

Changing lives
one by one

CHAPTER

1

Chapter 1

Nat Kidd – Service Manager

2nd Chance Furniture Re-Use

Who is Chapter 1 ?

- Chapter 1 originated in 1920 as Christian Alliance of Women and Girls
- In 1985 we registered as a Housing Association
- In 2009 become Chapter 1
- Also a registered charity.

Who do we serve

- Homeless men and women including those suffering from mental health issues and addictions.
- Single parents and children –domestic abuse-parents in dispute.
- Young people homeless or in Local Authority Care.
- Asylum Seekers.

Our Business

- Hostels
- Contact Centres
- Floating Support/Outreach
- Refuges
- Private Sector Leasehold
- Social Enterprise including Furniture Recycling, HWRC Recycling shop, Sports Development, Foodbanks.

Our Business 2

- 50 Services nationwide
- 1500 units of accommodation both owned and leased.
- 400 staff and volunteers
- Last year throughput of 3000 clients
- Turnover approximately £16 million.

The journey so far...



2nd Chance Furniture Re-use

- affordable furniture to those undergoing financial hardship
- Waste reduction
- work experience



The need

In 2005 out of discussions with the Diocese of Coventry, mental health providers, County and Borough councils, areas of concern were outlined which revolved around

- Unemployment
- Poverty
- Mental health
- Re-use

By working in partnership with Warwickshire County Council, a successful bid to the Big Lottery was made and in **December 2005** almost a quarter of a million pounds was awarded to get the scheme off the ground.

The Re-use model

- Clients call the donations line
- Volunteers assess suitability of goods over the phone
- Drivers view and if acceptable collect item for free
- Safety checks
- Goods put on sale
- Once sold they can either be collected or delivered at a cost of £10

In **August 2006** we transferred to our current site at Weddington Terrace, Nuneaton.

- 15,000sqft
- Low cost furniture service
- Workshop
- Bric a brac sorting room
- Office space
- Training venue
- Secure indoor parking





2007

- Warwickshire Probation Service a work party of 6 placements built a series of workshops enabling us to;
- Expand the furniture repairs
- Set up a electrical testing area

2008

- Bicycles Repairs – supplied primarily from the local police forces



2009

- Trainer and Volunteer Co-ordinator recruited
- Winners of the 2009 Coventry Telegraph Environmental Business of the Year Award.

2011

- Approved Re-use Centre (ARC) status

2012

- BLF 5 year grant

2013

- The Atherstone Food Bank and Second Chance Furniture, North Warwickshire open

2014

- IKEA take back scheme
- FCC Recycling shop opens

Volunteers at Chapter 1



Why Volunteers?

- North Warwickshire has been identified as an area of high unemployment
- Lack of experience identified by Job Centre as an issue for job candidates
- Our project can provide valuable work experience and life skills
- We need them



Volunteer Co-ordinator

- Around 70 volunteers at any one time
- Average 750 hours worked each week
- Building and maintaining relationships
- Training and Development
- Recruitment

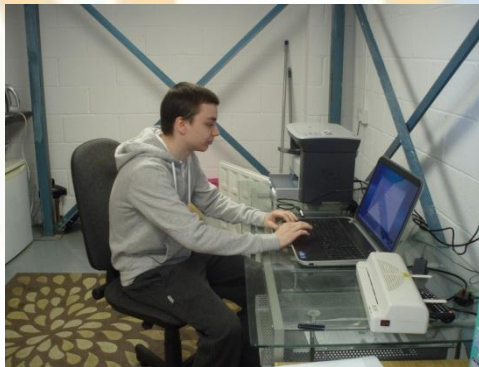
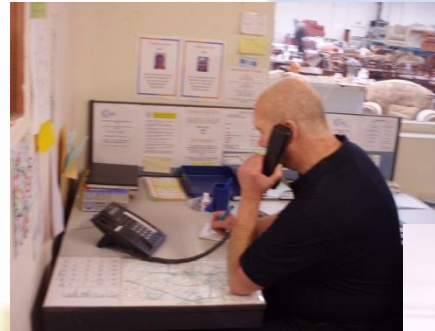
Sourcing Volunteers

- Relationship building
- Local communities
- Job Centre Plus
- Employment agencies
- Volunteer bureaus
- Adult and youth Probation service
- Charities
- Chapter 1



Volunteer Roles

- The scale of 2nd Chance means we are able to provide a wide variety of voluntary roles:
 - Warehouse
 - Sales and customer care
 - Admin
 - Drivers Mate



Volunteer Development

- Each Volunteer has a personal development plan contained in an individual journal
- 3 targets are identified along with indicators of progress
- Regular reviews and assessments

Volunteers Targets

Please think about what you would like to achieve during your time with us. Set yourself some targets (i.e. meet new people, learn new skills) then think about how you will know when you have met them.

Target 1

.....
.....

How will you know when you have achieved this?

.....
.....

Target 2

.....
.....

How will you know when you have achieved this?

.....
.....

Target 3

.....
.....

How will you know when you have achieved this?

.....
.....

Volunteers

signature:.....

date...../...../20.....

Volunteer Training

- On the job training
 - Manual handling
 - Sorting and pricing
 - Till operations
 - Administration



Volunteer Training

External Agencies

- Over the past 18 months 5 volunteers have gained NVQ's
- Bespoke training courses in identifying strengths and using them positively in the workplace
- Safely navigating the internet and job searching online
- NW & Hinckley college motivation & confidence

Volunteer Training

- E-Learning
 - Chapter 1 have extensive online training resources
 - Over 250 courses covering a variety of subjects:
 - IT
 - Customer Care
 - Health and safety
 - Literacy and Numeracy
- Volunteers have individual accounts and can create personal learning portfolios.

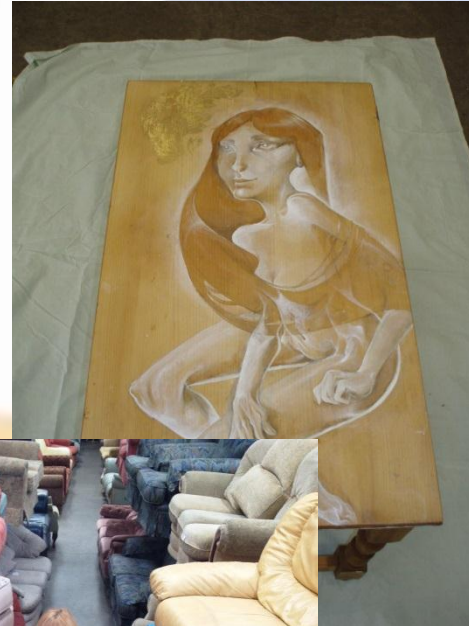
Outcomes

- Volunteer's should leave with:
 - Relevant work experience
 - Greater confidence
 - Evidence of training
 - Up to date reference



Events and PR

- Thrift week
- Upcycling courses
- Charity Auction
- Press releases
- Facebook
- Leafleting
- Mail outs



Now

- 9 paid staff
- 70 volunteers
- 4,500 clients P/A
- 273 Tonnes Re-used P/A
- Turnover of £250,000 P/A

2015

- Ink Recycling
- End of line goods
- Conversion of sorting room into IT/training suite
- Community Re-paint Network
- Gift aid
- Greater community involvement
- Expansion of volunteer training opportunities
- Re-launch Cycle repair scheme
- Electrical Auctions

Nat Kidd

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