ANNUAL REPORT 2024/25





MISSION STATEMENT

Our mission is to prevent and relieve poverty and financial hardship by creating a safe, inclusive, and supportive environment where individuals and families can access essential resources, develop life skills, and build meaningful connections. Through our Social Supermarket and Community Coffee Shop, we provide affordable food, holistic support, and opportunities for personal growth.

We are dedicated to empowering vulnerable members of our community—offering dignity, respect, and wrap-around support that goes beyond addressing food insecurity. By fostering collaboration, delivering practical guidance, and nurturing a sense of belonging, we aim to inspire resilience, improve livelihoods, and create brighter futures for all.

Our commitment extends to helping families and individuals regain control of their finances and avoid dependency on crisis services like food banks. By equipping people with the tools, confidence, and knowledge to build sustainable futures, we are working together to create stronger, healthier communities where everyone feels valued and supported.

WHAT A YEAR!

2024 has been a year of incredible transformation and achievement for our organisation. It also marked a significant milestone for me personally, as I stepped into the role of CEO, honoured to lead a team so dedicated to our mission. Together, we have worked to alleviate financial burdens, promote healthy living, and foster a stronger, more inclusive community.

This year, we also take a moment to honour the memory of our late co-founder, Bill Deans, whose legacy continues to guide and inspire us. Bill's witty humour, tireless work ethic, and unwavering commitment to our community remain at the heart of everything we do. His spirit lives on in our work as we strive for success and service to those who need us most.

Winter brought unique challenges, with rising costs leaving even working households struggling. Our doors saw queues of people seeking support, underscoring the critical importance of our services.

Our holistic approach focused on supporting families through creative, practical, and meaningful programmes.

As we step into 2025, I look forward to continuing this journey, building on our successes, and working alongside all of you to make an even greater difference. Thank you to Leanne for her outstanding leadership and support and for being part of this incredible mission.

In this report, you will discover the successes and achievements of our volunteers, members, and staff — from securing employment to building lasting friendships.

Erika Sloper CEO 2





Held 6
special
Events



Collected
228 Tonnes
of Food



Supported 3,652 People



1,291 Free Meals

100s Free Bags of Fresh Vegetables

Thank you, for your support

We couldn't provide essential support to our most vulnerable community members without the incredible help of our dedicated volunteers, supporters, and funders.

2024 overview:

This year, we supported **660** households, (11,131 visits) current active households **334** impacting **982** adults and **496** children through various initiatives:

- Crisis Support: Provided immediate relief with crisis parcels and free meals.
- · Social Supermarket: Offered affordable essentials to ease the financial strain.
- Winter Assistance: Addressed challenges with energy-saving devices, blankets, Easter and Festive hampers.

Holistic Programmes included:

 Summer Activities: Engaged children in workshops promoting healthy eating and creativity, along with providing essential items.

Clothing Support: supplied school uniforms and partnered to offer clothing for women.

- Volunteers and Staff were crucial to our success, with highlights such as welcoming new staff member and strong leadership ensuring operational efficiency.
- Recognitions included a Gold Award at the Dorset Business Awards and a Level 6
 Sustainability Award, reflecting our commitment to excellence and environmental
 responsibility.
- Sustainability Efforts: focused on reducing waste, saving food from landfills, and supporting local agriculture.

It's been a year of early mornings, late nights, countless steps, packing, wrapping, and plenty of laughs (with a few disagreements thrown in!). None of this would have been possible without the support of our funders, partners, and wonderful community. **Impact:**

Our initiatives helped alleviate anxiety, promote healthy habits among children, reduce financial stress for families, and foster a sense of community belonging. Community partnerships enriched our programmes and extended our reach.

"I truly enjoy Wellbeing Wednesdays; the atmosphere is so friendly, and I always feel warmly welcomed. I also bring my kids during the holidays, and they absolutely love the smoothie-making activities." Lindsay



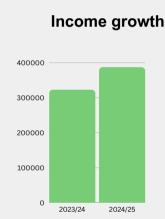
FINANCIAL OVERVIEW

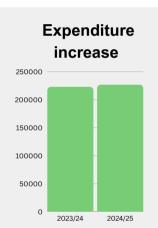
In 2024/25, we expect to show a 15.6%.rise in income due to increased grants and cash donations. We have been able to obtain funding for five years, which will support our rent, storage costs, and HR expenses, along with two years of staff wages, in addition to our successful five-year lottery grant.

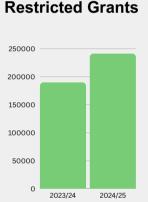
As we open our doors, the queues outside demonstrate a growing demand. The rising cost of living has severely impacted dual-income households and vulnerable members of our community. This surge has led to increased food purchases and essential expenses, reflecting the heightened prices in energy, food, and additional staffing needed to support the growth of our charity.



in't







Income breakdown April - March 2024/25

Restricted Grant 62.9%

Coffee shop 3.1%

Overall Income: £387,090

Income for 2023/24: £322,655

Total Expenditure: £226,705

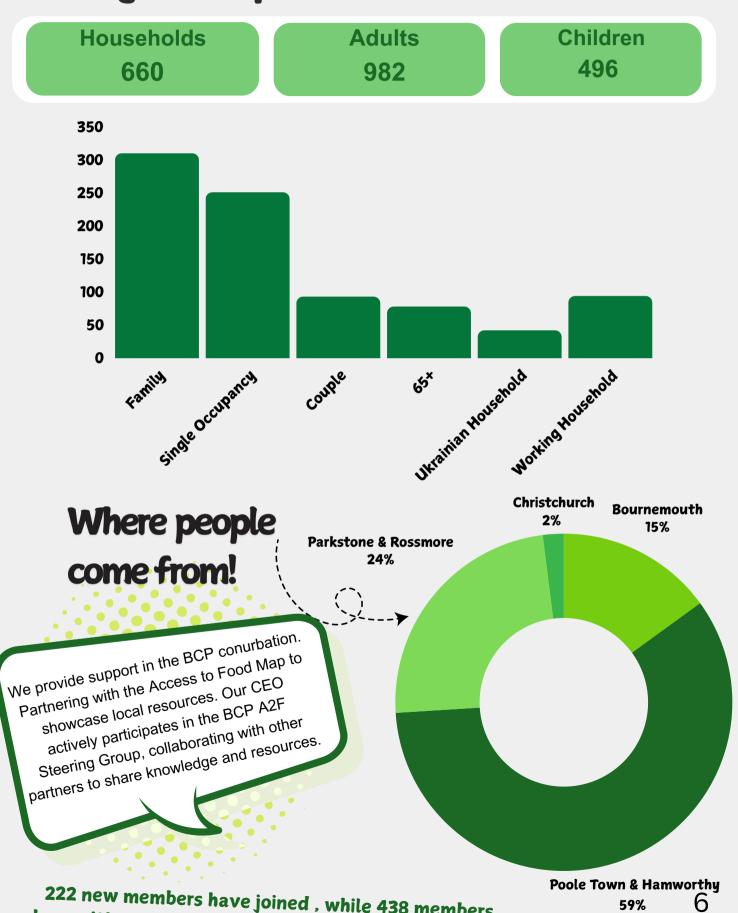
Expenditure for 2023/24: £222,875



Demographic

Over 2024

Analysis Report



222 new members have joined, while 438 members have either expired or improved their life challenges.

Wellness and Friendships

Overview of Our Weekly Wellbeing Wednesday Social Group

Our weekly social group has grown into a vibrant, welcoming community, attracting new faces and strong friendships.

Healthy Lunches: Members enjoy delicious, nutritious meals that inspire healthy living and great conversations.

Walks: Group walks offer a chance to stay active, unwind, and connect with nature.

Board Games and Banter: Fun and laughter during board games and lively chats, strengthening friendships.

Volunteer Spotlight: Cally

Our new volunteer with expertise in plant-based nutrition, brings a fresh perspective and boundless energy. She leads by example, enjoying walks, motivating others, and sharing her knowledge to enhance our wellbeing programmes

Day Trip to Brownsea Island: A wonderful experience that has inspired plans for more trips in 2025, including Sandbanks.

Upcoming Swimming Lessons: A new addition to our programme, offering members another way to stay active and have fun..

Our weekly social group is more than just an activity hub—it's a place where members can nurture their health, build friendships, and feel a sense of belonging. As we look forward to 2025, we're eager to expand our offerings and continue making a positive impact on everyone involved. Through these initiatives and the dedication of volunteers like Cally, our health and wellbeing programmes are empowering individuals to take control of their health, build connections, and enjoy an active, fulfilling lifestyle.



Since June 2024, I have been volunteering weekly at Poole Waste Not Want Not, finding it a rewarding experience. With my children now aged 19-23, I sought a charity aligned with my values. After visiting WNWN, I felt a unique atmosphere and decided to assist with their Wellness Wednesday walks, which involve strolling to the quay and enjoying a healthy meal. The walks, lasting 30–45 minutes, foster engaging conversations about various topics. Returning to the cafe, the warm atmosphere and delicious food enhance the experience. I've formed wonderful friendships and shared meaningful stories along the way.

95%

Exploring Healthier
Eating Habits and
Trying New Foods

100%

Increased Wellbeing and Reduced Isolation

620

Nutritious Meals 7
Enjoyed

Training Outcomes

A total of 46 volunteers provided invaluable support over 2024!

8 new volunteers came on board, bringing their wealth of knowledge to enhance our services.

We have **29** active direct volunteers working on an agreed rota, ensuring work balance and flexibility.



Volunteers gained work

- **Two** volunteers successfully secured employment.
- Twelve volunteers achieved their Level 2 food safety certification.
- Four individuals were referred to us by the DWP to acquire essential skills.

2 Targeted Training for Specific Roles

- Four Students from Bournemouth & Poole College undertake work placements with us to gain real-world experience.
- Three of our learning disability volunteers gain numeracy skill with our Skills & Learning Champion

Essential Skills and Career Growth

- Communication skills
- Time Management and Efficiency
- It skills
- Working to an agreed rota to give work balance & flexibility

Community Outreach and Support Team (COAST)

- Seven Clients were supported on a Workplace Mentoring Programme
- Feedback and progress assessments recorded
- Two achieved Level 1 food safety qualification

5 Continuous Learning Culture

A team of **six** students from Bournemouth University collaborated from December to February to acquire essential skills in their well-being courses.

6 Corporate volunteering Hours

- A dedicated team of four staff members from B&Q spent eight hours building and painting a roof for our food waste shed.
- NatWest committed their time to wrapping Christmas gifts.

The Community Outreach and Support Team (COAST) empowers clients through a comprehensive learning programme, resulting in four individuals transitioning to volunteer roles and achieving Food Safety Level 1 qualifications, with two more preparing for Level 2. Additionally, William is gaining valuable work8 experience. It's truly fulfilling to see their progress and achievements!

Training outcomes

Impact on our Environment

Sustainable
Business
Award
LEVEL SIX

NATURE
PREGUENT
DORSET

We are thrilled to partner with Litter Free Dorset and are proud to have earned our Level 6 Award for sustainability. Our committed team works tirelessly to support environmental efforts, including initiatives for food waste management, recycling bags, clothing donations, and collecting plastic from our members.

A special shout-out to our collaboration with Sainsbury's, (Poole) where we aim to gather enough bottle tops to **create a bench**, allowing our members to witness the journey of recycled materials.



Our drivers collected **228** tonnes of surplus food from local supermarkets, effectively reducing food waste while providing our members with fresh fruits and vegetables.



Farmers collect food waste destined for landfills; any food unsuitable for human consumption is directed to our farmers . a staggering **3,390** crates of food fed our geese, pigs, and horses



Our drivers dedicate themselves to tirelessly collecting our surplus, no matter the weather conditions. Behind the scenes, Mick, & Jonathan two part-time staff members and three volunteers who ensure our shelves remain well-stocked.



We have established strong relationships with our local partners, including Coop, Sainsbury's, Waitrose, Lidl, M&S, Makro, & Tesco.

In 2024, we have also formed new connections with Wessex Gammon, BakeWise, and Harvest Fine Foods.



Collected

228 Tonnes

of Food



Donated 40 Tonnes of Food



PARTNERSHIP



COMMUNITY RESOURCE POP-UP EVENT: SUPPORT IN POOLE

oin us for an informative session on accessing community esources and support services in Poole.

f your worried about the months ahead, come along to

The Gather - at The Dolphin Poole - support, advice and help under one roof.

A four-day event to find out more about free services available in Poo. For more information

all: 01202 402818 email: erika@poolewnwn.co.uk











+ MORE

Date: October 21st to 24th (Monday to Thursday)

Time: 10am to 4pm

Location: The Gather at The Dolphin in Poole

Over a 4-day event, there was a total footfall of **261** people, with **135** individuals receiving support from one of our partner organisations.

Media and Awareness Coverage

Awareness for the event was highlighted by coverage from The Bournemouth Echo, which published an article highlighting the organisations providing cost-of-living support in Poole.

Bournemouth Echo reporter

"We are always eager to share the good work of local
organisations."

Comment:

"It was lovely to meet everyone, a great networking event" Lou from Coast (Tricuro)

Further outreach included coverage by Dorset Community Foundation, with our CEO Erika & Grant Manager Ellie appearing on BBC Radio Solent to discuss the initiative of the Households Support Fund and its impact.

Additionally, the event gained considerable traction through social media, showcasing the collaborative efforts of the partnership and reaching a wider audience in the community.









OUR HOLISTIC APPROACH



grateful to you for the super blanket.
my very sick husband is on loads of
medication, one is a thinning drug,
so feels cold even when its warm,
this wonderful blanket will keep

Enhanced Services and Practical Support

We've developed a comprehensive support model that addresses various needs, including food security, social engagement, and access to essential resources.

Our partnerships have enabled us to provide crucial household items:

- 75 heated throws donated by Ridgewater Energy to help community members stay warm during the winter months.
- 30 warm packs aimed at supporting homeless and vulnerable individuals, reflecting a
 proactive approach to seasonal challenges, thanks to Ross and the team at Citizens
 Advice.
- 31 participants received NHS Health Checks over four sessions in collaboration with Live Well Dorset, as part of our NHS Wellbeing Fund.

 5 Individuals were identified with high blood pressure, encouraging them to adopt healthier dietary and shopping habits.

Cash for Kids grant enabled us to assist our most disadvantaged families by providing clothing, school uniforms, and opportunities for summer enjoyment. This included day trips and food-related activities during the holiday.

Mission Christmas donated toys

52 goodie bags 45 picnic boxes 72 bottles of sun crem 106 school uniforms 17 day trips

NHS
HEALTH
CHECK

WHS Health Checks delivered by LiveWell Do

Ask a member of PWNWN team for more information

Date: 4th September 2024

Time: 9:00 to 16:00 hrs

k Now
I Spaces

Tools in the signary criterio

Us:

102818

102818

Comment from Nina - CAB
I love being a part of such a friendly & supportive environment where people feel at ease talking to me about their energy issues-

Children supported thanks to cash for kids & Mission Christmas

ashfor

175
Toys
donated





Acts 435 requests have successfully assisted **27** households by providing support in the following areas:

White goods to help families set up their homes Energy bills and overdue payments

VOLUNTEERING IMPACT:

We are deeply appreciative of the hard work and commitment that drives our mission forward. We consider ourselves incredibly fortunate to have such a remarkable team of volunteers who dedicate their time and energy to help those in need. A sincere thank you to each and every one of you.

OUTCOMES!

Volunteers gained employment

100% Experience a sense of worth and more confidence.

6 Students from Bournemouth University studying Occupational Therapy . placement volunteering hours speaking to our members Made new freinds

95% Gained skills

80% Being a particular real work environment

Volunteers supported over 2024

Improved mental & physical wellbeing

Referred by the job center to boost confidence and gain new skills.

12 Gained qualifications

Gained their safeguarding qualification

Event volunteering hours over

920

Driver volunteering hours over 2024

817

Shop volunteering hours over

5,614

"I truly enjoy my time at PWNWN; it greatly enhances my confidence and self-worth, I got the chance to complete my Level 2 Food Safety training and work on the till. I appreciate the welcoming atmosphere for "My son William has learning disabilities and autism; he is a kind and polite young man who takes great joy in

ACKNOWLEDGEMENTS

A wonderful Volunteer Night Out to thank them for their hard work. Success stories like Martin and Josh, who transitioned to employment, reflecting the opportunities we provide.



Access to Food Partnership Garden Party Event

What an incredible evening celebrating The Access to Food Garden Party!

We had the pleasure of meeting some incredibly inspiring partners and volunteers who are the heartbeat of the fantastic community food initiatives throughout Bournemouth, Christchurch, and Poole (BCP Conurbation). The enthusiasm and commitment of everyone involved is truly remarkable!

A huge thank you to our team for their hard work in organising the delightful cheese and fruit buffet, which allowed us to enjoy social conversations over delicious food.

"I am truly proud to be involved with this incredible charity and to work with such a fantastic team. It is inspiring to witness the progression of our learning disability team and to see volunteers gain the confidence and skills needed to secure employment or to feel connected to something meaningful.

As we approach 2025, I work alongside Erika with great pride, aiming to reach even more deserving individuals in our community".

Leanne Miller Shop Manager

Seeds of Hope and Action



Our amazing volunteer Sally represented us at the Seeds of Hope and Action event at Bournemouth Library & Bournemouth University!

Showing our support for creating a sustainable and hopeful future together, we're building a betten 3 tomorrow through community action and positive changes

.

The words of volunteers have a tremendous impact:

D's story is a powerful testament to personal transformation, resilience, and the value of community support. After overcoming his gambling addiction with the help of therapy, he realised the importance of making lasting changes in his life. His move to Poole symbolised a fresh start, and despite uncertainty about how his past would be perceived, he found acceptance at the social supermarket.

D's decision to be honest with Erika, the manager, shows his commitment to his new path and the importance of transparency in rebuilding trust. In return, the social supermarket offered him a chance to turn his life around, providing not just a volunteer role but also a sense of purpose and belonging. Managing stock of surplus food keeps him engaged, allowing him to apply his work ethic and skills in a meaningful way. The environment fosters teamwork and community spirit, where volunteers, each with their

own stories, come together to support others.

Corrine's story...

Working as a Skills & Learning champion gives me such joy! I work to improve life skills in maths & money handling, cashing up & giving change to help in every day life, as well as improving skill in the shop. Telling the time, and time keeping... all skills to succeed towards paid work.

"It is so rewarding to see the students gain confidence when working in the shop".

They are now cashing up with support, using the pricing guns unaided - telling the time with confidence. basic maths sessions have immensely enabled them to be more involved in a working environment

> "I love volunteering at **PWNWN**

It brings a sense of of community; my safe place

Dennieze has dedicated five years as a volunteer with us.

Hope for a better tomorrow! lots of reasons to make you smile

Nearly two years ago, I retired, and during the winter months, I found myself with a lot of free time. I explored other volunteering opportunities but felt quite isolated, so I reached out to WNWN to see if they had any volunteer positions available. Since joining the team, I have been welcomed warmly and have taken on various tasks within the shop. I enjoy every aspect of it, and the people are incredibly friendly.

While many say that volunteering is about giving back to the community, I must say that this role has given so much to me. I feel appreciated and have successfully integrated this experience

into my retirement.





FEEDBACK FROM **MEMBERS**

Significant Quotes That Highlight True Value...

veryone goes above and beyond! visiting WNWN is the highlight of our week. we feel apart of the family thank you so much

"I truly appreciate that everyone is included; my heart warms when I see the boys with learning disabilities—they are genuinely a valuable part of the team." Great job!

The staff are very good and the shop is so The head lady is a Jem (she) works so

hard;I know if I need help she will help if

The cafe is great, Trevor cooks a yummy

The Impact of Pretzels... We have been supporting a young woman struggling with mental health challenges after enduring years of abuse. She frequently experienced episodes of shutdown, during which she struggled to function, eat, or communicate. After speaking with her mother, we discovered her fondness for pretzels. We provided her with a bag, along with another to keep in the freezer. Whenever she felt down, she would reach for a pretzel and found that she could eat it, which lifted her spirits.

Fast forward six months, and she has learned to turn to pretzels at the onset of low feelings, successfully reducing the frequency of her episodes. Her mother is incredibly grateful and remarked, "I can't believe the profound difference a pretzel

has made in her life." Pretzels not so popular in the shop; yet life changing to this young lady!

How amazing without your kind donations and the extraordinary amount of hard work Erika Leanne and the team put into making our Christmas so special and every other day in the year they go above and beyond. There like extended part of our families we all adore them. They make us feel better on our worst days and are there on our better days. Words are never enough but it's all we have we love the whole team . The hours they put in is immeasurable on Xmas eve they are literally exhausted you can see it but they smile throughout it all . I don't know where the waste not want not families would be without each and everyone of them. Erika we adore you! Leanne you are wonderful! love you all to the sun, moon, and stars we really do and please know how much your kindness is appreciated so from our hearts to your hearts we thank you!



887
food bank
Crisis
Vouchers

Members impact:



Save Money and Reduce Debt

Sretch their budget further by receiving free bread, fruits, vegetables, and often bags of frozen items, which is incredibly helpful.

Food Activities Events

Children and the whole family engaged in smoothie making, pizza crafting, and other fun workshops that encouraged healthy eating and creativity.

Celebratory Lunches Enjoyed

People enjoyed a special treat with three-course lunches for Valentine's Day, Easter, Mother's Day, and Father's Day, and Christmas providing a unique experience for our members.

Increased Access to Nutritious Food

A. "Try things I have never tried before"

B. "Helped me with my diet and budgeting"

C. "I am able to feed my family fresh food.

Increased Access to Partnership Drop-ins

Feeling overwhelmed by the additional support

Our Safe Haven: "You are like an angel; the atmosphere here is so welcoming."

Working Households

Reducing the number of households exceeding the government's support threshold going into debt.

Delight in nutritious meals and fresh fruits and Vegetables

Volunteering Opportunities

Members feel a sense of belonging and frequently volunteer to assist on an informal basis to support their mental well-being.

Additional Free Food Bags

Given from PWNWN to vulnerable members facing financial strain from unexpected debts.

Volunteer journey to Achievement:

Martin's Transformation from Volunteer to Team Member

In a competitive job market, Poole Waste Not Want Not (PWNWN) offers volunteer opportunities that help individuals develop skills and confidence for meaningful employment. Martin's journey illustrates this approach: referred by Poole Job Centre, he initially applied for a paid role but was unsuccessful. Instead, he accepted a volunteer position, where he demonstrated dedication and passion over several months. When a paid position opened, Martin successfully secured it, showcasing the benefits of practical experience over traditional interviews. PWNWN fosters an environment that supports individuals in gaining work experience, ultimately enhancing community employment opportunities.

"Not everyone interviews well or can showcase their true personality in that setting," Offering volunteer opportunities allows individuals to develop skills and confidence, ultimately helping employers find the right fit."

Erika, commented, "We are thrilled to offer Martin this role. I can honestly say we've made a great choice with Martin. He is a hard worker, has a great sense of humour, and gets on well with the team—an asset to our growing charity."



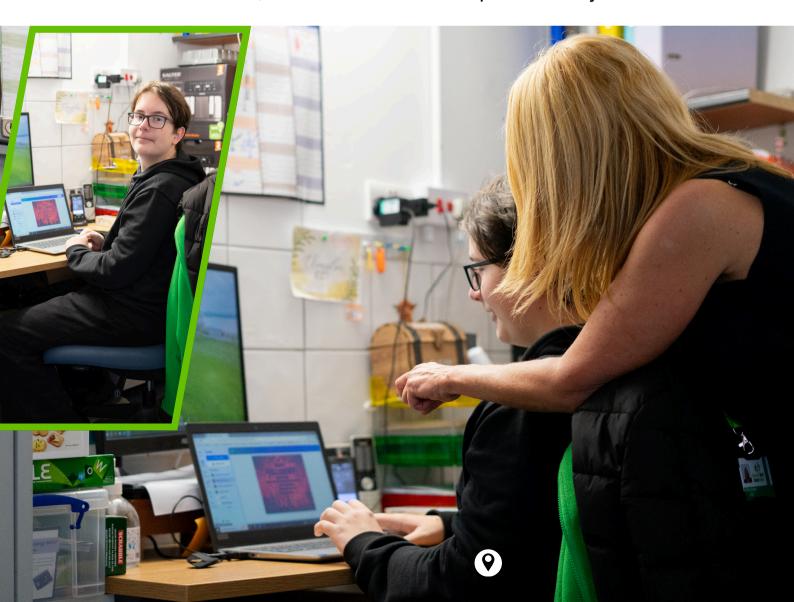
Achievements in Volunteering:

Stanislav Semykolenov

My name is Stanislav, I'm 17 years old, I am from Ukraine and also I am a student at Bournemouth and Poole College. I am currently studying a Digital Production Design and Development T-Level course.

All students on the course must complete a 45-day long work placement, working with real companies. At the moment I am doing my work placement with Poole Waste Not Want Not. I can say that I am learning a lot of useful skills here. For example, I've increased my designing skills a lot by working with Canva and also Microsoft Excel. Another example is that my work placement improved my English speaking skills a lot. Each day on my work placement I get a new interesting challenge that will help me either improve my knowledge or get new skills.

I think that all of my learned skills here are very relevant to my course and will help me a lot in the future. Here I get experience about how to work in a real business environment, which I believe will help me find a job in the future.



THANK YOU

for reading our 2024 Report. Erika Sloper CEO

erika@poolewnwn.co.uk

Teamwork and a strong family bond will lead us to success together.

















Foundation



OMMUNITY





As we enter 2025, I am excited to continue this journey with all of you. Together, we will build on our successes and strive to make an even bigger impact. Thank you for your overwhelming support and for being an essential part of this remarkable mission. Community