



FRP

CALENDAR 2017

CREATING A BETTER COMMUNITY



FRP is the trading name for the Furniture Recycling Project

Registered Office: Warehouse 5, West Quay, The Docks, Gloucester, GL1 2EH

Registered Charity No. 1057619 Company limited by guarantee No. 3236897

ANNUAL REVIEW 2015—2016

FRP



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Gloucester Shop:

Unit 12-14 Grosvenor House
Station Road
Gloucester GL1 1S2

Tel: 01452 302303
Email: gloucester@frpglos.org.uk



Cheltenham Shop:

234 High Street
Cheltenham
GL50 3HQ

Tel: 01242 220296
Email: cheltenham@frpglos.org.uk



Tewkesbury Shop:

Unit 5F Delta Drive,
Tewkesbury Business Park
Tewkesbury GL20 8HB

Tel: 01684 292745
Email: tewkesbury@frpglos.org.uk



Head Office :
Warehouse 5, West Quay, The Docks, Gloucester
GL1 2EH Tel: 01452 524 333

Email: admin@frpglos.org.uk
Web: www.frpglos.org.uk



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WHAT IS FRP VISION?

At FRP, our goal is to create a better community by:

- A) the prevention or the relief of poverty and financial hardship by the re-use, recycling and supplying of items of furniture, electrical appliances and other household items to persons in need;
- B) offering volunteering and learning opportunities to individuals for the development of their work and social skills in environmentally beneficial activities;

We operate an affordable countywide delivery service, as well as a free collection service for good quality re-usable furniture and electrical items.

Reuse goods are offered for sale at an affordable price. Donated electrical items are checked and tested before being transported to our three shops in Gloucester, Cheltenham and Tewkesbury.

Last year FRP supplied over 14,000 items to the community, Since 1996 FRP has provided 232,639 items to the community

This is 314 tonnes that has been prevented from going into landfill and an overall saving of 6,240 tonnes of CO2

JANUARY 2017

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"Very pleased with the good deal I got, good service and friendly guys"

"Well done, great customer service, your staff are always willing to get customers sorted and are always smiling which is appreciated. Thank You"

"I found shop staff and delivery team very efficient and helpful in every way"

"Excellent charity"

"Fab shop, friendly helpful staff"

"Always great value and service"

"Brilliant Service – Help that is needed at most vulnerable times"

"Particularly good customer service from collection team, thank you"

"Very good service to the community"

"A very useful service. What is no longer wanted by somebody can be very useful and affordable for someone else. Recycling at its best"

"Thanks for your help, glad we could support you"

FEBRUARY 2017

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CHAIRMAN'S REPORT

I am delighted to once again endorse the great work of FRP in supporting our community.

We rebranded to FRP during the year, something the Trustees and staff have deliberated on long and hard. The decision was taken to use the acronym following discussions with staff, volunteers, users and some of our stakeholders as they have come to know us as FRP and the vehicle colour has now become very well-known and accepted by the community. All that was left to do was to give the vans a makeover with a 'wrap' which has given the 5 vehicles a much cleaner look and offers more information to the community.

Looking forward, FRP will continue to review all operations with the end goal of improving service and support to the vulnerable in our community.

This again has been a challenging year, brought on by the uncertainty over the continuation of a customer presence in Gloucester due to the development of the new bus station.

Our Chief Executive spent many weeks and months discussing opportunities with agents, both locally and nationally in searching for a new site. Fortunately a unit became vacant close to our existing site which we were able to relocate to with the support and co-operation of Gloucester City Council. I am pleased to report that the new shop is performing well and continues to serve the community.

Additionally as the year comes to an end, we are preparing for the opening of a third FRP store, in Tewkesbury, following on from our Gloucester and Cheltenham stores. The new store is situated in Delta Drive on the Tewkesbury Business Park, which will help us meet some of the needs of the local community and those to the north of the County. Many thanks go to Severn Vale Housing Association and Tewkesbury Borough Council for their assistance in making this happen.

MALCOLM WATSON - CHAIR FRP

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I am pleased to report, although this year has been challenging as always, the Furniture Recycling Project (FRP) has made some significant changes to improve and develop its services. AND PLAYS ITS PART IN CREATING A BETTER COMMUNITY.

A key issue for us was the relocation of our Gloucester shop, with the existing unit due to be demolished to make way for the much awaited and needed new bus station. Our search took us much longer than anticipated, with sites agreed and not completing for a variety of reasons. Thankfully at the last minute, an alternative site became available courtesy of Gloucester City Council at the opposite end of Grosvenor House. This still brought with it some interesting challenges, which with the support of the City, and importantly our staff and volunteers, these were overcome at least for the next 18/24 months. As it transpires our move only caused a very short hiatus in our service provision, which was great news.

We have after many long discussions finally started to implement the rebranding of Furniture Recycling Project to be known just as FRP. Many people used the acronym already, but was it the right move. After much soul searching we decided to stick with what we and others know. As a result, we were able to 'wrap' our vans with a more modern design which from initial feedback offers our community a greater explanation of the services on offer together with some amazing statistics for all to see.

What has been very positive that FRP continues to attract volunteers who may not be able to find work, have issues that are currently being supported or even retired and are making a significant difference to their community. I must not forget our Trustees, who give up valuable time in supporting FRP and offering us their advice and guidance. To everyone, please accept my heartfelt thanks.

As the report is written, we are closing in on opening a new unit at Delta Drive in Tewkesbury. This has been a very useful exercise in working with the community and partners. Our last physical presence was in 2007, when our electrical unit was based at Lower Lode and was a victim of the flooding. We have always felt that as we expand the Borough should be our first choice and an opening of a new site is expected to be up and running by June 2016. I must take this opportunity to thank the massive support and confidence in FRP shown by Severn Vale Housing Association and Tewkesbury Borough Council. I can only suggest that you watch this space and keep checking our Facebook pages.

Finally in closing, August 2016 will see the 20th anniversary of FRP. I remember someone saying to me I give you six months all those years ago!! Thankfully we have managed slightly longer and although I do not expect to be with FRP in 2036 unless it's with the help of a Zimmer frame the hope is that FRP will continue to be a major asset to the community.

IAN ELLIS - CHIEF EXECUTIVE FRP

APRIL 2017

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As part of our ongoing development, the Furniture Recycling Project made the decision to rebrand to FRP; complete with a new logo and complete change in the visuals for our vehicles. We have kept the essence of our old project by retaining the burgundy vans, but we have now “wrapped” them in order to convey our message to the wider community. Minor changes to our brand have helped us to extend the broader remit of our organisation; which was not portrayed under our old banner.

From this



To this



FRP has developed significantly since its inception in 1996 and this calendar displays the vast array of services FRP now offers. FRP is about more than just recycling furniture, we are a reuse and community development charity and we hope our new image helps us to portray this. Although visual changes have taken place we remain committed to our timeless core objective of “CREATING A BETTER COMMUNITY”.

MAY 2017

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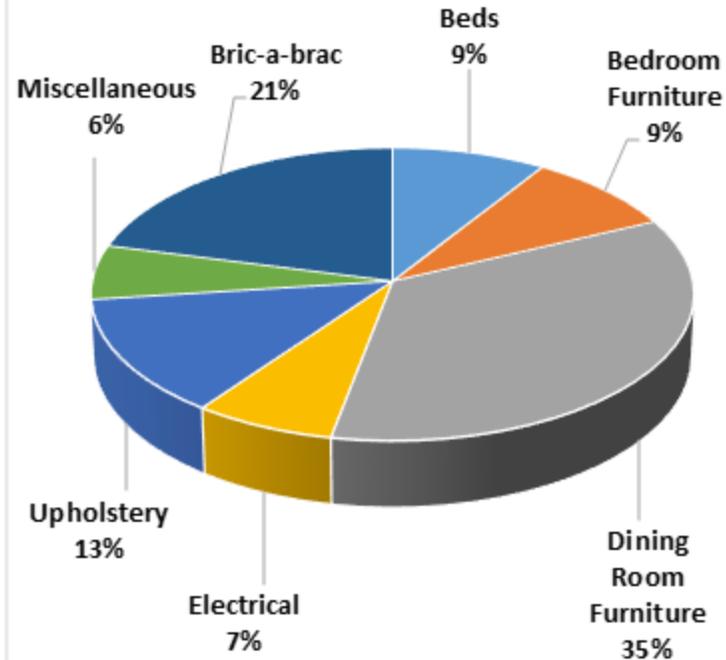
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OPERATIONAL STATISTICS 1st April 2015 – 31st March 2016

Items	To 31/03/16	Total to date
Single Bed Bases	310	7643
Single Mattresses	273	7840
Double Bed Bases	374	5851
Double Mattresses	343	6195
Chest of Drawers (Inc. Tallboy)	452	10199
Dressing Tables	131	3212
Wardrobes	449	12586
Desks	311	4464
Cabinet/Wall Unit/Sideboards	1982	26401
Tables	1144	17590
Chairs	1938	36072
Upholstery (Inc. sofa beds)	1949	29788
Carpet	0	1313
Refrigeration	101	1755
Washing Appliances	211	1718
Heating	37	927
Gas Cookers (no longer supplied)	0	221
Electric Cookers	70	1982
Vacuum Cleaners	32	856
TV/Audio	278	4630
Misc. Electrical Items	202	3665
Sub-Total	10587	184808
Miscellaneous	901	36230
Bric a Brac	3057	11472
Bicycle	8	29
Total	14553	232539

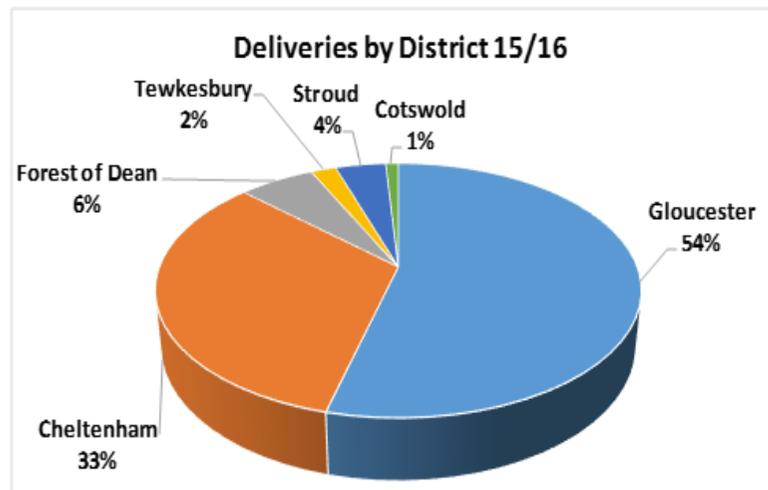
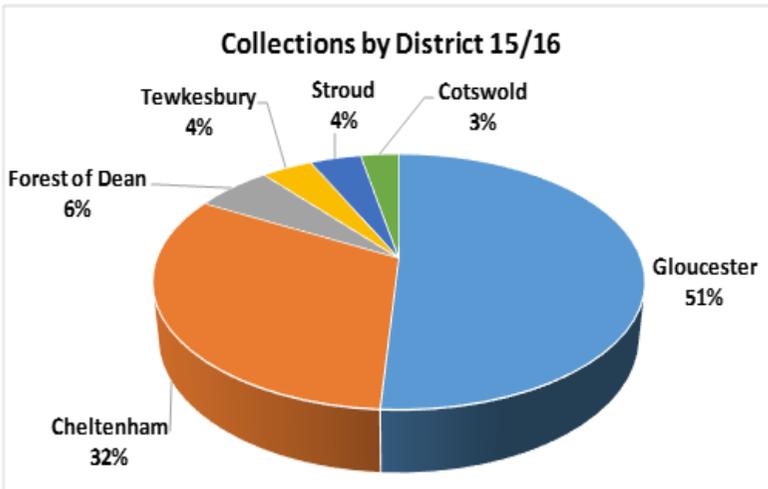
ITEMS SUPPLIED 15-16



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COLLECTIONS/DELIVERIES 1st April 2015 – 31st March 2016



District	Collections number of items	Collections number of households
Gloucester	6135	2090
Cheltenham	3855	1313
Forest of Dean	800	272
Tewkesbury	476	162
Stroud	383	130
Cotswold	421	143
Total	12070	4110

District	Deliveries number of items	Deliveries number of households
Gloucester	7799	1924
Cheltenham	4643	1145
Forest of Dean	902	222
Tewkesbury	248	61
Stroud	436	108
Cotswold	239	59
Total	14267	3519

JULY 2017

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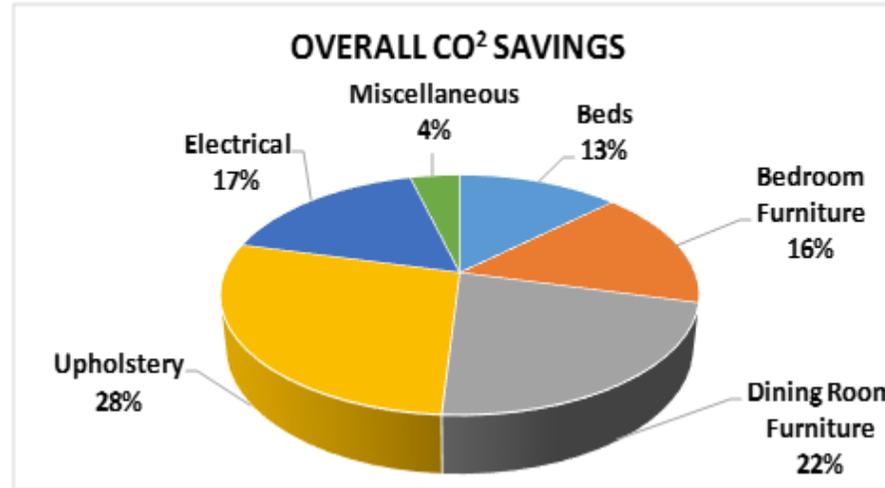
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364 Tonnes of CO2 savings on total items supplied this year

CO2 Emissions Savings : (Since 1996)	Overall CO2 Savings (Tonnes)
-------------------------------------------------	---------------------------------------------

Beds	809.97
Bedroom Furniture	1012.72
Dining Room Furniture	1331.98
Upholstery	1767.20
Electrical	1081.82
Miscellaneous	236.40

Total Savings (Tonnes):	6240.09
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An articulated Lorry travelling 80,000 miles will create 106 tonnes of CO2
<http://www.donbur.co.uk/gb-en/calculator/carbon-emissions/>

AUGUST 2017

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Riser Recliners

The FRP Riser Recliner Loan Service is a convenient cost effective solution for people receiving palliative care, for those recovering from medical treatment and for people with disabilities and mobility problems. A new riser recliner chair is expensive and may only be needed for a short period of time, but our popular service offers flexibility and substantial savings to those in need; as well as allowing a number of our clients to remain in the comfort of their own homes rather than on a hospital ward.

Throughout the year we have provided survey forms to each of our riser recliner clients, of those that responded, 100% were very satisfied with the installation of their chair, 100% felt that the FRP riser recliner loan service represented value for money and 100% of respondents said that they would recommend the service to others.



SEPTEMBER 2017

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Riser Recliner Chairs



**In the 12 Months to
31st March 2016
we have provided
62
Riser Recliner chairs to
those in need**

£75* (excl. VAT)
For the first month
And £35 a month
thereafter

* VAT Free Subject to Eligibility

High-Back Hospital Chairs



**New to our service
High Back Hospital Chairs
£65* (excl. VAT)
For the first month and
£25 a month thereafter**

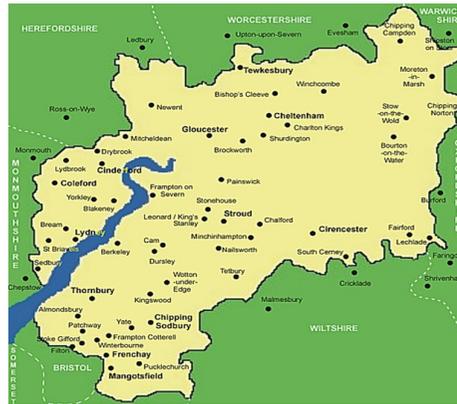
Our Hospital Chairs provide clients with comfort during long periods of prescribed rest, this aides their physical and mental recovery and enables the client to remain independent.

To find out more about our affordable chair loan service please contact our friendly Admin team on 01452 524333 or email risers@frpglos.org.uk.

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WE OFTEN HAVE TO REMIND OURSELVES WHAT FRP OFFERS GLOUCESTERSHIRE'S COMMUNITY:
THIS IS JUST A QUICK SNAPSHOT



OCTOBER 2017

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A COUNTYWIDE SERVICE
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VOLUNTEERING OPPORTUNITIES
- 

FREE COLLECTION OF REUSABLE ITEMS
- 

WOODWORK AND ELECTRICAL
- 

LOW COST FURNITURE AND ELECTRICAL ITEMS
- 

ENVIRONMENT
- 

NFP TRADING
- 

UPCYCLING
- 

RETAIL AND ADMINISTRATION
- 

DRIVERS/DRIVERS MATES
- 

EMPLOYMENT
- 

WASTE REDUCTION
- 

A LOW COST LOAN SERVICE OF RISER RECLINER AND HOSPITAL STYLE CHAIRS

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Volunteering with FRP

Over the course of 2015/16 many volunteers kindly donated their time to FRP helping us in supporting the local community

13,959 volunteer hours worked



This equates to £154,805 of support to the local community



Rates taken from S.Baker Worcestershire research report July 2013

Volunteer comments

Drivers Mate Volunteers

"I have improved a lot in areas at FRP. I really enjoyed getting out and about throughout Gloucestershire helping others in the community."

Woodwork Volunteer

"I previously heard that volunteering helped self-esteem. I didn't believe this having done other things. FRP has worked better. I feel safe and secure in this environment."

Warehouse Volunteer

"Excellent group to work for, they always look after their volunteers no different to full time staff. I will miss the people of FRP. Thank you for letting me volunteer for you."

Survey of FRP Volunteers



Volunteer survey results for skills and experience:

- 70% say their written and spoken English has improved.
- 90% say their communication skills has improved.
- 100% stated they have gained work based skills, confidence and motivation to find work.
- 100% reported improvements in their team work skills.
- 100% felt better prepared for work



Volunteer Survey results for wellbeing:

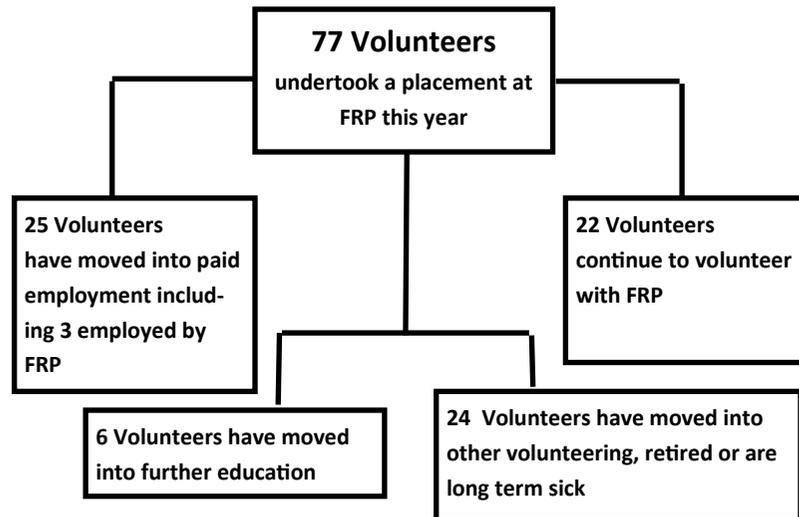
- 80% say their mental wellbeing has improved.
- 90% say their physical health and fitness has improved.
- 100% say their self esteem has improved.



Volunteers survey results for inclusion and social activity:

- 100% say their range of friends has increased since joining FRP.
- 100% say they feel part of the community thanks to volunteering.

Preparing for the future



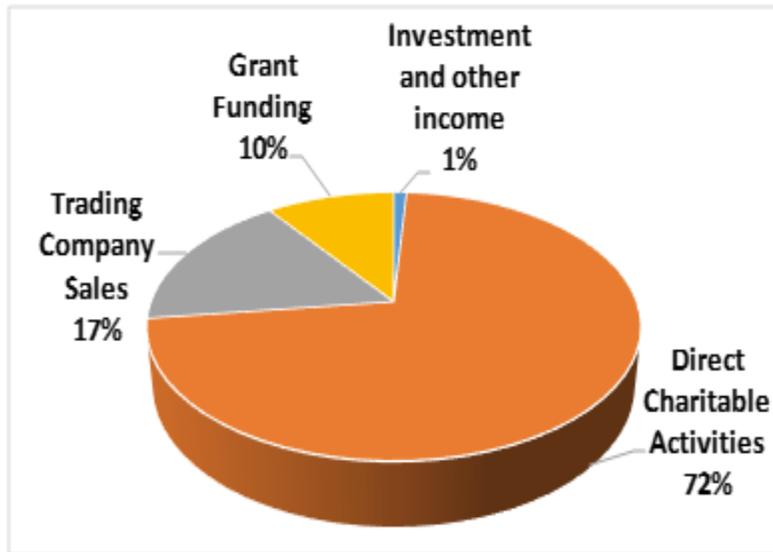
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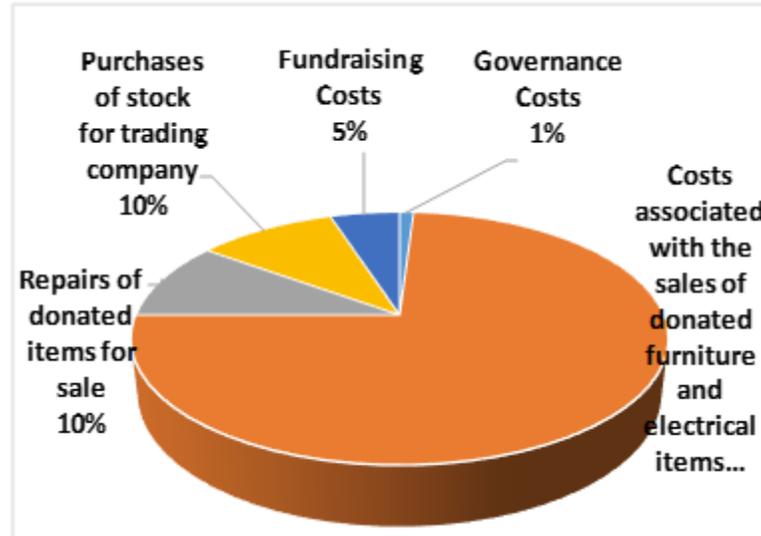
FINANCIAL INFORMATION

1st April 2015 – 31st March 2016

INCOME



EXPENDITURE



DECEMBER 2017

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A copy of the full annual accounts can be obtained from the Chief Executive
Warehouse 5, West Quay, The Docks, Gloucester, GL1 2EH



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Supporters 1st April 2015 – 31st March 2016

Anton Jurgens Charitable Trust

Barnwood Trust

Big Lottery Awards for All

The Childwick Trust

Charles Irving Charitable Trust

Crown Decorating Centre

First 4 Comms

Furniture Reuse Network (FRN)

Gloucester Carpet Outlet

Gloucestershire Community Foundation

Greensquare Community Fund

Henry Smith Charities

Jane Bick Interiors

Lloyds Bank Foundation

Severn Vale Housing Society

We would like to thank all our supporters for all their help and assistance for 2015—2016,
and a thank you to everyone else who has supported us, including our many volunteers!



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Chairman

Malcolm Watson

Trustees:

Hayley Marles

Andrew Setchell

Dawn Melvyn

Margaret Joseph

Marilyn Jennings

Secretary to the Trustees:

Marie Journeaux



Chief Executive

Ian Ellis

Senior Retail Distribution Manager

Dereck Eley

Finance Manager

Paul Stafford

Funding & Development Officer

Ellie Smith

Social Media :

Website: www.frgplos.org.co.uk



<http://www.facebook.com/FRPGlos>



[Twitter@frgplos](https://twitter.com/frgplos)

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Warehouse 5, West Quay,

The Docks,

Gloucester, GL1 2EH

Tel: 01452 524333

admin@frgplos.org.uk

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cheltenham@frgplos.org.uk

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