

toogoodtowaste

your local re-use charity

Annual Report 2016

Welcome to toogoodtowaste 2016 Annual Report

In this annual report we will look back over what we have achieved during 2016 and will showcase some of the great charitable work we have done, the achievements of our staff and volunteers and the impact we make in our local communities.

2016 was an extremely busy and a successful year for the organisation, it saw us secure grants of over £250,000 from Welsh Government and Lloyds Foundation, we received some major donations from leading retailers and luxurious hotels, relaunched our website, celebrated the retirement of our founder and welcomed our new CEO to name just a few.

Although we are constantly going from strength to strength we remain committed to our charitable aims, mission and vision statement and these are still at the heart of what we do.



Our Aims:

Waste Minimisation – Reduce waste to landfill through re-use and recycling

Anti-poverty – Alleviate the effects of poverty by providing access to affordable furniture items

Volunteering – Providing opportunities to volunteer, gain work experience and social skills

Our Mission:

toogoodtowaste is committed to changing people's lives everyday, through developing and implementing sustainable social enterprise that meets the needs of the communities we serve.

Our Vision:

Maximise Potential –
Minimise Waste

Message from our Chairman and CEO



Chairman – Martyn Birch

Once again this organisation has undergone momentous change over the past year, which saw the departure of our founder and former CEO Lynda Davies after 20 years in the role. I am pleased to say that our new CEO, Shaun England, has picked up the reins and has very ably continued to build upon the solid foundations laid by his predecessor. Shaun shares the same work ethos and integrity as Lynda, and under his leadership toogoodtowaste continues to develop exciting new opportunities to further expand our business. This has enabled us to deliver our services to the wider community, whether this be selling affordable furniture or white goods, or offering valuable life experiences to our volunteers, enabling a large proportion of them to ultimately find their way into paid employment. We have also seen a significant number of new trustees join us, and along with the 'old guard' I, as always, thank them for their contributions to our discussions and the skills they bring to the organisation.



Chief Executive Officer – Shaun England

We saw a great deal of change in 2016 with myself taking over the Chief Executive Officer role and following in the great footsteps of our founder Lynda Davies.

We had been working on a succession plan for several years and I feel that the transition went very smoothly with no disruption to the organisation and our day to day business.

It goes without saying that I will continue to uphold the values of the organisation and grow on the great charitable work that we do. Whilst the future looks uncertainly as we plan to exit Europe we will, with resilience, continue to move the organisation forward.

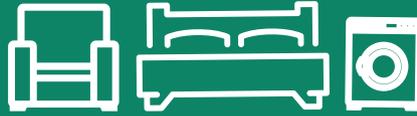
I know that with support of the trustees we will continue developing a sustainable social enterprise that will fulfil the needs of the communities that we serve, today, tomorrow and into the future.

Our Achievements

WE COLLECTED OVER

74,000

ITEMS FROM LOCAL RESIDENTS
& COMMERCIAL DONATORS



OVER

62,000

ITEMS WERE SELECTED FOR RE-USE

27

VOLUNTEERS
WENT ONTO PAID
EMPLOYMENT



346

VOLUNTEERS
SUPPORTED US, GIVING

60,250

HOURS OF SUPPORT

WE COMPLETED

89

 ETHICAL PROPERTY
CLEARANCES

OVER

10,000

PEOPLE USED OUR
CHARITY SHOWROOMS
TO ACCESS AFFORDABLE
HOUSEHOLD ITEMS



THE VALUE OF
FURNITURE PROVIDED
TO THOSE REFERRED TO
US FOR HELP WAS OVER

£51,000

OVER

719

TONNES OF
ELECTRICAL &
HOUSEHOLD
ITEMS DIVERTED
FROM LANDFILL



WE RECEIVED

309

 REQUESTS FOR HELP,
BENEFITTING

506

INDIVIDUALS

Ynyshir Development

We were absolutely delighted that we were successful with our grant application from the Communities Facility Programme through the Welsh Government.

In 2015 we purchased the adjacent building to our Ynyshir showroom to increase the amount of re-usable furniture and electrical items that we could re-process and offer back out to the community to alleviate the effects of poverty, through providing access to affordable household items and increase volunteering and work based learning and training opportunities.

This grant has allowed us to start the necessary renovations to completely transform the building to create a professional, vibrant environment in which to repair, service and clean donated items and carry out our charitable activities.

The renovations are well under way and will be completed in the early part of 2017.

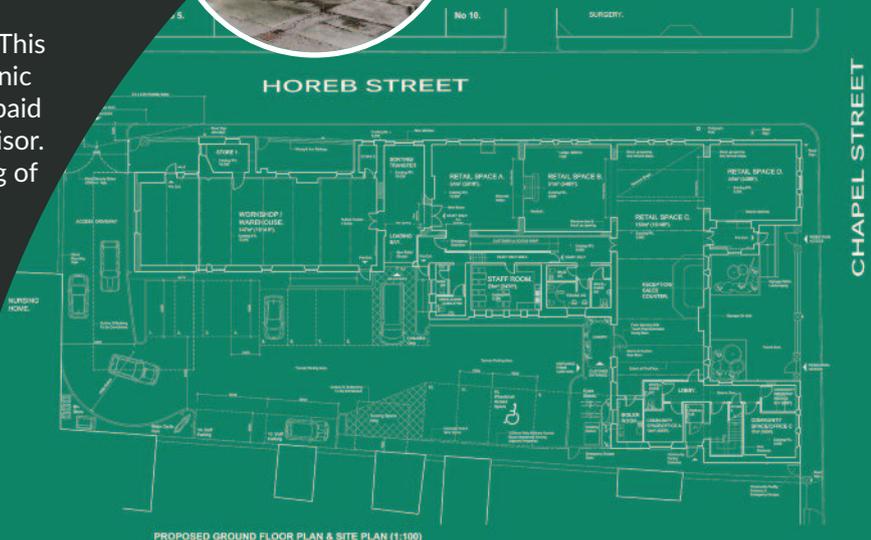


Treorchy Update

Our stage 1 application that we submitted to the lottery, People & Places grant funding had been approved and we were invited to apply to stage 2 for the full grant.

If successful the grant will be worth up to £500,000. This will pay for the capital works needed to bring this iconic local community building back into use and create 3 paid posts, Driver, Customer services & Workshop supervisor. The full application will be submitted at the beginning of 2017 once we have completed further consultations, design and service reviews. We will know if our application has been successful during the summer.

If successful, construction works will begin in 2018 with the facility planned launch to be in January 2019.



Anti-poverty

We work very closely with a number of member organisations who refer people in need during the year for discounted items, and we received 309 requests for help, benefitting 506 individuals. As an extra help to those in need at one of the most financially difficult times of the year we offered free furniture packages for 14 families for up to £300 between during December.

A tenant of Newydd Housing Association that received a pack said: "toogoodtowaste are an amazing company and have helped me enormously. I am in shared accommodation with my friend and we had very little moving into our new property. The saucepans, coffee table and washing machine have made such a difference to us and have helped settle into our new home a lot quicker. Thank you so much!"

If you are an organisation who works with clients who could benefit from the services we offer through our membership scheme contact Katie Blake to find out more on: KBlake@toogoodtowaste.co.uk or 01443 680090.



Other achievements:

- We received substantial donations from IKEA, John Lewis and the Vale Resort
- We relaunched our website and now have a modern and fresh looking site
- We extended the Aberdare opening hours, you can now visit our Aberdare showroom 6 days a week, Monday – Saturday 9am – 5pm
- Donated over 600 pre-owned duvets to 24 different animal rescues from Dinas Rhondda to as far as Cyprus and Romania, diverting 1.8 tonnes of waste from landfill



Christmas Anti-poverty Event

For 3 days only, between the 1st – 3rd December we reduced the price of everything in our Aberdare showroom to 1/2 price. We also gave away FREE pre-owned toys and Christmas decorations, to customers in receipt of an income based benefit.

It was the 6th year for us to hold our Christmas event which has been extremely successful in the past and has helped numerous families ease the financial burden of Christmas.

During the event we helped 48 families with 1/2 price furniture and gave away free pre-owned toys and Christmas decorations to hundreds of local residents.

Volunteering

2016 was our most successful year for engaging volunteers and assisting them in gaining new skills. We offered a wide range of volunteering opportunities from contact centre to warehouse, customer services to transport, administration to marketing and more, with 27 securing paid employment.

We were absolutely delighted that we were able to offer 3 of those volunteers paid employment with us. Jacky Ward, Craig Bowles and Jonathan Horton joined our team as Logistics Clerk, Van Supervisor and Electrical Cleaner Supervisor.



Jacky



Craig



Jonathan



Case Study

After securing paid employment, here's what one of our volunteers said about her time with us: "toogoodtowaste has helped boost my confidence and made me realise that I am capable of finding a full time job that is suitable for me. I would like to thank everyone at toogoodtowaste for making my time here a fantastic experience and for their continued help and support." Kayleigh Young



Award success in recognition of outstanding work with volunteers & placements

We were absolutely delighted to find out that we had been nominated for the People Plus Learner of the Year awards in the "Traineeship Employer of the Year" Category, and we were thrilled when we found out we had won the award at their ceremony in the Pier-head Building, Cardiff Bay.

Volunteer Week:

To thank our volunteers for their commitment and hard work we held three trips during volunteers week to Oakwood Theme Park, Bristol Zoo and a Mystery Trip which took the team to Cheddar Gorge & Caves. Everyone thoroughly enjoyed!



WCVA Volunteer of the Year Award

We were thrilled that Michael Baker, one of the most committed volunteers in our warehouse won the WCVA Volunteer of the Year award in the Green Category. Michael said "I am thrilled to be recognised for this award, I believe that we all have a duty to help others, supporting people gives me a sense of purpose and helps build better local communities."

Work-based Learning

We decided to take a different approach to the design of our new website we had a 2 day workshop in our Ynyshir offices where the website developer came and built the site with us rather than it being built offsite. This gave us a hands on approach to get involved in the design stage whilst receiving training at the same time.

“This was a fantastic approach; one of my main priorities with having a new website was having a platform that was easy to use and update. Being involved in the initial process was a fantastic way to get to know the site; it was also a perfect opportunity to ask any questions.” Katie Blake

Following on from the website, team members enrolled on a graphic design course to enable them to effectively design and produce in house publications, particularly for social media, newsletters and leaflets.



Success for our Electrical department:

All the electrical appliances that we offer for sale through our showrooms have been fully tested, serviced and cleaned by our electricians. To ensure the safety of the appliances we employ qualified electricians and we also offer various volunteering opportunities.

Robyn and Ray, two volunteers in this department both passed their PAT testing exam.

Marc, one of our new Domestic appliance Engineers also successfully completed the prestigious 17th edition electrical qualification for which he worked extremely hard to complete the coursework and the revision needed for the exam alongside his daily role.



Training

Our aim is to facilitate and develop a learning culture within this organisation that nurtures talent every day for everyone. Volunteers and placements were all provided with health and safety, manual handling and on the job, work based learning and training. Individuals were also able to access specific work based training to improve their skills, employability and qualifications within various roles in the organisations.



CEO Recognition

Shaun England was awarded with the Individual Achiever of the Year award at the Furniture Re-use Network UK Conference.

Summary of Financial Statements for the Year Ending 31st December 2016

	Unrestricted	Restricted	Total
	£	£	£
INCOME			
Grants ¹	-	186,061	186,061
Donations	26,077	-	26,077
Other Income	89	-	89
Service Level Agreements	20,000	-	20,000
Charity Shops	611,876	-	611,876
Social Enterprise Projects	35,460	-	35,460
Total Income	693,502	186,061	879,563
EXPENDITURE			
Personnel Costs	398,843	23,886	422,729
Volunteer Costs	62,406	2,975	65,381
Cost of Goods	56,721	-	56,721
Transport Costs	45,142	-	45,142
Premises Costs	53,510	-	53,510
Advertising & Meetings	9,094	-	9,094
Telephone & Administration	29,789	-	29,789
Legal & Professional Fees	5,015	-	5,015
Insurances	8,847	-	8,847
Bank Charges	3,395	-	3,395
Auditors Remuneration	5,000	-	5,000
Depreciation	11,481	35,125	46,606
			-
Total Expenditure	689,243	61,986	751,229
SURPLUS FOR 2016	4,259	124,075	128,334

Note 1 - £150,000 grant funding towards the refurbishment of the Ynyshir Warehouse and Processing Facility



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your local re-use charity

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