



IMPACT REPORT

2023

www.furniturebank.org

25 Connell Court, Unit 1,
Etobicoke, Ontario, M8Z 1E8

Registered Charity
#87253 1843 RR0001



A SPECIAL THANKS FROM THE EXECUTIVE DIRECTOR



**DAN
KERSHAW**

Executive Director
Furniture Bank

Furniture Bank has been working on solving furniture poverty for the last 25 years and we are so grateful for your support. Together with your generous donation, and support from donors and granting agencies, **we were able to help restore hope in the future for 6,334 individuals and their families in 2023** by providing the comfort, dignity, and stability of having a furnished home. We were also able to provide training and a sustainable livelihood for 28 employees and kept 47,419 pieces of furniture from landfill.

Furniture Bank isn't just about furniture collection and delivery...

We support individuals and families transitioning out of homelessness or other forms of displacement who need financial assistance in creating a new home.

We divert furniture destined for landfill.

We hire equity-deserving individuals and provide skilled training opportunities for youth, refugees, differently abled, formerly homeless or incarcerated, and other people facing barriers to employment.

We support a national network of re-use charities.

We advocate for change and growth in the charity sector.

200%

Increase in community need

5,987

Furniture & Financial Donors

47,419

Items diverted from landfills



6,351 INDIVIDUALS NOW HAVE FURNISHED HOMES

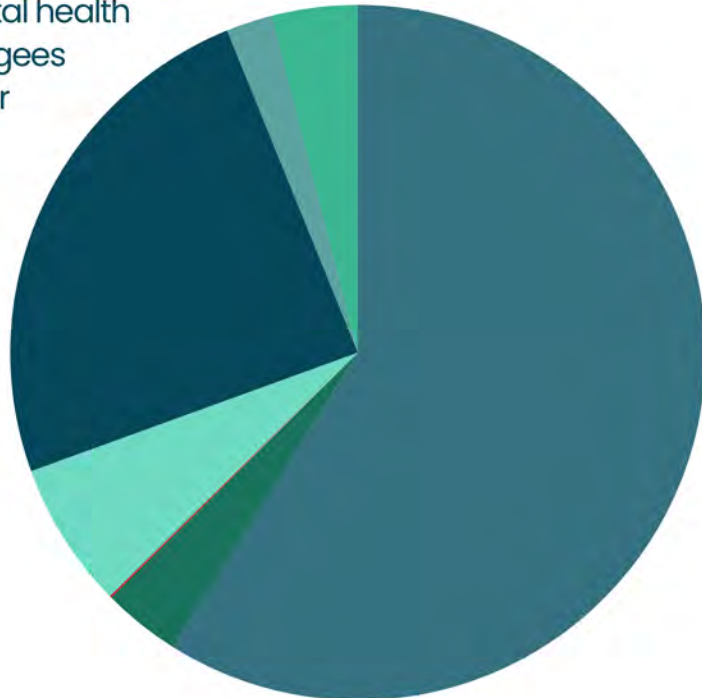
1 NO
POVERTY



Since 2020, furniture poverty has skyrocketed, with a 200% increase in clients requesting our services.

Vulnerable groups we supported in 2023:

- Immigrants & newcomers
- Formerly homeless
- Women & children
- Mental health
- Refugees
- Other



1,855
children were supported in 2023
*out of the total number of individuals supported

CLIENT HIGHLIGHTS

For those we support, furniture has a profound impact on their quality of life:

"Receiving furniture from Furniture Bank changed my day-to-day life, psychologically, economically, socially. By receiving the furniture from the bank, it replaced my stress, tension and anxiety with comfort and confidence."

Furniture Bank client



Less likely to re-experience homelessness



Improved financial stability



Improved physical and mental health



PROVIDING COMFORT DIGNITY & HOPE

Our mission is to break the cycle of furniture poverty

"When my family moved to the rental house, on the first night we slept on the wooden floor, and we did not have anything to spread beneath our children. We were 7 members of the family, and we had one blanket and five pillows. The first comfort we received from Furniture Bank was the two rugs and 6 mattresses."

Furniture Bank client



"I would like to thank Furniture Bank for helping to make my apartment a home. Also I would like to compliment Daniel and Richard, the movers, who were professional and kind and patient. Keep up your amazing service."

Furniture Bank client





LEG UP PROGRAM

Our Leg Up social employment program works with local employment agencies to provide full-time work experience, life and skills training, and meaningful job opportunities to equity-deserving individuals who face barriers to employment. **Leg Up employees are embedded in all roles including positions within the warehouse, trucking, Workshop, family services and social enterprise.** Trainees do not require previous job experience.

In addition to job-specific training, Furniture Bank provides life and skills training, and wraparound supports including:



Mental health support



Personal and professional coaching



Conflict resolution



Financial literacy

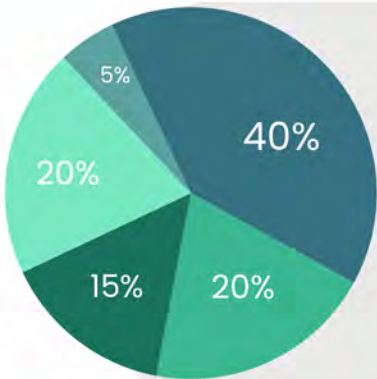


Sensitivity training



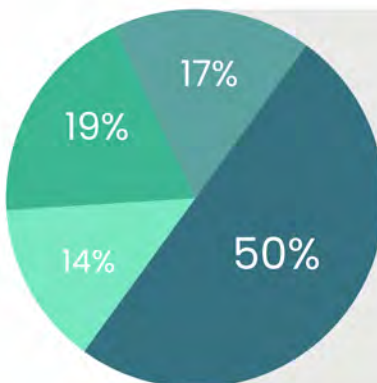
41 LEG UP EMPLOYEES

STAFF DISTRIBUTION



- Sales, service and marketing
- Trucking social enterprises
- Accounting and administrative
- Homing program
- Repair workshop

AGE DEMOGRAPHICS



- 26-34
- 18-25
- 50+
- 35-49

"Working at Furniture Bank has taught me extremely valuable time management and communication skills. Being able to assist customers with their donation inquiries has been a pleasure. I've been able to greatly develop my abilities in both sales and customer service. With all the information that I have learned, I feel well equipped to tackle any challenge, and look forward to the future with great confidence."



**Victor, Furniture Bank
Sales Associate**



THE WORKSHOP

Our current social enterprise model has created long-term, secure jobs for those facing barriers to employment by investing in the skilled trade of wood working, furniture repair, and upholstery in our Workshop.

Our Indigenous-led Workshop program:

Helps to eliminate barriers in the attainment of meaningful work.

Creates social employment opportunities for our trainees.

Produces more quality furnishings for the beneficiary families and clients served by Furniture Bank.





“ My favourite thing about working at Furniture Bank is learning new skills and techniques while repairing furniture at The Workshop. Interacting with my peers made the work even more enjoyable. Working at Furniture Bank also helped to build my self-confidence and belief in my ideas. Now, with the experience I’ve gained, I am able to tackle any task with a positive and structured mindset. Thanks to this experience working at The Workshop, my creativity is in sync with what I wish to accomplish.”

Jean-Christophe

Workshop Associate and Leg Up trainee

A graphic for 'THE WORKSHOP' featuring a green sign with white text and icons, set against a workshop background. The sign reads 'THE WORKSHOP' in large, bold, white letters. Below the sign, a green banner contains the text 'REPAIR AND REPURPOSE' in white, bold letters. Underneath this banner are two icons: a wrench and screwdriver crossed, and a circular arrow with a leaf inside. Below the first icon is the number '2,440' and the text 'items reclaimed'. Below the second icon is the number '95 T' and the text 'of carbon abated'.

THE
WORKSHOP

REPAIR AND REPURPOSE


2,440
items reclaimed


95 T
of carbon abated

POWERED BY SOCIAL ENTERPRISE

Our combined social enterprise services passed the **\$4 million** mark in 2023.



86% of 2023 program expenses were covered by Furniture Bank's employment social enterprises.

**11 SUSTAINABLE CITIES
AND COMMUNITIES**



In alignment with UN Sustainable Development Goals

Our services meet the needs of residential, commercial, government and nonprofit customers across Canada. By rehoming furniture, creating inclusive job opportunities and collaboration programs such as Rapid Homing, **Furniture Bank contributes to sustainable consumption, social integration, access to affordable housing, and collaborative networks**, all of which are integral to achieving SDG 11: Sustainable Cities and Communities.



Furniture and home good removal services



Delivery services for client families



Corporate removal & reuse services



Services for government homing programs



Corporate experience days at Furniture Bank



Support services for other reuse charities

Our services meet the needs of residential, commercial, government and nonprofit customers across Canada, directly contributing to the circular economy.

Circular Economy (noun)

An economic system based on the reuse and regeneration of materials or products, especially as a means of continuing production in a sustainable or environmentally friendly way.





IKEA PARTNERSHIP

In 2020, we initiated a scalable pilot with IKEA Canada and redirected 12,000 beds to clients' empty housing.

IKEA was thrilled with the results of the pilot, and in 2023, we formalized this collaboration and committed to providing innovative solutions to keeping furniture and mattresses from landfill and providing families coming out of crisis with much-needed home furnishings.

In 2023, IKEA has increased their donations to two full trucks worth of home furnishings per week (doubling the number of donated items from 50 items per day to 100 donated beds, sofas, dining tables, etc.), and added two new GTA locations.

IKEA items collected using our social enterprise corporate service total 214,993 cubic feet of donations in 2023.



4,052
Textiles



8,433
Mattresses



83
Furniture pieces

Enough to fill two Olympic-sized swimming pools

CORPORATE EXPERIENCE DAYS

Corporate volunteering is crucial as it fosters a sense of community and social responsibility among employees and significantly impacts Furniture Bank's operations. By engaging in volunteer activities, corporations not only contribute to the well-being of those in need but also amplify the reach and effectiveness of Furniture Bank's programs.

VOLUNTEER IMPACT

In 2023, we hosted 41 teams and 469 individuals for corporate volunteer days where teams are involved in hands-on work like building furniture, refurbishing donated furniture, and assembling bedding and kitchen kits.



1,115
Items refurbished



545
Families supported



1,407
Hours donated



HOMING HEROES



Had a great group corporate volunteering experience here! All the staff were lovely and the organization is doing some amazing work.

Corporate volunteer



Amazing staff and great initiative. Our team building event supported the local community and beyond.

Corporate volunteer





NATIONAL IMPACT NETWORK

Since 2019, we have provided support services and systems to other community reuse charities that focus on addressing furniture poverty.



Oyate Tipi Cumini Yape
Winnipeg's Furniture Bank

FURNITURE BANK
powered by Redwood Park Communities

Communities of **Ottawa, Winnipeg, and Barrie/Simcoe County** have all seen an increase in clients requesting our services.

These local charities benefit from Toronto systems and social enterprise services. In 2023, they provided furnished homes from empty housing with over 30,327 items of essential furnishings from the community, supporting:



7,423
Individuals



3,463
Children, 46% of the
total individuals



3,004
Family households



13,757 INDIVIDUALS ACROSS CANADA RECEIVED HOME FURNISHINGS IN 2023

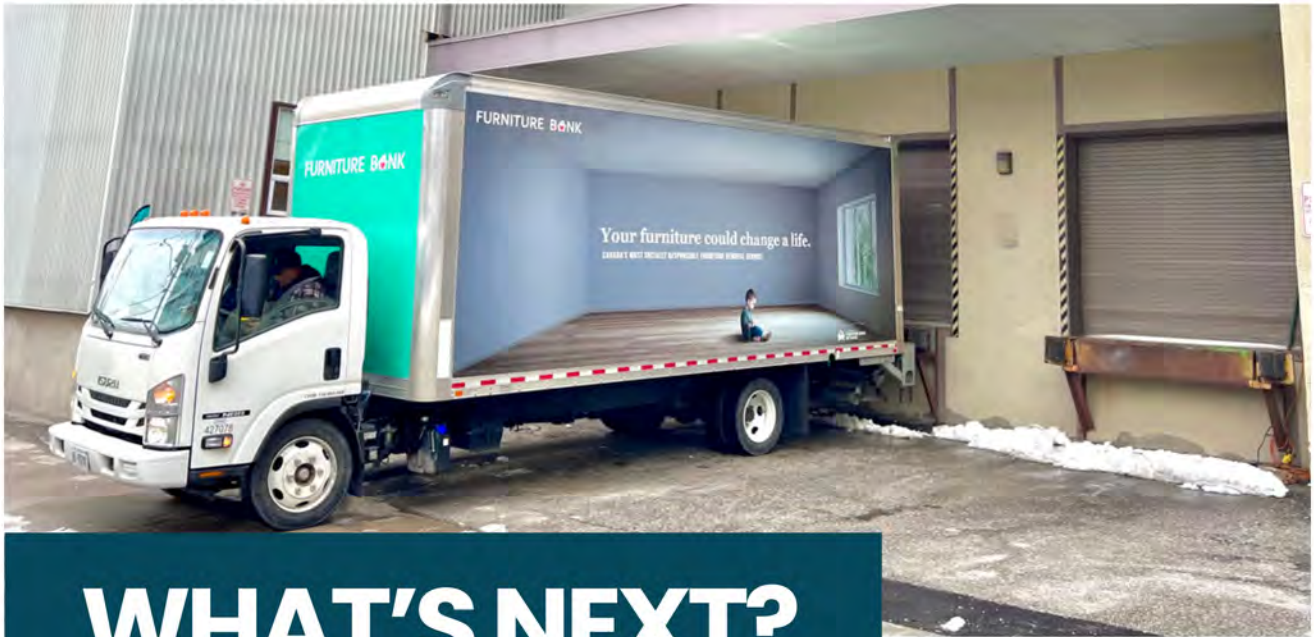
Furniture Bank's dedicated efforts since 2019 have significantly enriched the lives of 53,257 individuals across the GTA and the rest of Canada.

This remarkable achievement reflects our unwavering commitment to transforming houses into homes and fostering a sense of belonging and stability. Each piece of donated furniture has not just filled a space, but has also built a foundation for families, from mothers, fathers, and children to grandparents and single parents. As we close this chapter, we look forward with hope and determination to continue breaking the cycle of furniture poverty, one household at a time.

Together, we are not just furnishing rooms. We are:

nurturing dreams
supporting growth
strengthening communities





WHAT'S NEXT?

EAST END EXPANSION

Over the last two years, we have experienced a **21% increase in clients from Toronto's east end**. We have also received requests from an additional 63 Scarborough-based agencies whose clients are in need of our services, but in addition to our limited capacity, our warehouse and showroom are currently located in Etobicoke, making it challenging for Scarborough residents to access our services.

Having a location in the east end of Toronto will allow us to increase accessibility for individuals and families located in the area.



EAST END EXPANSION: IMPACT

We have secured a 15,000 square foot warehouse space in Toronto's east end. This was a multi-step process.



LEVERAGE NETWORK
CONNECTIONS

SECURE
NEW LOCATION

OPERATIONS AND
LOGISTICS PLANNING

STOCK NEW
LOCATION

BEGIN SERVING
CLIENTS



33%

Increase in capacity



Cut travel time on transit for east end clients, ensuring that our services are accessible.



Support an additional 3,000 Scarborough and east end residents emerging from crisis, including refugees, each year.



Allows us to partner with additional Scarborough-based agencies.



Offset/save Furniture Bank an estimated \$22,000 in time/fuel.



SLEEP WELL

CHILDRENS BED PROGRAM

In December 2023, we launched our Sleep Well program, a Furniture Bank initiative that guarantees a complete bed solution—a mattress, bedframe, pillow, bedding, and a stuffed animal—for every child we serve.

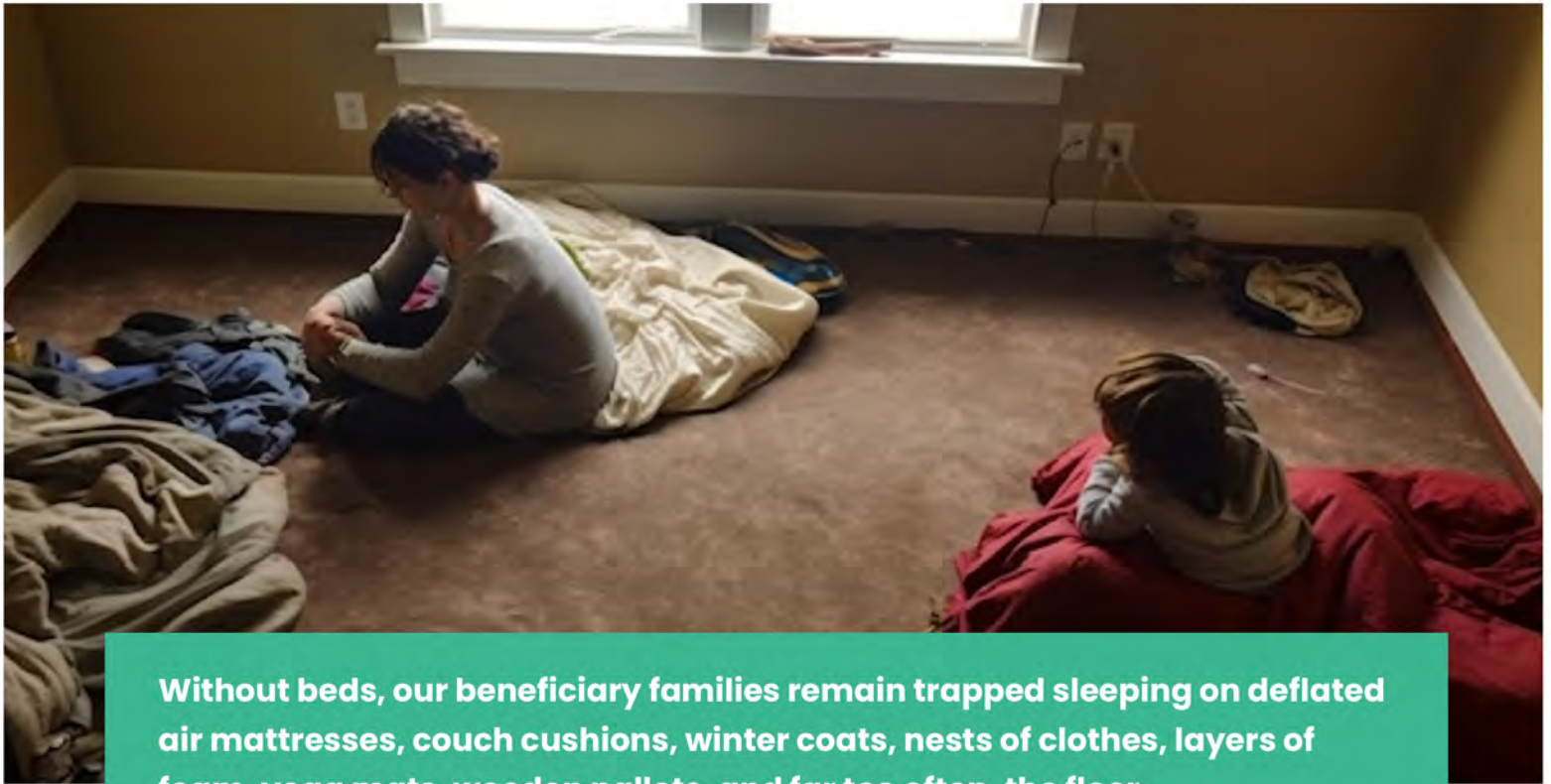
Academic studies show that **inadequate sleep has enormous implications for individuals' cognitive and mental health, especially children.** Each hour of lost sleep is associated with an increase in strong depression symptoms, and, most alarmingly, suicide attempts in adolescents.

38% Increase in sadness and hopelessness

58% Increase in suicide attempts among adolescents



#ThePictureIsntRealTheRealityIs



Without beds, our beneficiary families remain trapped sleeping on deflated air mattresses, couch cushions, winter coats, nests of clothes, layers of foam, yoga mats, wooden pallets, and far too often, the floor.

#ThePictureIsntRealTheRealityIs

Through our Sleep Well Program, **we want to ensure each of the 1,800 children who come through the Furniture Bank showroom receives a free full bedding kit**, complete with a bed frame, mattress, pillow, sheets, duvets, and even a stuffed animal.

"I still can't believe that my babies have an actual bed to sleep in. I don't have to move anymore; I am home."

Sarah, recent Furniture Bank bedding kit recipient



 **SLEEP WELL**

Furniture Bank Network: Scaling impact across Canada



In 2024, Furniture Bank is set to significantly expand its Furniture Bank Network and enhance its offerings and communities using our Furniture Banking Support Services. **Our goal is to extend our collaborative platform to more re-use charities and lower their administration burden while providing them social enterprise opportunities and cloud-based capabilities they could not accomplish without collaborating.**

The Furniture Bank Network will continue to share best practices, case studies and a directory to a North American ecosystem of re-use charities who are focused on supporting individuals with essential furniture, thereby converting empty housing into furnished homes.

Our efforts will substantially reduce furniture poverty, fostering a future where every individual enjoys the dignity of a well-furnished home.



Join us in this transformative journey to create lasting societal impact!

Find a Furniture Bank | [The Furniture Bank Network \(furniturebanks.org\)](https://www.furniturebanks.org)

MEASURING IMPACT

SOCIAL RETURN ON INVESTMENT IN FURNITURE BANK

By combining Furniture Bank's internal data, survey data, open data and evaluation findings, we calculated the value of Furniture Bank's social impact in 2023 to be \$17.9 million. Beyond the value generated in 2023, several positive impacts will continue, valued at an additional \$17.1 million. With that, the total social value generated through Furniture Bank's activities in 2023 is \$ 39,513,621.

When considering Furniture Bank's 2023 Social Return on Investment (SROI), operational costs as well as the value of donated furniture and volunteer hours, the ratio of social value generated to the value of inputs were considered.

For every \$1 invested into Furniture Bank by donors like you in 2023, \$5.76 in measurable social, environmental, and economic value has been created during 2023.

When assigning financial value against impacts, several reliable, recent, and relevant references have been used, and a triangulated approach has been adopted, i.e. government financial costs, social value banks, rightsholder consultation, and research and interviews within the relevant sector.

Total Present Value	\$ 39,513,621
Value of Inputs	\$ 6,855,855
Net Present Value	\$ 32,657,766
SROI	5.76 : 1

The SROI is based on the Total Present Value generated through Furniture Bank's activities between January 1st - December 31st 2023, and the total value of inputs in the same period, including costs to Furniture Bank, furniture donors, and volunteers.

SOCIAL VALUE
CANADA 

Common Approach to
Impact Measurement



SOCIAL VALUE GENERATED BY BENEFICIARY GROUPS

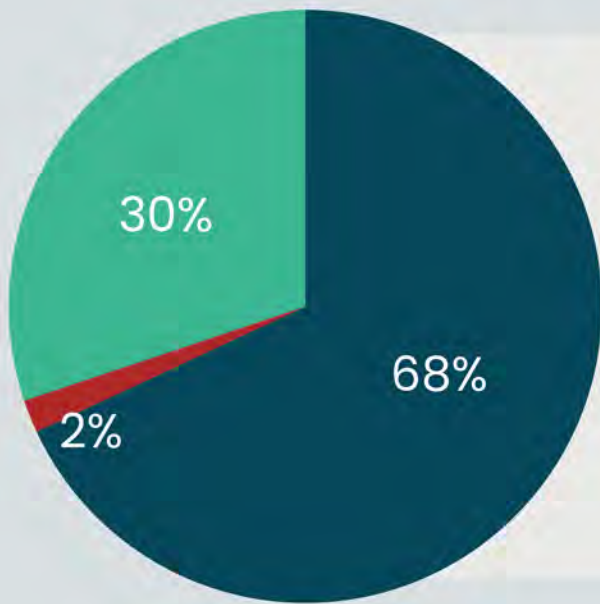
Beneficiary Groups in 2023

- **6,351 clients** received furniture to establish a home.
- **13 individuals with barriers to employment** started working at Furniture Bank through the Leg Up social employment program
- **41 total social employment staff** during 2023 (new in 2023 and ongoing roles)
- **32 people volunteered** their time regularly
- **5,987 individuals donated** their furniture
- **919 tonnes of furniture** were collected
- Provincial and federal governments benefitted through the tax income through Leg Up program participants' employment

Beneficiary Group	Clients: Beneficiary families receiving furniture	Leg Up social employment program Participants	Regular Volunteers	Furniture Donors	Environment	Government (Provincial & Federal)
Social Value (sv)	\$26,745,220	\$679,239	\$144,209	\$11,568,430	\$345,381	\$31,142
% of Social Value	67.69%	1.72%	0.36%	29.28%	0.87%	0.08%

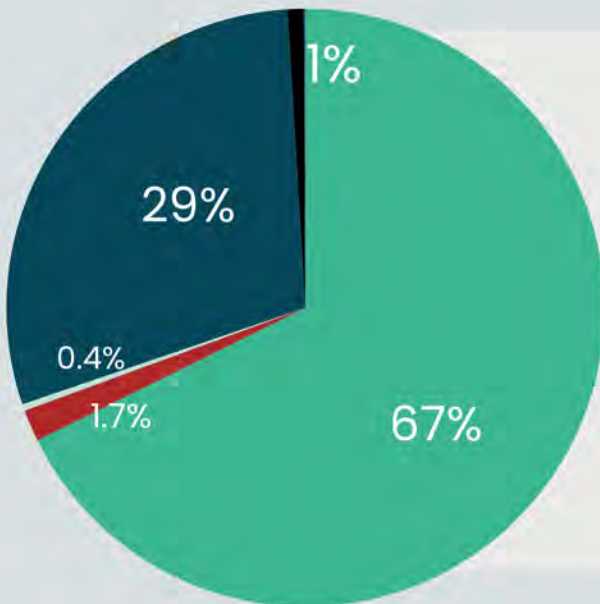


SOCIAL VALUE IMPACT BY BENEFICIARY GROUP



ACTIVITY/PROGRAM

- Homing
- Furniture Removal and waste diversion
- Leg Up social employment program



BENEFICIARIES

- Client Families
- Leg Up program participants
- Volunteers
- Furniture donors
- Environment

CLIENT OUTCOMES

This year, we updated our valuation of outcomes for the beneficiary families who receive furniture from Furniture Bank and aligned them with more relevant and recent indicators and financial proxies.



The new indicators used in the 2023 SROI analysis include:

- **worrying less about money**
- **feeling safer**
- **having freedom and independence**
- **feeling in control of life**

These indicators were taken from a very similar SROI analysis done by the FRC Group in the UK in 2021 on the provision of essential furniture items to those in need. While we weren't able to collect data on these indicators from the clients, we were able to make more suitable estimations for the quantity, deadweight, attribution, and duration of the outcomes based on the FRC Group's SROI model.

In 2024, our goal is to identify and measure outcomes for clients through beneficiary consultations and data collection processes that are suitable for this group of beneficiaries.



LEG UP SOCIAL EMPLOYMENT PROGRAM PARTICIPANT OUTCOMES

In 2023, 13 staff started working for Furniture Bank through the Social Employment Program, for a total of 41 Leg Up employees.



Didn't have a part-time or full-time job before starting to work for Furniture Bank.



Reported feeling more part of a community as a result of working at Furniture Bank.



Reported feeling more self-confident as a result of working at Furniture Bank.



Reported feeling more relief from depression/anxiety as a result of working at Furniture Bank.

To monetize the outcomes of the Social Employment Program, we used the financial proxies in the HACT UK Social Value Bank. For deadweight, attribution, and duration, we used survey data.

The results suggest that the Social Employment Program had a positive impact on the staff members' employment status, mental health, and sense of community.

REGULAR VOLUNTEER OUTCOMES



32
individuals
volunteered regularly



3,400
hours donated to
Furniture Bank

Although not included in the SROI analysis, it is also important to note that an additional 469 corporate volunteers donated a total of 1,407 hours to Furniture Bank in 2023.

To monetize the well-being benefits of regular volunteering, we used the financial proxy and the deadweight value in the HACT UK Social Value Bank.

FURNITURE DONOR OUTCOMES



Donor and son: Downsizing an apartment

These results reveal a strong sense of giving back, both to the community and the planet. This underscores the dual impact of Furniture Bank's work: addressing furniture poverty and promoting environmental sustainability.

To establish impact for furniture donors, we used the deadweight, attribution, displacement, and drop-off values from a report published by the Charity Retail Association in 2023 on the SROI of charity shops in the UK.



35,9872

Individuals Donated furniture



61,210

Items donated to Furniture Bank



Felt that they were 'giving back' to others.



Felt that they were 'giving back' to the planet.

We asked furniture donors what they might have done with their furniture if Furniture Bank wasn't an option.

The alternatives range from selling it, storing it, taking it to a thrift store, giving it away or disposing of it through junk removal services or curb side disposal:



31% would have 'thrown away' their furniture.



18% would have sold it.



48% would have donated it or given it away.



3% would have done something else.

This highlights the crucial role of Furniture Bank in **diverting items from landfills and instead, turning them into valuable resources for those in need.**



ENVIRONMENTAL OUTCOMES



In 2023, Furniture Bank diverted 919 tonnes of furniture from landfills, resulting in 2,214 tonnes of abated carbon, contributing to the reduction of waste and pollution and landfill life extension. This would be the equivalent of:



5,088

Barrels of oil removed



101,500

Mature trees planted



506

Cars removed from the road

THANK YOU FOR SUPPORTING FURNITURE BANK



By supporting Furniture Bank, you are helping to create communities where we all belong.

Furniture Bank supports marginalized and displaced families and individuals

experiencing furniture poverty to ensure everyone has the stability and dignity of a furnished home. individuals and families in need, including women and children leaving shelters, people transitioning from homelessness, IBPOC and Indigenous people,

and newcomers and refugees to Canada are referred to us by **over 320 community agency partners and 1,347 case workers across Canada.**



BECAUSE OF YOU

Furniture has a profound impact on the quality of life for those we serve. With the help of supporters like you, our clients have experienced:



Decreased likelihood of re-experiencing displacement or homelessness



Improved physical and mental health



Improved financial stability by freeing up funds for other essential items



Increased ability and likelihood to participate in and contribute to the community



Improved relationship with family and friends

CONTACT US



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