



toogoodtowaste

your local re-use charity



ANNUAL REPORT

20 22

Welcome to our annual report for 2022

Following on from a few challenging and unsettling years due to Covid-19, we were then affected by the cost of living crisis during the year however we are pleased to report that we were able to complete a full trading year in 2022.

Despite the challenges and uncertainties that the cost of living crisis brought with it we still saw a high demand for our services and 2022 proved to be another busy and successful year for the charity. We are delighted that we were in a position to be able to re-open our Ynyshir showroom on Saturdays, increasing the availability of our services to our local community which has been very well received with Saturdays being an extremely popular day with our customers.

We continued to work with and receive donations from some of the major leading retailers & manufacturers. In this year's annual report, we will look back over what achievements the team have made during 2022 and will highlight some of the great work we have done and the difference it makes to the local community.

Our staff, trustees and volunteers will always be committed to our charitable aims, mission and vision statement and these are still at the heart of what we do:

Our Aims

1. Waste Minimisation - Reduce waste to landfill through re-use and recycling
2. Anti-poverty - Alleviate the effects of poverty by providing access to affordable furniture items
3. 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





Chair of Trustees
Dave Henderson



Chief Executive Officer
Shaun England

Message from our Chair of Trustees and CEO

In the last year we've continued to work in all our key areas, as usual our brilliant staff and volunteers have risen again and again to the challenges. These challenges were presented by post Covid restrictions and the cost-of-living concerns, but also from our groundbreaking initiatives of working with new domestic & commercial organisations whilst continuing to fully utilise our existing partners and contacts. These additional donations have helped boost the availability of essential items more than ever before, to families needing clean safe and affordable furniture, electrical & household effects.

As we celebrate our impact on the local community during 2022, it is fitting that we also look to the future. We are determined to build on all we have accomplished so far and, with your help, have even greater impact on minimising waste to landfill, alleviating the effects of poverty, by providing affordable items and offering employment opportunities, whilst also enriching people's lives through the benefit of volunteering.

We could not provide any of the services or employment in the community without your support, our loyal customers, donators, volunteers & staff.

So, we would like to extend our heartfelt thanks to everyone who has supported us along the way, including all our Trustees, fantastic staff and dedicated volunteers. With our wealth of experience and the strength of your continued support, we know we can go further and do more than ever before. We look forward to what we will achieve in 2023.

Our Charitable Achievements

Waste Minimisation | Anti-poverty | Volunteering



- We collected over 180,000 items from local residents & commercial donators
- Over 1,065 tonnes of electrical & household items diverted from landfill
- Completed over 210 commercial / household clearance services which collected over 6,000 items



- We received over 170 requests for help, benefitting over 500 individuals
- The value of furniture provided to those referred to us for help was over £39,000



- 119 volunteers supported us, committing over 26,000 hours of support
- 7 volunteers left us and went onto paid employment



- Over 12,000 people used our charity showrooms to access affordable household items
- Over 161,00 items were selected for re-use

Waste Minimisation

Property Clearance Service

During the year we saw a massive increase in the demand for our property clearance service with the team completing over 210 commercial / household clearances, an increase of 49% on the previous year.

As part of this service, we also completed several office clearances for Halfords, Reach, BBI and others during the year, allowing us to supply office furniture to our local community at affordable prices whilst also diverting it from landfill.



Customer Testimonial

I cannot let this moment pass without expressing my thanks to you and your staff for the great job you did clearing my late mother's bungalow.

Your staff were kind and resourceful and approached it in an organised and efficient manner. In talking to you during the 'in-between' moment it is clear you have a passion for what you are doing and I was impressed by the extent of recycling TGTW is engaged in.

I can tell you that your ethos aligns perfectly with my parent's view of recycling; that others less fortunate would ultimately benefit from their belonging. It made the sadness somehow more bearable.

Once again, thank you for the great service you provide and I hope you continue to work for the benefit of the residents of RCT for many years to come. Coed-y-Cwm, Pontypridd



Free collection Service

Residents of RCT were provided with a free collection service for household items that are fit for re-use. We had 11 vehicles collecting items Monday - Friday, diverting over 1,065 tonnes from landfill.

Successes / Achievements



- We received commercial donations from IKEA, John Lewis, Airsprung, Relyon, Asda, Bo Concept, David Phillips and Spectrum Healthcare.
- Our partnership working with Curry's group has continued providing access to re-usable domestic appliances WEEE.
- We continued to work in partnership with Parc Prison workshops where they provided mattress cleaning, electrical PAT Testing, upcycling of furniture as well as building flat pack furniture ready for sale in our showrooms and to help retrain prisoners and provide community services.
- We donated furniture and other items to local groups and causes, including the Dogs Trust, Hope Rescue, Rhondda Radio, Aberkenfig Welfare Society, Foodbank, Penygraig Boys and Girls club, Arts Community Church, Repair Café Cardiff, Bethel Baptist Church, Ysgol Gynradd Gymraeg Ferndale, Cefn Forest Primary School and Ysgol Nantgwyn Tonypandy.

Anti-Poverty

We continue to work in partnership with other organisations that provide emotional or housing support (e.g. social services departments, Women's Aid, mental health groups, etc.) who refer people in need during the year for essential furniture, electrical and household items and this year was no exception. The practical help provided by this organisation enhances the work of its partners, therefore increasing the overall impact of the assistance provided. Many of the people referred to this organisation for help are in crisis situations without any financial support. The organisation helps immediately or as soon as possible to people affected by domestic violence and other life affecting crisis situations.

Over 170 requests for assistance from our referral partners were received during the year identifying local individuals and families in need. This included people leaving temporary accommodation following homelessness, individuals entering their first tenancy with no financial means or families requiring assistance with essential living furniture due to change in circumstances. Support was also given to refugees being housed within the local area. The value of the furniture provided to those referred to us for help was over £39,000, benefiting over 500 people.

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

We have also created our own hardship budget to cover the costs of stock provided free of charge to individuals who have no other means of financial support to cover the essential items they need.

Case Study

We were made aware of an elderly gentleman living locally with no furniture who was sleeping on the floor with just a blanket. A neighbour became aware of his situation after he passed out outside her home and was appealing for household items, clothes & food.

We contacted the lady who was trying to help this gentleman as we were more than happy to help and we provided him with a fridge freezer, single bed, single mattress, microwave, TV, TV unit, a bedding pack, cutlery / crockery pack & some food supplies which we delivered to his flat that same afternoon. We also issued him with a voucher to access the foodbank.

The gentleman was very grateful of all the help and support he received from the community in his time of need.

Free Items

We held a number of free events during the year across all our showrooms including free toys for children at half term holidays and free books during National Storytelling Week. These were very well received and helped a lot of local people.

At Christmas, all our showrooms set up a Santa Sleigh around our 12ft Christmas Trees so Children could visit and have a lovely Christmas picture taken at no expense.



Volunteering

Volunteers play a vital role in delivering our charitable objectives. Whether helping customers in a showroom, doing essential admin or out on our vans, our volunteers make a huge difference to the work we do.

Although volunteer numbers are still reduced since the Covid-19 pandemic, they have increased by 38% from the previous year. 119 individuals supported us this year contributing over 26,000 hours. Volunteering helps individuals gain work-based skills, experience and confidence and we were pleased that 7 people left us to go on to paid employment during the year.

As always, we are truly grateful for the time and support our volunteers give to us and we assisted them by providing relevant on the job training. We also held regular events to show our appreciation during the year including at National Volunteers Week and at Christmas.

We continue to have a wide range of volunteering opportunities available working across retail, transport, warehousing & other support roles. If you would be interested in supporting the organisation with volunteering, please contact us on 01443 680090.



Corporate Volunteers

We welcomed Julie, Clair and Amanda from British Gas to our Ynyshir showroom who came along for 2 days to do some corporate volunteering with us in our customer services department. They all thoroughly enjoyed their time with us and found it very interesting, they were a great help during their time with us.



Volunteer Case Study

I first started volunteering with toogoodtowaste at their Treorchy showroom in April 2022 as a Customer Services Assistant. I heard about toogoodtowaste from my teacher as I needed somewhere local to volunteer hours for my Welsh Baccalaureate. Volunteering here has helped me be more motivated to do things in my spare time and gain confidence talking with the community. I have really enjoyed working with the team and I will be back next year to continue with my volunteering here for the next part of my Welsh Baccalaureate. Alba Calvente



Christmas Celebration

We were delighted that we were able to hold a Christmas Celebration for the team once again as a small thank you for all their hard work throughout the year after Covid-19 prevented us from doing so for a couple of years. We had a hog roast, karaoke, raffle prizes and some awards at Wattstown Rugby Club and we also gave all our volunteers a small Christmas gift.

Community Achievements

Partnership Working

We have been busy strengthening our connections in the Treorchy area through working with other groups and schools. During the year our Treorchy community space was used by Rhondda Radio as their second recording studio; Love Treorchy as office space and additional storage space within our warehouse; Rhondda Foodbank to sort and store the foodbank items and also Pen-Y-Cymoedd Wind Farm Community Fund.

Our connection with Treorchy Primary school continued where we supplied them with free books during the year and pupils attended our Treorchy showroom to sing Carols around the Christmas tree in the courtyard once again, helping to spread some festive cheer within the community. All the children that sang received a selection box from us as a small 'thank you'.



Defibrillators installed at all 3 showrooms



We are pleased that we now have defibrillators installed in all 3 of our showrooms. After working with RCT Heart Heroes by providing them with storage space in our Treorchy warehouse, they, in return kindly donated and fitted a lifesaving defibrillator at our Treorchy showroom.

Following on from this, we managed to secure funding of £1,500 from Barratt Homes to purchase and install a further 2 defibrillators – one in Aberdare and one in Ynyshir to help in keeping all the staff and customers Heart Safe.

We are now in the process of arranging awareness defibrillator training to give all the team the skills needed in helping to save a life.

Kickstart vacancies

We were absolutely delighted to welcome 11 young people aged 16 – 24 into the organisation to complete 6 months paid employment after securing Kickstart Funding, we welcomed 5 Customer services assistants and 6 warehouse assistants to our team.

The funding was designed to give younger people the much-needed paid work-based experience that they need to secure permanent paid employment.



“
Kickstart Case Study
I have loved my time at toogoodtowaste, it's been a really enjoyable working environment and it's given me the practical work experience I needed. Jordan Jones,
Warehouse Assistant
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Summary of Financial Statements for the Year Ending 31st December 2022

		Unrestricted	Restricted	Total
		£	£	£
INCOME	Donations & Legacies	13,158	-	13,158
	Service Level Agreements	20,000	-	20,000
	Performance Related Grants	-	88,380	88,380
	Household Items supplied	960,446	-	960,446
	Social Enterprise Projects	225,659	-	225,659
	Other Trading Activities	1,550	-	1,550
	Sale of Assets	-	-	-
	Total Income	1,220,813	88,380	1,309,193

EXPENDITURE	Personnel Costs	790,163	81,453	871,616
	Volunteer Costs	41,360	927	42,287
	Cost of Goods	101,190	-	101,190
	Transport Costs	145,024	4,000	149,024
	Premises Costs	63,363	1,500	64,863
	Advertising & Meetings	3,645	-	3,645
	Telephone & Administration	43,989	500	44,489
	Legal & Professional Fees	9,710	-	9,710
	Insurances	11,553	-	11,553
	Bank Charges	9,570	-	9,570
	Audit Fees	6,400	-	6,400
	Depreciation	14,377	48,753	63,130
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Total Expenditure	1,240,344	137,133	1,377,477	

SURPLUS/(DEFICIT) FOR 2022	(19,531)	(48,753)	(68,284)
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Registered Head Office, Ynyshir Road, Ynyshir, CF39 0AT

01443 680090 | enquiries@toogoodtowaste.co.uk | www.toogoodtowaste.co.uk

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