



St. Richard's Hospice
CARING FOR LIFE Reg. Charity No. 515668

Are you buying this?



A guide to donation dos and don'ts

strichards.org.uk/our-shops

Reg. Charity No. 515668 | Reg. Company No. 01850502

Please be aware: due to coronavirus the way we accept donations has changed. Before donating your items, please visit strichards.org.uk/our-shops for the latest guidance. Thank you.

We want your donation to count

We rely on the generosity of our community donating much-needed items to sell in our 19 shops across Worcestershire.

Without this important support, we couldn't have raised the £731,547 net towards the overall running costs of St Richard's Hospice in 2019/20.

We are always in need of good-quality donations and are so grateful for the goods we receive.

But, we are facing a significant and growing problem affecting the whole charity shop sector – disposing of unsaleable donations.

In 2019/20, more than a million donated items were in too poor condition to be sold in our shops. This equates to more than twice the number of quality items sold.

Disposal of these dirty, torn, incomplete and broken items comes with a hefty price tag.

In 2019/20 it cost us at least £22,950 to dispose of items we could not sell, or recycle. We think you'll agree, this problem is rubbish.

We recycle as many unwanted items as possible, to minimise the amount going to landfill.

But - for those items we cannot recycle or sell to rag merchants, we must foot the bill.

You can help make a difference by only donating quality items to our shops. Ask yourself, would you expect a friend to buy this?

Take a look at our guide to donation

Dos



&

Don'ts



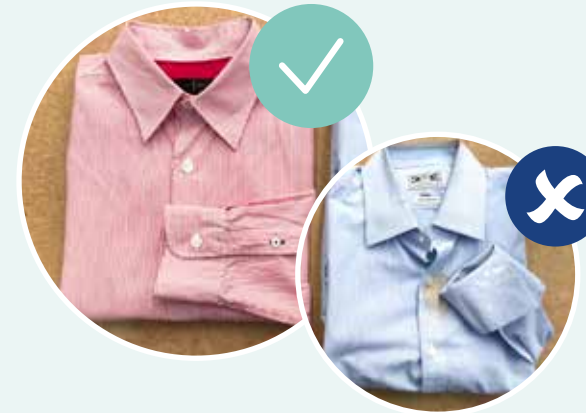
– and make your donation count for hospice care.

Thank you.

Clothing, shoes and accessories

Our fantastic staff and volunteers will steam clothing before it is displayed in store, but we cannot wash items before sale.

In 2019/20, at least **625,560 items** of clothing and shoes were donated to us in an **unsaleable condition**.



- ✓ Clean
- ✓ Untorn
- ✓ Quality jewellery
- ✗ Dirty
- ✗ Damaged
- ✗ Stained
- ✗ Branded uniforms
- ✗ Musty or smoky-smelling

Bric-a-brac

At least **25,455 items of bric-a-brac** were donated in **too poor condition** to be sold in 2019/20. We are very grateful to everyone who wraps and packages their bric-a-brac before donating it to us.



- ✓ Clean
- ✓ Unbroken
- ✓ Old and interesting items
- ✗ Dirty
- ✗ Broken or chipped
- ✗ Promotional items

Furniture



- ✓ Clean
- ✓ Undamaged
- ✓ With fire labels attached
- ✓ Good quality exercise equipment
- ✗ Single armchairs, formerly part of a suite
- ✗ Glass TV stands
- ✗ Large teak wall units
- ✗ Cots
- ✗ Old/ discoloured garden furniture

Electricals

We were donated more than **5,615 electrical items** which we could not sell during 2019/20.



- ✓ Unbroken
- ✓ In good working order
- ✓ With CE label attached
- ✗ Dirty
- ✗ Broken
- ✗ Televisions with large back compartments
- ✗ With No CE label attached

Other

- ✓ New duvets and pillows, unwrapped in packaging
- ✗ Videos
- ✗ Cassettes

Books

At least **371,100 books** were donated in an **unsaleable condition** during 2019/20.



- ✓ Undamaged
- ✓ All pages intact
- ✓ Rare and vintage books are accepted, even if not in pristine condition
- ✗ Torn or missing pages, ripped spines
- ✗ Stained or crumpled

Toys



- ✓ Undamaged
- ✓ Clean
- ✓ With CE label
- ✓ Complete (all pieces included)
- ✗ Dirty
- ✗ Ripped or with parts missing
- ✗ Missing CE label
- ✗ Faded

Fake Goods

- ✗ We have trained staff and volunteers to identify genuine designer items and will not be able to re-sell counterfeit goods in our stores.

June 2020: Due to the coronavirus pandemic, the way we accept donations has changed.

How to donate to our shops

We are following essential infection control guidelines to protect staff, volunteers, customers and donors. These include isolating items for 72 hours before they can be safely processed by our team. We anticipate a large volume of

donations from our generous supporters. However, as we have a limited number of staff and volunteers to process items, only a small number of stores will be initially accepting donations.

Please do not leave goods on the doorsteps of our shops, as they are likely to become damaged – making them unsaleable. Before donating your items, please check our website strichards.org.uk/our-shops for the latest guidance.

Thank you.

Furniture collections

You can arrange to have items of furniture collected from home. Please email a photo and description of the item to furniture@strichards.org.uk including your full name, address, postcode, and telephone number. Don't forget to add your Gift Aid number, if you've signed up. A member of the team will be in touch to discuss and arrange collection. When the item is due to be collected, please leave it in an accessible place outside your home (for example in a garage).

A number of our shops specialise in certain items.

- **Bridalwear:** Mealcheapen Street, Worcester
- **Bookshops/book departments:** Malvern Link, Tewkesbury, St Swithins Street, Worcester, Kidderminster, Droitwich, Evesham, Upton, Bewdley, and Stourport
- **Designer fashion:** Déjà vu Dress Agency, Malvern, Snowdrops, Broadway
- **Furniture:** Evesham High Street, Worcester Lowesmoor, Malvern Department Store, Kidderminster
- **Vintage:** Evesham High Street

You can find the location of your nearest shop on our website strichards.org.uk/our-shops. Please be aware due to coronavirus, we are staggering the re-opening of our shops across Worcestershire. Before you visit, check strichards.org.uk/our-shops for the latest information on which stores are open.

Make your donation go the extra mile

If you are a UK taxpayer, you can help raise extra money for St Richard's by allowing us to claim Gift Aid on your donation!

With your permission, we can use the proceeds from the sale of your donated goods to treat them as a Gift Aid donation to the hospice.

Currently, for every **£1 qualifying donation received – we can claim 25p in repayment** from HM Revenue and Customs.

We have more than **35,000 donors** signed-up for shops Gift Aid and raised more than **£172,000** for the hospice in 2019/20 through this scheme.

Find out more on our website strichards.org.uk/our-shops



Quality donations - quality care

In 2019/20 running costs for St Richard's Hospice stood at **£9.4 million**. The NHS funds 22% of our costs, but it is down to our fantastic community to help us fund the rest.

With your help, we can continue our care to patients, their loved ones and bereaved people – ensuring we are there when they need us most.

Thanks to our wonderful supporters donating quality items for sale in our shops, we raised **£731,547** net for St Richard's Hospice in 2019/20.

Your support is incredibly important to us here at St Richard's Hospice. Thank you.

“Through the worst days of our lives they held our hands and gently guided us through every step. Words can't express my gratitude to all at St Richard's.”



Please be aware: due to coronavirus, we are staggering the re-opening of our shops across Worcestershire. Before you visit, check strichards.org.uk/our-shops for the latest information on which stores are open.

1/ Bewdley

50-60 Load Street, DY12 2AP

2/ Broadway

15 The Green, WR12 7AA

3/ Bromsgrove

2 Mill Lane, B61 8AG

4/ Droitwich

3/4 Gurney's Lane, WR9 8EL

5/ Evesham

11 High Street, WR11 4DA

6/ Kidderminster

17/18 High Street, DY10 2DJ

7/ Malvern

Bookshop and Media Store -
116 Worcester Road, Malvern Link, WR14 1SS
Department Store - 233 Worcester Road,
Malvern Link, WR14 1SY

1b Court Road, Barnard's Green, WR14 3BS

Déjà vu dress agency, 8 Bell Vue Terrace, WR14 4PZ

8/ Pershore

Units 3 & 4 Billings House, WR10 1EY

9/ Stourport

29 High Street, DY13 8BE

10/ Tewkesbury

Fashion - 33 High Street, GL20 5BB

Book and Media Store - 35 High
Street, GL20 5BB

11/ Upton upon Severn

20 High Street, WR8 0HB

12/ Worcester

39/41 Lowesmoor, WR1 2RS

7 Mealcheapen Street, WR1 2DH

7 St John's, WR2 5AE

13/14 St Swithin's Street, WR1 2PS

To find out more and to watch video tours of each shop, visit strichards.org.uk/our-shops