



INVESTOR IN PEOPLE

Key achievements in the last year

- ✿ 25% increase in items supplied to people
- ✿ Time given by volunteers increased by over 2,000 hours
- ✿ 644 tonnes of furniture, household and electrical items diverted for reuse
- ✿ 30% increase in number of electrical items safety tested
- ✿ Donation point at Newbury Household Waste Recycling Centre open seven days a week
- ✿ Sales income covered 55% of total expenditure
- ✿ Growing 2gether local food project launched

Mission statement

“The Newbury Community Resource Centre helps local people by providing furniture, household goods, training and services to support independent and sustainable living. We help people to develop work and social skills, and encourage environmentally beneficial activities by promoting re-cycling and re-use.”



chief executive's report

the impact of the recession has meant additional demand



There were a number of challenges which faced us at the start of December 2008; the most pressing of these was how to find ways to maintain our ability to deliver the services we provide within a deteriorating economic climate. The impact of the recession has meant additional demand from those who have not traditionally used our services; for example those working but on a low wage, and those who have been made redundant.

Customers and supporters

During the year, we had over 55,000 customer visits through the doors of our projects, and supplied

20,769 individuals and families with essential household items.

To ensure we were able to continue supporting these people, it was important that we met our fundraising target for the year, thanks to a combination of new and previous supporters among the grant-giving trusts to whom we applied; it was heartening to see that our efforts were fully recognised by these organisations.

Best practice

The donation point we operate at the Newbury HWRC, through our partnership working with West Berkshire Council and Veolia, their appointed waste management contractor, has been an important source of furniture and household appliances for us to make available to people who need these items. The operation has been used an example of Best Practice, with several other local authorities visiting it to see it in action.

Partners and volunteers

We were successful in our application for a grant of £300,000 over three years awarded by the Big Lottery Fund's Local Food

scheme for Growing 2gether, a new local food growing project run jointly by ourselves and West Berkshire Mencap. This builds on the successful partnership we have with West Berkshire Mencap in our operation of the Slater Centre at New Greenham Park. The Greenham Common Trust, who provided and continue to support the Slater Centre, have also been instrumental in providing the premises and financial support to enable Growing 2gether to become a reality.

It has not been an easy year, but the whole staff team, supported by our volunteers, has made a huge effort to ensure we are still able to deliver our vital support services to local people, including providing a wide range of ways for people to get involved through volunteering and training. We also fulfilled our aims of reducing waste, landfill and carbon emissions. Our main aim in the coming year is to meet the challenge of increased demand – doing more of what we do well, and doing it more efficiently.

Kelvin Hughes
Chief Executive





community furniture project (newbury)

Having successfully completed our first decade operating in Newbury, we continue to provide a range of much used services for an increasing number of customers, donors and volunteers. We offer a wide range of furniture, small electrical equipment, household items, and books. Our Project means people are able to donate items, knowing that they will be put to good use in helping others to improve their living conditions, bringing benefits to the whole community.

We continue to work in partnership with organisations such as Job Centre Plus, West Berkshire Mencap and West Berkshire Council's Learning Disabilities Service Team to provide a number of youth placement opportunities for disaffected school pupils, community-based experience opportunities for Thames Valley Police recruits and volunteering opportunities for vulnerable individuals.

As members of the Local Strategic

Partnership we are involved with contributing to a number of important local issues and delivering practical solutions.

During this year, we had over 23,000 customer visits through the door, supplied 8,707 individuals and families with essential household items, received 2,758 donations and diverted over 190 tonnes of material from landfill.

community reuse centre

Based at the Slater Centre in New Greenham Park, the Community Reuse Centre is now in its fourth year of operation, providing furniture, household goods and electrical appliance reuse. In addition there are dedicated training workshops, enabling volunteers, including those from our Newbury and Basingstoke Projects, to take advantage of the wide range of Open College Network accredited training courses on offer. Delivered in a supportive environment, these courses give opportunities to people who might not otherwise readily access training.

Our Volunteer Mentoring Programme has delivered real benefits in helping people with learning and other

difficulties to progress into training and other areas of volunteering in a practical and non-institutional environment.

The first full year of operating the purpose-built donation point at the Newbury Household Waste Recycling Centre, as part of a partnership with West Berkshire Council and Veolia Environmental Services, has been seen as an example of Best Practice, delivering real benefits to the community in making reuse easier to achieve and reducing the amount of items entering the waste stream. These activities are supported with our dedicated electrical testing and repair workshop, and the Centre is licensed by the Environment Agency as an

Authorised Approved Treatment Facility (AATF). This enables the project to access reusable electrical items under the Waste Electrical and Electronic Equipment Regulations (WEEE).

We share the Slater Centre, generously provided and supported by Greenham Common Trust, with West Berkshire Mencap, and we provide cost-effective serviced work space for eight other voluntary and community organisations that use the building.

During this year, we had over 19,000 customer visits through the door, received over 6500 donations and diverted over 222 tonnes of material from landfill

community furniture project (basingstoke)

In the five years since opening its doors, the Project has developed into an important facility for the local community, providing, like the other Projects, practical support for people through furniture, household goods and appliance reuse, together with varied volunteering opportunities.

We continue to develop working partnerships with other local and national organisations, including the

Shaw Trust, Basingstoke Consortium, Rainer and Hampshire Probation Service, taking advantage of our Volunteer Mentoring Programme.

As in Newbury, we are part of the Local Strategic Partnership, and work with other community and voluntary sector organisations, to provide appropriate services for the community we serve.

In this last year, we had over 12,000 customer visits through the door, supplied 6,106 individuals and families with essential household items, received 5,293 donations and diverted over 229 tonnes of material from landfill.



volunteering and training

312 volunteers and trainees have participated in our work during the year, with 33,431 recorded volunteer hours, and we currently have 164 volunteers and trainees working with us on an ongoing basis. Our volunteers come to us for a wide variety of reasons, and from a wide variety of backgrounds – from customers who want to learn more about us, to those currently unemployed who are looking for experience and something to do with their time, to referrals from organisations such as Shaw Trust, Action 4 Employment, Community Mental Health Teams, Pupil Referral Units and the Probation Service.

Our two Supported Volunteering Programmes have involved 64 volunteers with high support needs

such as learning difficulties and mental health issues in the past year, with one volunteer summing up what we aim to do – “I like working alongside friendly people. I like it because the people I work with respect me as a person. I like feeling responsible and being here lets me do that.”

The volunteers work alongside the mentors in both group and one-to-one sessions, putting into practice skills they have learned during training, in hands-on skills such as assembling and repairing furniture, woodworking, and helping with the day to day running of the warehouse. We are now also offering training and volunteering opportunities at our new horticulture based project, Growing 2gether, enabling volunteers to engage in growing their own food.



growing 2gether

This year we initiated, jointly with West Berkshire Mencap, The Growing 2gether Project, a local food growing enterprise which will have a programme of growing rotational seasonal fruit and vegetables and offering it for sale at the NCRC's sales outlets.

It will enable the community, particularly those at a social disadvantage or with a disability, to learn horticultural skills and grow their own produce, interact socially and be part of a team. We also hope to provide opportunities for the young unemployed to get involved, through the Future Jobs Fund.

We were successful in our application to the Big Lottery Fund's Local Food

scheme for a £300,000 grant over three years, to develop the project. Based at a derelict former nursery near Kingsclere, between Newbury and Basingstoke, the 1.8 hectare site was made available by the Greenham Common Trust, who are also generously supporting the rental payments.

We have already carried out site clearance works, constructed raised beds and we are looking forward to the next phase of work, which will include renovating two greenhouses to be used as growing and training facilities during the colder weather, as well as creating an all weather cloakroom and mess area, and a new training centre.

partnership working

We have forged and maintain good working partnerships with a number of statutory and private organisations: among them are West Berkshire Council, Basingstoke and Deane District Council, Hampshire County Council, Veolia Environmental Services, Sovereign Group, West Berkshire Mencap, and Greenham Common Trust. These relationships enable us to extend the range of services we offer to everyone's benefit.

carbon reduction

Over the year NCRC diverted 643.92 tonnes of items suitable for reuse that would have otherwise been destined for land fill. This has produced an estimated carbon credit of 2,381 tonnes of CO2e.

(Based on figures supplied by the REalliance partnership with WRAP and Defra. (Appliances (small) 7.4 , Appliances (large) 7.4 , Furniture 2.7 , Textiles 19.5 , Paint (in litres) 2.6). Please note these do not include carbon savings from not having to remanufacture).





Comment from NCRC Chair of Trustees

The year started in very challenging circumstances, with the shadow of global financial uncertainty reflected in reduced availability of funds for grant-giving trusts to distribute. We were also uncertain about how the level of furniture donations would be sustained, to enable us to supply what inevitably would be an increasing demand for our services.

It is a testament to the quality of the staff team we have in place that we supported more people and handled more donations than

in the previous year, while maintaining our budgetary aim to cover our costs and not incur losses. We also successfully operated a purpose-built furniture donation point at Newbury Household Waste Recycling Centre, in conjunction with West Berkshire Council and Veolia and launched a joint project, Growing 2gether, with West Berkshire Mencap.

I find it particularly satisfying that, as an organisation, we have developed and maintain strong working links with local

authorities, third sector and private organisations, enabling us to directly improve the quality of life for those who need it most. It is this combination of practical solutions, delivered with humanity and compassion, which I believe makes our organisation special; we could not deliver these results without the dedication and enthusiasm of all staff members and volunteers, all of whom deserve real thanks for what they have achieved.

Simon Hunt
Chair of Trustees

thank you

We particularly acknowledge the generous support of the many organisations that have provided financial help to us over the last year:

29th May 1961 Charitable Trust
Accenture
Basingstoke and Deane Borough Council
Berkshire Community Foundation
Big Lottery Fund
C H K Charities Limited
Comic Relief
Department of Health OFV Grant
Enid Slater Charitable Settlement
Four Acre Trust
Four Lanes Trust
Greenham Common Trust
Hampshire and Isle of Wight Community Foundation
Hampshire County Council
Jill Franklin Trust
Leeds Building Society Charitable Foundation
Lloyds TSB Foundation
Michael Shanly Charitable Trust

Newbury Town Council
Ormsby Charitable Trust
Sovereign Housing Association
Thatcham and District Rotary Club
The A B Charitable Trust
The Alchemy Foundation
The Baily Thomas Charitable Fund
The Bernard Sunley Charitable Foundation
The Bonus Trust
The Charles Shorto Charitable Trust
The Charlotte Bonham-Carter Charitable Trust
The Colefax Charitable Trust
The Cotton Trust
The Cumber Family Charitable Trust
The Englefield Charitable Trust
The F J Wallis Charitable Trust
The Gerald Palmer Eling Trust
The Haremead Trust

The Henry Smith Charity
The Mayor's Benevolent Fund, Newbury
The Sir Jules Thorn Charitable Trust
The Sobell Foundation
The Souter Charitable Trust
The Syder Foundation
The Transformation Fund
The Tudor Trust
The Vodafone UK Foundation v Project / Global Charities
Waitrose Community Matters
West Berkshire Council
West Berkshire Council Community Plus Fund

together with the many individuals who have helped us, and those other organisations who have continued to support us outside of this reporting period.



financial information

Year ended 30th November 2009

INCOMING RESOURCES

Voluntary income

Donations and other income	Grants	16,7923
Grants receivable		406,678
		423,470

Investment income

Deposit account interest		2,633
		2,633

Incoming resources from charitable activities

Sales		530,288
Grants		11,837
		542,125

Other incoming resources

Other income		75
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TOTAL INCOMING RESOURCES 968,303

RESOURCES EXPENDED

Costs of generating voluntary income

Fundraising		33,000
Publicity		10,014
		43,014

Charitable activities

Wages as attributable to support costs		17,880
Premises expenses		56,707
Telephone		2,901
Office expenses		10,611
Sundries		21
Cost of trading activities		775,888
Bad debt expense		1,529
Bank charges		4,056
Management fee		13,380
Professional fees		1,210
Training and travel		4,295
Depreciation		21,024
		909,502

Governance costs

Trustees expenses		-
Accountancy		2,885
Auditors' remuneration		1,630
		4,515

TOTAL RESOURCES EXPENDED 957,031

contacts

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Fax 01635 43978

www.cfpnewbury.org

The Community Reuse Centre

The Slater Centre, Buckner-Croke Way, New
Greenham Park, Newbury, Berkshire RG19
6HN

Telephone 01635 500878

info@slatercentre.org

The Community Furniture Project (Basingstoke)

6 Joule Road, Basingstoke,
Hampshire RG21 6XH

Telephone 01256 320700

Fax 01256 327500

www.cfpbasingstoke.org

Growing 2gether

Cottismore Park, Newbury Road, Kingsclere,
Newbury, Berkshire RG20 4SY

Telephone 01635 299949,

www.growing2gether.org