



Registered Charity No. 1086837

How The Hub helped us to open our Workington charity shop

Hospice at Home West Cumbria

- Provides home nursing to terminally ill people, meaning that they can die at home if that is what they want
 - Provides outreach services to help and support patients, their carers, and the bereaved
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- We are a registered charity
 - We work very closely with the NHS and Macmillan Nurses
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Funding

- We need about £585,000 a year to run our service
 - The NHS provides £235,000
 - We need to raise the remaining £350,000 ourselves
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Funding

- Get income from a variety of sources
 - Donations
 - Legacies
 - Fundraising Events
 - Limited experience with making money through trading
 - Sale of Christmas Cards and Christmas Puddings
 - Charity Shop in Cleator Moor
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- Felt there was an opportunity to open a charity shop in Workington
 - Good town centre location identified
 - Felt we needed a well fitted out shop giving a quality image
 - Run by a paid shop manager supported by volunteers
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Problems

- Running costs would be high (lease + salary)
 - High fit out costs
 - Unsure how much money shop would take
 - Unsure of supply of donated goods to sell
 - Unsure of availability of volunteers to run shop
 - Hospice staff had no experience of setting up a charity shop
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Support from The Hub

- Financial – grant to cover set-up costs (and help with application for funds)
 - Help finding another funder
 - Advice from Anne – to paid staff and Hospice Trustees
 - Mentor – Murray Winter
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Advice and Mentoring

- Not what we came to The Hub for
 - But tremendously valuable – influenced the way we went about things and has improved our product
 - Feel we could go back for more help/advice if we run into difficulties in the future
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- Hub support did make the difference – we wouldn't have opened our shop without it
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1st Year Results

- Shop opened in February 2007
 - First full year's trading
 - Income £53,226.84
 - Expenditure £31,204.93
 - Surplus **£22,021.91**
 - Expenditure very close to budget, income much better
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- Income in current year maintained at around £1,000 per week
 - Established shop manager and team of volunteers
 - All signs are that it is a well established social enterprise
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