

Report
Poole Waste
Not Want Not
(PWNWN)
January- 2023-
January 2024



**Waste Not
Want Not**

Registered Charity No: 1166798

Helping Everyday People with Everyday Life



Environment

Reducing food waste and saving landfill

Economic

Reducing food poverty and financial hardship

Social

Reducing Isolation and Loneliness

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

Social Supermarket & Community Coffee Shop

Over 2023 we have:



**Supported
3,728 People**



**Collected 146.5 Tonnes of
food**



**Organised
11 Events**



14 Children's Activities

*17 Street Music Events as part of Poole - Bid's Charity Partner 2023/24
We were the chosen Charity for Poole's first Seafood and Sound Festival
of which 7 members helped promote and shake coin boxes; we raised £1,435*

Poole Waste Not Want Not (PWNWN)

Our vision:

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

Overview

2023 has been a challenging year for us all!

PWNWN's been busier than ever, supporting over 600 households to eat well at a price they can afford, we've cooked 866 free meals, packed over 900 food parcels, delivered over 300, supported 106 families with energy-saving equipment, handed out 97 Easter hampers, 142 Christmas hampers, given over 300 free joints of meats, filled 100's of bags with free food, given an abundance of fresh fruits and vegetables, filled 866 food bank crisis parcels, gave our homeless hot soup; held fun days, and free buffet lunch days. 96 children got new school uniforms, and 'Mission Christmas [Wave 105](#)' supported toys for our children; and of course, kept our shop stocked with fresh, meats, vegetables, chilled, and daily essentials to offer a real shop experience with a warm and welcoming atmosphere!

“A big thank you goes to Becky, Mark, and the team from B&Q Poole for our shop makeover”

We were included in the Poole Heritage Action Zone programme our successful grant offer went towards repairs to the shop front.

“This is more than a shop, it's my safe place; if I need advice or just sit in the warmth, I can guarantee a friendly welcome”

We recognise the evolving dynamics and understand that the root cause of the challenges may extend beyond immediate food needs. By taking the time to listen, we can better understand the individuals' circumstances and tailor, accordingly, building stronger support networks, if we are unable to help our partners can, Or vice versa.

(Citizens Advice, Acts435, Ridgewater Energy, BCP Council, Local Schools, Route To Roots, Community Action Network (CAN), Social Services, Poole Hospital Mental Health team, Salvation Army, and DWP our local job Centre).

We upskill staff to enhance a more professional service and delegated daily tasks to our coordinator, freeing up vital hours for the manager to concentrate on higher-level strategic decision-making.

Our drivers have built lasting relationships with our local supermarkets, gaining extra tonnage. We've developed meaningful relationships with our business community; with comments of;

“We've adopted you as our charity for 2024”

We've said goodbyes and welcomed new faces, we've had long days, early mornings, fun days, and stressful days, but can honestly say we've enjoyed every minute!

Dawn our amazing volunteer who had great passion and loved to keep our toilet roll shelf full! sadly, passed away this year! *‘Our toilet roll queen will always be in our thoughts.’*

New web page went live in June 2023 giving direct information on an easy-to-use platform.

- Online membership forms for referrers
- Volunteer opportunities
- Advice and support
- Case studies
- Funding Support
- News Stories
- Donate

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

Founded in 2016 by Elaine Lawford and Bill Deans



Social Supermarket



Poole Waste Not Want Not:

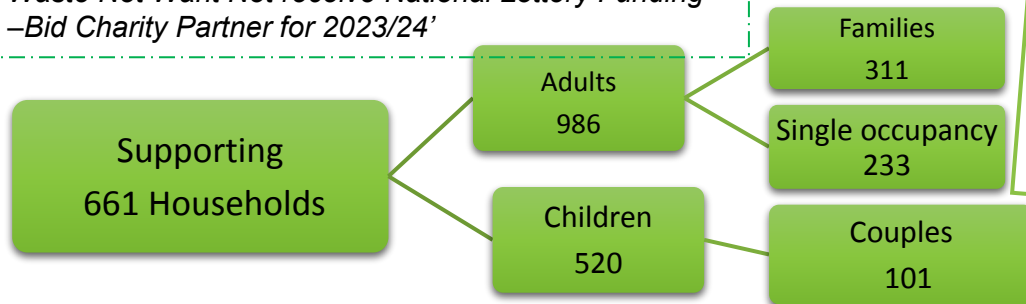
A members-only social supermarket and community coffee shop on Poole High Street. We prevent food poverty and combat social isolation within our community, we provide essential support through food. Additionally, we offer volunteer opportunities and training programs to empower people to gain confidence and skills in a real working environment. Together we strive to build a more inclusive community, and everyone feels valued.

We sell discounted food, toiletries, and cleaning products for households that suffer from insufficient disposable income, giving these households the choice of food, they would normally be unable to afford; this leads to a greater sense of dignity, choice, and control and eases budgeting skills.

As people feel the impact of the cost-of-living crisis we are seeing households who had never faced financial hardship suddenly facing food poverty for the first time in their lives.

Bournemouth Echo articles:

- 'Poole Waste Not Want Not sees demand soar over 2023'
- 'Poole Waste Not Want Not adapts to the cost-of-living crisis'
- 'Poole Waste Not Want Not receive National Lottery Funding'
- 'Poole –Bid Charity Partner for 2023/24'



"Live interviews on Wave 105, Hope FM and BBC Solent over 2023",

Volunteering offers a unique benefit to those we help having a positive impact on our mental health and well-being.

Volunteering hours over 2023 Shop 4,848 - Drivers 920

- ☐ 31 volunteers working to an agreed rota giving work balance and flexibility
- ☐ 9 volunteers gained life skills and qualifications
- ☐ 6 students from Bournemouth & Poole College on work placement
- ☐ 6 referred from DWP to build confidence and gain skills
- ☐ 15 people gave their corporate volunteering hours (67 hours over 2023)
- ☐ 4 gained employment
- ☐ 14 gained qualifications in Food Safety. Three in Level1-Ten in - Level 2 -one gained Level 3
- ☐ 3 of our learning disability volunteers joined our Skills and Learning Course
- ☐ Friendships have been made



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 feel isolated

Community Coffee Shop

Our shop is for members only giving a real social purpose when experiencing hard times. Our coffee shop is also open to the public to encourage community engagement and to highlight the awareness of our most deprived in Poole.

We encourage our members to enjoy a coffee a natter and socialise with others to improve physical and mental well-being; great opportunities for signposting, and welfare checks.

Every Wednesday we offer free lunch. Over **700** people enjoy a hot meal who struggle to cook at home; eating together provides a time to be connected enhancing a positive impact on mental well-being and social inclusion, we have seen lasting friendships made by sharing stories and life experiences.

Activities:

Involving children in fun food activities is a great way to motivate them to try new things and make healthier choices. Teaching children about nutrition can be challenging, but we making it fun and interactive and of course, they love getting their hands dirty!

Half-term

Getting children involved in chopping and tasting fruits & and vegetables

Summer Fun

Free lunch provided

- Pizza Making
- Smoothie Making
- Plant a seed
- Art & Crafts
- Grow our own \vegetables
- Kite Making

Easter Fun

Cookie Decorating

A great space to encourage:

- ✓ Training
- ✓ Activities
- ✓ Support groups such as menu planning on a budget
- ✓ Nutritional advice and workshops
- ✓ Our Skills & Learning courses run before we open our doors
- ✓ Other support services to offer advice



900+ hot drinks & and snacks to our homeless





"Hi, I hope your day is going well, just wanted to say a huge thank you for the food parcel it really has helped a lot, and I am planning on giving back on my first paycheck. God bless and hope you have a wonderful day" 🙏😊



How have we supported our members this year?

We have seen **over 600** households visit the shop (that's 9,000 visits) in 2023, seeing positive changes in our members' shopping habits. As our shop evolves, we are seeing an increase in members using us regularly which improves their finances. By making fresh ingredients more affordable our households can eat well.

Comment from our feedback forms *"In the past, we had to top up our shopping in other stores as we didn't always have the choice! the changes we have seen over the last year are amazing, we love this place"*

We differ from food banks in the fact that food is not entirely free, however, we provide a wider range of food at a heavily discounted price 50/75% cheaper than high street supermarkets. This is a unique and practical way to support our members in stretching their resources and promoting financial responsibility which empowers them to manage their budgets effectively. We are hearing savings of **£60** per week (family of 4)

Changes in 2023: We have changed the layout of the store, we have new fridges and freezers, and our shelves are stocked with daily essentials, fresh meat, fruits, and vegetables to enable our members to choose more wisely Offering a real shop experience reduces the sense of shame.

We provided energy advice to address fuel poverty, signposted to Ridgewater. We offered help with housing issues showing our commitment to listening and helping fundamental needs. We explained and /or printed forms to help reduce further debt; we signposted over **50** members to Citizens Advice debt advisers.

New tables and chairs offer a more relaxing feel, the children's play area had a makeover, and we organised 5 children's birthday parties to ease school peer pressures.

- 96** School Uniforms brought with our successful grant from 'Cash for Kids' Wave 105
- 25%** have learned batch cooking tips - transferable skills to encourage other members of the household to reduce waste
- 55%** greater understanding of budgeting for daily essentials improves finances long term
- 100%** of our members reduce their food costs and shop more wisely.
- 40%** have reduced energy bills via practical training and cooking demos.
- 106** households were given free cooking equipment to reduce bills
- 866** free meals were given to members via the coffee shop



Supporting our Members

"You guys have been so good for my mental health; you're a big part of my support network"

We are seeing many households needing our service for the first time in their lives (working families who were generally in a comfortable position)

What difference have we made?

We are proud to have such a diverse team of volunteers and paid staff who work together to empower each other bringing new ideas and skills to PWNW, helping people from different backgrounds to work together and understand each other.

"A fantastic team who never make you feel uncomfortable no matter what your background"

Our Members:

2 Members joined our Board of Trustees.

How to become a member: **People struggling** to pay bills due to lack of funds, universal credit claimants, or in receipt of a means-tested benefit (e.g., low pension- loss of earnings – long-term sick, Universal Credit) Families of households on minimum wage may be eligible to become a member we encourage them to come in or call for more information.

- A membership is valid for 6 months. However, if their situation changes at any time, they will inform a member of the team. Our new barcode scanner collates information from their membership ID card and syncs it to our database giving a more accurate recording.
- Demographics show 80% of our members come from Poole Town and Hamworthy, which still has 20% deprivation in the BCP conurbation. 20% come from Parkstone and Rossmore, and 2 elderly ladies travel from Christchurch to enjoy some social iteration,



Our B&Q grant enabled us to facilitate in helping our most vulnerable with house make-overs 4 families living in damp and mouldy homes 1) got their living room back to socialise, 2) a sensory bedroom make-over 3) children's beds as they slept on the sofa, anti mould paint, bedding 4) pink girly bedroom to break her sleeping in mums' bed. she even has her desk to do her homework now and loves it – no more sleeping with mum!

Our Volunteers: 'We offer training and safeguarding support to everyone's learning style.

We currently have 31 working to an agreed rota giving work balance and flexibility

6 members have just joined our volunteering team to feel a part of something.

4 have gained employment after a referral from DWP to join our training program

Volunteer 1 Extremely shy and did not like to mix with others, now cleaning in a local school 5 afternoons a week, great outcome, and still volunteers with us 2 mornings.

Volunteer 2 lacked confidence after a nasty accident, she was referred to us by social services to become a member, feeling relaxed in our environment she decided to join our volunteering team. 6 months on she felt stronger and ready to actively job search. We can proudly say she is now working for a recruitment agency

Volunteer 3 To give something back and stay active while job searching; is now working in care

Volunteer 4 After an open and fair application process via the job centre we welcomed a member to our staff team working 20 hours a week

"Building confidence and giving back"

We worked with our **Industry Placement Team**, at Bournemouth & Poole College to offer work placement opportunities to two Students, with positive outcomes.

Alex: Feb 2023 Alex joined us working 4 hours a week to gain soft skills toward his CV and work skills, on Alex's first day he commented *'He didn't think this place was for him'* I replied, *'If he still felt the same after a month, we can discuss options'*.

Change is hard for us all but when you have anxiety it can feel overwhelming. We are pleased to say Alex continued his training, learned new skills and gained confidence; one -year on he is still volunteering 6 hours a week.

Adian: March 2023 Adian joined us as a part of his 50-hour work in the community for his Health And Social Care Course and continued with us over the summer

WHAT DO OUR MEMBERS ENJOY MOST?



“To be able to afford fresh fruit and vegetables”

“Feed my family a wholesome meal now thanks to your cooking demo”

“This shop is such a friendly place to come, and I don’t feel judged”

“ I can guarantee fresh food on my budget, it’s amazing; especially when you fill our bags up with lots of fresh fruits and vegetables, I’d never afford everything we get from you guys... you are much more than a shop ”

“A place to come for company and banter with you all”

“I always get the support I need in a friendly and helpful manner”

“I would never have got my household support fund without your help...you really do save lives!

“ you supported me when I was low- I can never repay your kindness”

“ All of you, you are remarkable”

“I love that you always make me feel welcome, it’s not like any other shop, you all are so caring”

. I can’t find any fault In PWNWN, staff are so welcoming, friendly, helpful and always have a chat to me when I come in. It’s a lovely place to be in.

. “Everything is very good indeed - the staff are so helpful and never make you feel awkward because you need help.”

“The support is amazing; you really do go above and beyond “

“We love coming to the lunch events”

“Cannot put into £’s but I know I save money on everything I buy. My husband can eat most things, but I suffer from Crohn’s disease so cannot eat lots of items. I have to say that I hope you continue as I could not manage without you. Well done all of you and thank you.”

Community Partnership Working



Jo the Multiply tutor supported three of our learning disability boys, doing basic money skills, understanding dates, best before and use by, basic life skills through the practical training in the shop. The course ran for two blocks of 6 weeks; the boys have gained so much, working in the shop with better awareness and much more confident, we didn't want it to end, so our amazing volunteer Corrine offered to continue the sessions and agreed to support Jo for a few weeks, and became our Multiply Champion'

Corrine commented " *This is what I do best, I love working with the boys*" (retired schoolteacher)

Stephen commented " *Now I have a qualification; I think I might go and work in Harrods*" .

Community Action Network (CAN) closely reviews all our policies and governance practices and offer free food Safety Course We have a good working relationship which is vital in providing a safe environment and keeping up with the changing times. Visit from NHS Dorset Non-Executives and Steve Place commented 'how hard we have worked to turn the charity into this professional place you see today, as 2 years ago was 'destined to failure', and closure was imminent'.



Erika Joined the Judging Panel for the BCP Chairman's Community Awards

Working closely with **BCP Access to Food Partnership** and being a part of the Steering Group working together to face new challenges, as we continue to face extraordinary times, sharing experiences, challenges, and resources so together we thrive to build a more inclusive and resilient community, where no one goes hungry, and everyone feels valued.

Our Local Supporters:

Oriels Restaurant- NatWest- Sainsbury's - Bakewise Bakery- Rubicon - City Cruises - Truly Scrumptious - B&Q - Wessex Gammon - DB Foods - RNLI - Royal Marines - La Mamma Restaurant- Absolute Music and WHSmith.

Working with Win On Waste collecting bottle tops and encouraging recycling



Awards:

Aviva Community Fund - Winner
Poole Business Awards – runner-up
The Great British Awards – Shortlisted

Community Outreach and Support Team

(COAST) continues to support its clients in our real work environment. Louise mentors five boys to acquire soft skills that contribute to their personal development and enhance their independence. Connor, Kev, Chris, Joey, and Josh joined the 12-week program Steven, Ben, and Jonathan after years of Louise's role in creating a supportive environment felt confident to join our team to continue to thrive in our supported learning program

"They have just gained qualifications in food safety"



"Such great news" says Poole Waste Not Want Not after being named as Charity of the Year for Poole - Bid.





We have a Mental Health First Aider who often gives us welfare checks 😊

Our biggest impact is social engagement

"I feel humbled to be a part of this amazing team" Dennieze

Health & Well-being

Volunteer Well-being

- 15 made new friends.
- 100% feel valued.
- 70% enjoy the real work environment.
- 100% being a part of a team.
- 100% feel more confident
- 28 like sharing ideas
- 100% make a difference.
- 14 gained qualifications.
- 40% reduced isolation
- 7 say it's their safe place
- 100% improved mental wellbeing
- 65% interested in new things
- 95% increase in physical and mental well-being.
- 4 gained employment (9 over the grant period)
- 4 shared knowledge and give back

Members Feedback

- 7 members joined our charity events
- 12 joined our cooking demos
- 100% saved money
- 100% socialise more
- 100% would recommend
- 74 members were overwhelmed with the extra support (Acts 435)
- 90% eat healthier
- 106 were amazed when given energy-saving equipment to help reduce bills
- 95% feel a part of something
- 45% engaged in activities
- 70% reduced loneliness and felt included
- 4 homeless signposted to St Mungo's
- 1 lady supported by shelter due to our concerns
- 4 overwhelmed with their house make-over

Energy Saving Equipment

Showing our members how easy it is to make a wholesome meal in an air fryer, soup kettle or slow cooker can reduce their energy bills; e.g., the oven costs more than double what it costs to cook in an air fryer **106** given out in total



So glad we could help George, well done the curry looks lovely...

"The slow cooker was perfect I made a Beef curry today I am so happy thanks to waste not want not really helped me get my confidence back in cooking"

from George Cook



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

"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"



One amazing lady has overcome many health issues; giving her a steamer has made it easier to cook healthy meals without the stress of lifting heavy pans.

"I have been through so much; I was so worried I would drop a saucepan, so I stopped cooking!

Thank you for giving me my independence back"

"Thank you so much for all you do for Poole. It would be great if any evidence of this service could go to any MPs to recognise your hard work and ensure gas/electric companies are stopped from increasing prices, thank you." 'L'

37
families
air fryers

20
families
soup kettles

23
Couples
single air fryers

14
Singles 65+
Soup kettles

12
Individuals
Slow Cookers

One member was so overwhelmed to be given an air fryer, she commented that her son would be over the moon, as he was often teased at school because he was the only one in his group of friends without an air fryer in their house!

"When my son came home from school his face lit up like he'd just been given a million pounds!

He couldn't wait to get back to school to tell his friends and hasn't stopped googling new recipes ... we have had something different to eat every night ... and cooked by him... a 'Win- Win' for us both, thank you so much "

*a hot meal in the coffee shop is a donated price of £3.50 for fish, chips, and peas plus, a dessert. Free if unable to cook at home or lack funds we have given **866** free meals to 228 Children & 638 Adults enjoyed a hot meal over 2023.*

Extra Support

thank you

I am so very grateful for the amazing support I have had from everyone. When I feel so low and everything is against me, I will always remember the act of kindness you have given me. I feel so blessed to be a part of this social supermarket, you really have changed my life! You are always there to listen and support me in so many ways; when I was hungry you helped with food, when I was lonely you made me feel welcome, and my children were given school clothes. You are all amazing people who give so much. Thank you!

This single mum is so thankful for her local social supermarket. However, she needed a fridge freezer, which was something that the Advocate could help with through Acts 435. Together we gave her a #freshstart and helped when she needed it most. #MondayMotivationneeded

#freshstart



We have posted **74** requests due to the cost-of-living crisis and all requests have been fulfilled:

Requests were for

- White goods
- Rent arrears – deposits for flat
- Energy bills – fuel poverty
- Travel – hospital/bus travel cost
- Summer holiday food support
- School trip
- Repairs & Maintenance
- Winter clothes



12 of our homeless got:

- sleeping bags,
- pairs of gloves
- warm hats
- Socks
- Scarfs

K and her husband have a son who is autistic and goes to a special school. He has been attending the school for the last eight years and travels on the special bus. Unfortunately, funding cuts mean that the family now must pay £671 per year. This poor family is struggling, due to the cost of living, and their already stretched budgets have left them struggling to buy food and daily essentials. Their son needs routine and warmth. Please can we help this family reduce the additional stress of eating or heating?

Outcome- Our £200 request for heating was fulfilled.

54 electric blankets given as members struggle to keep warm

Ridgewater Energy for advice on energy-saving tips!
 3 households' new washing machines
 7 households energy saving lightbulbs
 35 have reduced costs

16 referrals were made to the Wardrobe Foundation, and a summer clothes rail in the shop to give our ladies a treat!

Cash for Kids Grant helped us support **96 children**, in total giving our most deprived families £50 per child to buy winter coats, shoes, and school uniforms.

£1,950 in total for 39 children

Again, in support of summer clothes, and school uniform

£2.8500 in total for 57 children

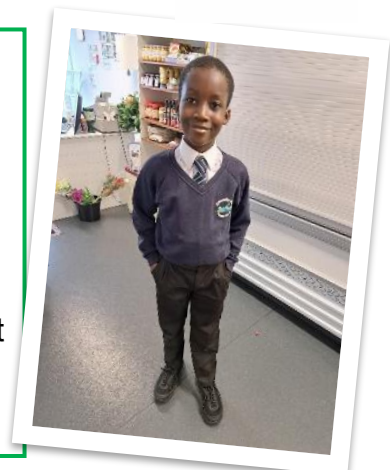


A special moment today!

This lovely boy came into the shop after school to thank us so much for his school uniform... He said he'd tried every day for a week, but he was too late, and the shop was closed!

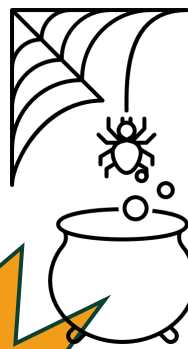
But today he came running in to show us how smart he looked I think you'll all agree he looks very smart indeed!

Thanks to [Cash for Kids South](#) and all the amazing people who donate, we were able to help this lovely boy feel proud on his first day in his new school



Halloween fun in the shop!

Entertaining the children while the parents enjoy a coffee and a natter,
We all had such fun!



"As always creating a wonderful atmosphere".



It was great fun thank you! I had a great time decorating a cookie"

"Thanks so much, the boys loved it Your all-blooming amazing!"



Half-Term Activities!



"Thank you so much my girls loved it"



Christmas



Our friends Carmen and Caroline from the 'Dolphin Centre Management Team' offered us the old Poole-Bid office over December to store festive items, wrap our toys/ gifts, and pack our festive hampers. "What a godsend, as the footfall in the shop grows our space is reduced,"

Christmas 2023 was our busiest year ever, but due to the increase in demand over the last few months that wasn't a surprise!

What were our concerns?

We expected to see more dual-wage households this year as energy bills, plus rents or mortgages increase. Families are left with little spare cash- 20 new members joined in December and 10 past members returned as finances are already stretched the spirit of Christmas is undermined by financial pressure. We had concerns that the support from others would be down this year. *Reduced food donations or would we get our turkeys donated this year?*

The impact: We were overwhelmed by the support whether cash donations from our amazing supporters, new connections giving volunteering time, members of the public donating food items, or local businesses supporting our requests.

Our volunteers worked tirelessly wrapping presents and packing boxes – many of whom were once members themselves. We are blessed to have such a great team. Gift vouchers and hampers were given to thank them all for their hard work and commitment over the year.

Our enthusiastic volunteers; we could not do what we do without them.

We had offers from members to help as our regulars noticed a sudden growth, comments like "I've never seen it so busy!" and "I come later now to avoid the mad rush". We have queues at the door from 10.15 most days. Our selves are depleted quicker, fortunately, we have built a great relationship with our local Sainsbury's/ Argos who donated trolleys of food keeping us well stocked over December!



**Dorset
Community
Foundation**



BOURNE FREE



We've delivered 18 festive food parcels.

Boxed up 142 festive hampers,
(plus 30 volunteers hampers)

Gave out 158 joints of meat, and 100's of
bags of fresh vegetables and fruits.

120 free boxes of mince pies

120 selection boxes for our children

Wrapped over 400 gifts/toys for our children,

Gave 106 female gifts, and 85 male gifts.

Three-course Christmas meal free for 45
members who would otherwise not get a
cooked Christmas dinner



Impact on our Environment



Food Waste – any food not fit for human consumption goes to our local farmer to feed Pigs, Horses, and Geese **2,779** crates collected reducing food going to landfills.



Our delivery drivers- two part-time paid and 3 volunteers are out daily collecting surplus food from our local supermarkets, supporting food waste, not landfills. Waitrose, M&S, Lidl, Tesco, Aldi, Co-op, Asda, Makro and Sainsbury's



The Community Champions are very supportive of local charities, supporting work placements for any volunteer who would like to gain extra skills that strengthen CVs and give greater prospects in gaining work.



We collect from 11 supermarkets 6 days a week to make sure our shelves are well stocked to offer our members the choices they deserve. We are invited to promote our service in their foyers and now have three donation points



*We collected **146.5 tonnes** of surplus food to feed our Members and reduce food going to landfills which equates to a staggering **2,592** collections of provisions during 2023*



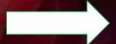
WE WANT YOUR PLASTIC!



Drop your bottle caps from milk bottles to us and we will send them to our friends at winonwaste.org who facilitate the collection for circular11.com Who turn it into low-carbon building products that are designed to last a lifetime!

Currently, manufacturers only use plastics that are highly sorted meaning most material get rejected. We've developed a process that can take the plastics and turn it into a special designed material blend, Perfect for outdoor applications.

The result is a material that is from which we create landscaping products and outdoor furniture that comes with a 10-year warranty and is designed To last a life-time




The best way to illustrate our outcomes and the impact of what we have achieved is to hear what our Members say!

Erika, Karen, and Dan go above and beyond to help every one of us in every way possible from shopping to mental health. They truly go above and beyond. They make us feel welcome. I can walk in teary-eyed and leave relieved and smiling. What more can you ask all the volunteers are so kind and non-judgmental. We come here because we are as desperate as it gets. I cannot put into words. E's absolute kindness since she took over PWNWN. It has changed beyond measure and my family cannot thank these amazing people enough. They make the worst of times bearable. I don't know how our community would cope without them.

"We love Karen"

It was lovely seeing you again today for our first shopping trip which we are truly grateful. Here's your little helper Priya who loved to help.


As we walked home, she said "I learnt something today Mum ' That if you help others then others will help you' 

I found this so cute not to share with you, Erika Take care and Thank you for all your help and support given to us all today.

Louise Andrew and Priya

"We are so grateful to you all for helping us, when we arrived from Ukraine, we felt so alone you welcomed us with open arms and our friendship has grown stronger, you really are wonderful human beings"

"You guys have been so good for my mental health, volunteering is my next step to recovery and what better place to start, I feel it's my safe place, and I would feel so proud to be a part of this amazing place"!

"I love the banter, When are you going to open a shop in Christchurch", I love coming to Poole; now I've found you it makes my journey even better" 

"You have been such a big part of my support network; meeting you today made me feel good" Elsa

"As a member, I have always loved this place!

I am lucky to be a part of the staff team, and thoroughly enjoy my work. The staff & volunteers are all lovely; I feel appreciated and valued and already feel a part of the team. This really has helped my mental health immensely. The café' is a great place to socialise and chat with our customers. Well done guys" Debs

Comments evidence the positive difference we make in reducing food poverty, Isolation, physical and mental well-being, confidence building, and feeling a part of something.

“ Quotes-Impact ”



I have learnt new skills, but more importantly, work alongside our fantastic team; meeting some lovely and genuine people and helping them overcome hard times gives me a sense of pride. To see people smile again is why I do what I do!
'Leanne'



In November of last year, the lives of my wife and myself were dramatically changed when I was diagnosed with a very rare and disabling disease. Neither of us had ever had any very serious health conditions before. Apart from the obvious changes to our lives that the illness brought, the financial impact was massive. Of course, we applied for state help, but (as anyone who has been in the same position will know) the time between applying and receiving can be very long and debts soon accumulate. Anyway, through word of mouth, we found out about Waste Not, Want Not, a *community shop that is intended for individuals and families that are struggling to maintain a nutritious diet due to financial hardship*'. Erica, who runs the shop, has been an absolute saint. She has helped us with so many things that we had no idea how to sort out ourselves. Erica and Waste Not Want Not, have literally been a Godsend to us. Not only have we been able to buy good food at massively reduced prices, but we have also had so much help and advice from them on how and what to claim. We are regular visitors to this very friendly shop, where if needed, we can speak to a Citizens Advice representative who regularly visits. So much of the help that we needed and still need, is there under that one roof. Amazing place!

Thank you, Erica.

Thank you, Waste Not Want Not.

M & D

Received my gorgeous bed today and just wanted to say thank you to all of you at 'Waste Not' for your caring kindness I am humbled by you all.

*lots of love Lindsay
(this was part of our 5k B&Q fund)*



'WINNER'

Congratulations to Leanne. Her vote was selected at random from the [Christmas Window Display Competition 2023](#).

She says *"I never win anything, so this was a fab surprise"*

"When I was at work and telling customers they could win £100, little did I know it would be me!

Now I can promote the next window display competition with even more confidence."

Well done Leanne.



Art & Craft in the shop supported by our lovely Nicola.

Nicola suffers from anxiety, but she loves coming in every day to feel a part of something, she says coming here gives her a reason to get up every day, 'Her safe and happy place!'

She loves drawing which gave us an idea; we asked if she'd like to manage an art morning for your children while their parents shop and enjoy a coffee...

She was over the moon; it was lovely to see her smile and get so involved.

This has empowered her so much that she has offered to do more.

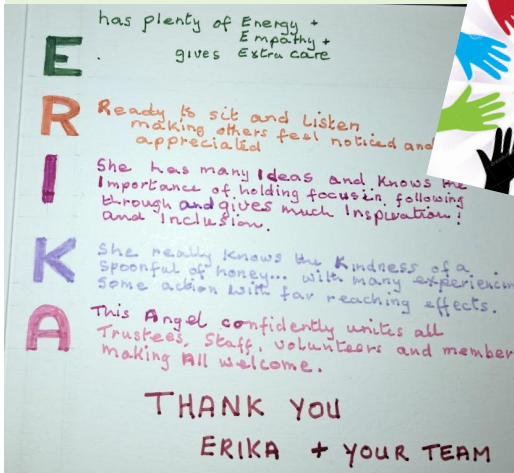
Why We Volunteer.

Ffion

I decided to volunteer here at Waste Not Want Not because I wanted to give back to my community and make a positive impact in the world. It has been an incredibly rewarding experience as I've gained a sense of fulfillment and purpose. Volunteering has allowed me to meet amazing people and develop a wide range of skills that are applicable to various situations in life. I've honed my communication skills by interacting with diverse groups of people, which has really boosted my confidence. I have also gained teamwork skills and learned about the logistics of food, and I've found that it's given me a chance to take on responsibilities I wasn't sure I could handle. Additionally, volunteering is a great addition to personal statements and resumes as it shows your dedication, compassion, and commitment to making a difference in the community. Volunteering here at Waste Not Want Not, has given me a sense of direction as it has helped me develop valuable skills that will be beneficial in my chosen field of food science and nutrition in the future.



"Volunteering over Christmas for the first time and seeing the smiles on member's faces when they received their hampers was overwhelming. Such a wonderful place and I feel privileged to be a part of it"



To learn new skills"

"I can't thank you all enough for the support throughout my illness, stuck in the hospital in Spain, I was so overwhelmed by the daily WhatsApp messages and songs, It kept me strong! We are blessed to have each other! Thank you so much for all you do for me Mandie"



Toby our youngest work placement student commented:

" Volunteering here gives me so much more than my school; school teaches me 'X and Y' which I hate! " Here I interact and gain life skills. Walking up and down the shop gives me more exercise than PE at school!"

"I really enjoy the maths skills and food hygiene courses, it's very rewarding when students suddenly make a breakthrough and have success!

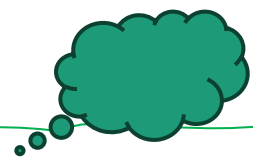
It keeps my brain active too finding different ways to help and explain things is great fun.

I've made friends and have a good feeling of making a difference to other people's lives."

Corrine our Training Volunteer.



Volunteer Impact



Jo our volunteer:

Back in the summer, I went to WNWN to donate some food. I'd lost my job a few months before (due to a serious injury) and was struggling financially. I stayed for a cup of tea in the café and chatted to Erika about my situation. She then took me through the membership process, and I joined. I have always struggled with my mental health and have been particularly low since my injury. When I'm feeling low, I struggle to get out and about but whenever I'm in the shop, I've been made to feel welcome and supported. I don't mind admitting that their kindness has sometimes reduced me to (albeit happy) tears. The amazing variety of food they stock has ensured that I can keep myself physically healthy while taking away the stress of being able to pay my bills.

Because of the support I've received, I offered to become a volunteer so I could help others in return. I was made to feel welcome as part of the team straight away.

"I love being part of the work they do, love meeting the customers and others involved. This is the one job where I've yet to have a bad day or dread going to work. It's hard to put into words just how WNWN has improved how I feel about life in the past few months. In a nutshell, I'm not sure where I'd be or how I'd be coping without their help and support"

Martin applied for our job vacancy but unfortunately, Debs just had the edge, he's now volunteering to help gain skills and strengthen his CV.

"I love coming here to socialise and not sit at home with no one to talk to, I wish I knew about this place sooner"



Ji commented:

"I never look forward to Christmas, but this year being able to help you guys has sparked some festive cheer, thank you so much for letting me help wrap presents, I'm overwhelmed with the work you all put in to make families Christmases special"

As we all know it is not always about the food, mental well-being is a big part of the support we all provide!

Huang Yi: A student studying business management at Durham University who gained experience working with us over the summer commented: "I really value the experience. The team has shown kindness and support. Thank you."

The impact of volunteers extends beyond the immediate support. They play a crucial role in the development, personal growth, social inclusion, and empowering others to get involved.



"We had such a wonderful evening, even our trustees joined us in making a great teambuilding event!" we can't wait to do it again" Sally

Our new Trustees have changed the dynamics; the difference they have made.

Trustees Comment...

Nicky Roscoe: Mental Health Nurse – joined our Board of Trustees January 2024

WNWN has been an absolute life-changing support for my family since it started. The volunteering experience for my son in his development and work ethic at age 14 was invaluable. The sense of community and security it provided, knowing I could provide fresh fruit and wholesome foods I could never have dreamed of prior to the opening.

Heavily in student debt from training as a nurse and increasing rent costs, I had no way of surviving within my salary.

Every month I was 200 pounds short of my outgoings; through the support of the charity, I began to break even. I began to feel in control of my finances again and the pressure to provide under conditions that previously had no hope of changing was lifted instantly from the day I met the team in more ways than I could ever have imagined.

I have always felt part of something amazing and for our relationship to evolve and by providing support to Erika when she needed safeguarding supervision was a privilege.

I now feel the time is right to increase my Involvement and be part of its future.

I would like to take this opportunity to thank Erika and the team for all their unconditional care and non-judgemental approach. This ethos has never changed over the charity's journey, and this should never go unnoticed as a rare success. I have always admired Erika for this and all she has done to develop the charity.

Nicola Roscoe

Our Chairman

"Being a trustee for Poole Waste Not Want Not is an honour. To help steer and shape such a worthwhile cause gives me a tremendous sense of purpose and fulfilment.

It's incredibly rewarding to see the charity thriving and the value it brings to our members in these difficult times.

Mark



Being a Trustee gives one the opportunity to use one's experience and one's knowledge, both in life and in work, for the benefit of others – to give back to society. In the case of Poole WNWN, it gives one the opportunity to help a most worthwhile charity to grow in its support for those in need and, just as importantly, to support the staff and volunteers in their endeavours.

It is a privilege to be a Trustee.

John

Nikki Campbell: Department of Work and Pension – joined January 2024

I've been lucky enough have been introduced to this amazing charity and the wonderful Erika and her team. It really is a lifesaver for so many in more ways than one! Everyone is made to feel welcome, and I find myself popping in regularly and have got to know many of the volunteers and members over the years, Erika has got the balance just right with the cafe plus all the many other services that are available to all that are in need.

I'm so happy to become a trustee for this charity and am looking forward to helping out where I can and watching it go from strength to strength.

Thanks to Erika for giving me this opportunity to give something back.

Nikki Campbell



Case Study

Adding skills with the help of free Workplace Numeracy Multiply Dorset offers a range of highly flexible numeracy courses for schools, businesses, the self-employed, people with special needs or learning disabilities, and speakers of English as an additional language. Poole Waste Not Want Not (PWNWN) is already seeing how Multiply can support its staff and customers. PWNWN supports vulnerable people and low-income families through its vibrant members' social supermarket and community coffee shop, based on the High Street.

Ben Rampley, 28, is a valued member of the PWNWN team and has been attending Multiply Dorset's Workplace Numeracy course, with great results.

Ben said: "I have trouble with numbers and things like telling the time and Jo the tutor has been really helping me.

"I can now check dates on food and milk we have in the café and understand my fitness watch better, so I know when I need to be at work and when it's time for my lunch break to start or end.

"I wash up and help clear tables and fill up shelves and I want to be able to work on the till too. "Jo is very kind, and I am in a small group, so I don't feel rushed. She is making me feel much more confident."

Erika Sloper is the Charity Project Manager at PWNWN.

She said: "Ben has come on so much since joining the Multiply class.

"The sessions are practical and designed specifically for people in the workplace. They are also at his own pace and completely tailored to learners' needs.

"Ben is now the first to tell me if something is getting close to its use-by date! And his rising confidence is really opening him up to learning new skills.

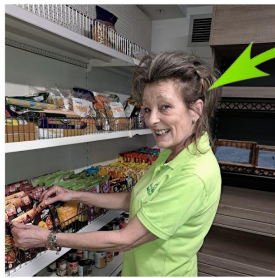
"He is one of two members of staff who are already benefiting from Multiply and we hope to use the scheme more in the future and also introduce some of our customers to how other Multiply courses in things like spending, saving, and budgeting might help them too."

Ben has just received his first certificate! He is now studying for his Level 1 in food safety



"I have learnt so much since joining Waste Not, I love it here!"





We welcomed new faces to the team! They bring a wealth of diverse skills and ideas, together we're building a stronger and more dynamic team.

Teamwork

"Alone we can do so little, together, we can do so much". Helen Keller

Reported February 2024
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