



Annual Report

2024
2025



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Our Mission & Values

At Castle Furniture, our vision is to promote inclusion and empower individuals affected by mental health challenges, poverty and social injustice. We believe every person matters, regardless of their background or struggles, and we are committed to building a community where dignity, respect and opportunity are available to all.

Our values guide how we act, both individually and as an organisation.



First, we are personal. We treat everyone we work with as an individual, without labels, listening carefully to their experiences and needs. Whether someone is living with a mental health issue, engaged in the criminal justice system or volunteering in a leadership role, we respond with kindness, understanding and tailored support.



Second, we are sector leaders. We strive not just to keep up, but to set standards. Through innovation in our systems, strong partnerships, well-designed training and supported employments, we use our expertise to deliver real, tangible improvements to people's lives. We want Castle Furniture to be seen as a trusted example of best practice.



Third, we demand better, from ourselves and from others. There is always room to improve. We look beyond what seems sufficient, searching for better solutions, stronger processes and greater impact. Our commitment is to stay proactive and forward-thinking so that we can anticipate needs and shape a better future for everyone we serve.



Finally, we are inspirational. Our shared passion motivates us to do our best. Our energy and hope help others to cope, to believe in change and to engage in transforming their own lives. We aim to inspire not only those who benefit directly, but also volunteers, partners and the wider community, to get involved, to care and to contribute.

Through these values, being personal, leading the sector, demanding better and inspiring action, we envision a Fife where no one is excluded, everyone has the chance to flourish and each day we grow stronger together.

Welcome

Each year, preparing our annual report gives us a chance to pause and reflect on how far we've come, Castle has grown from a small local charity into a well-established organisation with a strong mix of services that continue to make a real difference across our community.

This year, we've seen exciting progress across our core projects. The Furniture Projects have worked hard to secure ongoing house clearances, which have provided both a valuable source of income and a steady flow of good quality stock. Our Castle Home Hub, now firmly established in the Kingdom Shopping Centre, continues to grow, providing essential household items, toiletries, nappies, bedding, clothing, shoes and cleaning products to families in need. Everything offered through the Hub is free of charge, helping families stretch their budgets a little further so they can put more towards essentials like heating and electricity.

Each part of Castle continues to expand, not only in the number of people supported, but also in the volunteering and training opportunities available through our Training Academy. The introduction of accredited CPD courses has created new pathways for personal growth and employability, helping people gain skills and confidence while contributing to the wider aims of reuse and sustainability.

None of this would be possible without the dedication of our volunteers, staff, work placements, trustees and the wider community whose ongoing support and generosity keep Castle moving forward. On behalf of the Board, I would like to thank everyone for their hard work, commitment and contribution to another successful year.



Elizabeth Calderwood
Joint Chair



Isla Lumsden
Joint Chair

Welcome

Join the Board

As Castle continues to grow and strengthen its impact across the community, the role of our Board of Trustees remains vital. Meeting monthly, the Board works closely with our staff team to help shape strategy, guide decision-making and ensure we stay true to our charitable purpose and values.

In the year ahead, we're keen to broaden the horizons of our Board by welcoming new members who can bring fresh ideas and experience. We're particularly interested in people with skills in areas such as business planning, finance, HR, fundraising, IT, or community engagement, though anyone with a passion for what Castle does and a willingness to contribute is encouraged to get in touch.

Being a trustee at Castle is more than attending meetings; it's an opportunity to play an active part in shaping our future, ensuring we remain sustainable, compliant, and focused on the needs of those we serve.

If you have the time, skills and commitment to support Castle's ongoing work, we'd love to hear from you. Please email enquiries@castlefurniture.org to express your interest.

Warm regards

Board of Trustees

Welcome

A Message from our CEO

This year has been one of challenge, progress and pride in equal measure. Like many organisations, we've had to adapt to growing demand while facing rising costs, but through it all, Castle has kept delivering where it matters most: supporting people and communities across Fife.

One of the biggest jobs this year was replacing the warehouse roof, a six-month project that tested us on every level. It was one of the most health and safety intensive pieces of work we've ever been involved with, keeping staff, volunteers and visitors safe while staying operational took careful planning and teamwork, and I'm proud of how everyone handled it and we're all delighted to have a dry warehouse at last!

Alongside our furniture and appliance projects, a huge amount of Castle's work happens quietly in the background. Our support teams help people rebuild their lives, whether that's through our befriending service and lunch club, our rehabilitation placements with community payback and prison services, or our training academy, where accredited courses help people gain skills and confidence for work. These are the programmes that don't always make the headlines, but they change lives every single day.

I want to thank our Board for their guidance and our staff and volunteers for their hard work and commitment. I invite you to read on and find out more about the "invisible" work that makes Castle what it is.



Silv Ingram
CEO

Welcome to the Team



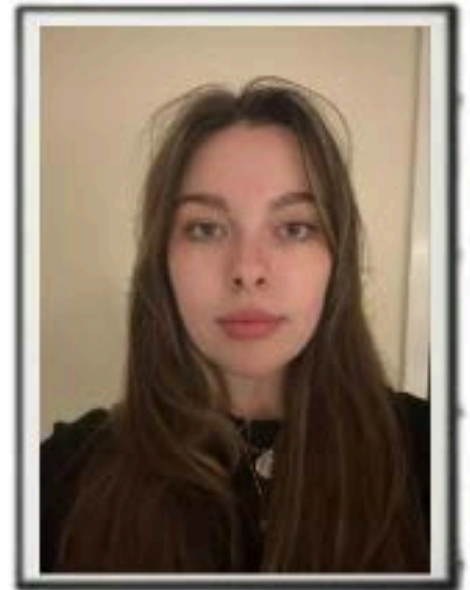
Auxi Barrera
Volunteer Co-ordinator



Craig Barnes
Lead Sales Consultant



Stephen Campbell
Home Co-ordinator



Isabella Tait
Sales Administration

Year in numbers

In order to meet its vision and mission, Castle Enterprise delivers a range of mental health and wellbeing services and activities, a range of community support in the provision of free and/or heavily discounted household items to reduce material poverty throughout Fife. Other support services include a structured training programme and work experience for placements furthest from the job market. Our rehabilitation support service continues to provide placements for the Criminal Justice Team and the Scottish Prison Service.

In fulfilling its role during the year Castle has provided the following services and activities:

Supported Services



73 Befriending scheme



316 Meals served



11 1-2-1 Befriending matches



5,320 Free Household items

13,348 Total number of Households supported

Furniture Project



15,921 Volunteer hours



166 Tonnes diverted from landfill



74% Income self-generated



1,037 Free or discounted items



667 Supported families with essential items

Support Services

The Heart of Castle

When people think of Castle, they often think of furniture and that's where our story began in 1993. Back then, we were a closed referral project, providing reused furniture free of charge to individuals and families referred to us for help. While much has changed since then, that principle remains the same today, we still operate through our referral system, ensuring that those most in need receive essential items free of charge. Today, Castle's work reaches far beyond furniture. Our Support Services bring people together, offering practical help, meaningful activity and emotional support across Fife.

Our projects include:

- Castle Home Hub – providing free furniture and essential items such as ambient food, clothing, shoes, baby products, pet supplies, hygiene and cleaning products, and bedding to referred households.
- Drop-In Lounge – a warm, welcoming space for advice, support or simply a friendly chat.
- Time to Talk – offering regular phone contact and companionship to older people who may be isolated or alone.
- Tayport Lunch Club – bringing people together to share food, friendship and community.
- Supported Volunteering and Accredited Training – creating opportunities for meaningful occupation, confidence-building and employability.
- Rehabilitation Programme (HMP Castle Huntly) – supporting individuals on release to gain skills and reintegrate positively into the community.
- Partnership with Stratheden Hospital OT Department – offering therapeutic volunteering placements that support recovery and independent living.

This is the side of Castle that many don't see, the quiet, practical and compassionate work that helps people build stability, connection and hope.

Support Services



• From our Hub to your Home •

Following last year's AGM, it became clear that Castle Home Hubs are not just valuable, they are essential. The continued demand highlights the unfortunate and sobering reality of poverty in Scotland in 2025.

A study which was carried out by Loughborough University for the End Child Poverty Coalition highlighted that 30.1 per cent of all children, 5,371 youngsters, across the Glenrothes and Mid Fife constituency are living in relative poverty, after the cost of housing is considered.

In response, the decision was made to relocate the Glenrothes Hub to the Kingdom Shopping Centre, operating it on a "shop-like" basis. This move aims to enhance accessibility while preserving dignity for those accessing support.

Cllr Lynda Holton (Local SNP Councillor for Glenrothes Central and Thornton) visited the new Hub in Glenrothes and stated that she felt "the work that was being done was fantastic for the community and was very impressed "



Support Services



The Castle Home Hubs in Glenrothes and across North East Fife build on strong foundations and long-standing partnerships to deliver crucial support to families and individuals experiencing hardship. Working collaboratively with The Big House Multibank and local Poverty Action Groups, we distribute essential household items to those most in need.

Our partnership with The Big House Multibank allows us to widen our reach, offering a greater range of household goods, thanks to their agreements with Amazon UK and other key companies. These partnerships enable the provision of vital resources, especially for children and families navigating poverty.

Referrals from both voluntary and statutory services allow Castle Home Hubs to offer essentials such as:

- Bedding
- Kitchen supplies
- Towels
- Toiletries
- Clothing and shoes
- Ambient food items

This approach ensures that families struggling with the rising cost of living can access practical support without stigma.



Support Services



Glenrothes Home Hub

“The Glenrothes Hub has been very well received,” shared Stephen, the Home Coordinator. “Families and support workers alike appreciate the welcoming environment and variety of stock. We aim to provide a shopping experience, free of policing or judgment, while signposting to other support networks when needed. It’s about helping people feel seen, supported and assured.”



Cupar Home Hub

“Like Glenrothes, the Cupar Hub has become a vital resource to the more rural area of Fife” said Stephen.

Moria, a volunteer, added: “Providing warm clothing, bedding and even small but meaningful items like toiletries or a blanket can ease a difficult time. It’s these small comforts that remind people they’re not alone.”



Support Services



Newburgh Satellite Hub

Our Newburgh Hub has now become a constant in many local families live and they look forward to coming down once a week, not only to collect some items but to engage and socialise" explained a Pat who is a worker in the Hub.



St Andrews Satellite Hub

"Families in St Andrews are increasingly feeling the pressure of rising costs as are most people through Scotland," noted the local coordinator. "We've been able to support them with clothing, toiletries, and school supplies."



Coast Satellite Hub

"We're making sure rural families don't have to travel far to access vital items," said Lisa the Project Lead. "From bedding to kitchen supplies, we're filling an essential gap in remote areas and bring the community closer."

Auchtermuchty Satellite Hub

"In Auchtermuchty, the hub has been a lifeline," said a volunteer. "Shoes, food parcels, bedding, it's these basics that are truly life-changing for some of our families."



Partnerships, Network & Progress

Through our ongoing partnership with The Big House Multibank, our ever growing Network of support and signposting options, plus the dedication of our Castle Home Hub team, we continue to expand both our reach and our impact across Fife. These collaboration allows us to provide practical, dignified support and options to those facing financial strain.

"To me, the Hubs are about giving families and individuals a bit of self-pride and dignity back, without fear of judgment," added Stephen. "We're here to help people not just survive, but feel valued in the process."

Support Services



• From our Hub to your Home •

“As a community centre, we rely on Castle to help us source the simple things like tools, craft bits and odds and ends for groups. The more we can get, the more people we can make smile. Because of what the Hub provides, we can run coffee mornings, repair clubs and inclusive activities that bring folk together who'd otherwise be lonely and isolated. Community Centre Lead

“This family had sold household items just to buy food. Getting essentials again gave them stability and a sense of normal life returning. Family Support Worker

“Stacey's paying for incontinence products herself and it's pushing her budget past breaking point. This support eases that burden and helps her keep her dignity. Health Worker

“Families are choosing food over hygiene because there's just not enough money to go round. By providing toiletries, you take that pressure off and restore a bit of dignity. Nursery Manager

“After a breakup and health struggles, this dad is making a home for his boys. The things Castle provided turned empty rooms into somewhere welcoming. Support Worker, St Andrews

“She left an abusive relationship and is waiting weeks for Universal Credit. The items she received from Castle gave her a fresh start and helped her children feel settled. Domestic Abuse Worker

“Being able to wash, clean and cook again makes a house feel like home. Housing Support Worker

Support Services



• From our Hub to your Home •



• From our Hub to your Home •



5320
Families Helped



Between
**01/04/24 &
31/03/25**

Rugs &
Curtains

107



Kitchen
Products

745



Bedding

1004



Nappies/
Incontinence

1123



4111
Cleaning
& Laundry



7570
Toiletries



Support Services

Case Study



When a neighbouring house went up in flames, this family's home was left badly damaged by water as the fire brigade worked to control the blaze. Almost everything they owned was water damaged, furniture, bedding, clothes, kitchenware and electrical items like their TV was destroyed. With no insurance to turn to, like so many families today, they suddenly found themselves with nothing.

Auchmuty Learning Centre contacted the Castle Home Hub for help and our team quickly pulled together. Within a few hours, we were able to gather furniture, household essentials and plenty of kitchen items to help the family start again in the new house they had been allocated.

The mother and her three boys came to the Hub, where they spent an afternoon picking out clothes, shoes, bedding and other bits that would make their new house feel like home. In the pictures, you can see them helping to load up the van with big tonne bags full of what they'd chosen, smiling and pitching in together, ready to move forward after such a difficult time.



Support Services

Case Study



Although our vans don't usually operate at the weekend, staff volunteered their time to make sure the family could move in straight away. By Sunday, their new home was furnished, stocked and filled with a sense of comfort and relief.

It was a simple act of community care, but it meant everything to one family who had lost so much. Sometimes support looks like people just showing up, lending a hand and making sure no one has to start over completely on their own.

Mothers email:

"When the fire happened, I honestly didn't know where to start. We lost everything and I didn't have any insurance. I thought we'd be living out of bags for weeks. But the team at Castle were amazing, they treated us with so much kindness. The boys were able to pick their own clothes and even help load the van. By the weekend, we were in our new home with furniture, bedding and even kitchen things. It felt like we could finally breathe again. I'll never forget what they did for us."



Case Study

Castle celebrated Margaret's 90th Birthday

Margaret, a long-standing member of Castle Furniture's Tayport Lunch Club, has been attending the group for over five years. Known for her warmth, kindness and quiet humour, she has become one of the most familiar faces at the weekly gatherings. For Margaret and for many others who attend, the Lunch Club has become much more than just a place to eat. It's a highlight of the week, a place to chat, laugh and share stories over a home-cooked meal, surrounded by friends who care.

The club offers a space where members can relax, feel welcome and connect with others, something that can make a world of difference, especially for older adults living alone or far from family. For Margaret, it has been a lifeline of companionship and community over the years.

Recently, during one of the sessions, Margaret shared something that took everyone by surprise, she was about to turn 90 years old and had never had a birthday party before. Aniela, who runs the Tayport Lunch Club, decided that such a milestone couldn't go unmarked. With the help of the rest of the group, she organised a surprise celebration to make Margaret's day truly special.



Support Services

Case Study



• From our Hub to your Home •

When the day came, the room was filled with excitement and joy. Each member brought along a cake, so many that they could have kept Margaret supplied for months! The tables were full of treats, smiles and laughter, and for the first time in her life, Margaret got to enjoy a birthday party surrounded by friends who were genuinely delighted to celebrate her. It was a beautiful, emotional moment, one that captured exactly what the Tayport Lunch Club is all about: kindness, connection and community.

Margaret's story highlights the powerful impact of the Tayport Lunch Club. For older adults, especially those living alone or with limited mobility, opportunities for regular social contact can make a huge difference. They boost emotional wellbeing, reduce loneliness and provide a renewed sense of purpose.

Age Scotland's survey found that 26% of people aged 75 and over felt lonely some or most of the time in the past week. The Lunch Club offers a simple but effective way to tackle this, through shared meals, laughter and friendships. It creates a space where individuals feel seen, valued and connected, often in ways they haven't experienced in years. For many, it's more than a club, it's a lifeline.



Support Services

Case Study



A day in the Garden Centre

The Tayport Lunch Club enjoyed an outing to a nearby garden centre. For many, it was more than a trip, it was a chance to explore, socialise and experience something new.

The day began at 10 am with tea, cake and a relaxed catch-up, setting a friendly tone for the outing. The group then boarded a minibus, with Daniel, one of our supportive drivers, helping members on and off the bus and throughout the garden centre. His assistance was invaluable.



At the garden centre, the group shared a hearty lunch before exploring at their own pace, enjoying the vibrant plants, seasonal displays and unique finds. For some members, mobility or other challenges make outings difficult, so this trip provided a safe, supported opportunity to build confidence and independence.

The outing was a resounding success, leaving members grateful and uplifted. The combination of a warm meal, new surroundings and shared camaraderie made the day memorable.

The Tayport Lunch Club outing highlights the value of creating opportunities for connection and exploration. At Castle, even small adventures can have a big impact, helping individuals overcome barriers and rediscover the joy of shared experiences.

Support Services

Cupar Drop-in Lounge

As part of our Befriending Project, the Lounge offers a warm, welcoming space for anyone aged 55 and over to drop in for a chat, a cup of tea or coffee, and friendly company.

We are open on Mondays, Wednesdays and Fridays from 10.30 am to 3.30 pm, though many regulars arrive early or stay late, a reflection of the close community that has formed.



The Lounge provides companionship, support and friendship in a safe and friendly environment. During colder months, it also offers a warm space for those who may struggle to heat their homes. Visitors are welcome to stay as long as they wish, knowing they will find comfort and good company.

Many friendships have developed among attendees. For some, the Lounge complements their existing social life, while for others, it may be their only regular contact with others. By helping to reduce loneliness and isolation, the Lounge supports both mental and physical wellbeing. Simply getting ready and walking to the Lounge gives many valuable exercise and some combine their visits with dog walking, our “doggy regulars” are always welcome.

Support Services

Cupar Drop-in Lounge

Regulars look out for one another, share news and offer support, creating a real sense of community and belonging. Over the past year, we have supported people through illness, bereavement and personal challenges, often signposting them to services such as Citizens Advice and Rights Fife for specialist guidance.

Shared experiences have built a collective pool of knowledge, where people learn from and help one another.

“Coming to the Lounge has made such a difference to my life. It gives me something to look forward to, people to talk to and a place where I feel I belong. It’s more than just a warm space, it’s like a wee family.”



Support Services

Cupar Drop-in Lounge - Case Study

Margaret Small (Mrs Small) has been coming to the lounge for about a year and a half now. I was surprised by how quickly time had gone by and really, was only reminded of the fact when she mentioned it would soon be the one-year anniversary of her husband's death.

When Mrs Small first came to the Lounge, she did not know many people in Cupar. She and her husband had moved here for their retirement. Ironically, her husband was to have less than a year in their new home. Mrs Small was alone. She had been a widow for about six months when she found us and decided to 'be brave' and come in. She is now a regular who is very popular with the other attendees.

Just a few weeks ago she was talking to a newcomer and explaining to them how she did not think she would have come back had it not been for the kind and friendly reception she received from those who were here. That first visit left an impression on her.

She remembers the kindness shown to her by people who did not know her but shared her sorrow gladly. She was able to talk, or not, just as she felt and she felt welcome.

Mrs Small is not a person to get bogged down by sadness but, even so, she is very glad the lounge was here for her at that time. She continues to come for 'the banter' as she puts it and is often the life and soul of the party. We look forward to her visits.

Support Services

Cupar Drop-in Lounge - Case Study

 You've got a message
from Mrs Small

Hi Lesley just a wee
note to say how much I
enjoy coming to the
Lounge.

I have always felt a
warm welcome from the
minute I first visited
It is great to have a
chat and put the world
to rights.
Very grateful for your
support and warmth.

I should also add we
have lots of laughter
too!



Support Services

Cupar Drop-in Lounge - Case Study

Pete Williamson has been coming to the lounge for almost a year now. He has his usual day for coming and looks forward to a 'good blether'. He is, as he says, 'well into his eighties' and likes to keep himself busy.

He has a miniature railway laid out in his garden, which needs maintenance and he likes to plant shrubs and flowers that are 'in scale' with the railway. This can be a challenge but he explains that small shrubs can suddenly look like a grove of trees if planted with care. Rethinking the uses various objects can be put to, to create a convincing landscape for his trains to pass through has become an increasingly absorbing hobby.

The regulars at the lounge have a standing invitation to visit his garden (even if he is not there) to 'have a wee look' at what he has created. Even those of us who don't have a passion for trains have been impressed by his gardening skills and his enthusiasm. Regular updates have become a part of our Monday morning chats.

Planting tips and garden lay outs, how to create a garden pond and patios. All hints have been shared. Skills have been passed on. Peter is a treasured member of our community.



Support Services

Cupar Drop-in Lounge - Case Study

' We've been coming for nearly a year now. We really miss the 'banter' when the Lounge isn't open. We've made new friends and get free cups of tea, coffee and biscuits. You can't get better than that!'

" I love coming to the Lounge as part of my daily 'perambulations'. It's wonderful to be able to go somewhere where my dog 'Dug' (short for Douglas) is made welcome. Everyone makes such a fuss of him. They even say good morning to Dug before they say it to me! I'ts fine, I know my place . To be serious for a moment. The Lounge has become a very important place to me. I live alone and this is somewhere I can always find a warm welcome. I needn't be alone. Thank you".



Loneliness and social isolation are real issues for many older people across North East Fife. Our One-to-One Befriending Service offers more than companionship, it provides connection, confidence and care for those who might otherwise be on their own.

Through regular visits, phone calls and gentle encouragement, our trained volunteer befrienders build trusting relationships that make a lasting difference. For some, it's a friendly chat over a cup of tea; for others, it's the confidence to step outside again or take part in community life.

Every match is unique and led by the individual's needs and pace. What all have in common is kindness, consistency and the reassurance that someone cares enough to listen.

Delivered in partnership with local organisations and supported by our staff team, the service continues to reduce isolation and improve wellbeing for older people in North East Fife.

Demand for the service remains high and we currently operate a waiting list. If you can spare a little time, why not join us and help combat loneliness in your community? A friendly chat really can change a life.

The following case studies share just a few of the ways this quiet, personal support is making a difference, one conversation at a time!

Support Services

Case Study



Emily Hassan has faced significant challenges due to her physical disability, including limited mobility, financial constraints and years without a working cooker. These barriers affected her daily independence and contributed to feelings of isolation and distress.

Through the consistent support of our befriending scheme, Emily received both practical and emotional assistance. Our volunteer, Romana, maintained regular visits, providing companionship while identifying the needs impacting Emily's wellbeing. During these visits, Emily shared the ongoing difficulties caused by her living environment, particularly the lack of a suitable ramp, which restricted her ability to leave her home safely and the limitations of her current property, which was not well-adapted for her mobility needs.

Our team acted on Emily's behalf, initially securing a new cooker through localised funding, restoring an important aspect of her daily life and independence. Building on this support, we advocated directly with Fife Council regarding her housing situation. As a result, Emily has now been successfully rehoused in a bungalow that meets her accessibility requirements and is closer to her family.



One-to-One Befriending - Case Study

Emily personally shared her gratitude in a text to Aniela, our support worker:

“My beautiful detached home in Leven is proof to everyone that there is light at the end of the tunnel, I am finally where I wanted to be. Thank you for getting me to where I am today, and to Romana too, she is a diamond. God bless.”

This case demonstrates the profound impact of sustained, personalised support. Through the befriending scheme, Emily accessed immediate practical assistance, long-term advocacy and emotional support, empowering her to regain independence, confidence and an improved quality of life.



One-to-One Befriending - Case Study

George has been a client of Aniela's for the past two years, during which time he has made steady and meaningful progress toward regaining confidence and independence. When George first engaged with support, he faced significant challenges associated with isolation and limited mobility. Once an active individual with a love of fishing, George had gradually withdrawn from the activities he enjoyed most, losing confidence and purpose along the way.

Fishing had been a long-standing hobby for George, providing both relaxation and a sense of connection to the outdoors. However, following a period of loneliness and reduced mobility, he was no longer able to take part. Without access to a car, George found it increasingly difficult to visit the shops he knew and trusted for his fishing equipment, which further distanced him from his passion.



Support Services

One-to-One Befriending - Case Study



Through regular support and encouragement from Aniela, George began exploring ways to reintroduce positive activities into his life. Recently, George suggested the idea of taking a trip to Dundee to visit one of his old favourite fishing shops. Aniela supported him in making the journey, ensuring that the trip was safe, comfortable and enjoyable.

During the visit, George was able to browse freely, reconnecting with a hobby that once played a big part in his wellbeing. He left the shop with a new winter suit, ready to continue fishing throughout the colder months.

This outing marked an important milestone in George's journey. Two years ago, George was unable to leave his home, feeling cut off from the world around him. Today, with a little assistance and encouragement, he is once again venturing outdoors, rediscovering his confidence and sense of purpose.

George's story demonstrates how small, person-centred interventions can lead to lasting change. By listening to his interests and supporting his choices, Aniela helped George rebuild not only his independence but also his connection to the things that bring him joy.



Support Services



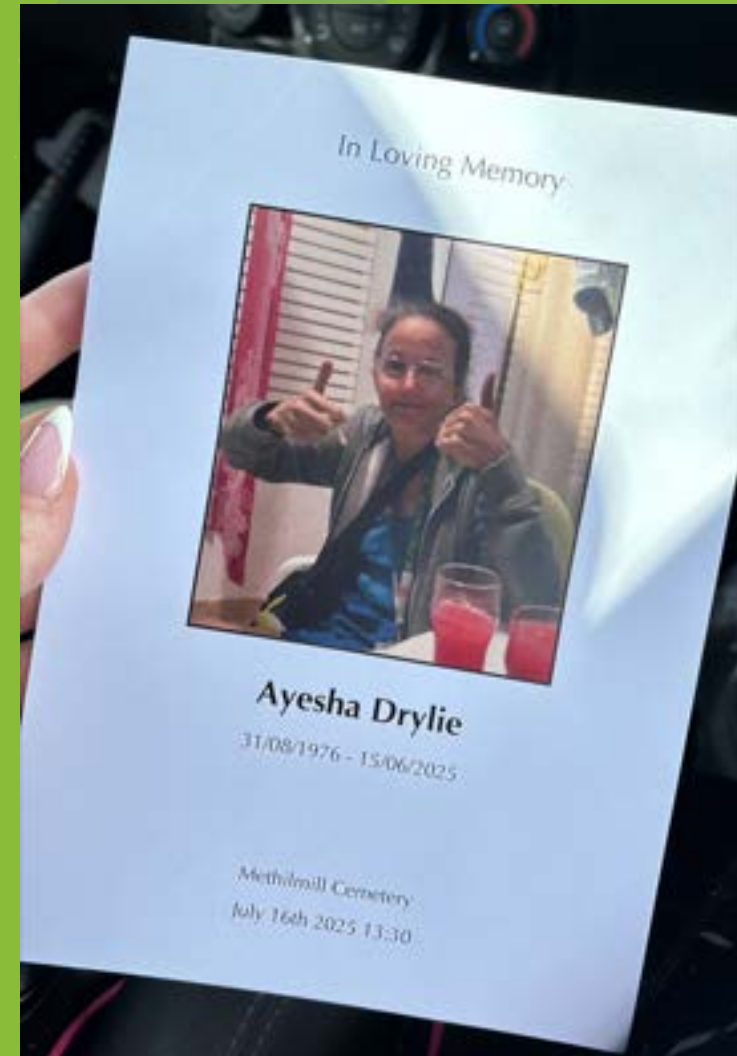
One-to-One Befriending - Case Study

Castle Furniture is committed to supporting vulnerable individuals through services that enhance wellbeing and reduce isolation. One of these is the Time to Talk befriending service, which connects trained volunteers with people who are housebound, isolated or facing mental health challenges.

Julie, a long-term service user, is mostly housebound due to ongoing health conditions. Her weekly highlight is Fridays, when her befriender Aniela visits, offering both practical help and companionship. To further ease Julie's loneliness, she was also paired with Ayesha, a Time to Talk volunteer who phoned regularly to chat, listen and provide emotional support.

Over time, Julie and Ayesha formed a close friendship. Their weekly calls lifted Julie's spirits and gave her someone to confide in beyond her home.

Tragically, Ayesha passed away suddenly earlier this year. Her loss deeply affected the Castle Furniture community, especially Julie, who had come to see her as a dear friend.



Support Services

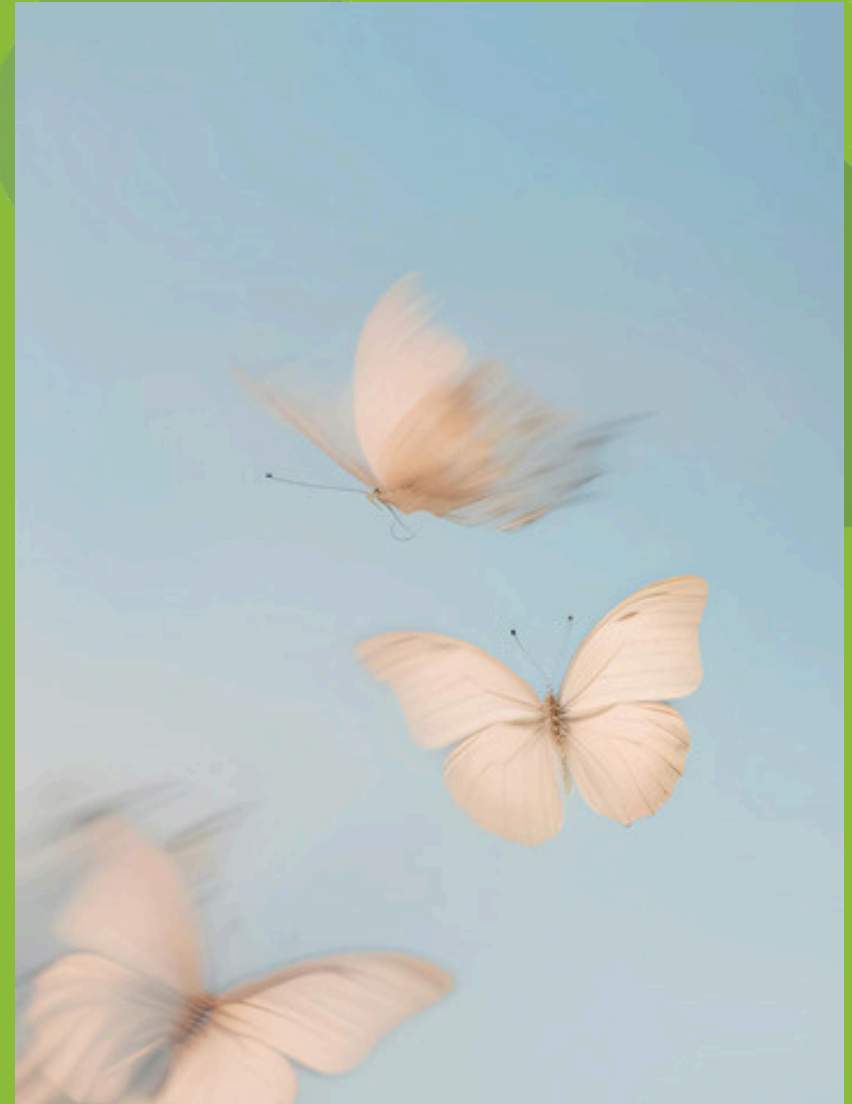


One-to-One Befriending - Case Study

Understanding Julie's grief, Aniela stepped in to support her, helping her process her emotions and arranging transport so she could attend Ayesha's funeral. Without this support, Julie's mobility and anxiety would likely have prevented her from saying goodbye. Attending the service gave her closure and comfort.

Julie's story shows the powerful bonds created through befriending and how these relationships combat loneliness while nurturing genuine connection. It also reflects the compassion that defines the Castle Furniture community, from volunteers like Ayesha, who give their time selflessly, to those like Aniela, who go above and beyond in times of need.

At Castle Furniture, Time to Talk is more than a service, it's a lifeline. Julie's experience reminds us of the lasting impact of friendship, empathy and community, and of the legacy left by Ayesha, whose kindness will not be forgotten.



One-to-One Befriending - Case Study

George, a quiet and reserved man, was referred to the befriending service to help ease feelings of loneliness and isolation. At first, he was hesitant to engage, but through regular visits and walks with his befriender, Aniela, he gradually began to open up.

During one early walk, they met a neighbour out with their dog. With Aniela's gentle encouragement, George started a short conversation, something he hadn't felt confident enough to do before. That small moment marked the start of a new connection.

During next Aniela's visit, George proudly shared that he was looking after the neighbour's dog. This milestone showed not only the neighbour's trust in him but also George's growing confidence and comfort engaging with others.

This story reflects the power of befriending. With steady support and companionship, George has begun to rebuild his confidence and sense of belonging. His journey from quiet isolation to active participation in his community demonstrates how small, consistent acts of kindness can transform lives.



Support Services



One-to-One Befriending - Case Study

Julie, a long-term Fife resident, spent many years housebound and isolated due to significant challenges. Through her connection with Castle Furniture Project and her befriender Aniela, she has made remarkable progress in rebuilding her confidence and independence.

After years of isolation, grief and frustration over unmet housing promises, Julie began to reconnect with life. With Aniela's support over the past two years, she's taken steady steps forward. A turning point came when, encouraged by Aniela, she tackled long-standing issues with her flooring during a trip to Kirkcaldy, marking the start of her journey back to independence.

Recently, Julie reached another milestone visiting a hair salon for the first time in five years. With Aniela's help arranging and driving her there, Julie felt confident enough to go in alone and even took the bus home by herself.



Support Services



One-to-One Befriending - Case Study

This was the first time in half a decade that Julie used public transport, a powerful symbol of her growing independence. The experience left Julie feeling accomplished and empowered, a far cry from the days when even stepping outside felt insurmountable.

Julie's visit to the hair salon was more than just a routine trip; it was a reflection of her progress and determination. She expressed how proud she felt about taking these steps and credited the unwavering support of Castle Furniture Project and Aniela for helping her reach this point.

At Castle Furniture Project, we believe in meeting individuals where they are and walking alongside them as they rebuild their confidence and independence. Julie's journey reminds us of the profound difference we can make by offering support and fostering connections.



Support Services

Volunteer Impact

Our volunteers continue to be at the heart of everything we do, delivering meaningful support to individuals and communities across Fife. They have contributed:



These numbers demonstrate the essential role volunteers play in sustaining our services.

In 25/26 financial year, we are seeing an increase in volunteering hours which is encouraging, showing a 16.98% rise in participation compared to the same period last year.



This growth highlights a renewed sense of community involvement, even in a national context where formal volunteering rates have declined to record lows.

Volunteering

Volunteer Impact

Beyond the figures, volunteers bring warmth, empathy and continuity to our work. They create welcoming spaces, reduce loneliness and help people feel valued. Their collective effort ensures that every person who walks through our doors feels seen and supported and that is the true impact of volunteering



Our volunteers play a vital role in delivering services and supporting the community. Over the past year, we have:



Provided 173 training and 16 inductions for new volunteers and placements



Supported 26 volunteers and placements to build confidence, social connections and transferable skills



Encouraged peer learning, where experienced volunteers mentor new ones.



Created a welcoming and inclusive culture where volunteers feel part of the team and their opinions are valued.

Support Services

Volunteer Impact - Pathways into employment

Silv and Bill represented Castle Furniture Project at the Volunteer Recruitment Day organised by Fife Voluntary Action at the Kingdom Centre. It was a fantastic day, filled with opportunities to connect with people and share the benefits of volunteering.

Being in the heart of the community is so important to us, it allows us to meet people face to face, to listen and to show how volunteering can support both individual wellbeing and the wider community. Events like this strengthen local connections and remind us that together, we can build a supportive, inclusive place where everyone has the chance to contribute and thrive.



Support Services

Volunteer Impact in Numbers



Total volunteer hours

15,921.35



Economic value

£403,783.63*

*includes 20% overheads



Number of volunteers
and placements

53

Our priorities for 2025-26 include:



Expanding volunteer opportunities
Launching new roles and projects in new areas



Engaging younger volunteers
Creating attractive and youth-friendly opportunities



Strengthening partnerships
Working closely with local organisations for greater impact



Introducing a mentoring scheme
Pairing experienced volunteers with newcomers



Strengthening social media presence
Sharing more volunteer stories and successes online



Increasing networking
Building stronger connections across our community

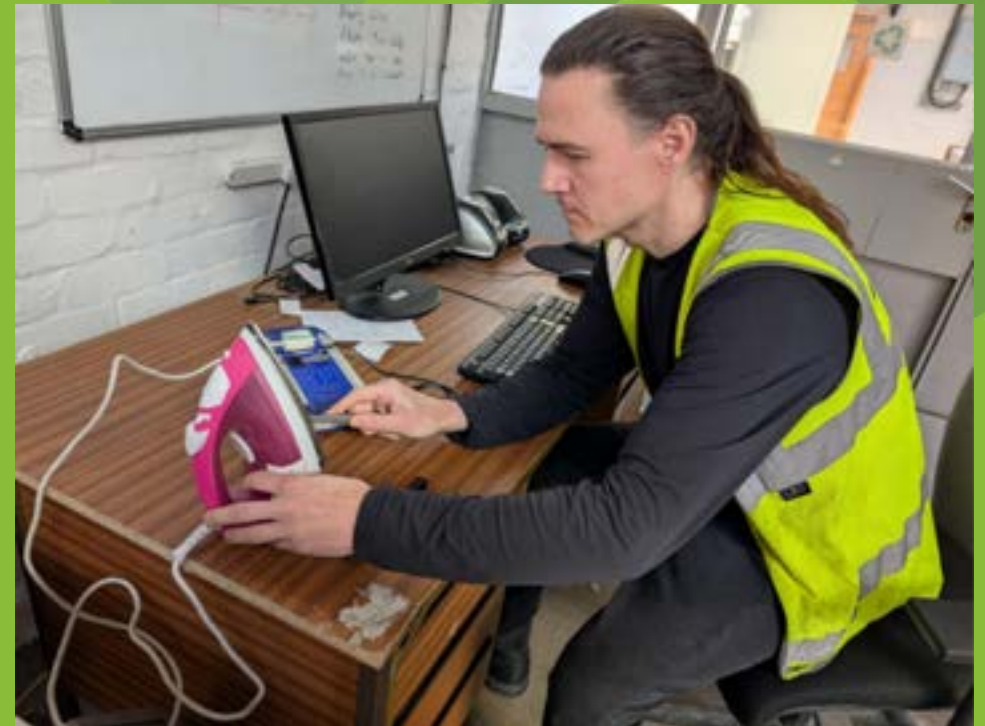
Support Services

Volunteer Impact - Case Study

Nick began volunteering with Castle about a year ago as a Domestic Appliance Cleaner. Over time, he gained experience and qualified as a PAT tester. After a period of unemployment, Nick was referred through the Job Centre and drawn to Castle's mission, hoping to rebuild his routine and confidence.

He enjoys working with people, describing the team as "amazing and helpful" and the environment as relaxed and welcoming. Though the work can be physically demanding, Nick has taken on more technical responsibilities, continuing to develop his skills in PAT testing.

Nick values the open, flexible environment that allows him to speak up and try different tasks. Coming in early each day gives him purpose and structure. His confidence has grown greatly, both in his role and in life, and positive feedback from others has boosted his mental health. "The impression I'm giving to others and the kind words, they really stick with me," he says.



Support Services

Volunteer Impact - Case Study

Nick strongly recommends volunteering at Castle, noting the variety of roles, flexibility and supportive, community-focused atmosphere. Castle covers training costs and provides opportunities for personal and professional growth, access to FareShare products and mental health support.

To anyone unsure about volunteering, Nick advises:

“When employers see you’ve volunteered to help the community, gain skills and maintain a routine without being paid, they really value that. It helps with interviews, confidence and references, it shows you’re keen to work.”

Castle has also supported volunteers into paid placements, something Nick finds motivating. Now, with renewed confidence and improved wellbeing, he has begun looking for work. “I feel more confident now than when I first started, and that’s thanks to Castle,” he says.



Support Services

Volunteer Impact - Case Study

David Burns joined Castle in 2019 and has been a valued volunteer ever since. His passion for what he does shines through in everything he takes on. Even during the pandemic, when many had to step back, David continued to volunteer and support the team in any way he could. His dedication and commitment never wavered.

Now 75, David still volunteers three days a week. He says that keeping busy and helping others gives him purpose and joy.

David's reliability and positive attitude make him an important part of the Castle team. For David, volunteering has become more than a routine, it's part of his life. His continued dedication is an inspiration to everyone at Castle, showing that age is no barrier when it comes to making a difference.



Training

Continuing Professional Development (CPD) has been of central relevance for those working within the Castle Furniture Project. From the inception of the CES Training Academy to where we find ourselves now, it has evolved from its embryonic state, to standing on the cusp of delivering CPD credited training to learners outside the Castle Furniture organisation.

Getting a course through the certification process takes time, patience and diligence, but having started with a good standard of in-house training courses, reaching the CPD benchmark proved worthwhile. Over the last year, the CPD credited courses have ensured that staff, volunteers and placements have benefited from being awarded a nationally recognised certificate. In the fiscal year Apr 2024 to Mar 25 there were 83 certificates issued and we are on track to surpass that this year.

Information on all the courses that we are able to deliver are now advertised via a link from the Castle Furniture webpage. These include, not only the CPD courses, but other accredited courses from First Aid to suicide alertness.



Training

Skills for Life programme

This year witnessed the launch of a Skills for Life course focussed on maintaining and extending the life of, domestic white goods and other household electrical appliances. Initially this was ad-hoc and interactive spanning 2 x four-hour sessions to trial the concept and to get feedback on what was useful for the participants

The participants were from Auchmuty Learning Centre and included a number from Castle's own volunteer workforce. Due to their own personal circumstances, some may not have had much formal education and many found themselves living alone for the first time. These sessions gave them the opportunity to try out new skills without any form of assessment. They were able to do as much as they wanted, or were able, to do. It was all about hands-on practical tasks to show simple techniques to keep their own electrical equipment working longer.

Both these sessions have now been structured to be learner centred with the focus on informality. The participants are shown the safety procedures before doing practical work from changing a 13A plug to replacing the carbon brushes on a washing machine motor. All the work is supervised by Castle Furniture's own experienced domestic appliance engineers.



Training

Skills for Life programme

Iain's Story – From Learner to Valued Volunteer

Iain first came to Castle through the Auchmuty Learning Centre for a two day Skills for Life course. During those two days, he learned practical basics like maintaining appliances, wiring a plug and simple electrical checks. He really enjoyed his time at Castle, the friendly atmosphere, the teamwork and learning new skills.

Iain enjoyed it so much that he asked if he could come back as a volunteer. He started out in the Furniture Project, helping to prepare and move items ready for delivery. Keen to learn more, he then completed his driving assessment and now supports the Castle Home Hub, delivering to the community hubs.

More recently, Iain has joined Moira, helping to sort and price bric-a-brac for the shop. His willingness to get stuck in wherever he's needed makes him a great asset to the Castle team. Iain's story shows how a short two-day course can open the door to new skills, confidence and a lasting connection with the community.



Training

Case Studies - Expansion of Training

Working with the Training and Development advisor, a number of in-house courses have been identified as having the potential for CPD credits. These, along with those identified following a Training Needs Analysis, demonstrate that there are those individuals and organisations in the local community who want affordable training which focusses on training which offers a practical element rather than relying on an on-line programme.

Many of these courses can be delivered in any organisation's workplace, if they have the facilities to accommodate them. Castle's own training room has all that is needed and is only limited by size and availability of trainers, all of whom are dual-hatted and have other roles within the Company. A schedule of course dates and the booking system is currently in the development stage.

The process of assessment, where appropriate and the issuing of certificates has yet to be tested however this has been considered and the systems are in place

Courses that are planned to be developed are those where Castle has the trainer expertise to deliver but are currently outsourced. These will be formatted for submission for CPD credits and made available to the wider community, thus adding to the potential funding stream



Furniture Project

Service Level Agreement (SLA)



Castle is grateful for the continued support of Fife Council Social Work, who provide £12,000 in annual funding to help families living with mental health-related issues.

This long-standing partnership recognises that mental health and home life are deeply connected: when families are coping with the pressures of illness, trauma or recovery, the added burden of inadequate or broken furniture can be overwhelming.

Through this funding, we are able to supply essential household items, from appliances, beds, sofas and tables to storage solutions that turn houses into safe and supportive homes. For families facing financial hardship alongside mental health challenges, these practical interventions provide not only comfort but also stability, and the reassurance that they are not alone. By working together, Castle and Fife Council are making a tangible difference to wellbeing in our communities, year after year.

“After my son and I escaped a serious abusive situation, we are slowly getting back on our feet. I live with scoliosis and post traumatic stress disorder, and my son has autism and attention deficit hyperactivity disorder, which makes life more challenging. Day to day finances are tough, but Castle’s help has allowed us to turn our new house into a home where he can feel safe.”

“I am disabled and confined to a wheelchair. I cannot work and rely fully on benefits. Buying new furniture is impossible, but through Castle I can replace what I need. It makes a huge difference to my independence.”

“I have recently been released from custody and now care full time for my daughter, who is seriously ill. We are attending hospital weekly, and I have very little furniture at home. Having access to support like Castle has been a lifeline as we try to rebuild a stable life together.”

“After moving from a hostel into temporary accommodation, I needed basic furniture to get started. My income is very low, and without Castle’s support I would not have been able to make my flat liveable. This has given me a chance to start fresh.”

Furniture Project

From Leaks to Dry Floors and Smiles

Replacing the warehouse roof was one of the biggest health and safety challenges we've faced. For months, every day involved risk assessments, meetings and constant checks to keep everyone safe while work went on overhead. It was a major operation that affected every part of the warehouse, but the team pulled together, adapting to the disruption and keeping things moving.

When the final sheet went on, the sense of relief was huge. For the first time in a decade, the building was watertight and, for Bill, it meant the warehouse could finally be set out the way it was always meant to be. Instead of constantly shifting furniture to dodge leaks and puddles, everything could now be arranged properly, following his floor plan rather than the weather forecast.



Furniture Project

Finally, a Good Roof Over Our Heads

After years of battling leaks and peeling paint, the old red floor had seen better days. Water had lifted and flaked the paint so often that repainting had become pointless. But with a dry roof above us, the team rolled on two coats of durable grey paint.

The result is a complete transformation. The space looks brighter, cleaner and more professional, and most importantly, safer for everyone. It's a welcome change from the mornings we used to dread, walking in after heavy rain to spend the first hour sweeping out water.

What was once a daily frustration is now a source of pride. The floor painting turned into a celebration, marking both the end of a long job and Gary's 60th birthday. Bill summed it up perfectly as he stood proudly beside our new Castle flag: it feels like the start of a new chapter.



Furniture Project

Celebrating a Leak Free Future



Bill proudly gives the thumbs up beside his new marketing flag



Castle's team celebrating the success

Furniture Project

Team effort – clearing the yard



Once the roof repairs were finished and the scaffolding came down, our staff and volunteers got together for a yard clean-up day. With over 4,000 square feet of car park and outdoor space to tackle, it was no small job.

Armed with brushes, shovels and bin bags, everyone mucked in to clear away the mess left behind after months of roof work and bad weather. It wasn't glamorous, but there was plenty of teamwork and good spirits throughout the day.

By the end, the space looked completely different, clean, tidy and ready to be used again for our vans, collections and deliveries. It's amazing what can be done when everyone pulls together and takes pride in the place they work.



Supporting clients - Unexpected Change

I met Susan at her home in Glenrothes after a referral from her Health Visitor, Debby Martin. Just five months ago, Susan's life changed completely when what she thought was a hospital visit for stomach pains turned out to be labour. With no signs or awareness of her pregnancy, she gave birth to a healthy baby boy, Bentley, just an hour after arriving.

Suddenly becoming a mum with no time to prepare emotionally or financially left Susan struggling to gather essentials. She managed to secure most items for Bentley, but when her washing machine broke, it became a real challenge. Relying on her mum for laundry affected her independence and added to her stress and anxiety.

Through the team at Auchmuty Learning Centre, we secured funding from Glenrothes Helping Hands and arranged for a new washing machine to be delivered and installed free of charge. Sitting with Susan today, she said the support had made a huge difference, she now feels more in control and better able to care for Bentley without putting extra pressure on her family.



Supporting clients - Unexpected Change

Before Bentley's unexpected arrival, Susan had planned to attend college, a goal she still hopes to pursue when Bentley starts school. In the meantime, I encouraged her to visit local baby and toddler groups at the Lomond Centre to help reduce isolation. I've also asked our support team to review her benefits and invited her to visit Castle Home Hub for further support.

Susan's story reminds us how quickly life can change and how vital practical, compassionate support can be. At Castle Furniture, we're proud to provide more than furniture, we offer reassurance, dignity, and stability when it's needed most.



Supporting clients - Providing Comfort

Castle Furniture recently provided support to Natalie, a woman who fled domestic violence and relocated to Glenrothes. After a prolonged period of homelessness, she arrived with no possessions, seeking safety and stability. Natalie faced significant challenges in starting over, with the lack of basic necessities making it difficult for her to settle into her new home and regain a sense of control.

Recognising her immediate needs, Castle Furniture stepped in to provide a grey double bed. This essential piece of furniture allowed Natalie to begin creating a safe and comfortable living environment. Having a proper bed improves sleep quality, which is crucial for both physical recovery and mental well-being, helping to reduce stress, anxiety and fatigue related to trauma. Beyond its practical function, the bed contributes to her emotional recovery, allowing her to feel more secure and confident in her new surroundings.



Supporting clients - Providing Comfort

Meeting Natalie in our Kingdom store, it was clear that this support was an important first step in helping her regain stability. By providing this simple but vital item, Castle Furniture has not only addressed an immediate practical need but also helped her begin to establish a sense of normalcy and comfort in her home.

Natalie has shared that, for the first time since leaving her previous home, she feels settled, safe and supported. This intervention has made a real difference, enabling her to focus on rebuilding her life and planning for the future with hope and confidence.

Castle Furniture's provision of a double bed is a small but significant act of support. It demonstrates how practical assistance, combined with compassion, can help people in crisis regain stability, dignity and the confidence to move forward.



Furniture Project

Allan spreading festive cheer

It's no surprise to anyone at Castle that Allan took on the role of Santa last Christmas. Always the first to bring a smile, he didn't need much encouragement to pull on the red suit and beard and bring some festive cheer to the team.

This year, Allan won't be on his own spreading the Christmas spirit, as Bill has promised to join him as an elf, keeping the fun and laughter going throughout the festive season.

As we get ready for the holidays, we're running two Christmas appeals to help support local families and reduce waste.

Our Christmas Hamper Appeal collects ambient food items such as tins, biscuits and selection boxes to create festive hampers for households who may be finding things difficult this year. We're also looking for pre-loved Christmas trees and decorations that can be reused and passed on to families who might not otherwise have them. Giving these items a second life helps spread joy and keeps good things out of landfill.

Donations for either appeal can be dropped off at our stores in Cupar or Glenrothes, or if our drivers are visiting your home for a collection or delivery, they'll be happy to pick them up.

Together, we can make this Christmas a season of sharing, reuse, and community spirit.



Furniture Project



Allan – the face behind the wheel

If you've ever had a delivery or collection from Castle, chances are you've met Allan and you'll remember him. Allan is one of our drivers and what sets him apart isn't just his skill behind the wheel, it's his infectious smile and unstoppable positivity.

No matter the weather or the workload, Allan brings energy and laughter to every job. Whether he's hauling sofas up staircases, collecting preloved furniture for reuse or helping families receive essential items for their new homes, Allan does it all with a grin. His enthusiasm lifts everyone around him, from his fellow drivers and warehouse staff to the customers he meets each day.



Every journey with Allan is a reminder of what makes Castle special. Behind every delivery and collection is a person who genuinely cares, someone who understands that kindness and good humour can make a real difference. He brings that spirit to every doorstep, turning what could be a routine task into a moment of connection and warmth.

These photos capture Allan perfectly, full of life, full of joy and proud of the work he does. He's a reminder that our work isn't just about furniture, it's about people, community and compassion. Each smile, each friendly word, and each bit of extra effort turns an ordinary drop-off into something memorable.

At Castle, we're proud of our team and Allan embodies the spirit that makes us who we are.. Reliable, caring and always ready with a laugh, he brings light to every mile he drives and every home he visits.



Furniture Project



Gary – keeping things running smoothly

Gary is one of Castle's drivers and part of a small, trained team of three who are accredited to install cookers safely in customers' homes. While many charities have to rely on outside contractors for this work, Castle is proud to be able to do it ourselves. It means we can offer a complete and reliable service from delivery to installation.

Gary's role covers a bit of everything. He helps keep the showroom looking tidy and well laid out, collects and delivers furniture, and supports the team wherever needed. His background in the car trade shows through in his attention to detail and the way he likes things to look their best. The result is a space that shows reuse done well, clean, organised and welcoming.

Among the team, Gary is known as our social butterfly. He's usually the one arranging staff nights out, from bowling and pool tournaments to karaoke. He's good at bringing people together and making sure everyone feels included.

The photo was taken on Gary's 60th birthday, a milestone he was more than happy to reach, mostly because it means he can finally get his bus pass.



Furniture Project

Gary's 60th



At Castle Furniture, we are more than just colleagues, we support each other through work and personal milestones. The team gathered for a very special event, Gary's 60th Birthday extravaganza!

Gary has been a key part of Castle Furniture for many years, bringing dedication and hard work to the team. His commitment and positive attitude have had a real impact and we wanted to show our appreciation on his special day.

The event had a great turnout, with family, friends and Castle Furniture staff all coming together. The evening was filled with good conversations, food, drinks and a busy dance floor.



Furniture Project

Gary's 60th



The Strathearn Hotel provided a fantastic setting and the atmosphere was relaxed and enjoyable. It was great to see colleagues, friends and family celebrating together, highlighting the strong bonds within our workplace.

At Castle Furniture, we build strong relationships through our work. Supporting each other through challenges and celebrating milestones is important to us. Gary's birthday was a great way to show our appreciation for him and the role he plays in our team.

This celebration was a reminder of the value of recognising our colleagues beyond the workplace. We look forward to more shared moments and celebrations in the future.



Furniture Project

Friends of Castle Discount

Our Friends of Castle discount continues to reward those who support reuse and shop sustainably. During the year, members received a 5% discount on all reuse furniture, saving a total of £10,569.68 across 1,128 orders, benefitting 656 individual customers.

In recognition of our growing community and their continued loyalty, we're delighted to announce that the Friends discount will increase to 10% in the year ahead. This change will make reuse even more affordable and further strengthen the connection between Castle and the community.



Partnerships

Circular Communities Scotland

Social Welfare Fund

Castle is proud to continue its vital role in supporting people in crisis across Fife through the Scottish Welfare Fund, working in close partnership with Fife Council and the Circular Communities Scotland Reuse Consortium. Between 1 April 2024 and 31 March 2025, Castle provided 1,134 items of essential furniture and appliances to 667 families, helping local households rebuild and settle safely into their homes.

The Reuse Consortium

The Reuse Consortium is a collaboration of accredited social enterprises across Scotland, brought together by Circular Communities Scotland. The model enables councils and housing providers to purchase quality reused furniture and white goods directly through the Scotland Excel Domestic Furniture & Furnishings Framework, ensuring compliance, best value, and social impact in one simple route.

In Fife, Castle works alongside Fife Council's Welfare Fund team to make sure people facing crisis, whether through homelessness, domestic abuse or unexpected financial hardship, can access essential household items quickly.

Stronger Together

Castle's relationship with Fife Council remains a cornerstone of our work. Together, we deliver a service that is practical, compassionate, and sustainable, a model now recognised nationally as an award-winning example of social value in action. By combining local knowledge, reuse expertise and Council commitment, we're proving that public funds can go further, helping more families and keeping value where it belongs, in the heart of our communities.



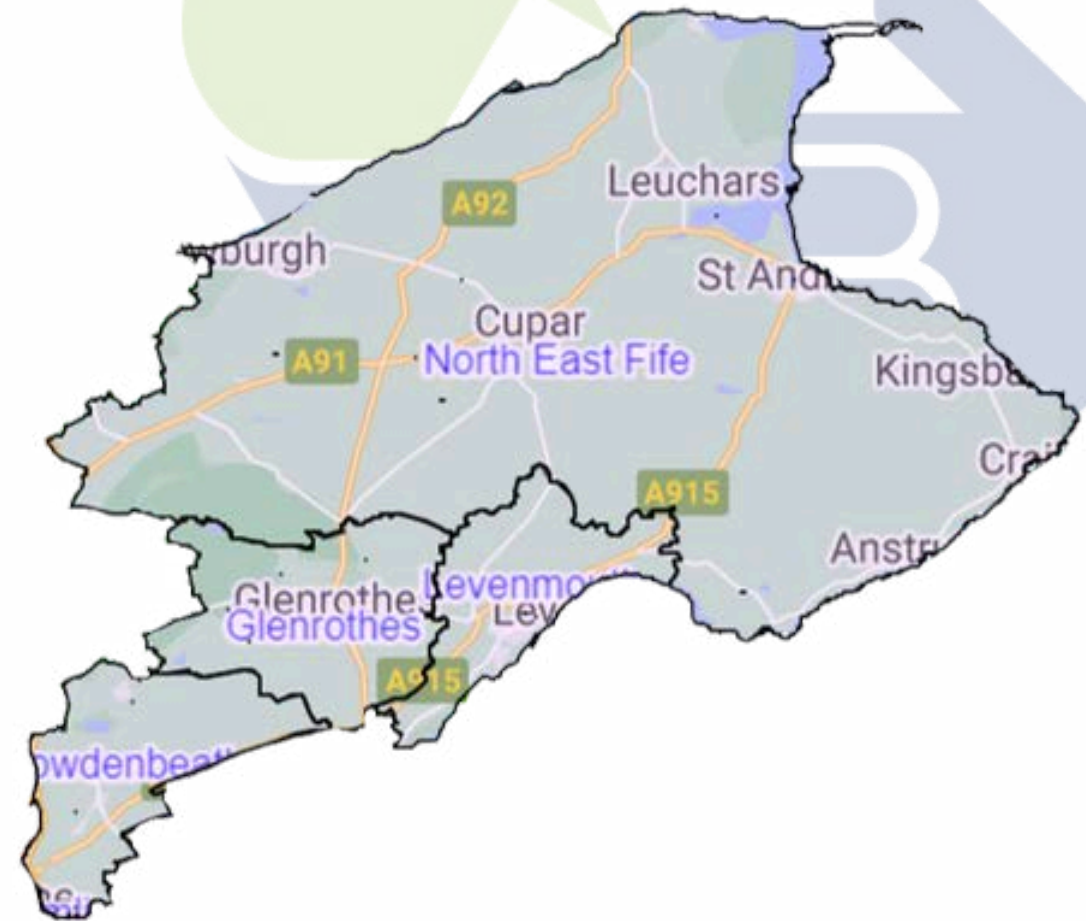
Partnerships

Poverty Action Groups - Working Together to Tackle Poverty

Poverty in Fife continues to have a deep and lasting impact, with an estimated 23.6% of children living in relative poverty. In some of the areas where Castle works, the figures are even higher, around 30% in Glenrothes and Mid Fife, 27% in Cowdenbeath and Kirkcaldy, and 21% in North East Fife. These statistics reflect the reality behind the growing number of families struggling with the cost of living, fuel bills, and household essentials.

Castle is part of a collective response to this challenge. We work alongside other third sector organisations, Fife Council, NHS Fife and community partners through local Poverty Action Groups in North East Fife, Cowdenbeath, Glenrothes and Levenmouth. Together, we're identifying local needs, sharing resources and coordinating support to reduce hardship and prevent crisis.

Our contribution combines both practical support and capacity building. Through our Home Hub network, we provide free furniture, household items, ambient food, clothing, bedding, hygiene and baby products to referred households, helping relieve the immediate pressure of poverty. By working collectively, we're making support more joined-up and responsive. This shared approach means fewer people fall through the gaps and more families get the help they need to move from crisis to stability.



Partnerships

HMP Castle Huntly– Release on Temporary Licence (ROTL)

Between March 2023 and March 2024, 93% of those liberated from Castle Huntly remained out of custody.

Castle Huntly plays a vital role in preparing people for life beyond prison, supporting men through community access, work placements and home leave as part of their transition back into society.

At Castle, we are proud to contribute to this resettlement journey. Through our partnership with HMP Castle Huntly, we provide placements for individuals on Release on Temporary Licence (ROTL).



Partnerships

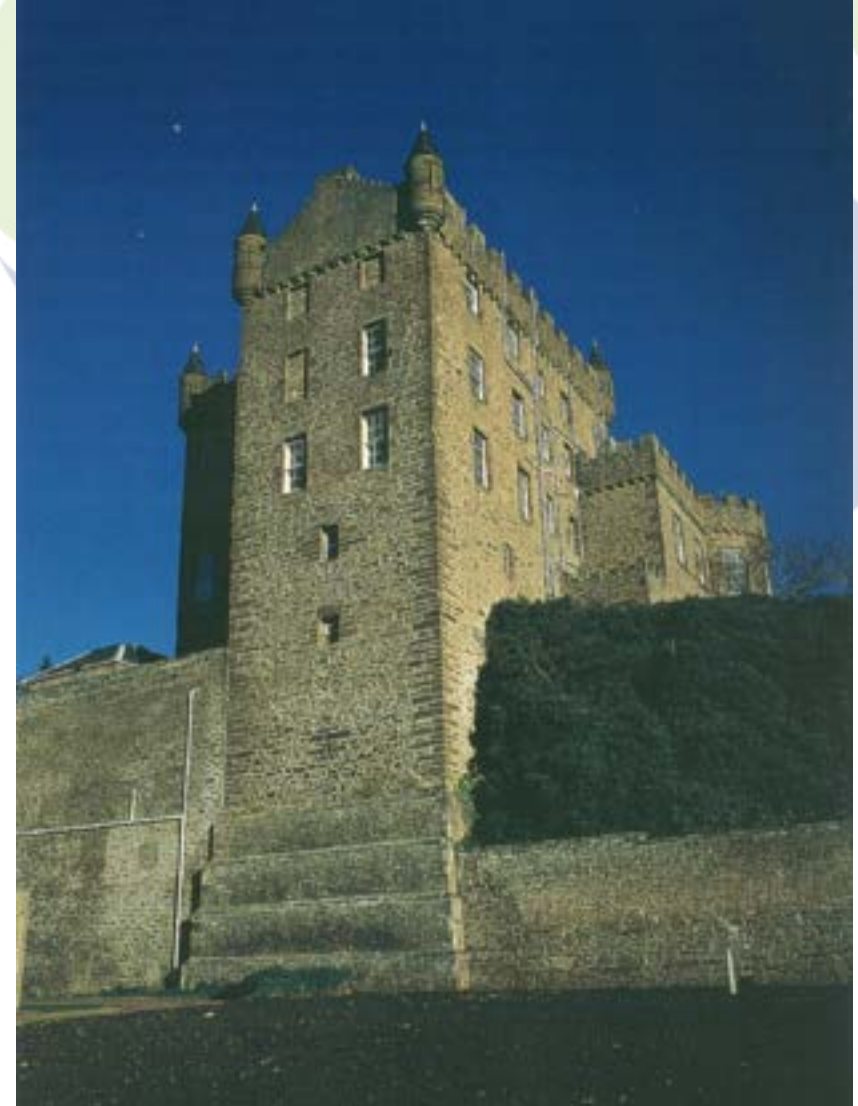
HMP Castle Huntly– Release on Temporary Licence (ROTL)

ROTL gives prisoners the opportunity to spend short periods of time in the community as part of their resettlement journey. For many, this includes taking up voluntary or work placements to help them prepare for life after release.

Every participant is carefully risk assessed before being placed with us. The process begins with a Safeguarding Meeting to ensure the individual poses no risk to our workforce or community. Once approved, they are inducted into Castle, provided with relevant training and supported throughout their placement.

Progress is closely monitored through regular safeguarding meetings and bi-monthly reports to the prison, ensuring compliance with licence conditions. What stands out most in these reviews is not just the practical checks, but the visible changes in the men themselves. Many arrive carrying the weight of long sentences, some having been away from the community for 15 or 20 years. Over time, we see confidence return, skills develop and a new sense of belonging take root.

A key part of this journey is Castle's non-judgmental approach. We welcome people as individuals, not as offences and create a safe space where they can rebuild trust in themselves and others. This openness allows participants to share honestly about their challenges and to take pride in their progress, often for the first time in many years.



Partnerships

HMP Castle Huntly– Release on Temporary Licence (ROTL)

A Cut Above: Planning for the Future (Danny)

During Danny's ROTL placement, he discovered a passion he hadn't thought possible. While cutting a fellow resident's hair at The Clink, he spoke to a staff member about his dream of opening a small barbershop on the outside.

With encouragement, he began working on a business plan, mapping out everything from the shop's name and location to potential competition and marketing ideas.

"I loved thinking about the business plan, it gave me hope for what I can do on the outside. For the first time, I could see a real future for myself and family."

The process wasn't just about writing a plan, it was about building confidence, developing practical skills and realising that change was possible.

He finished by making a promise: "When I get out, I'll come back and tell you the rest of the story."



Partnerships

HMP Castle Huntly – Throughcare Support

At Castle, we believe rehabilitation should continue well beyond the prison gate. Our role is to walk alongside people as they return to the community, ensuring they have the foundations to build a stable and positive future.

We help those leaving prison to set up safe and functional homes, often supplying essential furniture and household items so they don't have to start from scratch.

This practical support reduces stress and allows people to focus on rebuilding their lives. We also support the families of inmates, who may face hardship during imprisonment, helping them maintain stability and a sense of normality.



Partnerships

HMP Castle Huntly – Throughcare Support

Mark Story - Beyond the Gate

When I first came out on ROTL from Castle Huntly, I didn't know what to expect. I'd been away for years, so getting back into a work routine was a big step. At Castle, I felt part of a team again and that gave me some confidence. We had a good laugh together and I really enjoyed helping other people while I was there. I loved my time at Castle, it didn't feel like I was just working, it felt like I was part of something. I honestly didn't have a clue that organisations like Castle even exist and it opened my eyes.

But the real challenge came when I was released, life beyond the gate. I had nothing. No furniture, no cooker to make food, not even a washing machine to do my clothes. Castle helped me get set up with the basics so I could get on with things. Having a cooker to cook with and a washing machine to keep clean made a big difference straight away.

It took a lot of stress off me and meant I could focus on moving forward instead of worrying about how I was going to manage day to day.



Partnerships

Community Payback

We have
welcomed

10
people

they completed

1633
hours

We have had a very good experience working with the Fife Justice System team and with the placements, so we have decided to renew our contract with Fife Justice System at Fife Council for another year.

Current and previous placements go very well. Castle are very flexible in who they will take, and they provide good support to the service users placed with them if/when needed. They reply promptly regarding attendances including those who failed to attend.

There was a service user who had trouble logging in/out of their system but again they have been very helpful in resolving getting details of the actual times they attended and left.

Justice workers

Castle Furniture provide a supportive service to our service users in both the Glenrothes and Cupar areas offering placements throughout the week which makes them accessible to those in employment. The team are approachable, helpful and are easy to contact. They are open to discussion regarding potential service users when regarding offences and are non-judgemental and inclusive where appropriate. Feedback is in the main positive but when there are any issues these are resolved quickly and amicably. I look forward to continuing to work with Auxil and her team.

Senior Justice Worker

Partnerships

Stratheden Hospital

Our client joined Castle through a referral from the OT at Stratheden and Sam, with the aim of learning upholstery skills from Dean, one of our volunteers specialising in upholstery. He was initially nervous, but soon found the sessions enjoyable.

“Naturally I was quite nervous when we started, but that is the same with starting any new job. It was enjoyable from the beginning and has only gotten better.”

Classes combine practical skill-building with a friendly, relaxed atmosphere.

“We get lots of little things done and have plenty of coffee and biscuits! Today we were working on recovering three stools which came in not looking so great, so we cleaned down the frames and Dean and I replaced the foam on them, then cut new fabric to size and he sewed this together.”

The sessions have boosted his confidence both in his skills and socially:

“There has definitely been an increase in my confidence. I feel much more comfortable chatting and having a laugh with other people working here now, not just Dean.”

Reflecting on the experience, he encourages others to give volunteering or classes a go.

“Things can often seem scary to start with but put in time and persevere.”



Partnerships

Stratheden Hospital

Our partnership with the Mental Health Service at Stratheden Hospital continues to show the real impact of inclusion and community connection. Through joint working with the Occupational Therapy team, patients have the opportunity to take part in therapeutic placements at Castle, where they're welcomed, supported and treated as valued members of the team. For many, volunteering offers a sense of purpose and belonging that helps them take positive steps toward recovery and independent living.

One recent success story captures exactly what this partnership makes possible.

After volunteering with Castle for several months, one Stratheden resident was allocated his own home in the community, a huge milestone after years in residential care. With support from the Forensic Occupational Therapy team, he received a small community grant to cover some essentials.



Partnerships

Stratheden Hospital

That's when the Castle team stepped in, our staff quickly swapped their hi-viz jackets for paint gear and got to work, painting every room before the flooring was laid. Once the hard work was done, Castle furnished the home completely, from a television, suite and bed to every kitchen essential, right down to the kettle, toaster and air fryer.

What could have been the end of one journey was really just the start of another. Moving in was the easy part, the bigger challenge is learning to live independently after so many years in a residential setting. Managing bills, keeping up with routines and building a new life in the community all take time and support.

The Castle team continues to be there for him, offering guidance, encouragement and practical help when needed. It's not just about setting someone up in a house, it's about helping them stay there, grow in confidence.



Domestic Appliances

Appliances refurbished and reused

The Domestic Appliance Department process thousands of appliances annually and achieve a very good 70% repair success rate. Our workshop is staffed by a dedicated team of engineers, cleaners and volunteers who work together to breathe new life into appliances destined for the scrapheap. But this isn't just about fixing washing machines and cookers, it's about supporting people. Our supported clients, many facing mental health challenges, barriers to employment or difficult life transitions, find purpose and dignity in the workshop environment. Volunteers gain valuable skills and work experience, engineers take pride in mentoring the next generation. Through patience, supervision and shared purpose, we're proving that inclusive workplaces deliver exceptional results whilst transforming lives.

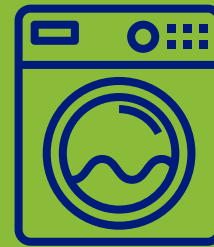
In the midst of Britain's cost of living crisis, our work provides a vital lifeline. By refurbishing appliances and offering them at genuinely affordable prices, we help families who would otherwise struggle to afford basic essentials. Our high repair success rate means quality appliances reach households at a fraction of retail cost, saving families hundreds of pounds for heating and food. We also work closely with welfare projects, housing associations, and support services to provide appliances for those escaping homelessness or domestic abuse, ensuring vulnerable individuals can establish stable, dignified homes.

Every repaired appliance diverts tonnes of materials from landfill and prevents the carbon emissions associated with manufacturing new products. Our department proves that social impact and environmental responsibility aren't separate goals.



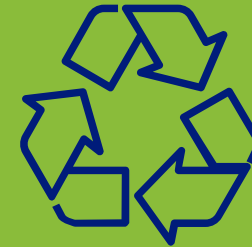
“I like being here because it gives me plenty of opportunities to work on real life skills and helps me overcome my social apprehensions. Leon”

Our reused impact



1802

Appliances collected



1262

Appliances reused



70%

Reused rate

Domestic Appliances

Appliances refurbished and reused

Castle Furniture's ongoing partnership with Currys and DHL represents a powerful example of how collaboration between major retailers and local charities can create meaningful social and environmental change. Through Currys' take-back scheme, we intercept large domestic appliances destined for the scrapheap, giving them a second life whilst supporting vulnerable families across our community.

The profound impact of our partnership, reducing landfill waste, cutting carbon emissions, providing essential appliances to those who need them most and proving that sustainability and social responsibility can go hand in hand.

This partnership is about far more than washing machines and cookers. It's about recognising that we all have a responsibility to each other and to our planet. It's about businesses using their scale and resources for good. It's about small charities punching above their weight when given the right support.

Every appliance we save from the scrapheap represents a family helped, carbon emissions prevented and resources conserved. Every partnership like ours proves that doing good and doing well aren't mutually exclusive.

Castle Furniture is immensely proud to work alongside Currys and DHL. Together, we're not just collecting appliances, we're building a more sustainable, equitable and compassionate Britain, one household at a time.

Your impact



1,000

Households helped



£187,500

Household savings



36,400kg

CO2 savings



Domestic Appliances

Case studies

Ryan joined the Castle team early in 2025, bringing with him some declared mental health issues and learning difficulties. We welcomed him to our Domestic Appliance Team, where he specialises in cleaning and sanitising all forms of domestic appliances, from washing machines to fridge-freezers.

Knowing his needs, we prioritised providing extra support and guidance alongside him. Ryan committed to volunteer two days a week and he has consistently shown commitment. He looks forward to learning more about Castle and gaining further qualifications.

His first day focused on the basics like starting with easy cleaning tasks like using the steam cleaner on a washing machine and fridge-freezer. We then moved to a dishwasher, where he needed a little support initially.



Domestic Appliances

Case studies

It took Ryan a few weeks to get into the swing of things, but in no time, he had grasped the cleaning side of appliances. As the weeks went on, Ryan got better and better, and his hard work was quickly recognised by his colleagues.

Ryan has improved a lot since he first joined. He has stepped up to the task and his reliability and teamwork make working together great. He has truly come out of his shell and is now able to communicate with confidence. His approach to domestic appliance cleaning makes a huge, positive impact on the team's output.

As a Domestic Appliance Cleaner, Ryan has shown a positive attitude and has been very impressive. The time and effort Ryan puts in is crucial to completing his cleaning tasks on time and continuously improving his skills.



Domestic Appliances

Case studies

Steven began volunteering at Castle over 2 years ago, following a recommendation from his wife, who was volunteering with the organisation at the time. Learning that Castle required volunteers in the Domestic Appliance Department to clean white goods, Steven saw an opportunity to improve his mental health, maintain productive activity following the completion of his college studies and work towards securing paid employment.

At that time, Steven was experiencing significant mental health challenges and recognised the need for something to help him refocus. Volunteering at Castle provided him with structure, purpose and a supportive environment in which to spend his time.

"There's a friendly atmosphere here," he explains. "I love being out of the house and busy in the workshop. It's a hands-on role and that really suits me."

Steven particularly values the flexibility that Castle offers. He is able to take breaks as needed, particularly to manage chronic back pain, whilst still remaining active and engaged in his role.

Since joining the organisation, Steven has experienced considerable improvements in both his practical skills, especially following his transition from the cleaning side of Domestic Appliances to supporting the engineering team, and his overall wellbeing. His confidence has grown significantly, particularly in social situations where he previously experienced anxiety when meeting new people.



Commercial Activity

Expanding Our Services: House Clearances and Waste Disposal

We now offer a comprehensive property clearance service designed to empty entire properties or specific rooms with respect and efficiency.

Whether handling bereavements, house moves or property sales, our team removes all items including furniture, personal belongings and appliances. We respond swiftly to urgent cases while maintaining flexibility around our customers' schedules.

Additional services such as basic or deep cleaning and garden maintenance are available, providing a complete solution for property preparation.



Recognising that not everyone can access council uplifts or transport items themselves, we've introduced a targeted waste disposal service for small-scale removals.

This addresses a real gap in provision, allowing people to responsibly dispose of bulky items like furniture and appliances that cannot be reused. Where possible, we assess items for potential reuse, passing pre-loved goods to people who can benefit from them.

Commercial Activity

Expanding Our Services: House Clearances and Waste Disposal

Over the past year, Castle Furniture has significantly expanded our service offering to better meet the needs of our community across Fife.

Building on our established furniture reuse programme, we've developed comprehensive house clearance and waste disposal services that support individuals while advancing our charitable mission.



Commercial Activity

Fife Health and Social Care Partnership

A highlight of this year has been partnering with Katie Caine, Contracts Officer at Fife Health and Social Care Partnership, to provide end-of-tenancy clearances. We clear remaining furniture and waste, then deep clean properties ready for new tenants, a service we're keen to expand further.

As a fully SEPA-licensed organisation, we handle all waste responsibly whilst charges cover our disposal costs. Importantly, every clearance job supports our mental health charity work, creating a sustainable service model that benefits both individuals and our wider community mission.



Commercial Activity

Customer Feedback

I would just like to give massive praise to the two gentleman who not only delivered a sofa and reclining chair to my Mum last Friday they really went over and beyond to facilitate what with my mums C.O.P.D and being house bound they removed her old sofa and recliner also tidied up at the back of themselves were exceptionally pleasant and real gentleman I can't thank you enough for their hard work and manners on helping out an elderly woman with such problems.

James McIntyre

I have used Castle twice recently one for a delivery and once when I was donating. On both occasions the staff were very cheerful and polite. They were very respectful of my property and grateful for my donation

Janice

I wanted to express praise towards your colleague Craig Barnes. I have recently moved home and have buy a lot of furniture. His knowledge has been second to none and I am extremely happy with my Euronics purchases. He was always very tentative, in helping me select out quality second hand pieces.

The delivery of said items was very smooth and they arrived promptly. I was pleasantly surprised at the crews warm demeanour and the willingness to place items exactly where needed, rather than simply just deliver them to the front door.

Overall I've been really impressed with my dealings with Castle Furniture so far and wouldn't hesitate to use yourselves again.

Dr Connor Bowie

Commercial Activity

Euronics - One year on

This year has seen strong growth in our Euronics offering, driven by the successful collaboration between Bill and Craig. Working closely together, they have not only attracted new customers but have also focused on re-engaging and growing relationships with our existing customer base.

We've significantly expanded our product range by partnering with industry-leading brands, including Ninja and Shark, allowing us to offer high-demand, trusted products that align with evolving customer needs. This has strengthened our market position and improved customer confidence in our range.

In addition to increased sales, we've broadened our service offering by now including integrated appliances as part of our core services. This move reflects changing consumer trends and positions us as a more comprehensive home appliance solution provider.

To support these changes, our team has undergone multi-skilling across departments, improving flexibility, efficiency and customer service. This development ensures that we can meet demand while delivering a consistent and high-quality experience.

Overall, this has been a year of strategic growth and development, setting a strong foundation for the year ahead. With a growing customer base, a more skilled team and an expanded offering, we are well-positioned for continued success.



Looking ahead 25-26



Growth in Support Services

Increase:

- Number of volunteers
- People supported through befriending and Drop-In Lounge
- Satellite hubs

Get more organisations registered to use Castle Home Hub

Aim to help over 5800 families through Castle Home Hub



Growth in Commercial & Furniture Project

- Chargeable Clearance Services: Expand our clearance operations to generate sustainable income, reduce landfill waste, and reinvest profits into community programmes.
- Euronics Partnership: Grow our product range and open a second Euronics shop, increasing access to affordable, quality electrical goods.
- Reuse Drop-Off Containers: Add another Household Waste Recycling Centre location, making it easier for residents to donate pre-loved goods and support our circular economy goals.
- Commercial Awareness: Invest in professionally wrapped vans to boost visibility, promote our reuse services, and raise awareness of how people can donate, shop, and support Castle Furniture.
- Corporate & Community Support: Strengthen partnerships with organisations to divert surplus furniture from landfill and expand our free furniture uplift service for individuals and families in need.

Looking ahead 25-26



Growth in Domestic Appliances

Increase:

- Workshop Output
- Increase sales on second hand appliances
- Increase raw stock
- Increase reuse rate
- Decrease Warranties



Financial Overview

Castle Enterprise Scotland Limited

Company Limited by Guarantee

Statement of Financial Activities
(including income and expenditure account)

Year ended 31 March 2025

	Unrestricted funds £	2025 Restricted funds £	Total funds £	2024 Total funds £
Income and endowments				
Donations and legacies	1,404	71,084	72,488	92,097
Charitable activities	5,781	110,892	116,673	120,339
Other trading activities	964,960	–	964,960	772,599
Investment income	929	–	929	1,538
Total income	<u>973,074</u>	<u>181,976</u>	<u>1,155,050</u>	<u>986,573</u>
Expenditure				
Expenditure on raising funds:				
Fundraising trading	909,965	–	909,965	908,245
Expenditure on charitable activities	40,278	197,885	238,163	184,398
Total expenditure	<u>950,243</u>	<u>197,885</u>	<u>1,148,128</u>	<u>1,092,643</u>
Net income/(expenditure) and net movement in funds	<u>22,831</u>	<u>(15,909)</u>	<u>6,922</u>	<u>(106,070)</u>
Reconciliation of funds				
Total funds brought forward	88,596	60,358	148,954	255,024
Total funds carried forward	<u>111,427</u>	<u>44,449</u>	<u>155,876</u>	<u>148,954</u>

Financial Overview

Castle Enterprise Scotland Limited

Company Limited by Guarantee

Statement of Financial Position

31 March 2025

	2025 £	2024 £
Fixed assets		
Tangible fixed assets	28,230	39,053
Current assets		
Stocks	29,318	20,392
Debtors	109,010	93,724
Cash at bank and in hand	62,556	67,858
	<u>200,884</u>	<u>181,974</u>
Creditors: amounts falling due within one year	<u>73,238</u>	<u>64,533</u>
Net current assets	<u>127,646</u>	<u>117,441</u>
Total assets less current liabilities	<u>155,876</u>	<u>156,494</u>
Creditors: amounts falling due after more than one year	<u>–</u>	<u>7,540</u>
Net assets	<u>155,876</u>	<u>148,954</u>
Funds of the charity		
Restricted funds	53,046	60,358
Unrestricted funds	102,830	88,596
Total charity funds	<u>155,876</u>	<u>148,954</u>

Thank you

A big thank you to everyone in our community, you're the reason Castle can do what it does. The furniture and household items you donate make all the difference. Every sofa, bed or toaster finds a new home and helps a family get back on their feet. It's more than just stuff its comfort, affordability and a fresh start for someone who really needs it.

We also want to thank our amazing Board members, staff and volunteers. You're the ones who keep things moving every day, decision making, collecting, sorting, repairing and delivering with a smile, no matter the weather. Your hard work and good humour are what make Castle such a special place.

A huge thanks as well to the Job Centre, FVA, SPS, the Fife Employability Team and the Community Service Team for sending people our way. The extra help makes a massive difference and to everyone who came to us on placement this year, thank you for getting stuck in and being part of the team.

We're really grateful to Fife Council for their continued support, which helps us keep our services running and reach more local families when they need it most.

Thanks also to the Poverty Action Groups across Fife, working alongside you means we can do even more to help people through tough times.

And a special mention to Patterson Boyd, Norcox Solutions and Resolute I.T. for the behind-the-scenes help that keeps everything ticking over.

To everyone who's donated, volunteered, partnered or simply cheered us on, a big thank you. You've helped in making a real difference to people's lives across Fife.

Thank you





Castle Enterprise Scotland Ltd.

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Glenrothes

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Kingdom Shop - Euronics

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Glenrothes
KY7 5NU

Castle Home Hub

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The Kingdom Centre
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