



St Vincent  
de Paul Society

England and Wales

Turning Concern into Action

# St Vincent's Furniture Project

## Monitoring Report

APR 22 - MAR 23



# Manager's Report

2022/23 has been another successful year for St Vincent's Furniture Project but it has not been without its challenges.

This year we have focused on developing our delivery service by continuing to carry Emergency Food Parcels on our vans, as well as information leaflets for St Vincent's befriending volunteer groups, which have been passed to delivery clients who we identify as struggling with isolation and loneliness. We have also upskilled our staff team with new safeguarding training to help them identify and support those we see on our deliveries and our collections who may be in crisis or at risk.

Our overall focus however has been on building our resilience and capacity to ensure we can continue to meet the demand for our essential services, which has grown significantly since late 2021. In this financial year, from April 22 to March 23, the number of referrals we have received for our service has risen by 27%, when compared to 2021/22. We have also distributed 11% more furniture and supported 17% more people with our essential deliveries, a total of 3054 people including 1556 children.

This difference in just one year, shows a clear and significant rise in the needs of people in Sheffield as well as the level of work and capacity we need at the project to meet the growing demand for our service.

We are still today witnessing the long-term repercussions of the pandemic on those we support and have recognised that not only has the level of need in our community gone up but the circumstances of the people we help have also become more complex.

As the cost-of-living crisis continues to impact families and individuals already living on the poverty line, our service is needed now more than ever to help alleviate the extreme financial, health and wellbeing pressures that those who are most vulnerable, and disadvantaged are being impacted by worst of all.



# Manager's Report

## Our plans for 2023/24

- **Build on the platform of giving we have developed over the last 35 years** by continuing to provide our essential delivery service to the most disadvantaged in our community and expand our service to help people even further.
- **Support people in leaving Furniture Poverty** by providing the essential furniture and household goods everyone needs to ensure those who need our support have everything they need to live safely and comfortably in their own home.
- **Supply emergency food parcels to those most in need** particularly to delivery clients moving into new properties, with dependents and those identified as struggling in financial hardship.
- **Spread more awareness of our work in the community and other St Vincent services** to help more people in Sheffield benefit from our charitable work, give our to our cause and volunteer with us.
- **Develop partnerships across the city** to increase our reach into the most marginalised communities and ensure that we continue to help those most in need of help in our city.
- **Provide furniture reuse and recycling workshops** to develop the life skills of young people in temporary housing with the aim of helping them to prepare for life maintaining their own residencies.



# Manager's Report

## Funding our work in 2023/24

As always, each year we fundraise to cover the costs of running our service in Sheffield. We do this primarily through applying to Trusts and Foundations to support our core costs such as staffing, premises and running our fleet of delivery and collection vans. We are also developing new income generation streams which can become sustainable income and also develop our fundraising in the community.

Our sincere thanks to Sheffield City Council for their continued funding support for our core community service and recognising the important of the work we do and to all our other funders who support us each year.

## Summary

Our free furniture deliveries remain at the core of our work in the community and are becoming increasingly more important and more needed each year. In 2023/24 our focus will remain on this to ensure our service continues to improve, develop and is as impactful as possible. We will also continue to distribute emergency food parcels and provide safeguarding support to clients when it is needed.

To develop our work further in 2023, dependent on funding, we aim to develop our food provision offer, provide more services in house as well as offer signposting support to help our most vulnerable clients to access more support in the community.

An important priority for us too is to build our fundraising capacity for this year, following a challenging fundraising year in 2022.



# How we helped

## Key Performance Figures

Figures based on 1st April 2022 - 31st March 2023	2022/23	2021/22	Variance
Completed deliveries	1223	1050	+16.4%
Total clients helped	3054	2613	+16.9%
Items delivered	6540	5859	+11%
Recycled items in Tonnes based on delivered items	98.5	75.8	+10.9%
Council deliveries	621	583	+6.5%
Collections	1383	1320	+4.8%
Items Collected	4836	3966	+22%



# Our Impact: In Numbers

THANK YOU

**1383**

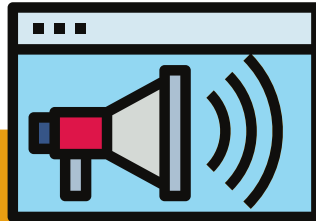
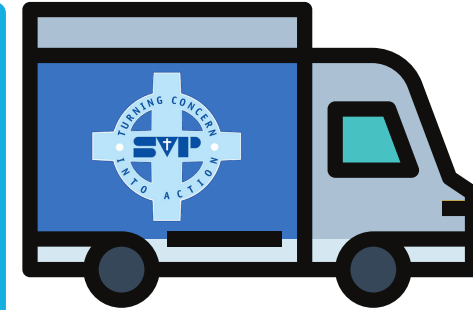
collections of donated furniture!



Average delivery response in 11.7 days



3054 people including children and families helped.



51% of deliveries for Sheffield City Council residents



44% of deliveries to people who identify as disabled or living with a long-term illness.



98.5 tonnes of items reused/recycled



**6540 items of furniture & household goods delivered!**



1107 bed frames & mattresses



395 sofas & armchairs



602 wardrobes & drawers

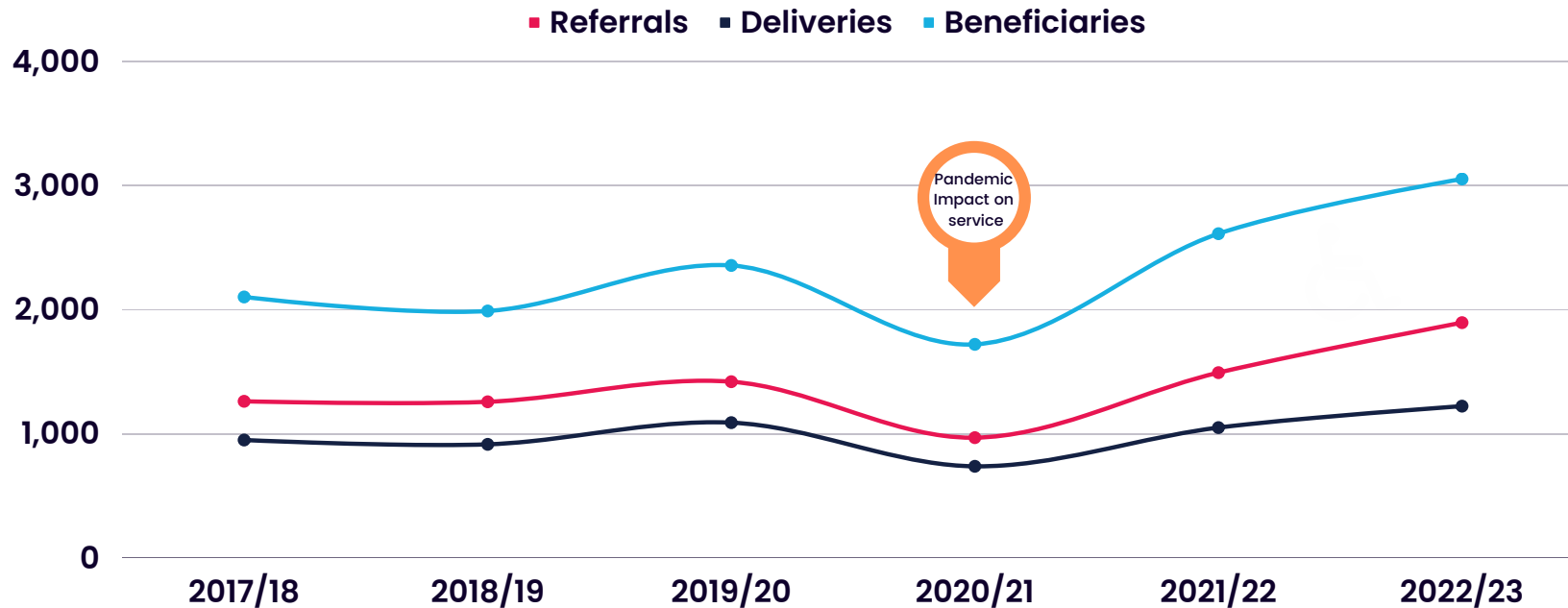


416 home electricals



# Our Impact: Changing Need Levels

## Delivery Service Overview 2017-2023



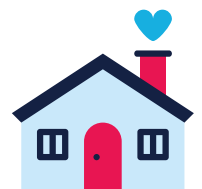
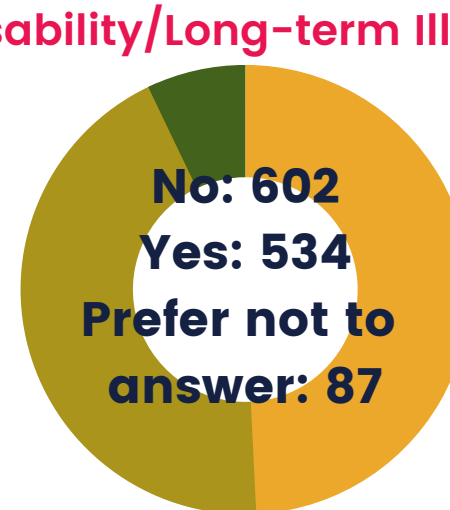
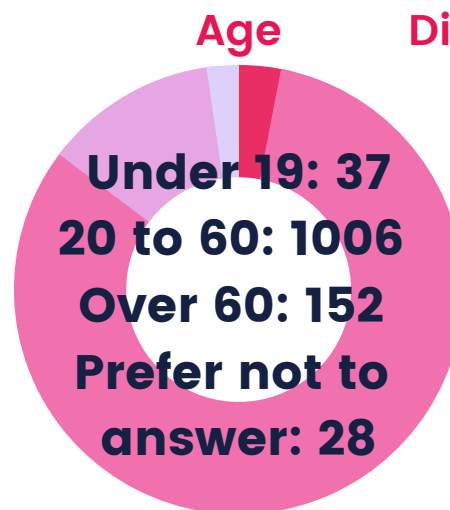
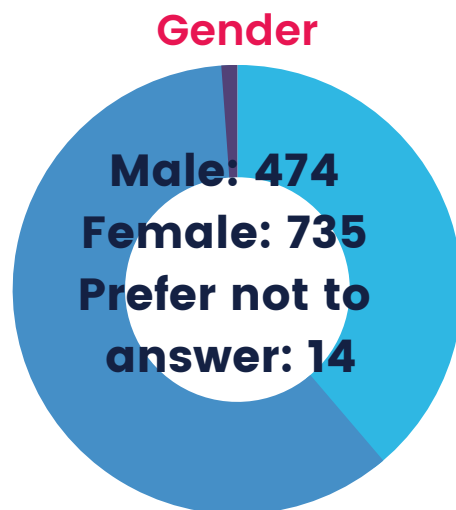
# Our Impact: Who we supported

We made **156** deliveries to help people and families recovering from the trauma of Domestic Abuse.

**175** deliveries helped people leaving behind statutory homelessness to make a real home for themselves.

Financial hardship can affect us all, which is why we made **752** deliveries to help local people struggling with low income.

**29** of our deliveries in 2022 enabled people to safely move back into their own homes following medical treatment.





# Our Impact: Outcomes & Feedback

Feedback from a **Sheffield City Council Housing Services** referral, following a delivery of a double bed, sofa, dining table & chairs, chest of drawers and more.

*"D is extremely grateful for the delivery; he was an entrenched rough sleeper prior to this tenancy and was unable to fund any furniture. He is now settled in his new home and asked me to thank you on his behalf."*

## Referral from Shelter Sheffield:

M has chronic pain and mobility issues. He lives in a small studio flat. He needs a comfy chair to sit in. At the current time he spends all his time sitting or laying on his bed. This does not support his back.

*"Absolutely perfect chair for my client. It is clean, fits in his small space, and very suitable for him due to his health needs and poor mobility. Great service, thank you."*

## Feedback from Sheffield City Council, Communities Care & Support referral:

*"Being able to have furniture for her home is transformative. The positive impact on her mental health and the knock on to her physical health cannot be underestimated."*

*"This service is a fundamental element in enabling her to improve her life and wellbeing."*

## Feedback from Sheffield City Council Housing Services referral:

*"Thank you for providing the new start which will change the life of my tenant. "*

"Receiving the sofa from St Vincent's has had a huge impact on N's wellbeing. He now feels confident to have people visit as he can offer them a place to sit. It has helped N settle into his new home as the property feels more homely now instead of a vast open space. **-South Yorkshire Housing Association**



# Our Impact: Client stories...

## Bailey's\* story

**Bailey was referred to our service in early 2023 by the Sheffield City Council (SCC), Communities Care and Support Team. as she was struggling to improve her living circumstances following fleeing domestic violence. What made things more difficult for her was her health, as she suffers with serious heart problems and angina.**

**Bailey needed help to make her new council tenancy a safe and comfortable home, with essential furniture and household items. Her referral told us that the items needed would make a huge impact in helping her get back her independence. Something crucial to helping Bailey as she was used to making her own way in life before the domestic violence she suffered and her health changes took hold of her life.**

**Our delivery was able to support Bailey with a complete double bed, bedding as well as some storage. Following our delivery, Bailey's referrer at SCC let us know how she was getting on:**

"My client would not have been able to move into her new property without your assistance. She was delighted she had some items delivered, the electrical items were provided from the homeless prevention fund at the Council.

"Can I personally thank St Vincent De Paul for many years of great service. I have used your service in various roles I have had since 2002. Your service have improved year on year, how you manage to do such a valuable service is a credit to all involved. Thank you."

*"The family will be able to use available funds now to buy other household items, the children now have better beds to sleep in , which will improve quality of sleep. Great services, easy to complete referrals, good quality of items."*

**- Sheffield City Council, CYPF North MAST**



\*All names changed to protect the individuals identity

# Our Impact: Client stories...

## Mohak's\* story

**Causeway Sheffield referred Mohak to us after he was housed into a secured unfurnished tenancy following years of being housed in temporary and emergency housing. Causeway were supporting Mohak as a victim of modern slavery and were helping him get a fresh start and to rebuild his life.**

**Mohak needed our help to furnish his property due to his financial situation making it difficult to furnish his new home himself. We know how important having a place you can call home is for anyone, but after years of unstable living we knew our help would make a big difference to Mohak's quality of life. Through the delivery we aimed to contribute to him having a safe and comfortable home where he could continue in his recovery.**

### **After his delivery, Mohak's referrer let us know how we was getting on:**

"He was very happy with the items you gave him. He was so excited to have his new home after being homeless and living in temporary accommodation. However, a house is not a home without furniture and cooking items etc. He has a very low income and it would not have been possible for him to buy all the items he needed so he really appreciated your donations. It made him feel at home and safe and that someone cared. Thank you so much for the excellent service you provide.

"I have referred people to your service in my current role and my previous role. I have always admired the way you respond so quickly and try so hard to fulfil people's needs. Getting a new home when you have been homeless is both exciting and daunting. It comes with a lot of responsibilities and new expenses. Anything that can be done to smooth the process is much appreciated. Whilst they can often have the furnished package in their flat there is still a need for everyday items such as cooking equipment, bedding and additional furniture and without your services many people would struggle to afford these. For people who are not eligible for the furnished package your services can make the difference between someone keeping their accommodation and becoming homeless again. Thank you for all that you do."



\*All names changed to protect the individuals identity