

Charity Retail Association[®]
The voice of charity retail

Charity Retail Awards 2019

**Celebrating
what we achieve**

Closing date for nominations: **1 April 2019**

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The Charity Retail Awards 2019

We'll be returning to Colwick Hall in Nottingham on Tuesday 25 June 2019 for the 12th annual awards ceremony dedicated to charity retail, celebrating the incredible achievements of our sector. It will bring together everyone: from volunteers, staff, and suppliers, under one roof for one night only in the charity retail calendar; we hope to see you there.

Winners of the WOW! Factor Awards are announced on the second day of Conference after all attendees have had their chance to vote for the nominations online.

For details on how to make a nomination for any of this year's awards, please read page eight.

Awards Host: Paul Sinha

This year's Charity Retail Awards will be hosted by Paul Sinha, a comedian, published writer, former doctor and well-known TV personality. He appears as a 'chaser' on ITV's popular quiz show *The Chase* (where Paul is known as 'The Sinnerman'). An Edinburgh comedy award nominee, he is frequently heard on Radio 4 and 5Live displaying his knowledge, passion and wit on current affairs and sport (especially cricket and football) along with everything else.



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We look forward to continuing to strengthen our partnerships within the sector,

helping our clients manage their waste in an ethical and sustainable way!



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Most Valuable Item Sold

This award celebrates high-value donations that raise a significant amount of money for charity. Two awards will be made: one for a charity with **fewer than 100 shops** and one for a charity with **100 shops or more** for the most valuable item donated to a shop and sold [either through the shop or through auction] during the last financial year [2018/19].

On your entry for either award you must indicate:

- The item sold
- Shop location where it was donated
- The item's value
- Method of sale
- **You must attach a digital scan of the receipt with your entry or other evidence of the value of the item sold.**

Volunteer of the Year

This award recognises the importance of having committed volunteers to ensure the everyday success of charity shops.

Judging criteria:

The Volunteer:

- Is 26-years-old or more on 31 March 2019
- Has shown exceptional commitment and performance [five points]
- Has made a measurable difference to the shop(s) where they work [five points].



Most Unusual Item Donated

This award is made for the charity with the most unusual item. This light-hearted award aims to celebrate the weird and wonderful items that charity shops can receive.

Judging criteria:

- The most unusual item which has been donated to a shop.

Young Volunteer of the Year

This award is a way of recognising the positive difference that young volunteers make to the successful running of our sector.

Judging criteria:

The Volunteer:

- Is between 16 and 25 years of age on 31 March 2019
- Has shown exceptional commitment and performance [five points]
- Has made a measurable difference to the shop(s) where they work [five points].

2018 Volunteer of the Year, Moira Jackman, celebrates receiving her award.

Retail Staff Member of the Year

This award aims to recognise the work of an exceptional charity retail employee. The nominee could be an employee in a shop, warehouse or Head Office, but they must work for the retail side of the charity.

Judging criteria:

The staff member has:

- Shown exceptional commitment and performance [five points]
- Made a measurable difference to the retail operation [five points]
- Helped to increase awareness of retailing as an important part of the parent charity's fundraising [five points]
- Introduced innovative ways of working that have improved efficiency and/or profitability of the retail operation [five points].



Emma Jayne Parker shows off her newly won Retail Staff Member of the Year 2018 Awards.

Shop of the Year

This award aims to recognise the staff and volunteers involved in the exceptional performance of a shop.

Judging criteria [quantitative]:

- Exceptional sales/profitability increases in the 2018/19 financial year [one point]
- Sales/profit per shop per annum as compared with the average for your charity's shops as a whole [one point]
- Increase in average spend per customer [one point]
- Increase in usage of the shop [one point]
- Decrease in annual operating costs [one point]
- Increase in recruitment and retention of volunteers [one point]
- Increase in amount or quality of donations to the shop [one point]
- Other quantifiable measure [one point].

Judging criteria [qualitative]:

- Introduction of new activities, ideas or other fundraising carried out by the shop [five points]
- Mentoring and support given to staff and teams from other shops [five points]
- Other initiatives or partnerships with external groups, for example: local authorities, community groups, and local supporters [five points].

Martin House are very happy winners of the Shop of the Year Award 2018.



Supplier of the Year

There are three awards. These awards recognise the contribution that commercial suppliers make to the UK charity retail sector. Our main contact at member charities will be sent details in due course on how to vote. Suppliers eligible for this award must be Corporate Members of the Charity Retail Association.



Our 2018 diners enjoyed the comedy last year.

Innovation and Technology in Charity Retailing

This award aims to recognise the successful implementation of an innovation and/or technological advancement in charity retail operations. Innovation and/or technology could have been used to increase profit, for environmental benefit, to recruit/retain volunteers/staff etc. This is not an exhaustive list – these are examples.

Judging criteria:

- The innovation strategy must have been implemented in the 2018/19 financial year and it must have been operating long enough for an assessment to have been made of its success
- The type of innovation (please describe in full) [five points]
- The creativity of the ideas [five points]
- How the goals of the initiative have been achieved and how successful it has been [five points].

You may submit one additional document electronically in support of your entry (e.g. a photograph, press release, or article).

Greenest Charity Retailer of the Year Award

In association with Fit for the Future, this Award will be given to the charity retailer that has introduced the most innovative way of promoting green behaviour. This could be a new way of upcycling, reusing old items, conserving energy, or anything else that has had a real impact on a shop's carbon footprint.

Judging criteria:

- The initiatives that have been introduced in the last 12 months that have resulted in promoting green behaviour [five points]
- Success in achieving the goals of the initiative [five points].

The Community and Social Impact Award

This award is looking at the charity retailers that go beyond the call of duty in their local communities. Entry is open to entire retail operations or individual charity shops.

Charity shops make a tangible, measurable impact on their communities through a number of schemes and activities. This may be as the result of volunteer efforts, acting as a community hub, increasing community cohesion, environmental benefits, or delivering information that helps customers.

These are only examples and we know there are many other ways that charity retail operations and shops may be eligible to enter for this award.

Judging criteria:

- What are the activities of the retail operation/shop that go above and beyond the call of charity retail? [five points]
- How have these activities benefitted the wider community? [five points]
- Demonstrate the measurable impact on the wider community [five points].

You may submit one additional document electronically in support of your entry (e.g. a photograph, press release, or article).



All our 2018 winners celebrate their well-deserved awards.

Outstanding Charity Retailer of the Year

This award is open to all retail operations: it doesn't matter how big or small your charity is. For example, we want to hear about retailers who have bounced back, hit record profits, had success with new initiatives, or have demonstrated best practice.

This is not an exhaustive list – these are examples.

Judging criteria:

- Qualitative: A supporting statement of around 500 words demonstrating the retail operation's outstanding achievements over the past year.

WOW! Factor Awards

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These awards are made for Best Shop Window and Best Shop Interior. They both recognise the huge amount of talent and creativity that goes into visual merchandising in charity retail.

How to enter:

- Entries must be for charity shops that sell primarily donated goods
- Please download and complete the WOW! Factor Awards 2019 nomination form from www.charityretail.org.uk/awards
- Send a completed nomination form plus two digital images per entry in .jpg format via email to wow@charityretail.org.uk by **1 April 2019**
- Images must be no more than 5MB in size
- Images should not include people [unless necessary] and should avoid reflections in window etc.

Important things to remember:

- If your entry complies with the points above, you will receive a confirmation email. We will not chase you for resubmission if your entry does not comply
- You can enter more than one shop
- The same shop can be entered for Best Shop Window and Best Shop Interior
- Entries that comply with the above criteria will appear on a poster at the Conference
- Conference delegates will judge the entries at the event
- Winners will be announced on the second day of the Conference
- We may use your photograph(s) for Charity Retail Association marketing purposes.



Best Shop Window 2018: Cats Protection, Bristol.



Best Shop Interior 2018: The Air Ambulance Service, Stow-on-the-Wold.

How to make an award nomination:

1. Nominations open 1 March 2019
2. Download and complete the Charity Retail Awards 2019 nomination forms from www.charityretail.org.uk/awards
3. Where applicable, make specific reference to the judging criteria
4. Send your entry via email to awards@charityretail.org.uk by **1 April 2019**

Please note:

1. Make sure you have read the criteria carefully for the award you are entering, this is how your nomination will be judged.
2. All entries in each category are anonymised before they reach our award judges for marking. Judges are allocated to just one award only, so don't be put off from entering in multiple categories
3. You must be a current Charity Retail Association member to enter.

Our Charity Retail Awards 2019 Judges

Peter Batt

Divisional Managing Director, Co-op Food

Stephen Biddle

Charity Retail Consultant

Jayne Cartwright

Director, The Charity Retail Consultancy

Daniel Ingram

Director, Association of Volunteer Managers

Jeremy Lune

Chief Executive, Cards for Good Causes

Tim McNally

Chief Executive, TISL

Chris Murray

Director, PLD

Robin Osterley

Chief Executive, Charity Retail Association

Elizabeth Palfreman

National Hospice Support Manager, Hospice UK

Deborah Parry

National Account Manager, Jobcentre Plus

Matthew Plumridge

Head of Training, MJ Plumridge Ltd

Phil Prentice

Chief Officer, Scotland's Towns Partnership

Fergus Rolfe

Fit for the Future Project Manager, Fit for the Future

Stephen Robertson

Chief Executive, The Big Issue Foundation

Gal Shivtiel

Managing Director, Gig Retail

John Tough

Charity Retail Consultant

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For more information about our awards,
go to www.charityretail.org.uk/awards