



ANNUAL REVIEW

FY 2017/18

Our Mission:- To support those in need in Brentwood and surrounding area through the provision of good quality used furniture, appliances and household items that might otherwise end up in landfill.

Another fantastic year with over 2,750 people helped across the three Centres, with many able to start again thanks to our support. Volunteers continue to make a massive difference helping us to achieve our goals, collecting more items, which might otherwise may have ended up in landfill with everybody benefitting.

TABLE OF CONTENTS

Contents

To Our Supporters _____	1
Achievements this year _____	2
Staff and Volunteers _____	4
Partners and Supporters _____	6
Financial Performance _____	8
Contact Information _____	9
Company Information _____	9

TO OUR SUPPORTERS

To Our Supporters

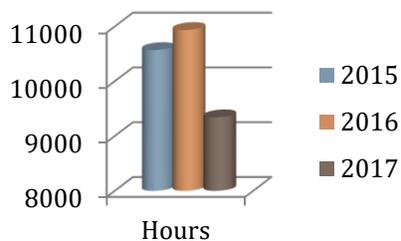
STRATEGIC HIGHLIGHTS

2017 saw Epping Forest Re-Use separate from Lighthouse in May, although we have continued to support them, repairing appliances and undertaking bookkeeping work for them. During the year, much of our energy was spent supporting the new Ilford centre, a partnership with Teen Challenge London (TCL), a charity helping those suffering with long term addictions. It has been slow to get established so we have worked hard with them to promote the scheme locally with referral agencies, community groups, social landlords, letting agents as well as attending several community events. The bright yellow van is certainly eye catching.

FINANCIAL HIGHLIGHTS

The financial position of the charity continues to be stable, and the necessary investment in current and future operations, is within its capacity. The financial performance was very close to breakeven and trends continue to be positive at existing sites.

OPERATING HIGHLIGHTS



Volunteering remains an important part of the success of Lighthouse Furniture Project. Unfortunately, we saw no placements from Job Centre Plus as work experience for long term unemployed is no longer mandatory. Consequently, volunteering was down on the previous year but still huge with over 9,343 hours or 1,246 days (2016/17 was 10,936 hours) equivalent approximately to £70,073 at £7.50 per hour.

In 2017 Lighthouse, along with its sister projects, reused 416 tonnes of furniture and white goods. This equates to over 8,400 sofas!

LOOKING AHEAD

Key changes in the next period include the launch of TCL Re-use Centre as a stand-alone operation in May, see www.tclreuse.org.uk Key challenges will be the changes to the Essex Essential Living Fund and what this will mean to local people needing this kind of support.



Brian Darwood, Chief Executive Officer.

ACHIEVEMENTS THIS YEAR

Achievements this year

Financial Stability - As a Not for Profit Social Enterprise, 100% of funds raised are reinvested into the organisation to pay core running and operational costs. Any surplus is used to allow us to develop and expand and help more people. There are no shareholders or anyone else profiting from our operation. We are self-sufficient, receiving no large grants from any external source. However, we are always very grateful for any donations! During 2017/18 our expenditure was a total of £846k. We received in sales and other income, gift aid, donations and small grants, a total of £818k. The main difference was the costs at Ilford, with the small deficit being met from reserves. More details about our financial performance can be found later in this report.

Social Giving - As a Charity we provide furniture to those on low income at significantly reduced prices and in some instances for free. Our aim is that at least 25% of our turnover goes to supporting 'at risk' groups and their clients. In 2017/18 this figure was over 46%.

At Lighthouse we are really pleased to continue to help people in need both through our voucher scheme and by making a real difference to 100's of people's lives. We have supplied furniture, bedding, crockery, cutlery, towels, love and understanding. Since 2008 we have issued £90,225 in vouchers at our own expense. This includes £8,500 during 2017/18 of which £5450 were redeemed and other free of charge goods to the value of £16,160.

At Christmas we, along with St Paul's Bentley, Shenfield Co-op, Hope Community Church and Brentwood Foodbank, funded and gave out 57 Christmas hampers to local families in Brentwood. The families were nominated by Larchwood Gardens Children's Centre, Homestart and Brentwood Council Housing Needs. We were also able to re-home or oversee the reuse of many other items such as:-

- ✓ Nursery Equipment to a local charity **Moses Basket**
- ✓ Stacking chairs, cupboards and tables to **Hutton Community Centre**
- ✓ 12 Sewing machines and tools to **Medical Missionary News in Wickford & Tools with a Mission**
- ✓ Commercial tumble dryer to **CHESS the Chelmsford night shelter**
- ✓ 1,862 litres of new paint through the **Community Repaint** initiative

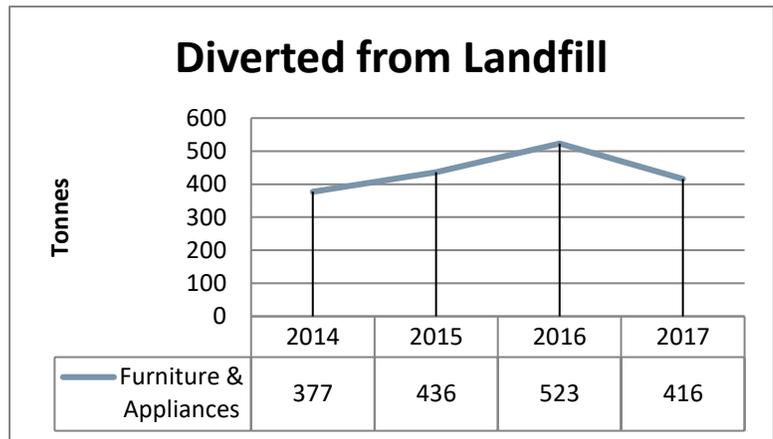


ACHIEVEMENTS THIS YEAR

Re-Use not Re-Cycling - Our goal is to re-use, not recycle, but we do ensure that anything we can't reuse is recycled if possible. Many of the items donated to us would have gone to landfill if they had not come to us. A key measure of our performance is the impact we are having on the environment. At Lighthouse we measure this in two ways. Firstly we consider the diversion of goods from landfill. During 2017/18 a total of 416 tonnes (2016, 523 tonnes) of furniture and white goods were reused. Our second environmental measure relates to the amount of carbon saving achieved. In 2017, 387 tonnes of carbon were saved by reusing these items using the most recent basis from Reuse Network for which a prior year estimate is not comparable. The decreases are largely due to the transfer of the Epping operations to Epping Forest Reuse, offset partially by increased activity in the Ilford branch.

We continue to undertake the Waste Electrical and Electronic Equipment Collections on behalf of Brentwood Council and this has provided a ready

source of appliances for repair in our workshop. An arrangement with Basildon Council to sort and re-use scrapped appliances at Barleylands and following a grant from DEFRA to collect small WEEE from local libraries for re-use provides an additional source of electricals for refurbishment or re-use.



*3,451 Collections
2,070 Deliveries*



*41,846 Miles Driven
15,004 items collected*



*387 tonnes of
Carbon Reduced*

STAFF AND VOLUNTEERS

Staff and Volunteers

Staff – Staffing levels remained fairly constant over the year with three staff leaving us and we welcomed four new people. Total staffing levels now equate to 18.5 Full Time Equivalent posts that provide 29 jobs for 46 people who work within the charity over the year, a far cry from the original 4 staff in 2005! Whilst staffing in the main has stayed static there has been a large turnover of staff at Ilford during the year as we build a new team and folk try us out.



We are very grateful to our dedicated team who often go the extra mile to help us, from fixing blocked drains in the yard to laying carpets for customers who are on their own, often with young children and unable to cope with moving heavy furniture.

Our engineers do an excellent job reconditioning and giving a new life to a wide variety of appliances, and cannibalising older models for parts to ensure we have something for every pocket and for those with nothing. During the year we have taken on more appliance connections ourselves providing a more comprehensive service and saving us money.

The sales team does a brilliant job working with people from a wide range of backgrounds, from young people just starting out to pensioners, refugees and referral agencies trying to make people's budget stretch or find suitable items the right size, and arranging delivery to suit all.

Volunteers – We do recognise and really appreciate the time and hard work generously given to us by the growing team of committed volunteers drawn from a wide variety of sources including; Hope Community Church, local young people, Job Centre + placements, those recovering from health issues and those enjoying retirement but wanting to give something back to the community. Lighthouse is supported by a group of over 50 volunteers who on average donate 175 hours each per year. Across our three sites volunteers came from the following sources: -

Sites/ Source	Brentwood	Epping	Ilford
Traditional	36	15	7
Placements	0	3	4
Probation	10	3	0

STAFF AND VOLUNTEERS

People volunteer at Lighthouse for many reasons, for example one of our current volunteers recently said: -

"Volunteering at Lighthouse is very rewarding.

When I started volunteering for Lighthouse I had lost my partner 6 months before and being at Lighthouse saved me.

I had never worked with the public before and it gave me confidence. It is amazing what everyone does at Lighthouse".

Sheila Canning

"I am pleased to be a volunteer at Lighthouse Furniture Project.

It has given me the opportunity to keep my mind active by continuing to use the skills I acquired over the course of my 40 years working life and so to help the charity provide their important service to the community".

Barry Crane

"I joined in March 2014 as a Lighthouse volunteer after getting made redundant. This has totally changed my outlook on life, being able to assist and help all spectrums of people. Every day is different, and I go away most days feeling I have really made someone's life a lot better".

Wendy Curtis

Training and Development - The charity's investment in training its staff and volunteers continues with five staff qualifying in First Aid, other undertaking Portable Appliance Testing (PAT) as well as refreshers in manual handling and reversing assistant.

ReUse IT+ - Last year, our brilliant volunteers continued to run the Computer re-use project, "ReUse IT+" selling over 40 PCs and laptops. We helped IncomeMax which is a CIC with 5 PC's & Monitors who are based in Romford who offer independent personal money advice. We also supplied a laptop to East London Community Radio Station and we provided 2 PC's & Monitors to Essex Family Wellbeing Service.

PARTNERS AND SUPPORTERS

Partners and Supporters

Our new MP Alex Burghart visited Lighthouse in October and came away with a much better understanding of what we do and of the services we offer.

Working with retailers - During 2017/18 we have been able to partner with a number of local and national retailers to divert tonnes of furniture and appliances from landfill.

2017/18 partners included:-

- Chelmsford Star Co-op
- Countryside Properties
- Dunelm Dartford
- Dulux Community Repaint
- Hotpoint / Indesit / Whirlpool
- John Lewis Partnership
- Protocol Furniture
- Roomes of Upminster
- Stellisons
- Wickes Brentwood
- Weston Homes

Using our skilled staff, we were able to refurbish and reuse most of these donated goods giving them a new lease of life and providing Lighthouse customers with furniture and appliances at a price that they can afford.

2017 Key Facts

- ✓ 37.39 tonnes of goods were donated by retail partners.
- ✓ £587,000 of income was generated from donated goods.
- ✓ 5,852 Customers benefited from the affordable furniture and appliances.

During 2017, 161 Essential Living Clients took 660 Sofas, Beds and appliances to their new homes!

Essex Essential Living Fund (ELF) – The Fund, which was launched in 2013 to replace the Department for Work and Pensions “Social Fund” continued for a fifth year. It seeks to support people in need across Essex. Lighthouse has again been able to support clients of the fund with furniture and white goods paid for by the Essex Essential Living Fund.

Through the generous support of others, Lighthouse has also been able to add further value to this fund by supplying additional starter pack items to help people setting up home again or for the first time. ELF impacts lives in many ways, recent clients

PARTNERS AND SUPPORTERS

have stated the following: -

“It would have been a struggle for me without the help of the Essential Living Fund as I was moved very quickly into a property with nothing in it. I had three children and was cooking on a 2-ring hob before I received my cooker. I had no money; the Essential Living Fund is so helpful in helping you to get back on your feet”. Katy Morris, ELF 5663

“At a very difficult time in our lives the Essential Living Fund helped us enormously. It was a real life-saver. It wasn’t conceivable how we would have managed without the help we received”. March 2017 asked to remain anonymous

What I received from the Essential Living Fund was really helpful for me, it was so great. I was put into a property that was completely empty with my child and before my delivery I was really struggling. The Essential Living Fund definitely helped me, thank you.

Mr Shafia Chowdhury, ELF 5671

Working with others

Hotels and London Universities – We undertook two London university halls clearances during year from UCL and Imperial which provided us with lots of bedroom furniture and appliances. We are grateful for the help from our Ilford partners TCL as many items were on the third floor with no lift.

Local Authorities – We have undertaken work for Brentwood Borough Council, Basildon Council Housing, equipping temporary and emergency accommodation units, for Chelmsford City Council housing department, Colchester Borough Homes, Essex and Havering Social Services and Fresh Beginnings based in Colchester, who work with re-located Afghan translators and with Syrian refugees.

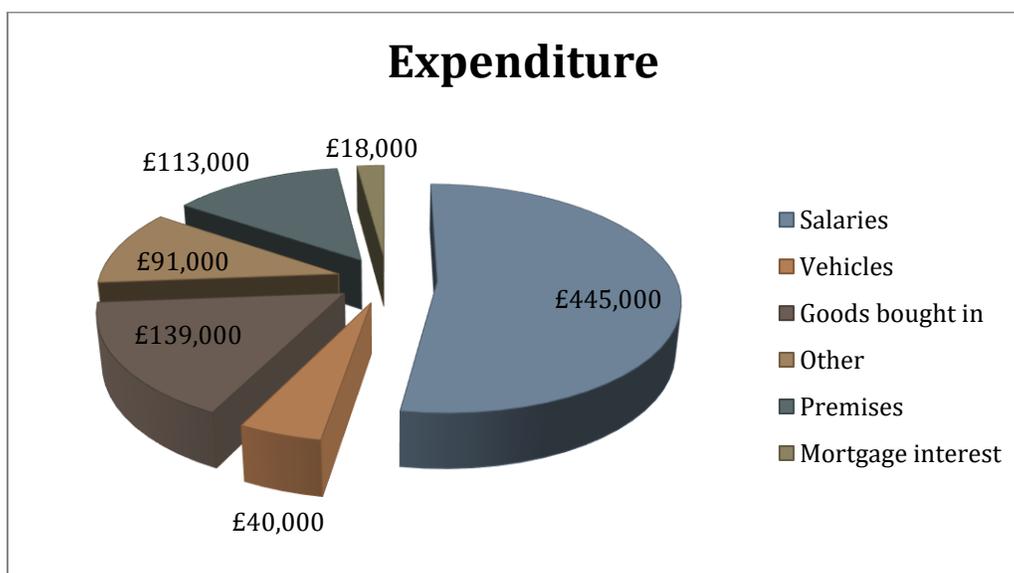
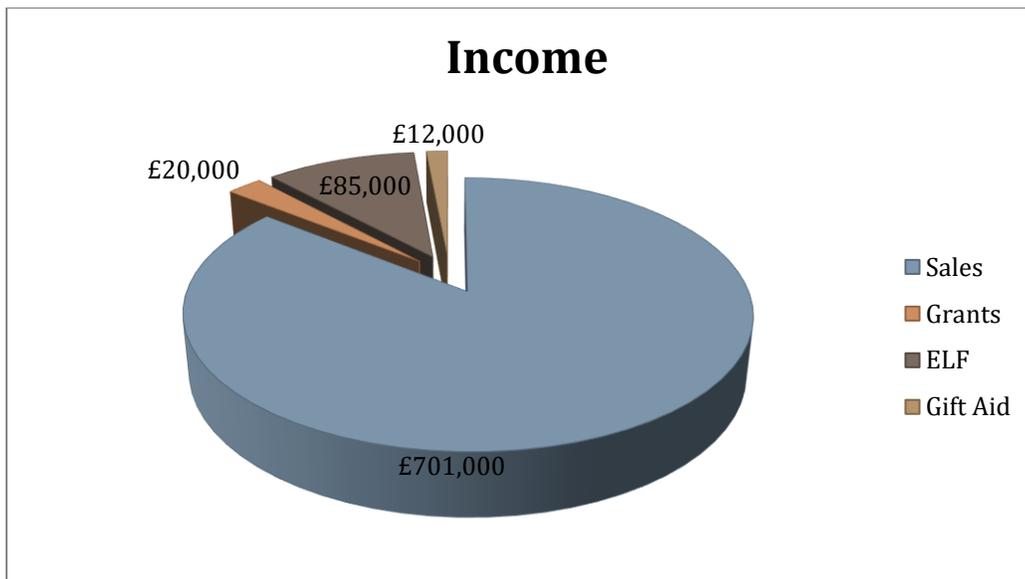
Local Community Events – During the year we attended a number of local community events to raise our profile; Brentwood Strawberry Fair, events in Barking and Dagenham, Barking Park, Epping and Waltham Abbey Markets, and also assisted again in clearing up the “V Festival” collecting 160 folding chairs, 20 tents, 30 sleeping bags and much more, much of which was passed on to other local charities. One of the memorable points in the year was a visit by three groups of students from Brentwood County High School doing a variety of tasks, including helping with our marketing by leafletting the local area.



FINANCIAL PERFORMANCE

Financial Performance

Lighthouse had a challenging year as it continued to develop the branch in partnership with Teen Challenge London (TCL) in Ilford and divest itself of the branch at Epping. The Ilford branch's revenues grew markedly in 2017/18 but growth must continue to achieve its potential. The main Brentwood branch performed successfully. The Epping branch operation was passed to a charity controlled in Epping as per our overall strategy.



CONTACT INFORMATION

Contact Information

BRIAN DARWOOD
CHIEF EXECUTIVE OFFICER



01277 222050

brian@lighthousefurniture.org

Company Information

Directors:

Mike Briggs, acting Chairman,

James Gell, Finance Director & Company Secretary

Simon Farrow

Lighthouse Furniture Project Ltd

27 Tallon Rd, Brentwood CM13 1TE

01277 222050

<http://www.lighthousefurniture.org>

