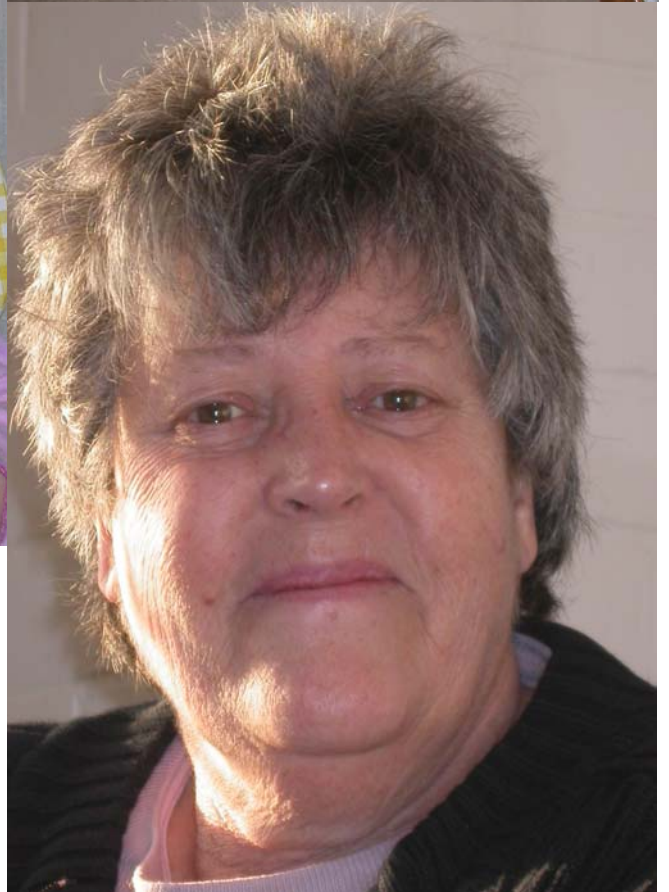




revive

Revive  
Enterprise



**Annual Report &  
Accounts 2007**

*Revive's mission is:*

***'To improve the lives of people by  
bringing help, hope, self belief and  
confidence to families and individuals  
on low incomes.***

***Through providing low cost household  
items, work experience and training  
within a caring and supportive  
environment so that people feel  
valued, accepted and loved'***

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*Appendix I - Annual Accounts*



## Its all about people

..... a place where each person is valued & respected not for what they can give but for who they are.

At Revive we believe that each person is of great worth and value. We aim to provide the right kind of support and care that allows people to flourish and develop beyond their expectations.

## It's about having fun

....we all enjoy working together to make a difference.

Who says you can't work hard and enjoy yourself at the same time?

We have seen that many people's self esteem and confidence grow as they engage with and respond to our values and ethos.



## Overview

We are an incorporated charity and have been in operation since June 1999. Our main aims are based upon the Furniture Project we run and are as follows:

- Help families and individuals, on low incomes; to furnish their homes without falling into debt.
- Give hope and confidence to people who are not working, so that they can get a job.
- To change houses into homes where people are free from the embarrassment of poverty and can invite friends, family and neighbours into their properly furnished homes with pride.
- Encourage self belief in people so that they feel valued, accepted and loved.
- To offer people a friendly, polite, reliable and convenient service to recycle their unwanted furniture knowing that they are helping others who are less fortunate.
- To reduce waste going to landfill sites.

*"It is amazing what you can accomplish if you do not care who gets the credit "*

*Harry Truman*

## Chairperson's Report

Revive's mission can be summed up in the following statement: -

***To bring hope and restore dignity to those who are in need.***

2007 has most certainly been another year where these aspirations have been turned into reality for many people in South East Northumberland. It has always been our aim to help as many people as possible so that we can have a positive impact on the community we seek to serve. Thanks to the hard work of all who commit time and resource to Revive we have managed to achieve the following in 2007.

- 513 individuals and families in need have been helped with low cost furniture
- 11 people have found employment who were previously volunteering or on supported work experience placements at Revive
- 2197 items of furniture have been collected free of charge from local residents
- 2019 items of furniture have been re-used and provided to people in need

All of the figures outlined above demonstrate our intention to help as many people as possible with the resources we have. We have already set targets for 2008 in the following areas: -

- Increase the number of people who benefit from our service by 17%
- Increase home collections by 17%

As a stepping stone to realising these targets, in December 2007, we expanded by doubling the size of our existing warehouse and also by recruiting a new member of staff in our office.

Facts and figures are one thing, but the gratitude and joy displayed by those who have benefited from the service that Revive is able to provide, is what makes it all worthwhile.

On behalf of the Revive Management Committee, I would like to close by offering my heartfelt thanks to all who day in day out give their time and energy to this enterprise, and to all who have so generously sponsored the work in 2007 and beyond.

***“Thank you for delivering furniture to my house so quickly. I now feel as though I can start to take control of my life again”***  
***Young person (previously living in a tent on an allotment)***



**Bill Henderson,  
Chairperson**

A handwritten signature in dark ink, appearing to read 'Bill Henderson'. The signature is written in a cursive style with a large, sweeping 'H' and 'D'.

## Treasurer's Report

2007 has been an excellent year for Revive Enterprise.

Our self generated furniture sales for the year were £23,448 compared to £22,403 for 2006 ,an increase of 4.66%.

Funding grants have risen from £31,578 in 2006 to the sum of £60,902 this has exceeded our expectations and shows the esteem in which Revive Enterprise is held.

On the expenditure side we have seen wages costs increase from £42,200 in 2006 to £51,480 in 2007. This is due to the fact that we employed another full-time employee in February 2007, making the total of 4 employees as at 31 December 2007.

Other expenses have seen a reduction from £27,305 in 2006 to £23,804 in 2007. This is down to prudent management of all expenditure.

2007 has been a great year for us and 2008 will be better as we have doubled the size of our factory and started a finance/administration person from the beginning of 2008.

Our Sage accounting system has made a massive difference to the variety, quality and timeliness of the Financial and Management Information we are able to produce. This in turn is enabling us to make better and more informed decisions.

We are growing but we are helping people on the way.

WHAT MAKES US DIFFERENT? -PEOPLE ARE IMPORTANT



**Eddie Baker, Treasurer**

E Baker

*"So I was in my car, and I was driving along, and my boss rang up, and he said 'You've been promoted.' And I swerved. And then he rang up a second time and said 'You've been promoted again.' And I swerved again. He rang up a third time and said 'You're managing director.' And I went into a tree. And a policeman came up and said 'What happened to you?' And I said 'I careered off the road.'"*

-- Tommy Cooper

## Revive Furniture

REVIVE Furniture receives calls from the general public who have good quality unwanted items of furniture. A free collection is then arranged, to pick up the donated furniture.

People on low incomes, from South East Northumberland and North Tyneside, can visit our furniture showroom/warehouse and buy the furniture at very low cost. They bring proof that they have been referred by a registered agency or proof of their benefits. The furniture items are delivered free of charge to the customers houses.

We also offer work experience to people who are unemployed. They can volunteer as part of our office or warehousing teams.

Office volunteers gain experience of dealing with the public on the telephone and face to face. Sales and Customer Service experience is gained as they help with furniture sales and organise deliveries. Other areas of experience include assisting with stock control, pricing, data entry and other general administration duties.

Our warehouse volunteers assist with the deliveries, collections and general warehousing. Customer Service skills are developed as they deal with furniture donors and customers. Organisational and Logistical skills are developed in the loading, displaying and storage of the furniture within the warehouse.

All volunteers learn transferable skills and receive on-going support from project workers. We encourage volunteer involvement in the day to day planning and future development of the project. This process develops maturity, increases self-esteem and helps people to see that they have something valuable to offer an employer.



'furnishing the community'

***"You really have done a great job at Revive. Whenever I speak to other colleagues from different agencies they are always praising the work you do"***

***Chris Menzies, Barnabus Safe and Sound***

# Annual Progress Report

2007 has been a very positive year for Revive, where we have been largely successful in meeting our 3 year targets of a 100% increase in our results over 3 years (2005-2007). Our Infrastructure has continued to grow, which means that Revive is a much stronger and robust organisation going into the future. Once again the hard work and dedication of the volunteers and staff at Revive has enabled us to achieve the following results:

## What did we do well?

Our targets for 2007 were as follows:

- **To increase our referrals of people who use our services by 100%, from 239 in 2004 to 478 in 2007.**

*We were able to increase our referrals to 513 people in 2007 (115% increase)*

*This includes people who are:*

- Homeless
- Fleeing Domestic Violence
- Leaving Care
- Registered Disabled

- **To increase the amount of people finding employment, who were previously volunteering or on supported work experience placements at Revive by 100%. From 2 in 2004 to 4 in 2007.**

*We were able to increase the amount of people finding employment to 11 in 2007 (450% increase)*

- **To move into a larger warehouse**

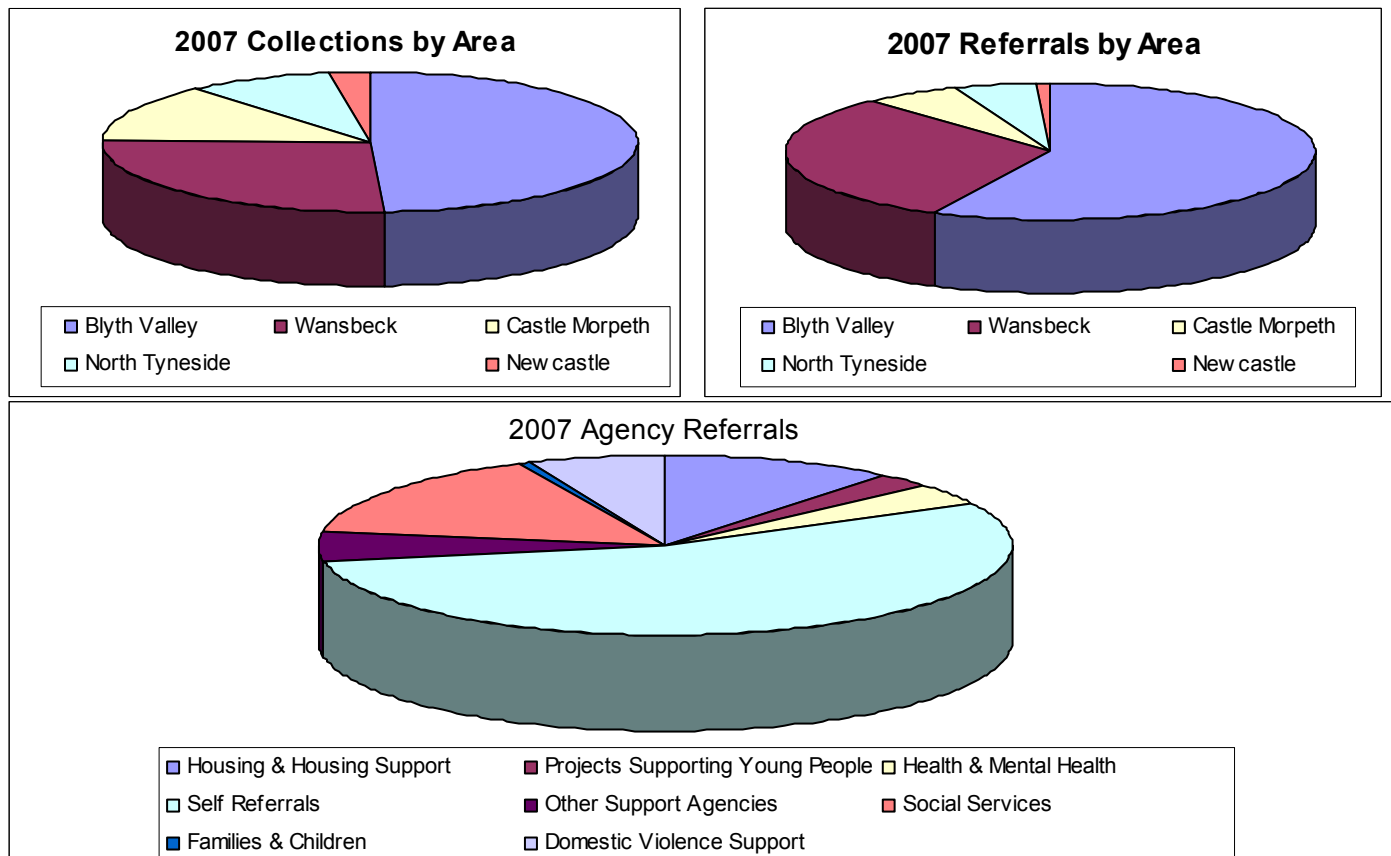
*In November 2007 we doubled our existing warehouse space.*

- **To employ a part time admin/finance assistant.**

*In December 2007 we were able to recruit a full-time Office/Finance Administrator.*

- **To employ a Warehouse Assistant ensuring that Revive operates from a stable platform.**

*In February 2007 we employed a new Van Assistant and our two existing employees job shared the role of Warehouse Foreman.*



*“I was married by a judge. I should have asked for a jury”*

*Groucho Marx*

## Annual Progress Report (continued)



revive  
furniture recycling

'furnishing the community'

- **To recruit more funders over the longer term (i.e. 3 year funders)**

*During 2007 we were able to secure 3 year funding from the Tudor Trust.*

### What could be better?

- **To increase the amount of furniture items reused and provided to people in need instead of going to landfill sites by 100% . From 1092 in 2004 to 2184 in 2007.**

*We were able to increase the amount of furniture items reused to 2019 (85% increase since 2004).*

- **To increase the amount of furniture items collected free of charge from local residents by 100%. From 1264 in 2004 to 2528 in 2007.**

*We were able to increase the amount of furniture items collected to 2197 (74% increase since 2004).*

- **To increase our Furniture Sales by 100%. From £17,895 in 2004 to £35,790 in 2007.**

*We were able to increase furniture sales to £23,544 (32% increase since 2004).*

- **To increase our ratio of 'Sales of Donated Goods' to the 'Total Resources Expenditure' (32% in 2006, 38% in 2005).**

*Our ratio for 2007 was 31% However our expenditure has increased by 14% during 2007 which has impacted on this.*

- **To fund and purchase a new telephone system, as calls are being lost on our existing system.**

*We have yet to secure the funding for this. We are hopeful that this will happen in 2008.*



### What else did we do?

- 143 agencies registered so that their clients could use Revive's services (12 agencies joined in 2007).
- 10 young people, on work experience placements, received extensive on-job training in the areas of warehouse management, distribution & customer service skills.

- Staff and Volunteers have completed training in the following areas:
  - Media Training
  - Presentation Skills
  - First Aid
  - Personal Performance
  - Advanced Fundraising
  - Dealing with Conflict, Aggression and Violence
  - Confidence Building and Assertiveness
  - Supervision Skills
  - Leadership

***"I'm just so happy that Revive is here..... My home looks great now. It was great to see everything arriving. Thanks very much for all your help"*** 9

***Michael***

# Annual Progress Report (continued)



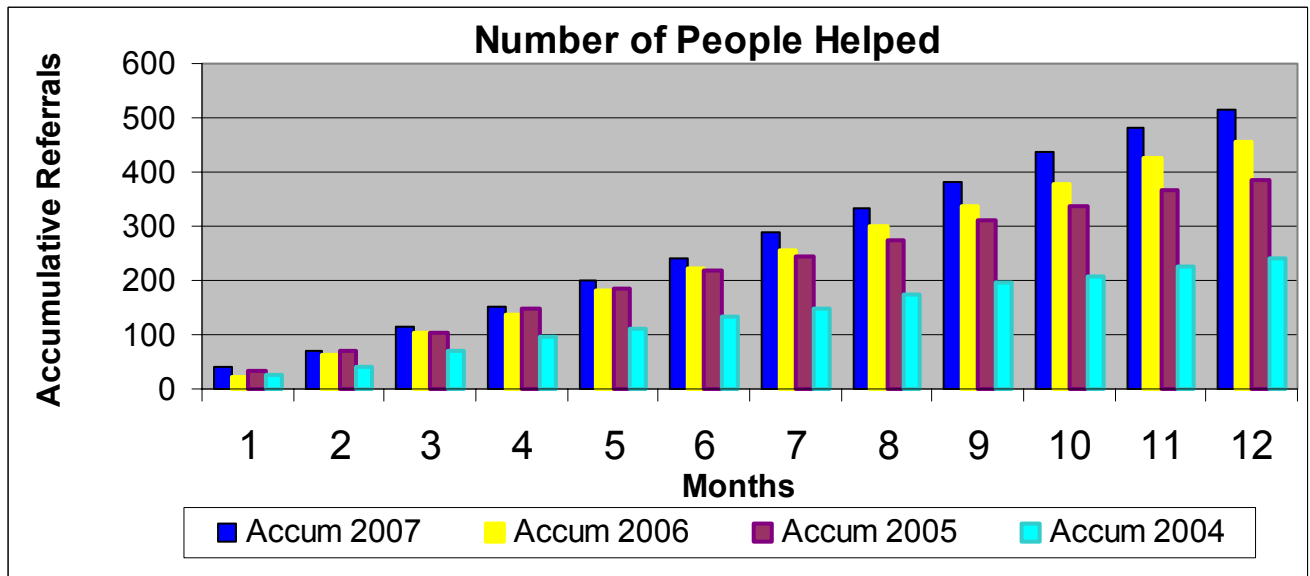
revive  
furniture recycling

'furnishing the community'

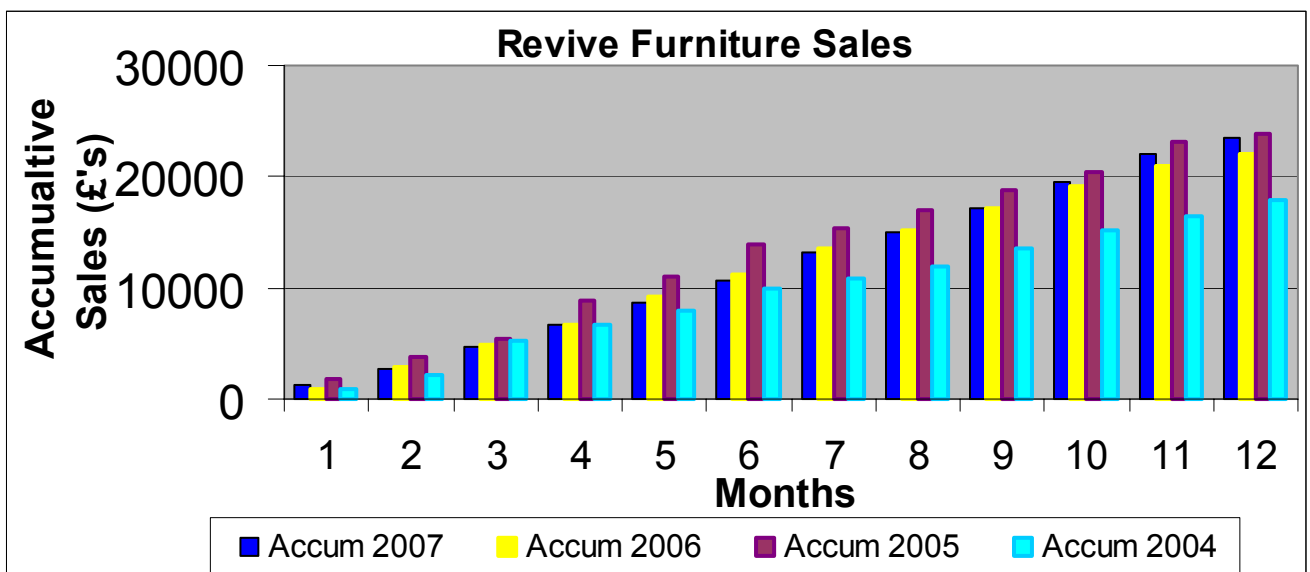
The recruitment of our Office/Finance Administrator has largely released the Project Manager from the day-to-day administration and operations of the Furniture Project. As a result of this, he is now focusing on Marketing and Fundraising to successfully grow the furniture project by 50% over the next 3 years.

A large part of the Project Manager's role will also to identify new projects and partnerships for Revive.

Our fantastic Volunteers are the backbone of Revive and last year they provided approximately 1838 hours as part of our service to the community. They are, as always, invaluable to the work we do to help others.



Our main focus is, and will always be, that we continue to help people on low incomes to furnish their homes. We are well motivated in this by the ongoing thanks and praise we get from the people that we help.



*"If you tell the truth you don't have to remember anything"*

*Mark Twain*

## Management and Organisation

We have an experienced Management Committee of 8 people, which includes a Solicitor, a Chartered Surveyor, a GP and an Accountant. The Committee meets every month, taking an active part in the project and has worked together for over 7 years. The Project Manager is responsible for the day-to-day operations of the project and its long-term strategic development. The delivery of the service is undertaken by a team of local volunteers and trainees under the supervision of the Project Manager, Office/ Finance Administrator and the Warehouse Foreman/Van Driver.

### Management Committee Members 2007

Position	Name
Chairperson	Mr. Bill Henderson
Secretary	Mr. Nicholas Wirz
Treasurer	Mr. Eddie Baker
Trustee	Dr. Sarah Belton (appointed 12th November 07)
Trustee	Mr. Alan Coates
Trustee	Mr. Tim Knight
Trustee	Mr. Geoff Reed
Trustee	Mr. Doug Sharp

### Staff

Project Manager	Mr. Paul Smart
Office/Finance Administrator	Mrs. Valerie Olivier (appointed 2nd January 08)
Warehouse Foreman	Mr. Colin Griffin (Job Share)
Warehouse Foreman	Mr. Harry Patterson (Job Share)
Warehouse Assistant	Mr. Lee Maddison (appointed 5th February 07)

### Volunteers

Office Assistant	Mr. Alec Crumplin
Office Assistant	Mr. Eric Davison
Office Assistant	Ms. Jane Dobson
Office Assistant	Mr. Geoffrey Douglas
Office Assistant	Miss. Ashleigh Hepple
Office Assistant	Miss. Stacey Hepple
Office Assistant	Mr. Trevor Johnson
Office Assistant	Miss. Sarah Jones
Office Assistant	Ms. Suzanne Lockwood
Office Assistant	Ms. Jane McDonald
Office Assistant	Ms. Julie Marshall
Office Assistant	Miss. Emma Noble
Office Assistant	Mrs. Karen Parry
Office Assistant	Mr. Jeff Rollin
Office Assistant	Mrs. Thelma Smart
Office Assistant	Mr. Peter Stafford
Office Assistant	Mr. Judith Thompson
Office Assistant	Mr. Peter Tracey
Office Assistant	Mrs. Margaret Ware
Office Assistant	Ms. Julia Williams
Warehouse/Van Assistant	Mr. Mark Robinson

***“I’m very impressed with the service you offer. Revive is amazing. I’m so glad that you are here for us”***

***Mr Patterson***

# Management and Organisation (continued)

## Independent Examiner

David Moir, Stewardship, Essex

### 1) Appointment of Trustees

- a) The individual existing trustees will nominate new trustees. The Management Committee may seek guidance from trusted external agencies.
- b) The Management Committee needs to affirm new trustees. Consensus from the Management Committee may be sought by:
  - i) Show of hands  
*or if requested*
  - ii) Ballot - a majority vote of at least 75% is required.



### 2) Term of Trustees

- a) Under the Charity's Memorandum and Articles of Association, Trustees retire by rotation every 3 years.
- b) The Management Committee should be re-appraised at least annually; assistance from trusted external agencies may be called upon. This may result in a trustee stepping down, voluntarily or otherwise.
- c) A trustee may take a sabbatical for an agreed period for them to be refreshed, and re-evaluate his or her role.
- d) A trustee may step down for personal reasons.

### 3) Trustee Responsibilities

Charity law requires Directors to prepare financial statements for each accounting year which give a true and fair view of the state of the company and of its profit and loss for the year.

They are required to:

- 1) Select suitable accounting policies and apply them consistently.
- 2) Make judgements and estimates that are reasonable and prudent.
- 3) State whether the applicable accounting standards have been followed, subject to any material departures disclosed and explained in the accounts.
- 4) Prepare the financial statements on a going concern basis, unless it is inappropriate to presume that the charity will continue in business.

Trustees are responsible for keeping proper accounting records which disclose with reasonable accuracy at any time the financial position of the company and enable them to ensure that the financial statements comply with the Companies Act 1985.

They also have a responsibility to safeguard the assets of the charity and to take reasonable steps to prevent fraud or any other irregularities.

### 4) Decision-making

- a) The policy and operating decisions of the charity rest with the Directors who meet regularly to monitor the activities of the Company.
- b) Day-to-day running of the project must be entrusted to the Project Manager. Individual trustees are assigned specific areas of responsibility. The Management Committee is ultimately responsible for making all strategic decisions.

*"I have opinions of my own -- strong opinions -- but I don't always agree with them."*

*George Bush*

## Management and Organisation (continued)

### 4) Decision-making (continued)

c) Changes to previously agreed policy and vision is brought to the Management Committee by the Project Manager with recommendations. A consensus needs to be reached before such changes are made. Consensus will be sought by:

i) Show of hands and/or

Ballot - a majority vote of at least 75% is required.

## Financial Matters

### Policy on reserves

The Trustees have set a policy of retaining reserves sufficient for the foreseeable needs of the Charity. Where specific capital expenditure is foreseen, amounts are set aside into designated funds so the free reserves (general reserves excluding amounts invested in assets for the Charity's use) are available to meet the costs of normal running and expansion of the Charity and to ensure the Charity can meet the commitments that have been entered into.

The level of free reserves is not set as a specific formula, but is anticipated to be between three and twelve months of the level of fixed expenditure. The formula used to calculate this is fixed expenditure divided by 12 (12 months) and multiplied by 3 (3 months, based on a 3 month reserve).

So by using this formula:

Estimated 2008 Annual Expenditure £115,989 / 12 = **£9,666 (1 month reserve)**

So a 3 month reserve = £9,666 \* 3 = **£28,998**

So for 2008 Revive needs a reserve of £28,998.

### Internal controls

- Cheques are signed by three people.
- A financial report is delivered at each Management Committee meeting.
- All Management Committee meetings are minuted.

### Major risks

The trustees foresee no major risks. The trustees have reviewed the risks to which a small charity operating in an area of political, social and economic volatility is exposed. Appropriate procedures are in place to identify, monitor and review these risks on a regular basis.

No expenditure is undertaken unless there are sufficient financial resources to cover this. The Project Manager ensures that there is a continual fundraising programme to ensure that the project is financially sound.



***“Your actions have enabled a young homeless person to start a new tenancy with ourselves in a safe and secure environment”***

***Graym Railton, Stonham Housing***

## Plans for the future

### Short Term

By doubling the size of our existing warehouse and also by recruiting a new member of staff in our office; we plan to develop Revive further during 2008 using these resources as follows:



- **Increase furniture beneficiaries** – by 17% from 43 people per month to 50 people per month.
- **Increase home collections** – by 17% from 59 collections per month to 69 collections per month.
- **To fund and purchase a new telephone system**, as calls are being lost on our existing system.
- **To continue to recruit more funders over the longer term** (i.e. 3 year funders).
- **To further develop and improve our stock control systems.**

### Long Term

Our Targets for 2008 to 2010 are as follows:

- **Increase furniture beneficiaries** – by 51% from 43 people per month to 65 people per month by 2010.
- **Increase home collections** – by 51% from 59 collections per month to 89 collections per month by 2010.
- **Purchase a larger Furniture Collection/Delivery Vehicle** to help increase the amount of Collections/Deliveries that we can do.
- **To ensure that the Furniture Project is at full 5 days per week productivity.**
- **Consult with members of the public and members of the Voluntary, Public and Local Authority sectors; to identify gaps in current provision.**
- **Leading on from the above, Identify viable types of projects or partnerships that Revive could undertake** avoiding any duplication.
- **Plan fact-finding visits** to other successful projects in different areas operating in these fields.



It's been so exciting to see our Community Furniture Project expand over the last 7 years into a strong and well resourced work. We can now look into the future to further expand the furniture project, increase our vision and find new ways to help people in need.

We always want to be there to help.

*So a man jumps into a taxi and says "King Arthur's close" and the taxi driver says, "don't worry we'll lose him at the next lights".*

*Tommy Cooper*

## Affiliations and Partnerships

REVIVE is a member of the National Council of Voluntary Organisations (NCVO), Attend, Voluntary Organisations Network North East (VONNE) and the Furniture Reuse Network.



3 N's Mental Health Trust  
Age Concern  
Ashington Community Initiatives Centre  
Ashmore House Day Service  
Assertive Outreach Team  
Azure Cramlington  
Barnabas Safe and Sound  
Barnados Housing Project  
Blyth Central Methodist Church  
Blyth Churches Together  
Blyth United Reform Church  
Blyth Valley Borough Council  
Blyth Valley Community Mental Health Team  
Blyth Valley CSV  
Blyth Valley Disabled Forum  
Blyth Valley Housing Ltd  
Briardale Community and Training Centre  
Buffalo Community Centre  
Byker Bridge Housing Association  
Care 2 Employment  
Castle Morpeth Borough Council Housing  
Castle Morpeth Disability Association  
CATalyst  
Children's Services Teams  
Collingwood Health Group  
Community Initiatives Centre  
Community Mental Health Teams  
Community Substance Misuse Teams  
Connexions Northumberland  
Contact Morpeth Mental Health Group  
Coquet Children's Centre  
Coquet Medical Group  
Cowpen Family Centre  
Cowpen Quay Community Association  
Cramlington Health Centre Health Visiting Service  
Crossroads Church  
Dawn  
DePaul Trust  
Education Welfare Service  
Escape Family Support  
Families First Team  
Frontline Church  
Guinness Trust  
Haven (Tyneside)

Health Visitors  
Homelessness Action Programme  
In2Win  
Inline  
Learning Disability Teams  
Leaving Care Teams  
Longbenton Youth Project  
National Probation Service  
NCH Ashington Family Centre  
Newbiggin Health Centre  
NECA (North East Council on Addictions)  
Norcare  
North British Housing (New Leaf)  
North East Nightstop  
North of England Refugee Service  
North Tyneside Womens Aid  
Northumberland Citizens Advice Bureaus  
Northumberland County Council Envir. Services  
Northumberland Early Intervention Team  
Northumberland Federation of YMCAs  
Northumberland Guidance Company  
Northumberland NHS Care Trust  
Northumberland Women's Refuge  
Northumberland Youth Offending Service  
People and Drugs  
Richmond Fellowship  
Roundhouse Health Information  
Salvation Army  
Shaw  
Social Services  
SSFA/Forces Help, Castle Morpeth  
Stonham Housing Association  
Sure Start  
Teenage Pregnancy Team (Ashington, Newcastle)  
'The Point' Blyth Young Peoples Centre  
Traveller Education Service  
Trinity Youth Association 24/7  
Turning Point  
Tyneside Cyrenians  
Unite  
Blyth United Reform Church  
Victim Support  
Wansbeck District Council Housing Services

*"In God we trust; all others must pay cash."*

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*Sign in a shop*

## Acknowledgements



Revive wishes to acknowledge that the services and support we provide would not have been possible without the dedicated help of voluntary workers, support from our local communities, the provision of funding from various sources, the assistance of our partners and voluntary support organisations.

Our sincere thanks to:-

Ballinger Charitable Trust

Barbour Trust

Blyth Valley Borough Council

Blyth Valley CSV

Blyth Valley CVS

Blyth Churches Together

Business Link

Community Foundation

Frontline Church

Garfield Weston Foundation

Henry Smith Charity

Hospital of God at Greatham

Housing Protocol Group

Lloyds TSB Foundation

Northumberland County Council, Environmental Services

Northumberland County Council, Social Enterprise

Project North East

Rothley Trust

RW Mann Trustees

Shears Foundation

Sir James Knott Trust

Social Enterprise Northumberland

Tudor Trust

Voda

Wansbeck and Castle Morpeth CVS

William Leech Charity



**THANK YOU**

Thank you for reading our Annual Report

My grandmother started walking five miles a day when she was sixty.  
She's ninety-seven now, and we don't know where the hell she is.

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-- Ellen DeGeneres



# **APPENDIX I**

## **Annual Accounts**





revive

# Revive Enterprise

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Registered Charity No. 1090398

Entrust Registered Environmental Body No. 244236

Company Limited by Guarantee No. 3808163

Registered in England and Wales