

# End of 2022 Report

Poole Waste Not Want Not  
(PWNWN)

## Social Supermarket & Community Coffee Shop

Supporting members of our community who suffer food poverty due to financial hardship, giving them a safe place to come for advice, access food, or meet and make friends.

We would like to take this opportunity to thank you for your support enabling us to continue to deliver our service to support so many vulnerable people in our community



January – December 2022



Alice Ellen  
Cooper-Dean  
Charitable  
Foundation



talbotvillage trust  
A HEART-BEATING CHARITY

Arnold Clark



# Poole Waste Not Want Not

Our vision:

*“To support and nurture as many vulnerable people as we can!  
‘The hub of our community and a place to feel valued’*

A new beginning...

*Our front doors are open; we have softened our look to offer a more welcoming place*

*“The charity has evolved from a small space in a local church to the social supermarket we see today.”*



## What

'Poole Waste Not Want Not' Support families, couples, and individuals who struggle with financial hardship to ensure they can buy food at a price they can afford gives a sense of control, dignity, and pride.

### Food poverty

Free crisis parcels

### Menu advice

Planning weekly meals on a budget

### Cooking demonstrations

Show cooking in energy-saving equipment

### Signpost

Citizens Advice, BCP Council Housing, Shelter, and Acts 435

### Money Advice

'Let's Talk Money' bimonthly drop-in service

### Cooking

Equipment to reduce energy bills

### Training

Opportunity

### Volunteering

Give something back or gain skills

## How

**Food** at a discounted price or free in extreme cases

**Budgeting** advice and cooking tips to ease food costs

**Offer** menu planning on a budget; Cooking demos to encourage families to try new things.

**Filling in forms:** *Household support and Universal Credit journals due to no access to computers* or finding it daunting to go to the library to ask for support

**Signpost** to other services – we have a good community network if we are unable to support our partners can (Act435, Citizens Advice, BCP Council, or Shelter and vice versa)

**Training** to gain work skills due to lack of confidence or qualifications or stability in volunteering to be a part of the community

**Volunteers** can gain skills, support others, and feel valued, lack of confidence, qualifications, or skills are barriers to employment DWP needs a place to offer support in returning to the workplace

**Offer** real, on-the-job training leading to job trials in Tesco's, Co-op or M&S

## Why

**We are seeing** more than the need for food, due to the cost of living crisis the dynamics of charity have changed

**The need** for food is not always the cause of the problem, taking the time to listen and support when and where it's needed is vital for the most vulnerable in our society to regain confidence and a chance to thrive

**Members** we are here to support or signpost to relevant services

**Volunteers** are given the opportunity to gain skills, build confidence, meet new people, and support or support their physical and mental well-being.

*Volunteering hours over 2022*

*Shop 4,849 - Drivers 1,041*

- We supported 49 volunteers over 2022
- 36 volunteers remain
- 5 volunteers gained work
- 3 volunteers are now members of our staff team
- 9 learning disability boys gained soft skills

**Community** "social units whose members have something common"

*We could not run this amazing charity without our incredible team of volunteers who contribute on average 4 hours some give up to 16 hours per week*



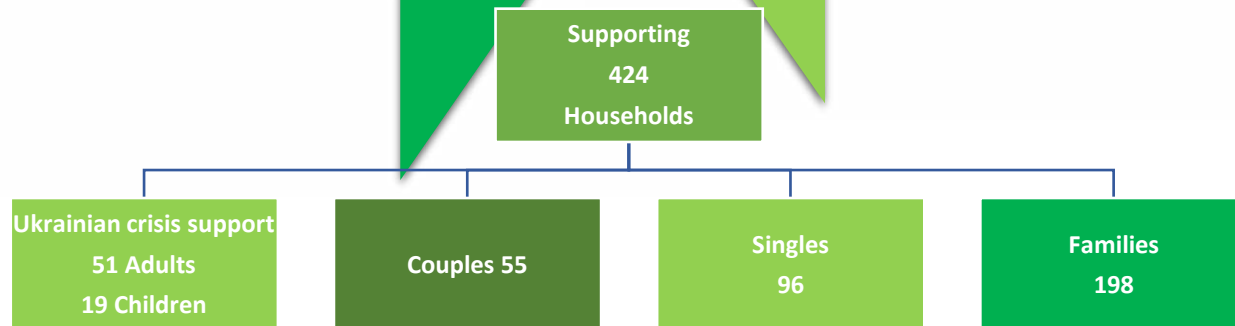
# Social Supermarket

**Our mission** is to support members of the community to those people and their families that suffer from insufficient disposable income, and who need support in coping with everyday life. Our members can visit the shop during opening times, choose the food they wish to have, and then take it to the till which leads to a greater sense of dignity, choice, and control and eases budgeting skills.

As well as providing access to affordable food we have developed other services such as menu planning on a budget and other social groups to reduce loneliness.

No one should go hungry or feel isolated

We complement other services such as food banks in our area meeting the needs at a different point. No other food bank offers discounted food on a regular basis to support low-income families with the opportunity to improve personal skills, knowledge and socialise



*At the beginning of the grant, our target was to support 280 households*

# The difference we have made this year!



“Sharing my experience and skill with others”

We are proud to have given three volunteers the opportunity to work – by volunteering with us they gain self-confidence, new skills, and self-worth. They are now members of our staff team giving satisfaction and pride which has empowered them to help others

**Volunteer 1** worked as a volunteer for 18 months - has grown in confidence and gained skills and was actively looking for work, she is a great asset to our team working 16 hours paid but still offers volunteering hours.

**Volunteer 2** came to us as part of her Service Missionary Course and has become a popular member of our team who works well with our learning disability group and is eager to gain further qualifications with us – she is now a full-time employee.

**Volunteer 3** our volunteer driver who works tirelessly in all weathers was looking for paid work a valued member we didn't want to lose – 16 hours of paid work and still offers to volunteer.

Volunteers must fill in an application form to see how we can support them and how they can support us.

We have such a mixed-ability team, some have overcome addictions (drug, alcohol, gambling) others want to gain skills or feel a part of a team, our mixed group really does work well, people from such different backgrounds coming together, and the outcomes show that both our more able volunteers benefit from training our less fortunate with transferable skill empowering all.

**Example:**

*'k' had an accident at work and lost a leg- he now has a prosthetic limb, and he suffered with his mental health- he became a member of our social supermarket as he needed support with finances – the support has grown and he now volunteers with us, he commented “my mental and physical health has improved and I now feel a part of something again, you have given me a chance, you believed in me”*

*'D' moved down from London to start a new life, he lost everything due to gambling addiction – now 2 years clear, he has been given a chance to gain back control of his life, he volunteers with us 3 mornings a week to build confidence- we are supporting him with his driving licence – he will then be able to look for driving jobs*

**Trustees**, we have regular meetings with our Board of Trustees each month to keep the lines of communication open.

A new chairman has been appointed and two new trustees, one joined as a volunteer who brings first-hand experience and skills to contribute to the board the other brings a wealth of experience, diversity, and knowledge to the table.

Our founders Mr. and Mrs. Deans have been recognised for their hard work and are now *'Life-long presidents'* enjoying their well-earned retirement

**We meet the need for a brighter future...** *Helping everyday people with everyday life*

We opened our door to our families from Ukraine

The community shop is tackling the need not only do we offer high-quality food at a price our members can afford but we are also able to support or signpost to tackle the cause of many other issues!

Members shop to ease the pressures on the family budget while having access to professional development programs to kick start a positive change in them.

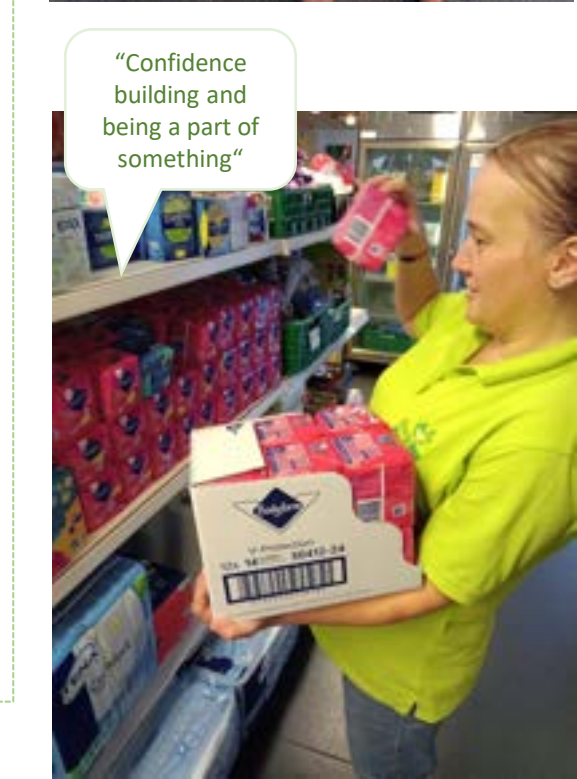
**Our new social coffee shop opened in April 2022** offering a safe place to meet reducing loneliness, social events, and volunteering opportunities.



“I like working on my own”



“Learning new skills”



“Confidence building and being a part of something”

- Open day 18<sup>th</sup> March our first networking event
- 82 free Easter parcels and eggs for the children
- Jubilee cream tea 44 members enjoyed a fun afternoon
- 4 members joined 100 voices for Dorset Health Care
- 128 free festive hamper for our most deprived members
- Mission Christmas 96 gifts for our children to the value of £3,040

## Our Social Coffee Shop “ My happy place ” a quote from Ben “

Over 2022 we have seen a 58 percent increase in demand for our service due to the cost-of-living crisis, supporting our already struggling members with daily financial worries, and the additional stress of eating or heating has had a greater effect on their mental and physical well-being.

To alleviate those struggling to pay bills, we provide equipment free to households most deprived, to reduce the cost of cooking. (No point giving free food if when they get home, they can't afford to cook it!)

Educating families to reduce food poverty and giving them the confidence and tools, their need is more important than ever.

We offer food demonstrations in our coffee shop space which is set up as a small kitchenette, our members are eager to get involved in our cooking demonstrations, we show how easy it is to use a soup kettle or air fryer - they can make a wholesome meal, for under a £1, helping families cook together and getting the children to try new things, we include all the ingredients needed to try the recipes at home,

A more cost-effective way to cook- example:

'The oven takes 20 mins to heat before the cooking takes place - an air fryer is instant, needs extraordinarily little or no oil, and will roast vegetables/potatoes in 15 minutes - a joint of meat will cook in 45 minutes. (Cost saving: 43p in the oven Air fryer 19p to cook roasted veggies)

We managed to get a discount at our local Curry's to buy Ninja dual air fryers at the same price as cheaper options. The impact this has had on 58 households has been overwhelming many are already seeing a reduction in their bills.

20	9	10	11	8
families	families	Couples	Singles 65+	Individuals
air fryers	soup kettles	single air fryers	Soup kettles	Slow Cookers

We have already seen a positive change in our member's shopping habits, by making fresh ingredients more affordable, such as meat, fish, and fridge essentials our members are able to afford essentials that may otherwise be dismissed due to their lack of funds. We stock the shop with the necessities to encourage members to shop weekly for household essentials.

### Our members

45% have learned batch cooking tips - transferable skills gained to encourage other members of the household

60% greater understanding of budgeting for daily essentials improves finances long term

80% of our members reduce their food costs and shop more wisely.

40% have reduced energy bills via practical training and cooking demos.

58 households were given free cooking equipment to reduce bills

576 free meals were given to members via the coffee shop

20 members were given electric blankets thanks to Dorset Fire and Rescue's donation

## We are much more than a Social Supermarket

It's not about selling cheap food but building strong community support. We have given our most deprived free food to support them over the school holidays, children have helped in the shop, while mum/dad enjoy a coffee, we offer free meals in the coffee shop to anyone struggling to cook or afford a hot meal, we strongly believe eating together encourages a healthier eating habits

We encourage children to try fresh fruits and explain the benefits 'For example: a banana will give you more energy than chocolate'

### Comments from members and the impact we have made

1) "Thank you so much for your time today helping me with meal planning. After sitting with you I feel truly inspired and motivated to make a change to my eating habits, to suit my budget. I'm especially grateful for your guidance. Knowing I can still eat in abundance and healthily is important to me". **My weekly shop cost £9** (thank you for all the freebies, we are so grateful)

2) "Both my husband and I work full-time and generally in a comfortable financial position, but over the last 3- months we have had to rely on our credit cards to buy food, I feel so ashamed to be asking for support, but for the first time in my life my budget has become so stretched, I have maxed my credit card to the limit which has put me in a worst position" I am so very grateful for your support and not making me feel worthless -knowing I can feed my family tonight has reduced my anxiety and the black hole I have been in, I am seeing a glimmer of hope"! "I will repay your kindness one day."

3) "I am already seeing savings, my electric meter still has money on it, this never happens"

4) "I took the recipe home and cooked the gnocchi bake for my family, no meat which made it cheaper, comments from everyone "Mum that's the best dinner you have ever cooked " proud mother shared this with her friends"

5) 'My girls are so fussy, they only eat chicken nuggets and chips - since you gave us the air fryer, they want to try new things, we are even eating fish, and salmon I can't thank you enough"

6) "Coming in for my lunch daily has given me something to look forward to, I love the banter and friendly chats"



# How do we involve people in our community?

While our shop is members-based offering support to 424 households in our community tackling the need for food and giving a real social purpose when experiencing hard times.

Our community coffee shop is open to members of the public to support community engagement and highlight awareness of our most deprived in Poole.

We promote professional development programs to kick start a positive change and to develop self-confidence and skills to motivate people to do better.

We offer an area to support group activities, giving our volunteers and members more opportunities to socialise and gain soft skills.

Training in a real working environment has given five volunteers work experience, developing new skills to reach their goal of part-time employment.

We have gained a valuable staff member from our volunteering opportunity who now supports others on their journey of growing confidence and self-worth.

As part of 'Chat Café Local', anyone feeling vulnerable can come in knowing there will be someone to talk to.

We support Fifty-one Ukrainian families giving them a place to feel part of our community.

We strengthen volunteer engagement – encouraging teamwork, soft skills, and most importantly a feeling of being part of something.

What a little gem we have in the centre of Poole "Waste Not Want Not" A community shop/café that offers a warm welcome for anyone struggling to feed themselves. This shop is needed more than ever, and I never miss a chance to signpost people in need to this wonderful, friendly, supportive, and much-loved community shop. The staff goes above and beyond to help you and Erika, and her team are always available with good advice and a listening ear.

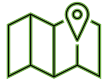
Nikki Campbell - DWP Work Job Coach



# Our Members



We currently support 424 households – 629 Adults and 380 Children



Demographics show 70% of our members come from Poole Town and Hamworthy which has 19% deprivation in the BCP conurbation 25% come from Parkstone and Rossmore 5% travel from Highcliffe as they have no support in their area



We collate by membership ID – each member has a card with a barcode that syncs to the information of each household on the registered database the information is collected on how many people live in each household 1) how many adults 2) how many children under 16 3) the reason for joining 4) additional support required 5) Address and postcode 6) referred from

1

We offer a 6-months membership  
3 monthly reviews to highlight any further support required

2

Members need to fit our criteria\*  
People struggling to pay bills due to lack of funds, universal credit claimants – low pension- loss of earnings – long term sick. Individuals need to bring proof via letter or Journals

3

We are able to signpost to other services:  
Let's Talk Money have a drop in service bimonthly.  
Wise Ability Support CVs and job support  
Live Well Dorset offer MOT health checks

4

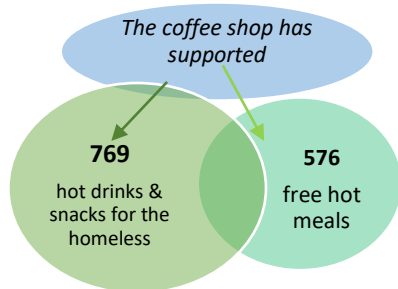
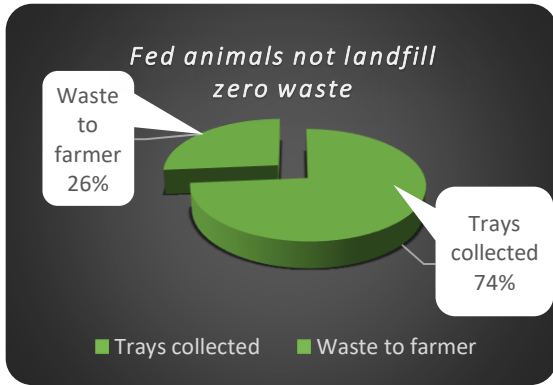
Referred to us by BCP Crisis Team, Citizens Advice, Support Workers, or Food Banks,  
We are a satellite to Jimmy's (Poole Food Bank)  
But meet the needs at a different point



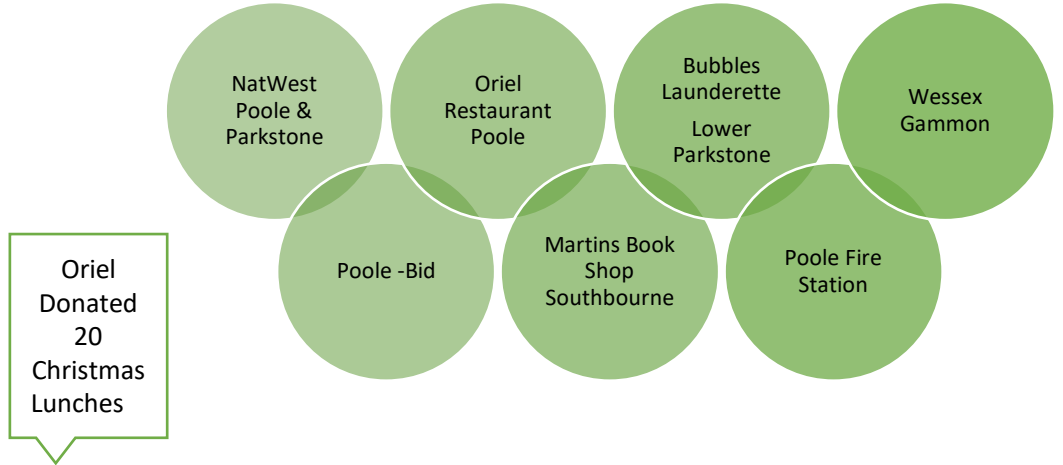
## Impact on our Environment - Food Waste

Our delivery drivers- two part-time paid and 3 volunteers are out daily collecting surplus food from our local supermarkets, supporting food waste – not landfill Waitrose, M&S, Lidl, Tesco, Aldi, Coop, Asda, Makro, and Booker, all support us in more ways than food, the community champions are very supportive of local charities, supporting work placements for any volunteer who would like to gain extra skills which strengthen CVs and give greater prospects in gaining work We collected from 11 supermarkets 6 days a week to make sure our shelves are well stocked to support our members giving them the choice they deserve.

We collected **82** tonnes of surplus food to feed our members and reduce food going to landfill equating to a staggering **1602** donated food collections during 2022



## Our Supporters

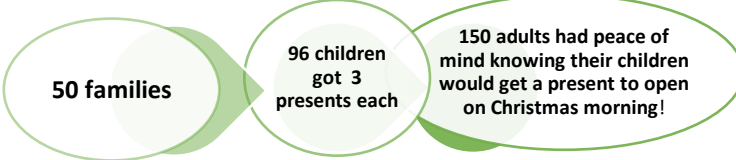


*Christmas can be a stressful time for many people; Some people find that the Christmas spirit can be undermined by financial and time pressures*

*We supported our families to make sure every child woke up to a present to open on Christmas Morning*

*Last year we gave 104 hampers and fresh meat This year 2022 we supported 128 free festive hampers full of festive goodies - fresh turkeys/gammons with veggies plus free food to ensure our members had enough food over the festive period*

**29 single households – 18 couples - 50 families and 31 volunteers**





### **Volunteer Well-being**

- 95% state improved physical well-being by volunteering
- 100% improved mental well-being
- 100% increased social engagement
  - 15 volunteers have improved fitness levels
  - 32 volunteers have learned new skills
    - 18 gained qualifications
  - 5 volunteers gain part-time work
  - 4 volunteers have been supported with personal issues
    - 36 feel valued
  - 3 volunteers as employees.
  - 1 volunteer has become a trustee
    - 70% made new friends
  - 2 gained soft skills and are now working unaided
  - 9 volunteers work with a job coach to gain on-the-job experience
  - 2 volunteers have been supported with personal issues



### **Members Feedback**

- 68% have reduced anxiety
- 100% would recommend
  - 80% have seen an increased budget by shopping at PWNWN
- 95% reduced isolation/loneliness
  - 40% engaged in activities
- 22 members got their household support payments due to our input
  - 30% had support submitting online forms
- 40% reduced health issues due to being able to eat well
  - 58 households were given energy-saving equipment to reduce their energy bill
- 45 members were overwhelmed with the extra support offered (Acts 435)
  - 8 members would never have contacted Citizens Advice for help; but thanks to our bimonthly drop-in service giving the first step in asking for help.



### **Our biggest impacts**

- 1) social engagement, reducing loneliness
- 2) physical and mental well-being
- 3) Better budgeting
- 4) Would recommend

# Health & Well-being

# WHAT DO OUR MEMBERS ENJOY MOST?



# Partnership Working!

Ben is now a member of our volunteering team...  
"my happy place"



C.O.A.S.T is pleased to say that they have recently forged a new partnership with the local charity, PWNWN, The charity has a social supermarket and community café on site, both of which offer our clients a myriad of opportunities to gain work-based skills. Erika, Charity project manager Waste Not Want Not mentioned: It was a pleasure to work with you and the team yesterday, Ben, Joey, and Steve settled in very well and enjoyed the day. After explaining all the H&S rules, they got to work, and very keen they were!



Over 15 COAST volunteers have signed up to become members of PWNWN

## Working together to form a stronger community over 2022

We have worked closely with other services to reach out to more people, our local schools have our leaflets to share with families who may need our support.

Hot radio interview with Alistair CEO of Faithworks tackling the homeless and working in collaboration with their satellites.

Cost of Living Conference at Bournemouth and Poole University BCP Access to Food Daisy Carr invited guest speakers Gill Payne Jimmy's, Erika Sloper Social Supermarket Poole and Millie Earl Bournemouth Food Bank to talk about the rising issues as we see an increase in demand for our services.

BCP communications – Steve Place from CAN invited *Poole Waste Not Want Not* to talk about how the Bounce Back scheme helps volunteers from PWNWN with online training

Coffee shop opening – 18<sup>th</sup> March with outside seating which has gained interest from the public offering to support with donations or volunteering their time.

Aaron, a client from the learning disability support team DWP has joined our team of volunteers to gain confidence and skills.

Citizens Advice – Lets Talk Money drop-in service

Live well Dorset - Free Health MOTs

Beryl bikes were proud to support Waste Not Want Not with access to our sustainable fleet for a range of projects and initiatives. £150 worth of free rides

Charlotte our community engagement officer from BCP spent time filling out household support forms for our members who are unable to assess computers.

Jimmy's and Poole Waste Not Want Not worked in partnership with St James' Church, BCP vibrant Communities, and Shelter to hold a **Community Help Marketplace** offering help and advice under one roof!

To members of Poole community to find out what free services are available to people who may be struggling for the first time in their lives this includes many working households

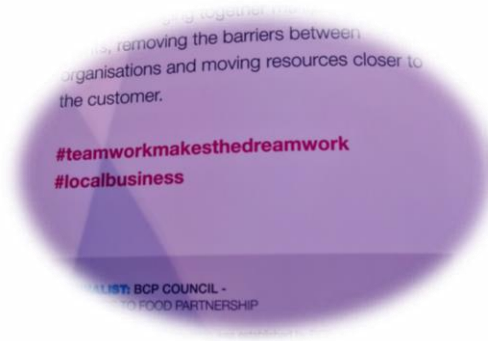
*We have been approached by South Today, Radio Berkshire, and Wave 105, to share our energy-saving tips,*





Two proud moments!

We won the Best Service Provider of the year for 2021 and 2022 won The Outstanding Community Support award



## Community Partnership Working

BCP Access to Food partnership was established to bring together a broad range of organisations, groups, and communities to create “a Bournemouth, Christchurch, and Poole where everyone is able to feed themselves and their family nutritious food, all of the time”. We won Bronze at the IESE awards in London’

Poole Waste Not Want Not was selected to represent our Partnership working to collect the award with Daisy Carr

Poole Waste Not Want Not was invited to Join a Live Q&A with our leader of the BCP council, Cllr Drew Mellor, as a guest speaker with Daisy Carr BCP Community food coordinator, and Tom Lund from Citizens Advice giving our residents a chance to ask questions, what help is available and what we can offer to help many struggling for the first time due to the cost-of-living.

Quote from Daisy

Erika has been a really valued member of the Access to Food Partnership steering group, the Listening Broadly working group, and the Arising Issues working group. Erika has been available for people from projects all over Bournemouth, Christchurch, and Poole to come and learn from the experiences of Poole Waste Not Want Not. Erika also provides crucial on-the-ground insight into the day-to-day challenges that face food projects in BCP and the challenges that people who experience food insecurity are dealing with.

**Daisy Carr** (she/her)  
Community Food Co-ordinator



Bringing local communities together to identify needs



# Press Release

## South Today 1<sup>st</sup> August – we made the 6.30 news!

"While food banks support people with emergency food, those providing long-term support, such as social supermarkets and community stores, are being signposted thanks to the app," said Daisy Carr, community food coordinator at the council.

Waste Not Want Not is a Poole-based community coffee shop and social supermarket that provides discounted food to people on a lower income.

Project manager, Erika Sloper, said it helps nearly 500 families in the area.

One customer told the BBC she shopped there regularly for her family: "What I would pay for a bag of apples, I can get a whole bowl of fruit."

## Daily Echo

### Poole community shop sees demand due to the cost of living

A COMMUNITY shop in Poole says it is seeing "tears of anxiety" when people come through the door due to the cost of living crisis.

Charity project manager Erika Sloper said the store has seen a dramatic increase in customers during the cost of living crisis. She said: "Our shop just does not stop the minute the door opens. People are in and it just continues all day.

"We've had tears of absolute anxiety when they come in the door. People are ashamed to ask for help. And then once they sit with us and we explain, you know, that you've done the right thing, this isn't anything to be ashamed about, we're all in the same boat these days, this shop is making your money go further.

"There's no stigma to it, we're non-judgemental and we are here to support and people generally go out with tears of joy afterward."

### Community shop wins Easter window competition

Poole Waste Not Want Not has been declared the winner of Poole BID's Easter Window competition. The BID congratulated Erika Sloper, the Charity Project Manager, Marie, and the team of volunteers, on the charity's window display.

It also thanked the other Poole businesses taking part in the contest. Jacqui Rock, Poole Lead for the BID, said: "We had a great response to the Easter Window competition, with creative ideas being shown across the area.





Unbelievable, I never thought I would ever be able to go to a shop and buy my children new shoes! Thank you so much, the smile on my children's faces made me feel very proud. You are all such amazing people, thank you so much for the donation.



Our charity has become an Acts 435 partner which enables us to post urgent needs on behalf of our members; money is then raised through the giving platform, when the request has been met we, as the advocate contact the member in need to give the money to be spent on the need intended. We have posted **45** requests over the last 8 months due to the cost of living crisis and all requests have been fulfilled.  
**lovely comments from our partners**

*A huge thank you to our partners at **Poole Waste Not Want Not** for working with this client, causing such a transformation of lifestyle and health! It's an honor to come alongside those on the front line and empower and enable them to support their client regardless of their economic situation - and we have our donors to thank for that!*

### Request need for:

- Deposit for a safe place
- White goods – washing Machine
- Food to cover the summer holiday
- Rent arrears
- Travel cost to the hospital
- School uniform
- Air fryer
- Food support
- Energy bills- mostly needed for fuel arrears
- School trip





## Poole charity 'Helping Everyday People with Everyday Life' proudly showcases a fresh look:

Our open event on 18<sup>th</sup> March 2022 was a great success as other service providers got together to share knowledge and contacts in our first networking event.

A charity that looks set to be busier than ever in coming months has showcased its fresh look – including a community coffee shop.

A social supermarket provides access to everyday essentials with members able to choose the food they wish to have and then take it to the till to pay a donated price.

Positive feedback received includes comments such as: "It feels like any other supermarket, a place to feel proud to come."

The charity, which uses the slogan 'Helping everyday people with everyday life, says the arrangement leads to a greater sense of dignity, choice, control and helps with budgeting skills.

"Our members feel proud to be entering a 'real shop space', a place to come to make their money go further.

"There are also recipe cards placed in the store to encourage people to cook nutritional meals."

Guests at the open day included Poole Mayor, Cllr Julie Bagwell, pictured, below cutting the ribbon to officially mark the new coffee shop.

She said: "It's an absolute pleasure to come along. "To see the transformation in this place is heart-warming

Erika, who joined the charity in May last year, paid tribute to the "big family of volunteers who supported the day-to-day operation of the social supermarket and coffee shop.



# Case Study (1)

## Turning worried into happy times

This grandmother went into her local social supermarket in Poole and asked for some food vouchers so that she could afford to save up for her grandson's school uniform. The local Acts 435 advocate at the social supermarket offered to put a request for the uniform on the website so that she could continue to pay the bills for her and her grandchild. The advocate posted the request and wrote:

*This poor child has been through so much over the last year, watching his mum in a bad place. Let us help him reduce the stress of going to a new school, which can be daunting when you already know some of the children. This is a fresh start for him- let's make him happy!*

Acts 435 donors contributed towards this need, for grandmother and grandson, and the grandmother wrote this:

*We are a family wanting to thank all the wonderfully kind people who have helped us with the things we truly could not afford! You have helped us beyond words in these very tough times, you have turned our worries into happy times. We had to make choices between household bills and food, making me feel we were letting our children down. Your kindness has reduced me to tears. Being able to buy school clothes for my grandson, words never seem enough, but they really do come from my heart, with love. Times are very bleak now. Without the support of Poole Waste Not Want Not, who are all amazing and led by great people, I don't know what I would have done. So, hand on heart, I thank each and every one of you and you are all in my prayers.*



*"I'm not good with words, but with all my heart I want to thank you for your kindness and for never judging us! You are one in a million, Poole Waste Not Want Not; couldn't have a better ambassador than yourself Erika, We are all so truly blessed to have you, Marie, and all you guys in our life," Amanda*



# Case Study (2)

Dawn our amazing volunteer described 2022 as a turbulent year, volunteering has been her lifeline...

## Going the extra mile

Dawn started volunteering with us in July 2021. She worked part-time but loves being a part of our volunteering team her words *"it keeps me mobile"* Dawn has a mobility disability but never gives in, an inspiration to us all.

July 2022 Dawn was struggling with her finances and asked for support, without any hesitation we sat together and went over her paperwork and bills, when reading the letters from her housing company it was clear to see she was weeks away from being evicted!

Evidence showed that due to her not having access to a computer or the knowledge to use one, she was unable to read her UC journal messages and her benefits were suspended, unsure of where to go and felt embarrassed she ignored the letters, but when discussing with Dawn that she would be eligible to the household support payment of £200 she was overwhelmed until we started to fill in the form when suddenly the question was asked about benefit proof, Dawn then explained everything to me. We set up a meeting with DWP and I took over managing her funds, we set up a payment plan to clear her arrears, and can happily report she is a few payments away from being debt free,

Volunteering is not just about learning skills or giving up your time it is about supporting each other,

Dawn had no one to turn to, her desperate situation could have ended in another homeless statistic,

The moral of the story is by being a part of something you are never on your own.

Dawn is dealing with her own emotions due to being made redundant, being a part of our volunteering team has reduced her anxiety, and knowing she still has a reason to get up in the morning gives her a sense of belonging.

Dawn is a valuable member of our team, and we feel very empowered knowing we can support her mental and physical well-being giving her a brighter future

## Quote from Dawn:

*"Without the support, I don't know where I'd be now, I have just been made redundant, after 19 years and due to ill health unable to actively look for another job but as stressful as it is, I have the support of this amazing Charity, I can't thank you enough for all you have done and are still doing for me"*





## Case Study (3)

Together with her son Bohdan and daughter Anita, Oksana fled the war in Ukraine in April 2022. For the sake of their children, she had to leave her beloved husband and his family behind.

Advised by the DWP, Oksana's first visit to PWNWN was understandably with some apprehension. Her life was in turmoil. She had very little money and knowing very little English, it took time and patience to listen and understand her reason for needing to use our charity.

We were able to give her, and her children several days' worth of nutritious food and enrolled her as a member of our shop. Over the course of time, we have been able to help her further by providing the service of the CAB. At Christmas time she received a hamper filled with luxury Christmas fayre and presents. She was overwhelmed. As recently as yesterday, with the compliments of the Fire and Rescue service, we were able to give her an electric blanket.

Oksana's English vocabulary is growing at a rate of knots and when speaking to her about her feelings of our charity, she replied, "This is my safe place. I feel supported and I like the friendly atmosphere.

"I feel you really do care about me and my family. Thanks to you, we do not feel alone!"



# Our Community

**Poole Waste Not Want Not**

Priority offers to the Neighbourhood Food Bank  
 A charity that helps people in need by providing food and essential household items to those who are struggling.

**Waste Not Want Not** has been in help local people by bringing in only quality products. By means of our local Neighbourhood food support network.

We are more than just a food bank...  
 We have opportunities for volunteers, we can help reduce food waste and ensure it is all used, help and support.

The local award winning Neighbourhood Food Bank. We're open 10 AM to 4 PM, 7 days a week. We're open 10 AM to 4 PM, 7 days a week. We're open 10 AM to 4 PM, 7 days a week.

01202 402818

10 High Street Poole, Dorset BH15 1TQ  
 www.wastenotwantnot.org.uk

www.poolesupermarket.co.uk



*Rich is now a trustee*

**Our New Uniform** gives a sense of pride in being a part of a team

We could not run this charity without the support and commitment of this amazing team of volunteers!

Reported January 2023  
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Charity Project Manager

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