

# A to Z of services



In association with:

**acopia**

The leading supplier of  
retail consumables

**Charity Retail Association**<sup>®</sup>

The voice of charity retail

# Visual Merchandising Matters More Than Ever

Join us 'on tour' with our Visual Merchandising roadshow!

Due to popular demand – we're taking the Visual Merchandising seminar on the road!



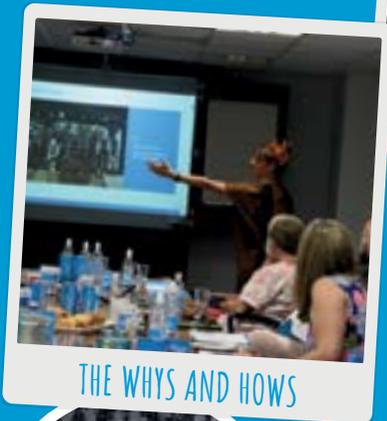
CREATE GREAT DISPLAYS



GET EXPERT ADVICE



CONNECT WITH OTHER CHARITIES



THE WHYS AND HOWS

It's your chance, wherever you're located, to learn real skills that you can take back and use across your retail estate.

Why not join us for a **FREE fun-filled day** to find out all about the "why's" and "how's" of Visual Merchandising.

Learn the principles of creating great displays, connect with other Charities and get the inside track on making the most of your donated products.

Sounds like fun? Get in touch with Terry Gardner and Emma Hazell who are your UK Acopia Charity Retail Experts.

Terry Gardner **07848 459800** | Emma Hazel **01243 833070**

**0845 075 6111 | [www.acopia.co.uk](http://www.acopia.co.uk)**



# Charity Retail Association®

The voice of charity retail

The Charity Retail Association is the only trade association and membership organisation representing charity retailers large and small across the United Kingdom.

At every turn, we work hard to advance policies that help charity shops do what they do best: raise money for their parent charity.

We cannot do it alone. When you join us, we will support you through a range of activities including member services, networking opportunities, training, lobbying for beneficial change, and by providing unrivalled access to information on the key issues affecting your charity shop trading.

Together, we can create growth and prosperity for your charity. Do please join or renew your membership in the Charity Retail Association today.



**Robin Osterley**  
**Chief Executive**  
**Charity Retail Association**



# Our A to Z of services

## Audit

- A customisable minimum standards checklist

## Benchmarking reports

- Quarterly market analysis of the sectors' sales covering shop chain number change and turnover and all shop sales streams
- Specialist reports on e.g. online sales, salaries, selling prices

## Campaigns and marketing

- Seasonal and proactive campaigns to help you generate stock, attract footfall and increase volunteering – we provide the tools
- Take part in the Marketing Interest Group, which meets twice a year

## Charity Retail Conference, Exhibition, and Awards

- Excellent, highly rated networking and learning event
- Discounted attendance and bursary places
- Access to all presentations, whether you attended or not



## Find a charity shop

- Your shops appear on our public-facing, highly ranked, online search 'Find a Charity Shop'
- Include a link to your retail volunteering web page
- Include profiles of typical volunteer roles

## Fire safety

- Your fire safety needs are covered through our Primary Authority partnership with Greater Manchester Fire and Rescue Service

## GDPR advice

- Comprehensive, charity retail-specific guidance to download, in conjunction with Birketts LLP

## Gift Aid training and guidance

- Industry-standard Gift Aid guidance in collaboration with HMRC
- Low cost Retail Gift Aid workshops around the country, with bursary places available
- Take part in the Gift Aid Interest Group, which meets twice a year
- Join in the conversations on the Gift Aid online forum



## Health and safety guidance

- Take part in the Health and Safety Interest Group, which meets twice a year
- Purchase low-cost health and safety induction guides for your staff and volunteers
- Join in the conversations on the health and safety online forum

## Legal advice

- A set amount of legal advice time for free through our legal retainer with Stone King LLP

## Lobbying

- Have your say in our work to get the best trading environment for charity retail
- With more than 380 other members, together you're stronger

## Mentoring

- A managed online platform where you can access a mentor or be a mentee



## Networking

- Six special interest groups
- Network meetings around the country
- Localised meetings for small retail chains
- Events bulletin
- Online forum

## PR

- Promotion of our members and the sector via our weekly Charity Retail News email newsletter and social media

## People Management and safeguarding

- Access the results of the regular Workforce Survey of shop staff and volunteers
- Take part in the twice-yearly People Management Interest Group,
- Join in the conversations on the health and safety online forum
- Safeguarding guidance



- Tips for developing shop volunteers

### **Property and business rates**

- Comprehensive charity shop business rates information
- Business rates campaign pack
- Take part in the Property Interest Group, which meets twice a year
- Join in the conversations on the property online forum
- Advertise properties at low cost in Charity Retail News
- How to choose the right property

### **Recruitment advertising**

- Simple to use and very competitive rates

### **Recycling and waste management**

- Campaign pack on achieving correct waste disposal charges from your council
  - Keep up to date with the latest rag prices
  - Guidance on 'How to choose a textile recycler'
  - Take part in the Stock and Recycling Interest Group, which meets
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twice a year

- Join in the conversations on the stock and recycling online forum
- Downloadable guidance on waste and recycling

### Sale of goods advice

- Downloadable guidance covering all kinds of saleable items, safety issues and what you should do when unsure, through our Primary Authority partnership with Salford City Council

### Security

- Downloadable security manual
- Security hotline in conjunction with Lodge Service
- CrimeStoppers sticker packs for your shops to prevent theft

### Social Value Toolkit

- Measure the value of your shops in your communities over and above the retail function for use in media and high street stakeholder conversations, and in your own charity



## Trading advice

- Music in shops
- Pricing
- Refunds and exchanges

## Trading subsidiaries

- Pros and cons guidance

## Training

- Periodic training courses with expert trainers based on timely sector topics, such as Retail Gift Aid and volunteer recruitment and management.

If you would like to access any of these services please contact the team on 020 7697 4080

Non-members: join us. Contact Irina Preda on 020 7967 4080 or email [irina@charityretail.org.uk](mailto:irina@charityretail.org.uk) for details of our latest services and offers.



## What our members say about us

“A wealth of invaluable knowledge and the networking opportunities have proved very useful to our charity.”

**Ian Nightingale**  
**Senior Business Manager: Retail**  
**Aspens Charities**

“The Charity Retail Association has been a brilliant source of knowledge and advice. I use the policies and advice a lot. Examples have been Gift Aid and understanding the recycling market.”

**Adrian Darkin,**  
**Director of Trading**  
**Sense**

“Informative, knowledgeable, and has influence where charities need to group together to gain political ground.”

**Michael McIlwaine**  
**Head of Retail**  
**Oxfam Ireland**

