

Member Resource Directory

Charity
Retail
Association®



Where to
find key
member
benefits

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GROUP

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Click on the headings below to find the resources you need.

Business directory

View a list of suppliers of products and services to charity retailers - all from the CRA's corporate membership.

Case studies and **Shared resources and templates from members**

Find inspiration for new ways of doing things through your fellow CRA members' sharing of resources.

Consultation responses

The CRA's latest responses to government proposals that affect the charity sector.

Cost of living - ideas for charity retailers

Ideas for charity retailers on how to respond to the cost of living crisis.

Councils / local authorities

Councils have an ever-greater influence over the support offered to charity shops. We produced a report covering council behaviour at waste sites, on discretionary rate relief, and on recycling banks with an accompanying campaign pack for charities to use at a local level for lobbying.

Cyber Security

The National Cyber Security Centre has provided a range of resources for organisations to develop their Cyber Security measures.

Equity, Diversity, Inclusion

Guidance and examples of EDI at work in charity retail.

Events

Signposting to booking and information for our special interest groups, network meetings, conferences, webinars and more.

Event (post-meeting) resources

A library of meeting notes and presentations given at:

- [Special interest groups](#)
- [Small Retail Chains](#)
- [Charity Retail Conference presentations](#)

Forum (members' online Q&A)

Put your questions to sector colleagues for guidance and tips on challenges you may be facing.

Gift Aid

HMRC approved training manual, introductory FAQs and template documents

Health & safety and fire safety

H&S compliance checklist, fire safety on the shop floor, model risk assessment and more, [here](#) (go to Health & safety and fire safety section).

Digital and hard copies of our low cost H&S guide and posters, and fire safety guides, [here](#).

Influencer directory

Creative talent to help promote charity shops (soon to be revamped - October 2023).

Legal advice

Access to free, confidential advice from Employment Law, HR and H&S specialists WorkNest.

Marketing calendar

Plan CRA social media campaigns into your marketing year.

Mentoring

Build an effective mentoring relationship, where you can either explore areas of your professional life you wish to develop, or give back by offering your own expertise. A managed matchmaking service.

People management / human resources (staff and volunteers)

Handling abuse and harassment from customers, safeguarding, volunteer and employment law, under 16 volunteers, [here](#) (go to people management section).

And Volunteer toolkit, [here](#).

Click on the headings below to find the resources you need.

Policy guidance

Sale of goods: Guidance on selling just about anything!

Waste and recycling: Resources on carrier bags, WEEE, council waste charges, plastic packaging tax and waste management guidance.

General: General trading policy, data protection and Brexit and more.

Property and business rates: Including tenants and the right to rent and recouping rent after a break date.

Property

See above in Policy guidance

Recruitment

Low cost vacancy listings for CRA members.

Reports / research – sales, workforce and more

Up to date sector stats primarily on sales, but also specialist topics such as workforce (including salaries) and cost of energy.

Safeguarding

The tools you need to set up a licensing scheme for your shops, so that they can visibly be seen to conform to your safeguarding requirements.

Security

In partnership with Lodge Service, our security manual highlights practical, simple and cost effective measures to help improve security and reduce loss from theft. Accompanied by a security hotline offering free, confidential advice on any security or loss prevention matter.

Shop audit - basic

From first impressions created by your shop front to shop floor and back room, this template incorporates merchandising, health and safety, security, staff and volunteers, messaging, paperwork and Gift Aid.

Social value - brand new toolkit to launch October 2023

A framework to help your charity demonstrate its contributions to the local community, high street and environment in five main areas where charity shops generate additional social value.

Stock

- [Donated clothes pricing tips](#) and [the legal perspective](#)
- [SWOT analysis](#)
- [Stock generation](#)
- [Choose a textile recycler](#)
- [Trader Recycling Universal Standard \(TRUST\) certification](#): An audit for the recycling industry across five categories: Legal compliance and transparency, health and safety, working conditions, environmental sustainability, and transportation. We strongly encourage all charities to use TRUST accredited recyclers.

Sustainability

Resources for your retail operation to cut carbon emissions and run in a more sustainable way.

Training

Charity Retail Learning is a collaboration between the Charity Retail Association and The Charity Retail Academy providing charity retail specific training.

Volunteer toolkit, case studies and other resources

A comprehensive and detailed resource, specifically developed for charity retail, covering all areas of volunteer management.

Wellbeing

Expertly curated wellbeing resources from the Retail Trust to support the emotional, physical, vocational and financial wellbeing needs of you and your retail colleagues.

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**NATIONAL CHARITY COLLECTIONS
ELECTRICAL BRIC-A-BRAC COMPLIANT
LARGE & SMALL, WE CATER FOR ALL**



Environment
Agency

Registered Waste Carrier



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