

ANNUAL REPORT 2025/26

April 2025- March 2026

"Building Dignity, Connection & Hope in Our Community"



**We appreciate you being a part
of our journey!**

What A Year!

CELEBRATING RESILIENCE AND GROWTH"

As I reflect on 2025, it has been a year of growth, partnership, and renewed purpose. Together, we have strengthened our vision and deepened our commitment to supporting individuals and families through increasingly challenging times. I am incredibly proud of the resilience, compassion, and dedication that define **Poole Waste Not Want Not**, and it is an honour to lead such a committed team of staff and volunteers.

As the cost-of-living crisis continues to affect many people — including those in work — demand for our support has grown. We are far more than a social supermarket; we are a lifeline, helping people regain control of their finances, build confidence, and move forward with dignity.

Alongside providing affordable food, we placed a strong focus on wellbeing and connection. From sharing hot meals and Easter hampers to wellbeing walks, family trips, and inclusive community activities, we created opportunities for joy, belonging, and lasting memories.

We welcomed three new trustees, strengthening our governance with valuable knowledge and experience, enhanced our operational capacity through a new evening driver for surplus food collections, and built strong partnerships across our community. Securing vital funding — including support from the National Lottery — has enabled us to extend our reach and respond when support is needed most.

Our volunteers remain the heart of everything we do. Their generosity, kindness, and commitment are extraordinary. We also remember two much-loved volunteers, Mandie and Nicola, taken far too soon and always in our thoughts. Their dedication continues to inspire us.

As we approach our tenth year as a charity, we do so with pride and confidence. Behind every statistic is a person, a family, and a moment where dignity, kindness, and hope truly mattered.

As you read this report, you will discover our achievements, hear from our volunteers, and read the real stories behind the statistics — showing the power of community, connection, and people supporting one another.

Erika Sloper
CEO



"We take the time to listen to our members, because every voice matters."



OVERVIEW:

A community-led organisation tackling poverty, food insecurity, and isolation across BCP. Providing affordable food, friendship, and hope.

Our Mission:

Our mission is simple — to make sure no one in our community struggles alone. Through our **Social Supermarket** and **Community Coffee Shop**, we provide affordable food, essentials, and a safe, welcoming space where everyone is treated with dignity and respect. We're not just a food project — we're a place of belonging and community connection

In 2025, we provided support for...

Households

688



Working Households

94



Adults

1033



Children

557



Ukraine Families

56



We have supported a total of **688** households this year, leading to **12,747** visits.

Currently, there are **368** active households positively impacting **1,033** adults and **557** children.

This effort is crucial in reducing food insecurity and ensuring that every individual, especially children, has access to nutritious meals.

Around 17.6% of residents in Poole Town live in the 20% most deprived areas of BCP, and 4.5% in the 20% most deprived areas in England (dorsetcouncil.gov.uk). This has contributed to rising demand for our services, with more older residents and working households relying on support, especially after some local community fridge closures.

WHAT WE DO!

Poole Waste Not Want Not supports individuals and families experiencing financial hardship through our social supermarket and community coffee shop. We provide affordable, healthy food and essential household items in a welcoming, non-judgemental environment where everyone is treated with dignity and respect.

Our social supermarket helps people stretch their budgets and reduce reliance on crisis food support (food banks) while our **community coffee shop** offers a safe, friendly space for connection, warmth, and wellbeing. Together, they form a community hub where people can access support, build confidence, and feel valued.

Alongside food, we provide emotional and practical support, including wellbeing activities, community meals, and opportunities to learn new skills. We work closely with partners such as Citizens Advice, Ridgewater Energy, Wessex Water, Jobcentre Plus, local Wellbeing Hub, and community organisations to offer wraparound support that addresses the wider causes of hardship, including debt, fuel poverty, loneliness, and poor mental health.

At the heart of everything we do is community: creating connection, restoring dignity, and ensuring no one faces hardship alone.

And our care extends to the environment too.

By collecting surplus food we also reduce waste and support sustainability — ensuring good food feeds people, not landfill. Members actively recycle, and together we've collected over **85,000 bottle tops** in a year, turning them into this beautiful community bench — a symbol of teamwork, creativity, and sustainability.



Financial Report

In the fiscal year 2025/26, we anticipate a 6.08 % increase in income from grants and cash donations. During the 2024/25 period, we received a two-year grant designated for staff salaries, which will conclude in May 2026. We remain hopeful about securing additional funding in 2026/27. Over the past five years, we have successfully secured funding to cover our rent, storage costs, and HR expenses, alongside our remaining 3- year lottery grant. As our numbers grow, the rising costs of food, energy, and wages are contributing to an increase in expenditures.



Overview:



Total Revenue

£413,380



Expenditure

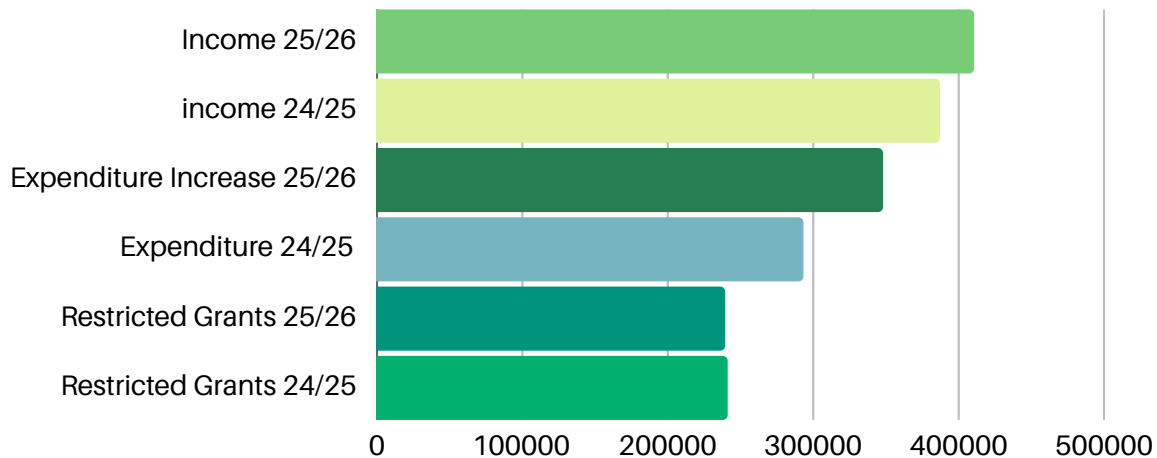
£ 366,192



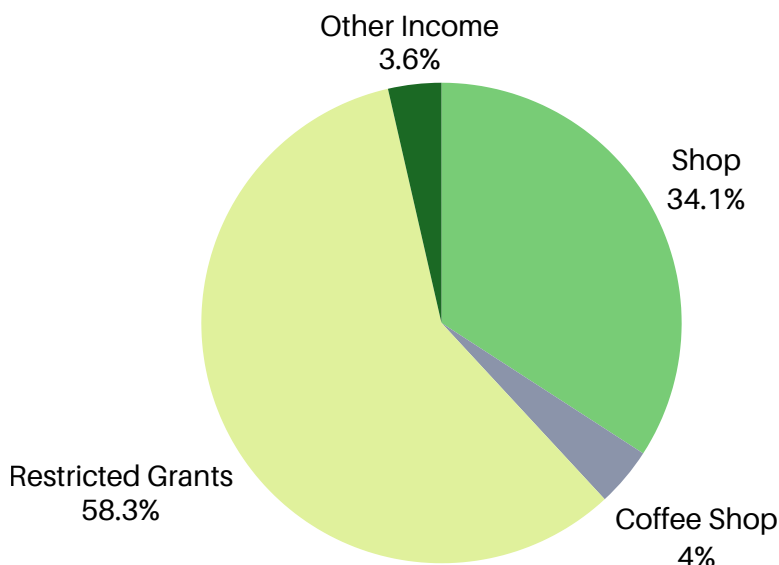
Restricted Grants

£ 223,187,

Breakdown:



Income Activity 2025/26



Overall Income

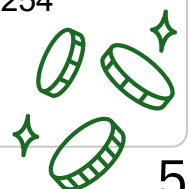
£413,380

2024/25: £387,091

Total Expenditure

£366,192

2024/25: £293,254



IMPACT ON OUR ENVIRONMENT



Thanks to Lisa from the Parks Foundation for delivering fresh radishes, lettuce, basil, and kale! One little girl said, "Yuk, it's muddy!" – after a wash, she laughed, "I'll try it now!" Moments like these show the joy and connection that make our community so special.

We take great pride in supporting sustainability alongside people. Our reusable shopping bags, filled with treats at Christmas, are now being used daily by members when shopping in our social supermarket — helping to reduce reliance on **single-use carrier bags**.

These achievements reflect our commitment to **people, planet, and community**, and we are proud to share this impact with everyone who supports us.



20 tonnes (Fareshare) 36 tonnes (Neighbourly) and 35 tonnes from other donations



Our drivers gathered **56** tonnes of surplus food from supermarkets, effectively reducing food waste while providing food for those in need.



Farmers collected **3,009** crates of food that were considered unsuitable for human consumption, contributing to the reduction of landfill waste.



Partnership with Win on Waste to Promote Recycling. Our members contribute by dropping off their plastic, which we then send to Win on Waste for sorting.

Connor from Circular11 said:

"Their efforts have saved more than one tonne of plastic from going to incineration or landfill."

"Small actions. Big impact."



In partnership with **Win on Waste and Circular II**, we brought our recycling journey to life by creating a community bench made from over **85,000** recycled bottle tops. The bench now sits outside our shop, offering a shared space for the community while acting as a visible reminder of how small actions can create lasting environmental change.

Volunteering Impact:

Our volunteers work tirelessly and are deeply committed to supporting our mission. We are incredibly fortunate to have such a remarkable team.

As Dan comments,

“Once you join our team, you don’t want to leave — it’s like a big family”

“Having gained valuable life experience, I feel fortunate to help others.”

622

Event volunteering hours
(20 people)

6,725

Shop volunteering hours

905

Driver volunteering hours

One volunteer, unemployed for over a decade, is now a valued staff member:

“You gave me a chance.” Martin

Another inspiring volunteer, Cally, was inspired to create a recipe book featuring simple, healthy meals, which we have printed and distributed throughout the community, sharing valuable knowledge.

46 volunteers + 9 members provided invaluable support throughout 2025!

Survey feedback shows:

95% feel better

100% save money

90% feel part of something

A retired woman, feeling lost after retirement, rediscovered purpose through supporting people with learning disabilities. These stories reflect transformation — from isolation to inspiration.

Volunteers supported each other, gaining confidence along the way.



William - "I love coming to work, helping people, and working with this wonderful team!"

**“The best place to work”
Deb**

“I feel a part of the community. I love helping others, everyone is so friendly” Coral

Volunteers Make It Happen

100%

Improved mental & physical wellbeing

80%

Gained skills

100%

Increased confidence

90%

Being a part of real work environment

Two of our team members joined the Poverty Truth initiative, amplifying voices that deserve to be heard.

27 active volunteers

12 gained Skills, confidence & qualifications

2 Pathways into employment

Cally’s - Community Recipe Book

“Thank you for letting me volunteer here...It was one of the most memorable times I’ve had” Filip



Volunteers - people giving their time, energy, and care to support others.

Words from our volunteers have a heartwarming impact:



Sally – My Journey!

"After being introduced by Erika, CEO of PWNWN, I was supported through the Poverty Truth process as a Community Commissioner. This experience set me on a new path of self-empowerment and helped me learn how to live well with a lifelong illness.

Thanks to PWNWN, I'm able to access affordable, nutritious food and maintain a balanced diet. It's also a place I go for wellbeing — to meet new friends, receive life-changing information, and take part in budgeting sessions, training, and recipe sharing."

So much gratitude - Ji

They've been an incredible support to our family during one of the hardest times in our lives. Their food and essential household items have eased our financial stress and continue to make a meaningful difference. The support we received also uplifted our mental well-being, giving us stability, security, and comfort during tough times.

We're especially thankful to Erica, who is always kind, supportive, and ready to help. Thoughtful gifts like the electric blanket that keeps me warm every winter and the air fryer that's made daily life easier are just a few examples—**there's so much more, it would fill a book** .

Having volunteered with Poole Waste Not Want Not for many years, it truly feels like family. The staff—my fellow volunteers—are welcoming and kind, and I always feel at home working with them. We feel deeply blessed to have received help when we needed it most. This experience has inspired both me and my daughter, Dennieze, to keep giving back in our own small way.

Poole Waste Not Want Not has truly been a blessing to our family.



Marcus



It's been an incredible year volunteering here and I'm so happy with my progress. I'm looking forward to volunteering here more. "Wow, I've just passed my Level 2 Food safety!"



Bournemouth University Students: Year -1 Social Care Course

Zoe

"Walking into PWNWN felt like receiving a hug. It's not just a shop — it's a community, a shoulder to cry on, and it truly feels like a big family. I'm so glad I had the chance to experience this."

Kiara:

"I got the feeling that PWNWN is a pillar of the community, supporting not only members but also prioritising volunteers' wellbeing. It offers opportunities to thrive and succeed in all aspects of life — I really felt the warmth."

Soraya- Volunteering here is truly a joy. Being part of a wonderful team allows you to connect with the members and experience a deeply rewarding atmosphere.



Demographic Report



A total of **256 new members** have signed up, while **788 membership** have either expired, moved or successfully overcome their life challenges.



Total Visits 2024

11,131



Total visits 2025

12,747

↑ 14.5%

Referred to Access to Food map

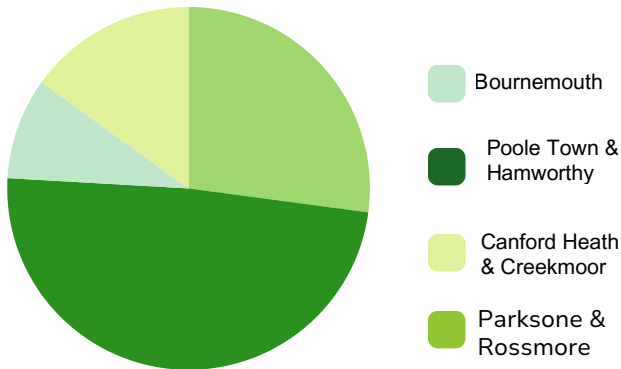
100%



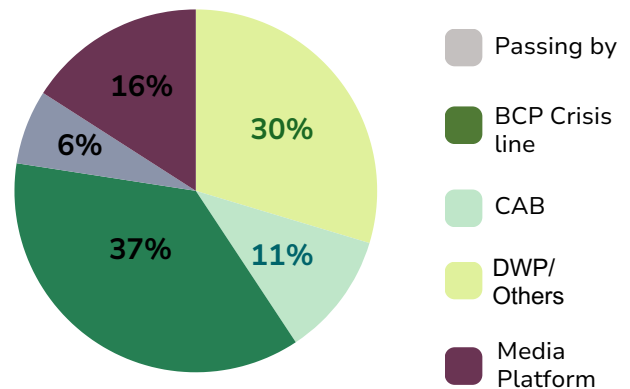
3,982

People benefited from our service

Where people come from

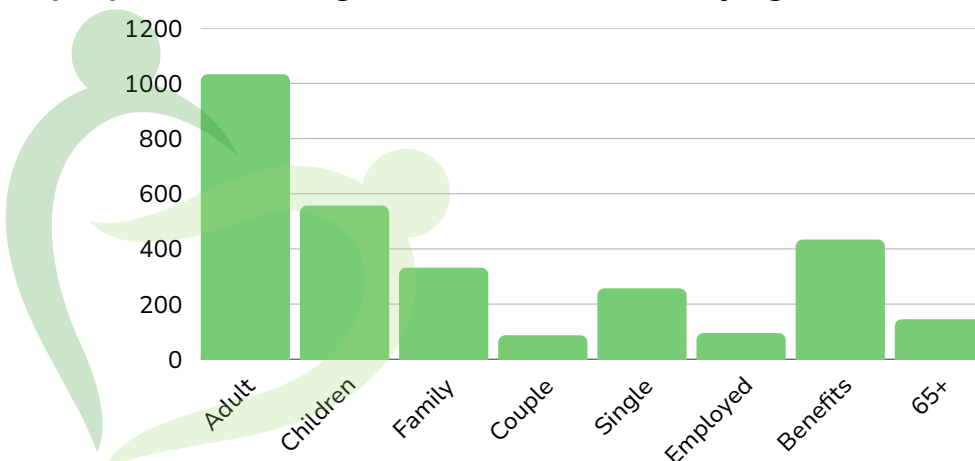


Sources of Referrals



Analysis Report

We have seen an increase in demand following the closure of local community fridges, alongside the ongoing cost-of-living crisis. More older people and working households are now relying on our services.



Effective signposting to the Access to Food Map has become crucial in helping people find timely, local support.

Active members
368

"Our Team-In Their Own Words"



Maggie:

"After I retired, I felt lost. Being part of this charity is wonderful. The team made me feel welcome — we all work together to support others."

Dan:

*"You didn't judge me when I told you I'd been in prison. That was four years ago — I can't thank you enough. You opened the door and **gave me my life back.**"*

Karen:

"This is my safe place. I love it here."

Trevor:

"What started as a job turned into something more — connecting with people and working together as a community."

"Together, We've Built Something Special"

Martin:

*"I love this place. **You gave me a chance** when no one else would. After 10 years unemployed, you believed in me. I love my job and the people I work with."*

Marcus:

"I came from the Job Centre to gain confidence. Everyone is so friendly and helpful — I feel a part of something now."

Deb:

"Best job I've ever had. It's not work — it's my pride. Supporting people to live well is what drives me every day."



LEANNE - MANAGER

"The best part of my job is helping others find solutions to their problems — bringing relief and smiles back to their faces."

New Trustees - New Energy GERRY

"I decided to join a very worthwhile local charity providing support to people in need and to utilise my experience to benefit and further develop the charity itself,"

SUE

"The work that PWNWN does is vital in supporting the local community. I became a trustee to add my experience, in both the charity and retail sectors, to their resources"



ERIKA - CEO

Volunteer Night Out – a wonderful experience of togetherness

"It was truly enjoyable to hear everyone share their reasons for volunteering and the support they provide one another. The sense of friendship within the team is simply amazing."

I'm proud to lead a team whose dedication inspires me every day. In 2026, we continue turning our vision into action, making a real difference and touching lives across our community." Erika

MEMBERS IMPACT REPORT

Regardless of whether you're a member, volunteer, partner, or referral, we are all... better together.

35.838

Tonnes of food has been donated by businesses and the public.

56.054

TONNES SURPLUS FOOD COLLECTED

48

FAMILY EVENTS ENJOYED

943

FREE MEALS

Queues at our doors every morning show the need is greater than ever.

Food & Nourishment

- 943 free nutritious meals served
- 272 three-course celebratory lunches
- 681 crisis food parcels
- 742 emergency food bags
- 100s of bags of fresh fruit & vegetables


Families & Children

- 40+ School uniforms provided
- 140 Christmas hampers packed
- 1,000+ Toys & gifts wrapped
- 130 Joints of meat shared
- 60 Easter hampers, 155 Easter eggs 60 joints of meat

Health, Energy & Financial Support

- 36 Homes supported with energy advice & equipment
- 13 Household Support Fund forms completed
- 30 Warm packs, 49 coats & 30 snuggle blankets provided
- 36 Multi-cookers, soup kettles & smoothie makers distributed
- 14 Debt and council tax support & energy referrals

Community & Wellbeing

- 48 Cooking & wellbeing workshops
- 75 Family trips, 50 pantomime tickets & 15 community days out
- 56 Tonnes of surplus food collected - saved from landfill 

Our Impact

We don't just provide food — we change habits, build confidence, reduce stress, and create memories.



"Our student remembered visiting Sylvia's shop with her gran — a special moment."

22 Requests

- Successfully Approved to Support Our Members:
- Council Tax Arrears
- White Goods
- Carpets
- Shopping trolley
- Hoover



Children participate in selecting their meals. Families reduce expenses. Individuals experience a sense of recognition, support, and connection.

Successes, Recognition & Partnerships

In 2025, we were delighted to be the **Pirates of Poole** Charity Partner, bringing creativity, fun, and community spirit to our fundraising. Two of our volunteers also joined the **Poverty Truth Commission**, ensuring lived experience is heard and shaping real change in our community.

Partnership working continues to strengthen our reach and impact. We collaborate with Dorset Community Foundation, Bournemouth University, Lighthouse - Poole, The Gale Foundation, Ryvita, Rubicon, and Rossi International, whose support and donations help deliver cooking workshops, healthy eating sessions, and inclusive community activity.

We were pleased to play a small part in Channel 5's Rich House, Poor House, filmed at PWNWN and due to air in the spring. The programme highlights the realities of food poverty and the value of community support.

We were proud to win the **Aviva Broker Community Awards for our social impact**, and to celebrate our **volunteer Dan, winner of the Inclusive Volunteering Award at the CAN Volunteering Awards** — a reflection of the dedication of our volunteers and staff. Environmental responsibility remains central to our work.

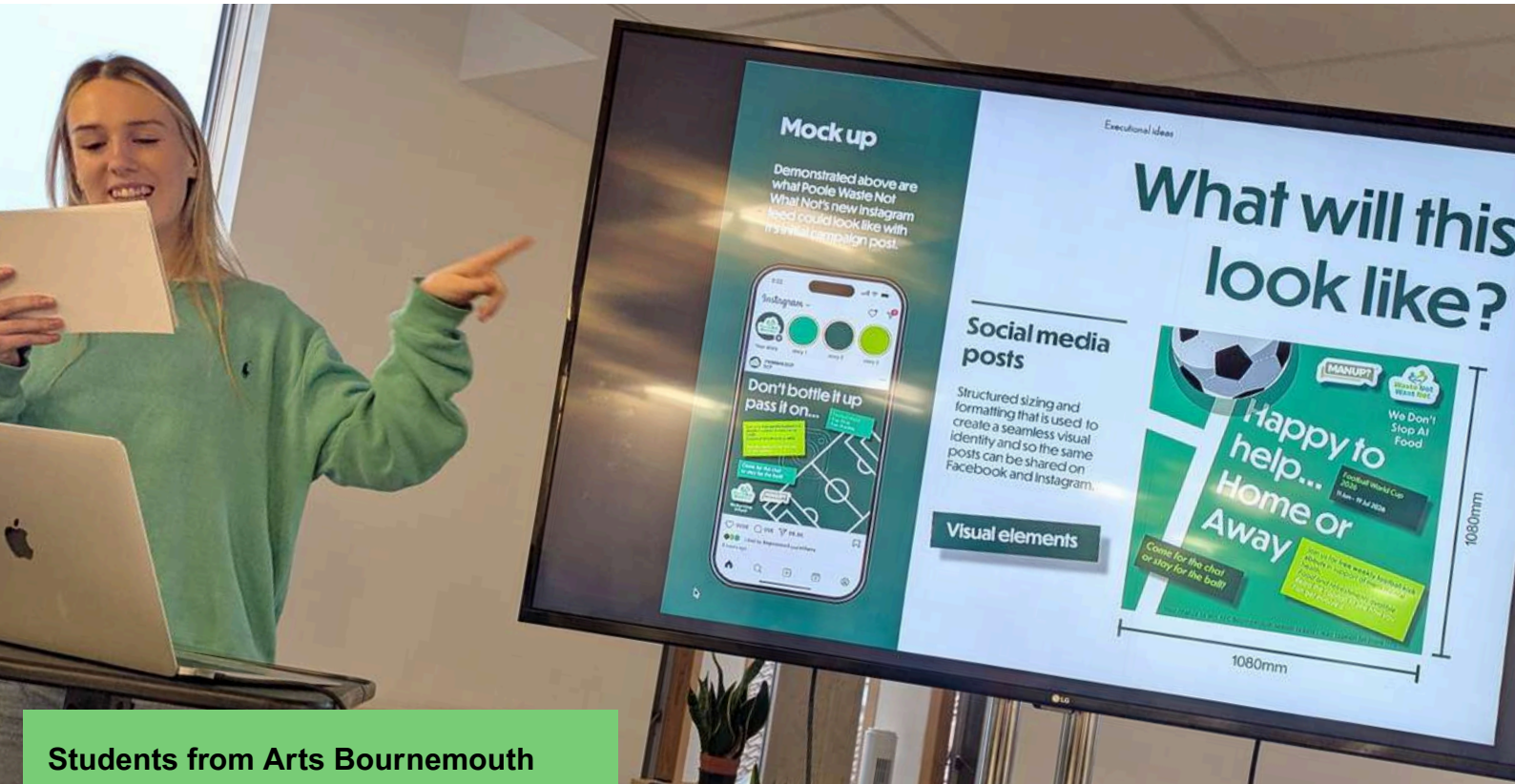
We won **Gold for Eco/Green** at the Poole Business Awards, Gold for Eco/Green at the Dorset Business Awards, and are proud to partner with Win on Waste, supporting sustainability through reusable shopping bags and our bottle-top bench, made from over **85,000 recycled bottle tops**.

We played a small part! our volunteers proudly helped members fill in the forms, Survey Forms - Destitution in the UK study – (Heriot Watt University) The purpose of the study is to better understand the needs and experiences of people who face destitution in the UK, and the scale and causes of the problem.



These achievements reflect the power of partnership, community, and shared purpose — and we are grateful to everyone who continues to support and believe in our work.

Impact of Our Partnership with Bournemouth Universities



Students from Arts Bournemouth University studying Digital Engagement took part in our Digital Engagement Project, designing a social media platform that captured the essence of our work. Their creativity and professionalism in presenting their projects were impressive, with each student approaching the challenge in a unique way. **One student, a former PWNWN member, shared her experience with the group,** adding a powerful and personal dimension to the project.



Six Occupational Therapy students, are producing a video project that captures the warmth of our charity and reduces the stigma around seeking support. We will share the video at our **local Wellbeing Hub,** helping to enhance communication, inclusion, and connection within our community.



Four Social Care students, passionate about the needs and rights of social injustice and food poverty, engaged with our projects, bringing fresh perspectives to community-focused initiatives. Their work supported our mission to tackle food poverty and promote inclusion, while providing them with valuable hands-on experience.

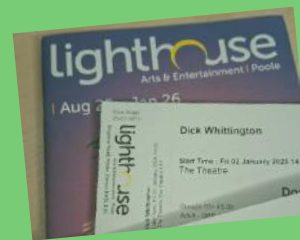


Over 2025, PWNWN has enjoyed a vibrant and inspiring partnership with Bournemouth University, working closely with students motivated by social justice, food poverty, and creative solutions to community challenges. With the support of Alex, Digital Engagement Creative at Talbot Village Trust, this collaboration has strengthened our digital engagement, expanded our reach, and created valuable learning opportunities for both students and our team.

“This collaboration shows the impact of combining academic innovation with community-focused work, and we look forward to continuing it.”

Partnership Working

Highlights of our engagement in the community



Community

“Across Poole, we’re often asked: **What’s the difference?** Foodbanks, pantries and social supermarkets each play a distinct role, working together to ensure people get the right support at the right time. **Foodbanks** provide emergency relief, pantries offer low-cost choice and dignity, and **social supermarkets** stretch budgets while supporting independence. By collaborating with Poole Food Bank, Poole Pantry and local wellbeing hubs, we help our community move from **crisis to stability** — **from reliance to resilience.**”

COAST have continued working with PWNWN, offering voluntary placements that help clients gain new skills, experience, and confidence in a supportive environment. We look forward to continuing this positive collaboration.



NatWest – Financial Wellbeing

Our collaboration with NatWest delivered a Cost of Living workshop, providing financial health checks and practical budgeting advice to help households manage money with greater confidence.



Our CEO is an active member of the BCP A2F Steering Group, working alongside other partners to exchange knowledge and resources.

Hillbourne School:

Our pilot presentation with Hillbourne School invites families to join our Fun with Food workshops starting in March. The pilot aims to increase confidence in cooking and healthy eating while shaping future sessions through feedback from pupils and families.



Green Skills & Employment Support
In April, we partnered with SNG’s Employment and Skills Team, introducing an Employment and Skills Coach focused on Green Skills. Participants received support with CV writing, job searching, and confidence building. This partnership helped individuals move closer to employment, including supporting a young girl to **secure a Deputy Manager** role at The Body Shop, and assisting Marcus with CV development, job searching, and building confidence for the workplace.

Other Key Partnerships

We worked with Cornerstone Patch, Ryvita, Talbot Village Trust, Lighthouse Poole, Dolphin Centre, and local wellbeing organisations to strengthen food access, sustainability, and community engagement. **Our regular drop-in sessions continue to provide vital advice, signposting, and one-to-one support**, ensuring people receive the right help at the right time and reinforcing all partnership work.



REAL STORIES – REAL CHANGE

Maria, 60, lived a lonely life with her 86-year-old mother, struggling with anxiety and pain. After visiting PWNWN, encouraged by her mum, she discovered support for her wellbeing, learned affordable healthy eating, and embraced the idea that **it's okay not to be okay**. Now, Maria shares meals, supports newcomers, and has built confidence, friendships, and a sense of community, transforming her life from isolation to thriving.

William, "It's a way of life for me. I can get everything in one place, and I love the scrambled eggs on toast. Being able to buy good-quality food on my budget is something I couldn't do before I joined PWNWN. And I really enjoy socialising with everyone there."

"Your support with free food was so kind — I managed to pay my energy bill on time."
"You're my lifeline in tough times."



Rosie ... flowers brighten up my day!

Rosie, "I come here to listen to all the noise — it's so friendly. I've made lots of friends, and if you have a problem, someone is happy to listen. And the flowers — oh, they really do cheer me up. It's the little things that brighten our day." —



Maria's story

Amanda, "*When I first came to Waste Not Want Not Poole, I was going through a really difficult time. Erica and her team welcomed me with such kindness and without judgment. They've created a space that feels like family, where my grand-children and I can feel supported and safe. Their compassion has made a real difference in our lives — I honestly don't know where we'd be without them. From the bottom of my heart, thank you for changing our lives.*" —

“ I'm truly grateful for the food delivery — it meant more than just a meal; it felt like kindness and hope. I rarely open my door, so please thank your thoughtful driver for making me feel safe by leaving it in the hallway. I hope to repay your generosity when I'm back on my feet.” Thank you
Leanne

Training outcomes

In 2025, we supported **46** invaluable volunteers, with **28** currently active. They follow a rota that balances work and flexibility, contributing their knowledge to effectively run our service .

Two volunteers are acquiring essential life skills with Corrine, our Skills & Learning Champion.

Training Outcomes

Four Clients from COAST supported on a workplacement mentoring programme

Drivers

Two drivers have successfully achieved Level 1 certification in Food Safety.



1

Two volunteers, who once struggled with their confidence behind the wheel, enrolled in a Driver Awareness course and are now operating our vans with renewed assurance.

2

Food safety

seven volunteers have completed their Level 2 certification in Food Safety.

3

One participant has successfully completed a Customer Service course and is now being supported by SNG on their Green Employment Pathway into employment.

4

University Students

Eight students from Bournemouth University worked together to acquire essential skills to advocate for individuals experiencing food poverty.

5

Two students from Bournemouth University's nutrition programme participated in a work placement with Cally, contributing to our wellbeing workshop

6

Three individuals successfully completed on-the-job training as a result of a referral from the Job Centre. **One** man's confidence blossomed, leading him to secure temporary work during the Christmas season.

7

One young volunteer dedicated his hours for the Duke of Edinburgh Award. 16

FAMILY WELLBEING REPORT

These are engaging, intergenerational workshops.

Our coffee shop developed into a family wellbeing hub, offering a warm, inclusive space full of laughter, learning, and togetherness. For many families, this was their only opportunity to enjoy a low-cost day out and create positive memories together in a safe and welcoming environment.

Family activities included:

Hands-on cooking workshops for families

Plant-based recipe sessions and **healthy eating** demonstrations

Nutrition talks supporting informed food choices

Fun with Food sessions, encouraging children to engage positively with food

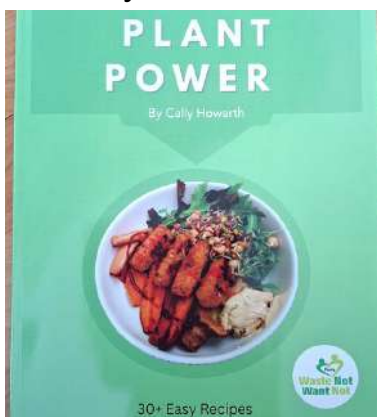
Inclusive family day trips to the Oceanarium and Brownsea Island, led by our three wonderful volunteers, promoting confidence, independence, and shared experiences

Distribution of healthy food bags with menu planning and budgeting advice

Co-creation of a community recipe book shared with families

Sessions were to food-focused workshops, increasing engagement and relevance.

The programme was strengthened through partnership working, including collaboration with Poole Wellbeing Hub, The Gale Foundation, and two nutrition students who supported planning and delivery of Fun with Food sessions.



Key outcomes for families included:

100% Increased confidence in cooking and meal planning

95% Greater awareness of healthy eating on a budget

48 Improved family bonding through shared activities

100% Reduced isolation and a stronger sense of belonging

Overall, the programme helped families develop practical skills, build confidence, and enjoy meaningful time together, creating lasting positive change beyond the sessions.

One little girl Pippa commented

“When I get home, I’m going to help Mum and think about the nice time I had today.” – that says it all



SUMMER FUN WITH FOOD WORKSHOP

Smoothie Makers (10), Multi Cookers (21), and Soup Kettles (5) given to families so they can continue cooking at home.

During the summer, we held weekly workshops that engaged children, parents, and grandparents in learning essential life skills.

Highlights included:

- 1. Children showcasing their tasty creations and favorite flavours.*
- 2. Preparing lunch for parents to enjoy together or take home.*

The sessions were filled with energy and creativity, allowing families to cook together while leaving with recipes, tips, and increased confidence for healthier choices.

Families gain practical cooking skills to last a lifetime.

Photos show how support, knowledge, and simple tips can lead to lasting changes in health and habits.

Proof that small steps = big long-term benefits.

Before the smoothie workshop:

“Would you choose fizzy or smoothies?” → Most answered

Coke. **The impact**

After the workshop: when asked again, the group shouted **“Smoothies!”**

**A big Thank you to AFCB,
Cash for Kids, and The
Gale Foundation for
supporting our Fun with
Food workshops**



REAL STORIES - REAL CHANGE

“ Shannon, a young mother, faced a challenging time in her life.

I have to say, the people at Waste Not Want Not are truly beautiful people who give so much inspiration to me and to others.

I am honestly so grateful to have found Erika, Leanne and the team. They have helped me massively, and words can't express how much it has meant.

I was someone who fell into financial difficulties after the suicide of my husband, suddenly becoming a single mother to two children aged 7 and 5. My company closed down because I was grieving, and starting again from what felt like the very beginning was incredibly hard. But having the support of Waste Not Want Not made such a difference.

They weren't just there with food—they helped with financial struggles, offered friendship, and were simply someone to talk to. They gave my children a Christmas they hadn't had for the last two years, one we will never forget. Erika helped me with energy-efficient appliances when mine had broken, and even provided special days out, like tickets to the pantomime.

VE Day Celebration



Doreen, 92-year's young community member enjoys our Wellbeing Wednesday sessions. Our community shop serves as an essential social hub for older residents, fostering friendship and belonging, as seen during a recent VE Day celebration. Doreen, a 92-year-old regular, joyfully participated in the singalong, particularly enjoying her favorite song, "The White Cliffs of Dover." She expressed that the shop keeps her feeling young.



I am honestly speechless. I call them my angels from above. Thank you, Waste Not Want Not, for helping me through the hardest time of my life and putting smiles back on my children's faces—and mine too.



This moment shows that simple, inclusive activities can significantly impact healthy aging by helping older individuals feel valued, connected, and supported in their community.

Case Study

Member– Connection, Confidence & Laughter!

Gill is a much-loved member of our community who always looks for ways to help out where she can.

Whether lending a hand or sharing a smile, Gill brings warmth and positivity to everything she does.

One standout moment for Gill was our Pirate event, which truly made her day. She shared that she had always dreamed of walking in a parade — something she never thought would happen. That day, her dream came true. Gill proudly joined us, walking in the parade with confidence and joy, soaking up every moment.

She even went a step further, lovingly making a pirate costume for Marcus, showing her generosity and creativity. The day was filled with laughter, fun, and connection, as staff, volunteers, and members bonded together.

Gill's pride and happiness were clear to see as she walked alongside us, calling out, ***"Ahoy there, my hearties!"***

This moment captures what our community is all about — creating opportunities for people to feel included, valued, and part of something special, while building meaningful relationships that stay long after the event ends.



No data or figures can truly capture the impact of moments like these — but they show the heart of our community.

Gill shared:

"This place gives me someone to talk to. I love the fun and laughter — it's so uplifting. I can sit and chat for hours and feel part of this amazing family."

Marcus added:

"I had an idea for my pirate outfit — I wanted to be foxy! Gill kindly offered to help me, and when she came in a week later with the costume, I was overwhelmed. It was perfect."

This moment captures what makes our charity so special. We don't just provide support — we connect people, enabling them to empower one another. It was a moment of pride for Gill and gratitude for Marcus, built through kindness, creativity, and shared joy.

Case Study

Emma, a pediatric nurse, has faced challenging times but now has a hopeful future ahead.

Waste Not Want Not has completely transformed my life and the lives of my family. I was previously a qualified paediatric nurse working in the private sector, earning a good income and living a stable life with my husband and four children, until everything changed following a severe mental health crisis. Unable to work and without sick pay, I suddenly had no income, and during this time my marriage broke down, leaving me alone with four children and discovering that our savings had been lost through gambling.

Referred to Waste Not Want Not, I initially felt overwhelming **shame and embarrassment** as I had never needed a food bank before, but from the very beginning, Erika and the team showed compassion, dignity and understanding. Over time, they **supported us far beyond food provision**, helping me address mounting debts, access Citizens Advice, and begin to rebuild stability. They supported my children with essentials such as school uniforms, Christmas and birthday presents, household items when appliances broke, and opportunities for family days out that supported our wellbeing.

They also provided practical support to help us live more sustainably and healthily, including cooking equipment, lessons and nutritional education, which particularly benefited my youngest daughter during a difficult period with school and her mental health.



More recently, Waste Not Want Not supported my eldest daughter's transition from university into employment through work coaching, interview clothing and food support, helping her secure a job and regain confidence.



Thanks to the kindness and dedication of the team — particularly Erika and Leanne — I have moved from a place of absolute despair to one of hope and optimism, and I now proudly give back through volunteering, supporting fundraising events, and *sharing my story to show that anyone can find themselves in crisis and that this charity truly changes lives.* - Emma

Thank you for reading our 2025/26 report.

Erika Sloper
CEO

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***Our small part has made a big impact** — changing shopping habits, supporting healthier meals, and restoring hope. It's not just about food; it's about dignity and connection.*



*"In 2026, we look forward to creating bigger impact and meaningful change. Together, we can make this happen. **Thank you for your overwhelming support** and for being an essential part of our journey."*