



St Vincent's

FURNITURE STORE SHEFFIELD



Who we are and what we do

We help to improve the quality of life for those most in need, and have been doing so for over 30 years.

We collect and then distribute recycled furniture and household items to vulnerable families and individuals and those in crisis across Sheffield.

St Vincent's Furniture Store only accepts referrals from registered, statutory agencies. Many of these agencies are voluntary and charitable organisations. They ensure and establish that the person/families need our support.

Sheffield City council makes by far the largest number of referrals, accounting for over 58% of all requests for furniture received by the Store.

In 2017 Sheffield City Council awarded St Vincent's Furniture Store a 3 year Core Service Grant. We received £57,618 for the period April 2018 to March 2019 and our three main outcomes are:

- Families/individuals referred to the store for support, have the furniture items they need, delivered to their home, in a timeframe that reflects the urgency of their referral.
- Access to essential household items enables individuals/families to manage a crisis or to move forward.
- Being able to refer clients to the Store has a number of subsidiary benefits specific to the referral agent themselves.

Contestants and judges celebrating and raising money for the Store at our annual Mother of God's got Talent show.



OUR YEAR IN NUMBERS

915 Deliveries benefitting 1990 people

1525 Collections made through the Store

100% Deliveries made within 5 days

5678 Number of volunteer hours worked

909 Online referrals received

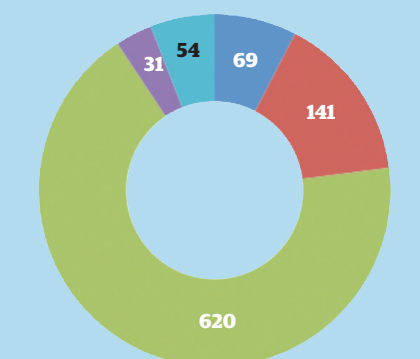
120 TONNES Furniture recycled

100% Urgent deliveries made within 2 Days

58% Referrals made by Sheffield City Council

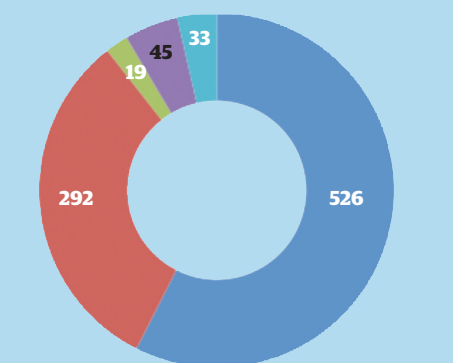
Who and why do people use us?

Reason



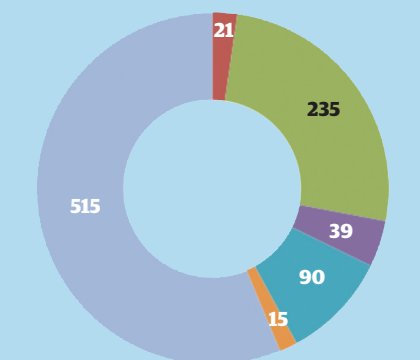
Domestic Abuse
Financial Hardship
Other
Statutory Homeless
Discharge from care

Purpose



Unfurnished Tenancy
Existing Tenant in need
Discharged from Care to a new tenancy
Needed to manage health/disability
Other

Agency Categories



NHS Sheffield
Sheffield City Council
Advice Centres
Other
Housing Association
Religious

CASE STUDY

Normal things are priceless

We have a lot of figures within this report, these are exceptional and there are many, many stories of hardship, need and poverty behind these numbers. The true impact of the help and service we give can only be felt in a family's struggles and needs such as the one in the following story.

We received a referral from one of our agencies. The family who were in need of help had many problems and we were there to help them on the road to recovering from these trials.

The family was mum and her 3 children, a boy and 2 girls aged, 10, 7 and 4. Dad had died having contracted an illness. Prior to his illness he had been in work, although a low paid job the family had managed to get by. Following his death their whole world had fallen apart and along with the emotional loss they were also suffering money problems. As the death had affected mum so severely she hadn't been keeping up with bill payments and also the general up keep of their flat. Unfortunately as she had received many 'red' letters she became scared and fled the property with the children.

They went to stay (temporarily), with her mum, however as the home was overcrowded this was affecting the children who were becoming withdrawn and troubled. They were missing school and generally not coping.

The agency found a new flat for the family, however they couldn't afford the furniture and household items for their new home and therefore could not move in. When St Vincent's were contacted by the agency we were told that this family was close to falling apart and they needed to move into their own place as soon as possible.

We delivered beds, bedding, a three piece suite, a dining table and chairs, a bookcase, wardrobes, chest of drawers and many other smaller items that ensured that this flat would be a home for them.

We went back to the agency 3 months after the delivery was made to ask them how the family were getting on (we do this on the majority of deliveries that we make). The feedback was fantastic; the children are attending and doing really well at school. Whilst living with her mum the children were sharing one room, which had one single bed in it. The fact that they now have a bed each has made a world of difference to them all. They are children again and are playing and chatting as children do.

Mum has applied to start college in September and is trying to look to the future and although she still finds life, at times, very hard is trying to be positive for her children's sake.

Of the help St Vincent's gave she says "I am so grateful to St Vincent's Furniture Store for the help they gave to me and my children at a time when we were struggling. Little things like being able to sit down together after tea and do the normal things a family should do are priceless. They all love their new beds too!"

Feedback from Jim Steinke



Jim presenting an Appreciation Award to Lorraine Healy, Furniture Store Manager, on her retirement.

“St Vincent's Furniture Store is just an amazing asset for Sheffield to have.

Over the years, they have helped countless people in need, to improve their physical living environment. This has often help improve or maintain their physical and mental health, due to reducing the financial and stressful measures on keeping their home fit to live in.

Jim Steinke Cabinet Member for Neighbourhood and Safety, Sheffield City Council

THE VALUE OF OUR WORK

We have calculated the cost of the items we have delivered to people over the past 12 months and the following figures are what the cost would be if these were sourced from new at budget cost.

NEW START ITEMS

(essential items including beds, sofas, armchairs, dining tables and chairs, microwaves and hobs, bedding, eating and cooking utensils)

£356,476

OTHER ITEMS

(includes wall units, wardrobes, chests of drawers, bedside cabinets, carpets, towels, curtains and several other household items)

£100,099.82

OVERALL VALUE TO SHEFFIELD CITY COUNCIL

£456,575.82

The Difference we make to those in Crisis

We collate feedback from referral agencies. We contact the people who have referred their clients to find out the impact our service has had on these people. Below are a few comments from referrers regarding the impact we have had on people's lives:

"We were trying to promote Neil's independence which would benefit his mental well-being as well as social needs. Certainly by being able to live in a property assisted him, and us, in doing this. The service St Vincent's gave him was invaluable and cannot be under estimated. Neil is now settled and living a better, settled life. Having (and keeping), a permanent address has helped him to secure part time employment, which in turn has boosted his confidence and overall well-being. We are always incredibly thankful for the support we receive from you."



Representatives from some of the local referral Agencies who benefit from our services attended our Agency Day this year.

"The family have now moved house. The assistance given by St Vincent's allowed the family to be more comfortable and have more appropriate sleeping arrangements for the children. This has enabled the family to remain together and move on so that social care are no longer involved with the family."



People do amazing things for the Furniture Store. Father Andrew and Marie Grant taking part in the Sheffield Half Marathon.

"The delivery St Vincent's made improved Craig's living conditions tremendously as he was previously sleeping on the floor with clothes and coats for blankets and almost certainly would have gotten ill again without your assistance. When you made the delivery he was in hospital and was bed blocking, he wasn't allowed home due to his living conditions being a risk to his health. Working with St Vincent's we managed to make the property cleaner, comfortable and a healthy place for him to live."

"I believe your service was very beneficial to this family. You gave them a table so they could eat family meals. You provided them with a carpet so their baby and toddler could be placed on the floor and could play. Thank you."



Loading the van

"The contribution certainly helped the family because if Joanne was to purchase a bunk bed and mattresses this would have had a devastating effect on her weekly finances and would have resulted in Joanne not being able to put food on the table, or manage to pay her rent or bills. Your service helped Joanne during a very difficult period; the children now have a bed each and are able to have a comfortable night's sleep, which in turn has a positive effect on their wellbeing and their ability to focus at school every day."

"I believe the assistance St Vincent's gave to the John and his family contributed to their smooth moving into the property as they had nothing. Your service has benefitted this family. Their situation would have been far worse if your services had not been available to them. I will say "Thank you" on behalf of them, our organisation and all our tenants you have helped over the years. I hope you will continue to receive your funding and therefore continue to help and give furniture, free of charge, to the most vulnerable within the City."

**31
PEOPLE**

were able to leave hospital and move back home due to our assistance. On average it costs approx £628 per night to keep a person in hospital. Also on average our assistance ensures a person can move back home at least 5 days early, this is a massive saving of **£97,340**

**110
VOLUNTEER
HOURS WORKED PER WEEK**

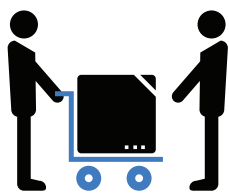
**OUR VOLUNTEER
DIVIDEND:
£51,480
PER ANNUM**

OTHER FACTS AND STATS



100%

of all deliveries are made within 10 days



6385

household items distributed to people



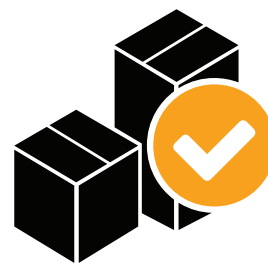
99.5%

positive referrer feedback



99.6%

positive donor feedback



3905

New Start Pack items distributed to people

OUR NEW START PACKS

We supply 'New Start Packs' to people coming out of homelessness. These packs include a bed, mattress, bedding, a sofa or two armchairs, a dining table and chairs, eating and cooking utensils, a microwave or 2 ring hob cooker.



1

1 MARATHON PRESENTATION

Father Andrew Browne, Marie Grant and Dec Healy (one of our ex drivers) completed the Sheffield Half Marathon in April and raised £1702.50 for the Store.



2

2 THE HALLAM YOUNG CHAPLAINCY LEADERS

from All Saints High School, Notre Dame High School, St Mary's High School, St Bernards High School and Pius High School, collected items for the Homeless and donated these to the Store.

At Christmas one of our vans went out onto the streets of Sheffield and distributed, sleeping bags, clothing, blankets, food and lots more items to people sleeping who were sleeping on the streets.

The group are pictured with some of the items they collected for the homeless.



3

3 MOTHER OF GOD'S GOT TALENT FUND RAISER

Over £1,100 was raised at our talent show in December. Radio Sheffield's Paulette Edwards, His Honor Michael Murphy QC and Sister Linda Pergeta from Channel 5's reality programme 'Bad Habits, Holy Orders' were our judges and all are pictured here with our winners on the night, along with our own Little Ant and Dec.



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