



**FURNITURE
resource centre**

FRC GROUP

**LILAC
Case Study
2018**



Background

The Leeds Independent Living Accommodation Company (LILAC) operated as a delivery and management syndicate for Leeds City Council. LILAC is comprised of Leeds City Council, Progress Group and Morgan Sindall. In 2011 LILAC constructed, equipped and managed 74 new buildings on 39 sites throughout the Leeds Metropolitan area. The properties were developed to accommodate existing social services residents with either learning disabilities or mental health needs. Completed in June 2011, the value of the scheme for Leeds City Council came to a contract value of £63m. Progress Housing are the care providers for all the residents within the LILAC scheme, whilst Morgan Sindall manage the construction and maintenance aspects of the properties. The Scheme was shortlisted in the 'Community Benefit' category of the 2011 RICS Pro Yorkshire Awards.



FRC carried out the original furniture specification, delivery and supply back in 2011 for all the properties within the scheme. With 7 years passing since the scheme was completed, it was time for a refurbishment of the 74 properties. Morgan Sindall are managing the refurbishment of all properties within the scheme, and approached this refurbishment opportunity with the idea of creating a home like appeal for the residents. This was to be coupled with a certain degree of consistency throughout all of the sites.

Morgan Sindall approached FRC off the back of the success with the original furniture supply back in 2011. It was therefore the task of FRC to provide an interior design service, project management and complete delivery and removal service of the new and old furniture. Morgan Sindall were particularly interested in the social impact of the refurbishment, including the furniture supply/removal. FRC was thus a perfect match - FRC operates under FRC group a social enterprise that not only creates social impact through creating jobs and training for the long-term unemployed, but also recycling, reducing waste and ending furniture poverty is at the heart of what we do.



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Body



All the properties throughout the scheme were rejuvenated with new carpets in 2017. With such a recent refurbishment of the carpets, FRC's interior design team was tasked with creating several mood boards and themes that would not only match the different carpets throughout the scheme, but bring each property back to life with a homelike appeal. They created eight mood boards that would match each different carpet. The mood boards included several options for the following; feature walls, curtains/blinds, woodwork, furniture (including leather and fabric options), front door paint and room wall paint. They signposted which mood boards matched to which carpets to make the process for the clients as simple as possible.

A bespoke catalogue was then created with several furniture options to highlight the options available to residents, providing them a great selection without entering the overwhelming realm of too much choice. Alongside the furniture options the mood boards and carpet choices were presented in the catalogue. Bringing all the information and choice in to one easy to follow catalogue.



As usual, our expert team at FRC carried out resident consultations to help the residents make an informed choice, giving their professional recommendation at the same time. In addition, with the vast scale of the scheme we produced a consultation guide so that Morgan Sindall staff could carry out the resident consultations without the presence of our experts.



With the social impact of the project being of such high importance, Morgan Sindall have opted to use some of the existing furniture as spare stock – avoiding landfill is of utmost importance. The existing furniture that will not be used as stock will be either donated to Emmaus Leeds, who will reuse the items within the Leeds area or the furniture will be taken to FRC HQ and deconstructed and fully recycled. Creating an incredibly positive social and environmental footprint.



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Conclusion

With several other schemes pending refurbishment, we are yet to measure the complete success of the project. However, with the process and schemes completed so far **Morgan Sindall's Project Manager Andy Fenton** had the following to say:

"As a company, we are contracted to deliver furniture replacements for our customers at set intervals throughout our contract duration. I would like to thank the team at Furniture Resource Centre (FRC) for their assistance in delivering the required service and options to our customers. I appreciate the time taken to listen to the needs and assisting us in making our decisions and sourcing the required products."

"MSPS and FRC formed a collaborative approach in working closely together. FRC supported MSPS in producing mood boards and assembled an onsite showroom to enable the client and tenants to view and trial the items being offered. Following feedback from the showroom days; a new specification was agreed and consultation meetings were held at each scheme to decide what furniture was required on an individual basis."

"FRC were then tasked with the delivery of the required furniture to site on the agreed dates. This was completed with minimal disruption to the client and tenants with positive feedback received in regards to their approach and professionalism from all persons spoken to on site."

"I would have no hesitation in recommending FRC to other businesses in regards to the services they offer."



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Feedback



Progress Group (who provide care to the residents and deal with them on a daily basis) have had the following feedback regarding the refurbishment and new furniture from residents:

"It was exciting to choose all the colours and everyone was really polite." - **Mary, Bedford Place**

"The new furniture is lovely and cosy." - **Margaret, Bedford Place**

"Ours is the best because we liked picking our own colours. We enjoyed going shopping to buy new paintings and cushions to match the new furniture." - **Doris, 3 Iveson Wood Rise**

Overall, the partnership between MSPS and FRC has been a great success, delivering the residents a successful refurbishment project with very positive feedback.

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