



2016 CALENDAR

Re-use: a Positive Alternative to Landfill



Furniture
Recycling Project



Annual Review
2014/15

Introduction

In the 12 months to 31/03/15, FRP supplied 16,100 items to the community.

This equates to 320 tonnes of furniture and electrical items that have been provided for reuse.

This is 371 tonnes of Co2 that has been prevented from entering the atmosphere.

Since 1996 FRP have supplied 218,086 items to the community.

This is over 5,028 tonnes of furniture and electrical items that have been prevented from going into landfill.

This is the equivalent weight of 838 male African Elephants.

January 2016

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Amazing Statistics of Items Supplied

Since becoming an independent charity in 1996, FRP has supplied an amazing 218,086 reuse items to the community.

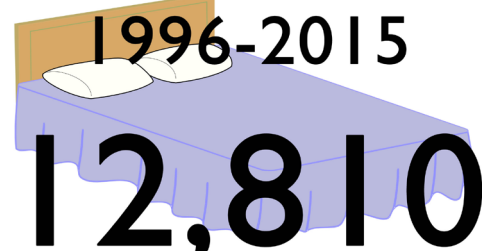
Bedroom Furniture 1996-2015

29,118



Beds 1996-2015

12,810



Electrical Items 1996-2015

14,823



Dining Furniture 1996-2015

74,999



Upholstery 1996-2015

29,052





Furniture Recycling Project

Affordable Reuse Furniture

- ♻️ Need to furnish your home whilst making ends meet?
- ♻️ On a low income, unemployed, single parent, elderly or disabled?

Our shops offer high quality affordable recycled furniture and household items improve the lives of people most in need.

www.frbglos.org.uk
creating a better community

Gloucester Shop
(Bus Station) - GL1 1SZ

Cheltenham Shop
294 High Street - GL50 3HQ

Reuse
Recycle
Recline

CEO Report

Strange as it seems, FRP has been an independent charity for 19 years now and August 2016 will see our 20th anniversary; personally I had my own milestone this year, having worked for FRP for 21 years (the first part with our founder charity). For me, the time I have spent working at FRP has been a privilege, having met some amazing people, but best of all is knowing we are

CREATING A BETTER COMMUNITY.

FRP has reached momentous landmarks during the year, having supplied 218,086 items and reused over 5,028 tonnes of furniture and electrical items for the benefit of the community, since becoming an independent charity in 1996.

This equates to 838 male African Elephants!

It is our belief that in some small way, we are also reducing fly tipping; the Local Government Association quoted recently that fly tipping costs local authorities in England £50,000,000 per year, with 'The Citizen' subsequently reporting 530,000 incidents of fly tipping nationally last year.

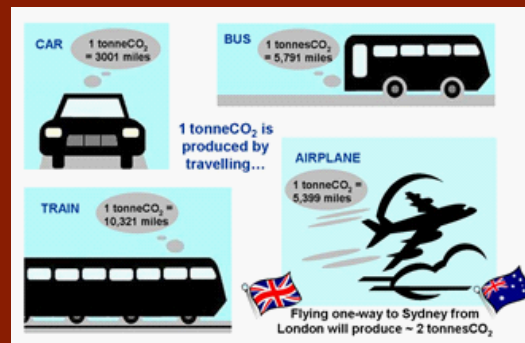
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April 2016

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Not only are we diverting goods from landfill, in doing so, we are making significant Co2 savings with 371 tonnes prevented from entering the atmosphere. Reviewing our total Co2 savings to date, this has reached a staggering 5,876 tonnes. I have used this chart from the Rutland County Council website to highlight the positive impact that this has made over the years.



It is though with much regret, following many hours of discussion, that the decision was made to consult with staff on the closure of our training department, with the possible loss of seven posts. Low learner numbers and reduced funding meant we were increasingly taking time away from focussing on the charities main objectives to look at ways of sustaining the training department; therefore after a great deal of consideration and heartache, the department closed in July 2014.

Finally, the greatest challenge we face is relocating from Grosvenor House at the beginning of 2016 due to the much needed bus station developments. This will take a great deal of time and resource, but we must look to achieve a positive outcome. I am looking forward to providing good news on a new location for our Gloucester shop.



Donate Reusable Goods

Furniture Recycling Project

Do you have good quality furniture or electrical items that you no longer require that can be reused?

Over **16,000** items were supplied to the community in 2014/15. This equals **320** tonnes of items that have been prevented from going into landfill.

Since 1996 FRP has provided over 5000 tonnes of products to the community



This is equivalent to 838 male African elephants



www.frpglos.org.uk
creating a better community



Donate Reusable Goods

Furniture Recycling Project

With our free collection service covering the Gloucestershire area.

We collect most household items including:

- All Furniture
- Electrical household items that are in good working order
- Electrical Cookers
- Washing Machines
- Fridges and Freezers

Please Note:
It is up to our driver's discretion to leave unsafe goods

If you have reusable goods to donate, call or email FRP to book a collection

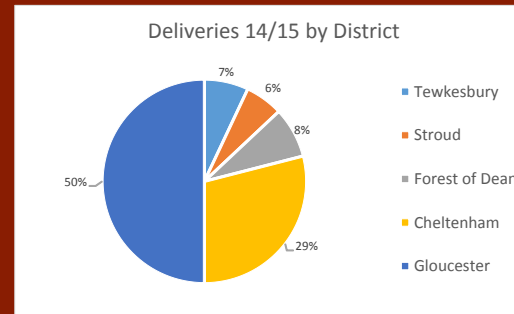
(Gloucester) 01452 302303 Gloucester@frpglos.org.uk
(Cheltenham) 01242 220296 Cheltenham@frpglos.org.uk

Operations

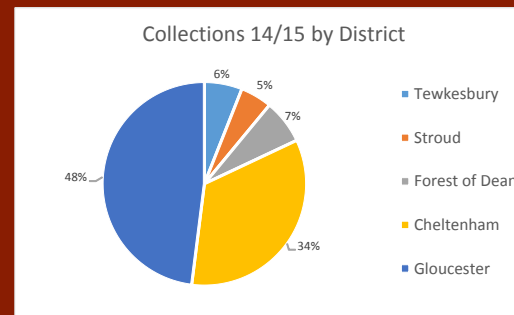
2014/15 saw the greatest ever total, with in excess of 16,000 items reused and 320 tonnes of furniture and electrical items given a new life.

6,954 households have benefitted from reuse furniture over this time, thanks to FRP; with 4,325 customer having items delivered.

The majority of our deliveries continue to be in the most disadvantaged areas of the county.



In the past twelve months, 4306 customers used our free collection service to donate furniture to FRP rather than sending it to landfill.



We are conscious of the districts needs, and are looking at ways of improving our service to other areas of the county.

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June 2016

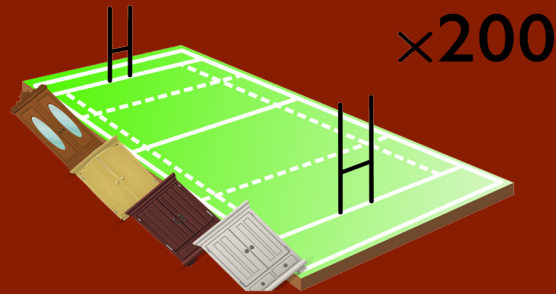
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In a recent customer survey carried out on the reasons for donating to FRP;

- 72% of those surveyed said it was to help the disadvantaged community.
- 69% to reduce waste by donating items to be reused.
- 44% to get rid of bulky goods.
- 15% to feel more connected to the local community.

(Some people gave more than one reason).

With your support, we have now reused 12,137 wardrobes since 1996 and, to put this into context, this is equivalent to: end-to-end: 200 rugby pitches or 2000 London Buses or, stacked on-top of each other, twice the height of Mount Everest or 220 Big Bens.



We must not forget to thank our volunteers, who contributed 14,448 hours in supporting our community. In economic terms this equates to £160,228 of support to the local community.

(Rates taken from S. Baker, Worcestershire Volunteering Research Report, July 2013)



Volunteer with FRP

Furniture Recycling Project

Whether you are looking to gain experience or have skills to offer, we need you. By Donating your time to FRP you can make a difference and help us in **creating a better community.**



If you are interested in volunteering, call or email FRP for further information.

**www.frpglos.org.uk
creating a better community**



Creating a better community

Over the course of 2013/14, volunteers donated 10,656 hours of their time to FRP in supporting your community

Volunteer survey:

Over 90% of our volunteers reported that since joining FRP their confidence had increased.

9 out of the 11 volunteers we asked said that working at FRP prepared them for work.

"I've really enjoyed it, wouldn't regret one day spent here, made friends that are amazing and feels like a little family. Would highly recommend it to anyone."

Volunteering opportunities in:

- Drivers
- Electricals
- Warehouse
- Driver's mate
- Woodwork
- Upcycling
- Upholstery
- Retail
- Administration

Volunteering

"Volunteering gives me the opportunity to help out people in the community who may not have much money."

– Mike

"I enjoy going out and about with the drivers helping with deliveries and collections. My favourite driver is Dave as he always makes me laugh!"

– Adam

"I've really enjoyed it, wouldn't regret one day spent here, made friends that are amazing and feels like a little family. Would highly recommend it to anyone."

- Ashley

"Good to see the team working well together."

– Wayne D

"I've been working at the docks, the shop and on the Vans so far. So I have seen quite a lot of the work and I think FRP does a good and important job in the community. During my time here I hope to see all of the work, learn a lot and contribute to the company."

- Lukas

Of the 63 people that volunteered with us over the year, 31 are still with us, 29 have moved into employment and 2 have moved into further education.

6 of the volunteers who have moved into employment are still volunteering with us in their spare time.

Taken from our most recent volunteer survey;
91% of volunteers report increased confidence
73% report Increased self-esteem
91% report an increase in motivation
82% feel they are more prepared for work
100% feel they are making a difference

If you are interested in volunteering, call or email FRP for further information.

Tel: 01452 524333

www.frglos.org.uk
admin@frpglos.org.uk

July 2016

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Customer Comments

This is a selection of comments taken from our anonymous customer feedback forms which are given out when our team performs a collection or delivery.

“Thank you, excellent service.”

“I feel happier my items may help someone in need rather than going to the tip.”

“A very helpful service.”

“Extremely professional and friendly staff, good shop with a variety of items, thank you.”

“Very good value for money.”

“Great service and a worthwhile project.”

“Staff were brilliant from purchase to delivery, very good service.”

“This shop is an excellent example of what charity work is all about, a great welcoming and non-judgemental approach, thank you.”

“Very efficient every time.”

“Very helpful in a very difficult time in my life.”

“A happy shop with fantastic assistants.”

“Very helpful team, excellent service.”

“The team was brilliant.”

2014 - 2015 Finances

Total Income was

£543,455

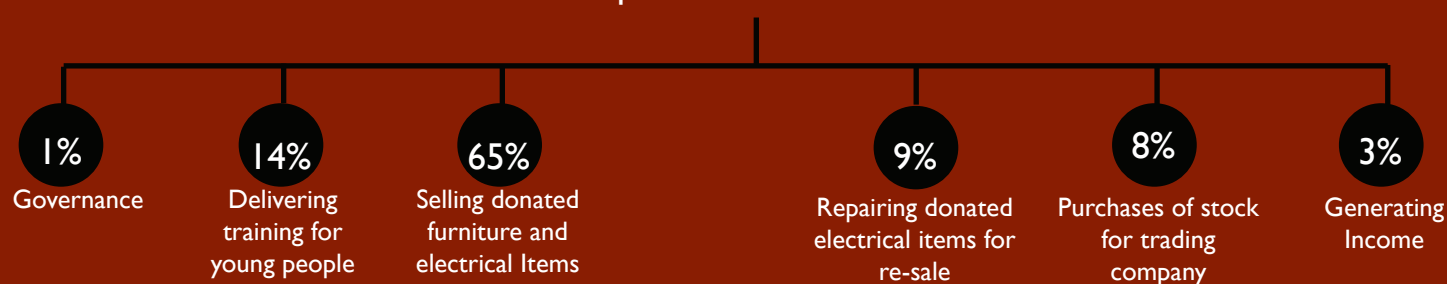
Income Breakdown



Total Expenditure was

£620,355

Expenditure Breakdown



88%

Of FRP income was spent delivering charitable activities

17

FRP employees (FTE) in 2014 / 2015

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Rise & Recline

The riser recliner loan service offers short to mid-term solutions to those recovering from medical treatment, individuals receiving palliative care, those with disabilities and mobility problems. In the 12 months to 31/3/14, this service provided 51 Chairs to clients in need.

Since the service started in 2012;
We have supported a total of 106 clients.
Total loan-time of 11,330 days (1,619 weeks).
Average loan time of 105 days (15 weeks).

We are pleased to offer this positive service, and support some of the most vulnerable clients in our community. Below are some comments from our clients this year.

“Didn’t know this useful scheme existed. We do not have to buy a chair which may not be used very much.”

“Very helpful & efficient. Very pleased with the service.”

“Your team were friendly, professional and helpful.”

If you know someone in need of a chair, contact us on 01452 524 333 ext 1.



Rise & Recliner Loan Service

Furniture Recycling Project

FRP riser recliner loan service is a convenient cost effective solution for people who are:

- Recovering from medical treatment
- Individuals receiving palliative care
- Those with disabilities and mobility problems



£75 for the first month
and
£35 a month thereafter

Tel: 01452 524333
Ext 1

www.frglos.org.uk
creating a better community

risers@frpglos.org.uk



creating a better community

Furniture Recycling Project



Reuse

Our shops sell high quality affordable reuse furniture and household items, helping people on lower incomes furnish their homes.

Recycle

Donate your household goods now, with our free collection service and help to reduce the volume of waste in landfill sites.

Recline

Rise and Recliner loan service provides chairs to; people recovering from medical treatment, individuals receiving palliative care or those with disabilities and mobility problems.

Gloucester Shop
near the Bus Station - GL1 1SZ

Cheltenham Shop
294 High Street - GL50 3HQ

www.frpglos.org.uk

01452 302303

01242 220296

Chairman's Report

I am delighted to once again endorse the great work of FRP in supporting our community. All businesses evolve and change, FRP being no different having overcome many challenges down the years.

Our success is evident in terms of the astonishing numbers presented in this report and due to the hard work of our staff and volunteers, without their dedication and commitment, FRP would not be a success. On behalf of my fellow Trustees we are sincerely grateful to every member of staff and volunteer - thank you.

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 means acknowledging our supporters in donating goods for without their generosity, we would not be successful.

Our goal remains the same, supporting the disadvantaged in our community. To achieve this goal, we will leave no stone unturned in reshaping and improving our business over the next few years.

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Thank You to our many
supporters, including;

Gloucestershire County Council
Gloucestershire Rural Community Council
Gloucestershire Police and Crime Commissioner
The Big Lottery Fund
The Sobell Foundation
The Notgrove Trust
The J Paul Getty Jnr Charitable Trust
Spirax Sarco



FRP Refurbishment and Upcycling

We are working on expanding our Workshop to allow a greater amount of Refurbishment to be carried out, and facilitate the ongoing development of an Upcycling Unit.

Volunteers and Staff are using years of experience to refurbish items to a high standard, in our Workshop.

As such, Upcycled and Refurbished Furniture is now increasingly beginning to appear in our stores!

What is Upcycling?

Upcycling, also known as creative reuse, is the process of transforming by-products, waste materials, useless and/or unwanted products into new materials or products of better quality or for better environmental value.



From These...



...to These!



Furniture Recycling Project

Gloucester shop:

Unit 1 Grosvenor House
Station Road
Gloucester GL1 1SZ

Tel: 01452 302303

Fax: 01452 318970

Email: sales@frpglos.org.uk

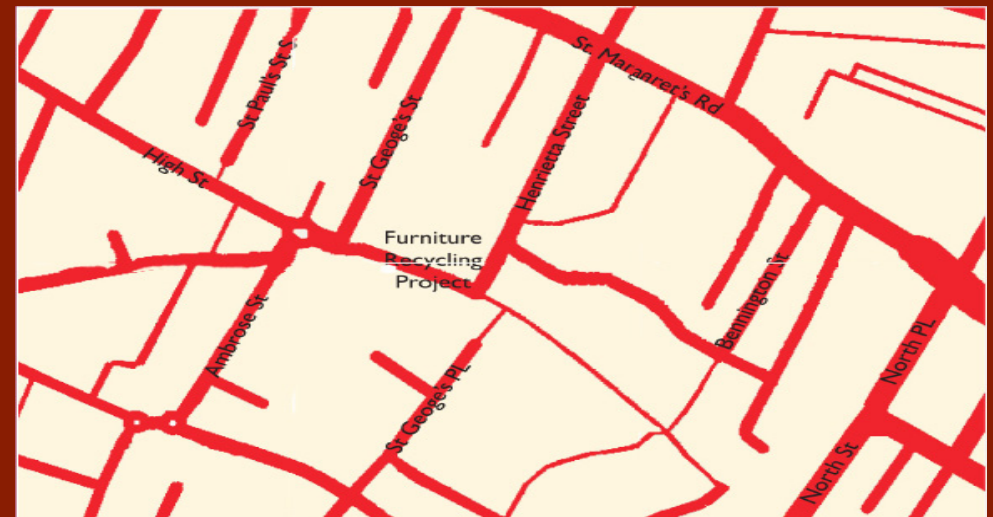
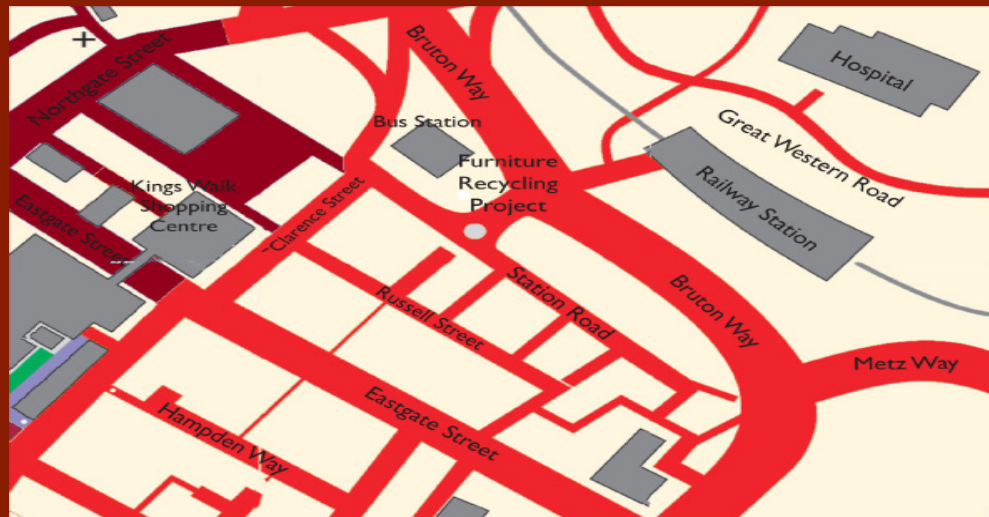
Cheltenham shop:

234 High Street
Cheltenham GL50 3HQ

Tel: 01242 220296

Fax: 01242 228963

Email: cheltenham@frpglos.org.uk



Head Office

Warehouse 5
West Quay The Docks
Gloucester
GL1 2EH

Tel: 01452 524333
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Email: admin@frpglos.org.uk