17		17	356
	Sundry Office Expenses		2,435		2,435	2,286
	Fees & Charges		1,604		1,604	1,824
	Starter kits			5,390	5,390	2,445
	Bad Debts		819		819	-
	Doubtful debt provision		1,465		1,465	2,959
	Membership fees		275		275	250
	Training & recruitment		34		34	804
<b>Total Resources Expended</b>			<b>146,949</b>	<b>69,693</b>	<b>216,642</b>	<b>210,290</b>
<b>Net Movement in Funds</b>			<b>7,900</b>	<b>40,803</b>	<b>48,703</b>	<b>10,296</b>

## 9. Notes forming part of the financial statements for the year ended 31 March 2023

### 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 2022/23 were restricted.

Restricted Grants	Purpose	Balance b/fwd £	Additions £	Utilised £	Balance c/fwd £
LBRT	Notional rent	-	18,500	18,500	-
LBRT	New workshop	1,843	-	-	1,843
Hampton Fund	Volunteer Coordinator	3,912	28,000	28,953	2,959
Richmond Parish Lands	Employee costs	-	16,500	16,500	-
Richmond Parish Lands	Carousel	2,500	-	-	2,500
Anonymous donor	Starter kits	-	150	150	-
Other small donations	Starter kits	-	-	-	-
St Margaret's Church of Scotland	Starter kits	4,595	371	4,595	371
Magic Little Grants	Starter kits	-	500	500	-
Leeds Building Society	Starter kits	-	1,000	-	1,000
M&S Fund the Neighbors	Starter kits	-	1,000	-	1,000
Axis Foundation	Starter kits	-	5,625	-	5,625
The Grace Trust	Van Funding	-	500	-	500
Chapman Char	Van Funding	-	1,000	145	855
Green Hall Found	Van Funding	-	4,000	-	4,000
Lottery	Van Funding	-	8,000	-	8,000
Richmond Parish Lands	Van Funding	-	15,000	-	15,000
Steel Charity	Van Funding	-	10,000	-	10,000
Shell Restricted Fund	Workshop tools/materials	-	350	350	-
		12,850	110,496	69,693	53,653



**2. Staff costs and trustees' remuneration**

No employees received remuneration amounting to more than £60,000 in the year. Trustees received no remuneration (2022/23 – Nil) and were not reimbursed for any expenses in the year (2022/23– Nil).

**3. Fixed Assets**

	£
Cost at 1 <sup>st</sup> April 2022	49,860
- Additions in year	Nil
- Disposals in year	Nil
Cost at 31 <sup>st</sup> March 2023	<b>49,860</b>

	£
Depreciation at 1 <sup>st</sup> April 2022	49,860
- Depreciation for year	Nil
- Disposals in year	Nil
Cost at 31 <sup>st</sup> March 2023	<b>49,860</b>

	£
Net book value at 1 <sup>st</sup> April 2022	Nil
Net book value at 1 <sup>st</sup> April 2023	Nil

**4. Debtors**

	£
Trade Debtors	7,423
Provision for Bad Debts	-4,117
Prepayments	2,633
VAT	3,010
<b>Total:</b>	<b>8,983</b>

**5. Creditors: Amounts falling due within one year**

	£
Trade Creditors	3,909
Accruals	400
HMRC	2,252
Pension	723
<b>Total:</b>	<b>7,283</b>

**Creditors: Amounts falling due after more than one year**

There were no such liabilities due.

**6. Designated Funds**

£10,000 is designated for property refurbishment.

**Richmond Furniture Scheme**  
**Balance Sheet as at 31st March 2023**

(Company No 7001417)

		2023		2022	
	Notes	£	£	£	£
<b><u>Fixed Assets</u></b>					
Property and Equipment	3		-		-
<b><u>Current Assets</u></b>					
Stock of Paint		1,446		2,498	
Debtors	4	8,983		13,386	
Cash at Bank		179,467		128,664	
Petty Cash		438		653	
			190,334		145,201
<b><u>Current Liabilities</u></b>					
Suppliers/accruals	5	7,283		10,853	
			7,283		10,853
<b><u>Net Current Assets</u></b>			183,051		134,348
<b>TOTAL NET ASSETS</b>			<b>183,051</b>		<b>134,348</b>
<b><u>Representing</u></b>					
<b><u>Unrestricted Funds</u></b>					
Beginning of the year		114,498		112,709	
Surplus/(Deficit) for the year		4,900		1,789	
End of the year			119,398		114,498
<b><u>Restricted Funds</u></b>	1				
Beginning of year		12,850		4,343	
Surplus/(Deficit) for the year		40,803		8,507	
End of the year			53,653		12,850
<b><u>Designated Funds</u></b>	6				
Beginning of the year		7,000		7,000	
Surplus/(Deficit) for the year		3,000		-	
Designations released for the year		-		-	
End of the year			10,000		7,000
<b>TOTAL RESERVES</b>			<b>183,051</b>		<b>134,348</b>

For the year ending 31st March 2023 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 Stephen - Director/Trustee  
Approved by the Board of Directors/Trustees on

  
11 September 2023