

Charity Retail Association®

The voice of charity retail

Charity Membership 2012-2013



£900m

total charity shop sales.

6800

member shops in the UK.

330

charity members. Up 3% on 2010-11.

We provide leadership and support for charity retailing in the UK.

The Charity Retail Association is the only body in the UK that represents the interests of charity retailers to government, regulators and the media.

What we do

- Influence and monitor legislation and regulations that affect charity retailing.
- Promote the environmental, community and charitable benefits of charity retailing.
- Be the major source of expertise and up to date information on issues affecting charity retail.
- Promote best practice.
- Work closely with other relevant organisations to support our members.

“Membership gives our retail operation huge benefits in terms of new ideas and cost savings”.

**Karen Britton, Head of Retail,
Rainbows Hospice for Children
and Young People**

Charity shops continue to increase profits year after year, despite difficulties in generating good quality, saleable stock. This is a testament to the hard work and creativity of the sector.



In the past year, the Charity Retail Association undertook a major programme to help its members look at ways to improve the stock situation. One of the results of this will be a major national promotion in the spring of 2012, extolling the virtues of charity shops and reminding people that the best way to make sure that their donations reach their chosen cause is to take them directly to a charity shop.

In the coming year the Charity Retail Association is going to be even more active in the political arena. Making sure that governments across the UK are aware of the huge benefits to society that charity

shops provide and lobbying to make sure that charity retailers are able to carry on raising money for charity. Because we represent the overwhelming majority of the sector, we can speak to government in a loud clear voice. Your membership means that we can continue to be the Voice of Charity Retail and to work hard protecting the interests of charity retailers.

A handwritten signature in green ink, appearing to read 'Warren Alexander'.

Warren Alexander:
Chief Executive

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Whenever I require advice or information regarding any aspect of charity retail, my first port of call is always the Charity Retail Association.”

Angela Gray, Head of Retail, The Prince of Wales Hospice

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The Code of Charity Retailing

This is the code of conduct for charity retailers. Introduced in 2005, it is regularly reviewed and is mandatory for full Charity Members.

The aims of the Code are:

- To promote good practice and high standards in charity retailing.
- To promote public confidence in and support for charity retailing.
- To increase donations to charity shops.
- To achieve positive publicity for charity shops.
- To promote awareness of legitimate charity shops and to help counter dishonest and bogus activities.

You can view or download the Code of Charity Retailing here:
www.charityretail.org.uk/code

SIGNED UP TO THE CODE
OF CHARITY RETAILING®
charityretail.org.uk





Who are our members?

Our members range from the largest national charities to locally-based charities and hospices.

- **Full Membership** is open to registered charities in England, Scotland and Wales, charities registered or recognised in Northern Ireland, exempt charities and charity subsidiary trading companies.
- Charities with no shops can join, if they are interested in starting a charity retail operation and agree to develop their retail activities in line with the Code of Charity Retailing.
- Charities with retail operations that are not yet ready to comply with the Code of Charity Retailing can join for up to 12 months as **Provisional Members** in order to get up to speed with the Code. They must renew as full Members for the next membership year.
- Charities operating outside the scope of UK charity law, including the Isle of Man and the Channel Islands, can join as **Overseas Members**.

Benefits of membership

Membership of the Charity Retail Association represents excellent value for money. Our advice, lobbying, standards and market information all directly contribute to helping members improve their retail performance. Benefits include:

- Effective lobbying and public relations on behalf of our members on key issues for the sector, such as Gift Aid improvements, donated stock supply and re-use issues.
- Promotion of good practice and increased public support for charity retail through the Code of Charity Retailing and the Members' Handbook.
- Consumer research and market analysis, not available anywhere else, on key issues such as sales figures, rag prices, salaries and shop user behaviour.
- Discounted attendance to the two day Charity Retail Conference, Exhibition and Awards.
- Free online training and free advice lines on tax, security and legal matters for staff and volunteers.
- Interest groups, workshops and members' meetings – valuable networking opportunities.
- Virtual Meeting Spaces on a host of sector issues, giving you access to the best charity retail brains in the country.
- Exclusive website members' area and bulletin.
- Group discounts: Working with commercial companies, we are able to negotiate substantial discounts for charities on costs such as energy.

Whatever the size of your retail operation, our services meet your needs

Large retail operations

Our largest members look to the Association as the voice of the sector, best placed to lobby on key issues. We bring the sector's concerns to the attention of policy makers, the media and the public to achieve real change.

Specific to our larger members, we provide:

- Monthly market analysis of their retail performance.
- Networking lunches where issues common to larger charities can be discussed.
- Opportunities to engage with government.

Smaller and medium-sized retail operations

We provide information and services centrally that smaller retail operations may not have the resources to provide themselves, such as:

- Guidance on key legislation and best practice in the Members' Handbook.
- Brand new guidance on how to work best with local authorities.
- Online training.
- Consumer research.
- Free legal, security and tax advice.
- Charity Retail Conference bursaries for first time attendees.

Hospices

A considerable proportion of our membership is made up of hospices. We recognise their retailing needs, so as well as the services already detailed, we also provide:

- Hospice-specific benchmarking performance data.
- Strong representation from hospices on our Board of Directors.
- Active hospice participation in our interest groups.



The Association provides a voice for all charity shops and raises their public profile. It assembles data to identify trends and issues for lobbying and public relations.”

Mark Jeffers, British Red Cross

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