

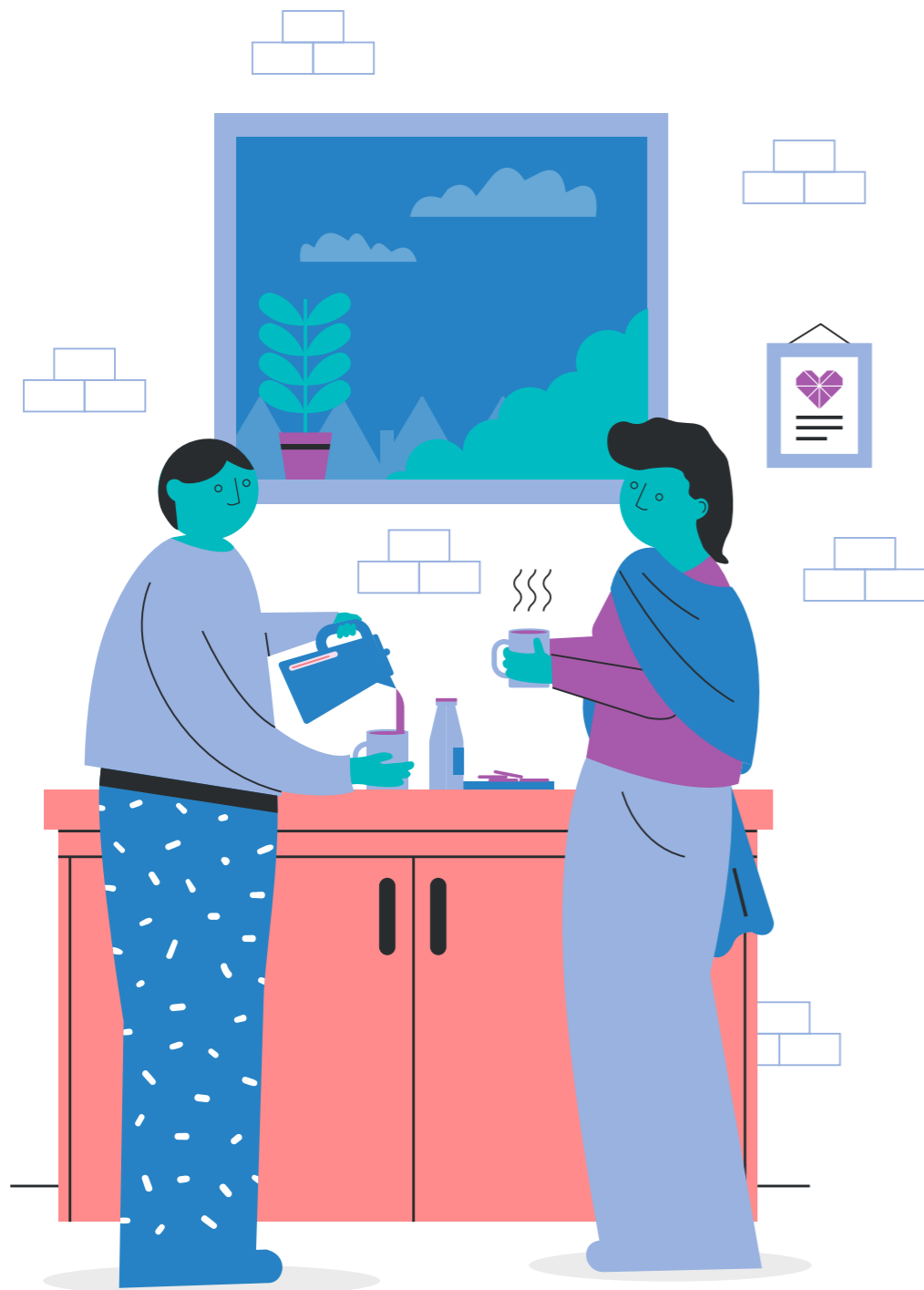
Social Impact Report 2024

reuse
NETWORK



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A message from the CEO

Reuse Network's Social Impact Report 2024 aims to highlight the significant difference that collaborating with the Reuse Network membership can make to the lives of people across the UK.

This year's report features powerful stories that showcase how our members and partners have stepped up to make a positive impact, even amid ongoing challenges.

The cost-of-living crisis continues to strain our sector's ability to support those most affected by poverty, and there are no signs of this situation easing anytime soon. For over 30 years, Reuse Network has been addressing issues of poverty and access to household goods, but today, these challenges are more severe than ever. The wider implications of the cost-of-living crisis have led to a decrease in product donations, as people are holding on to their goods longer and buying fewer new items in an effort to save money.

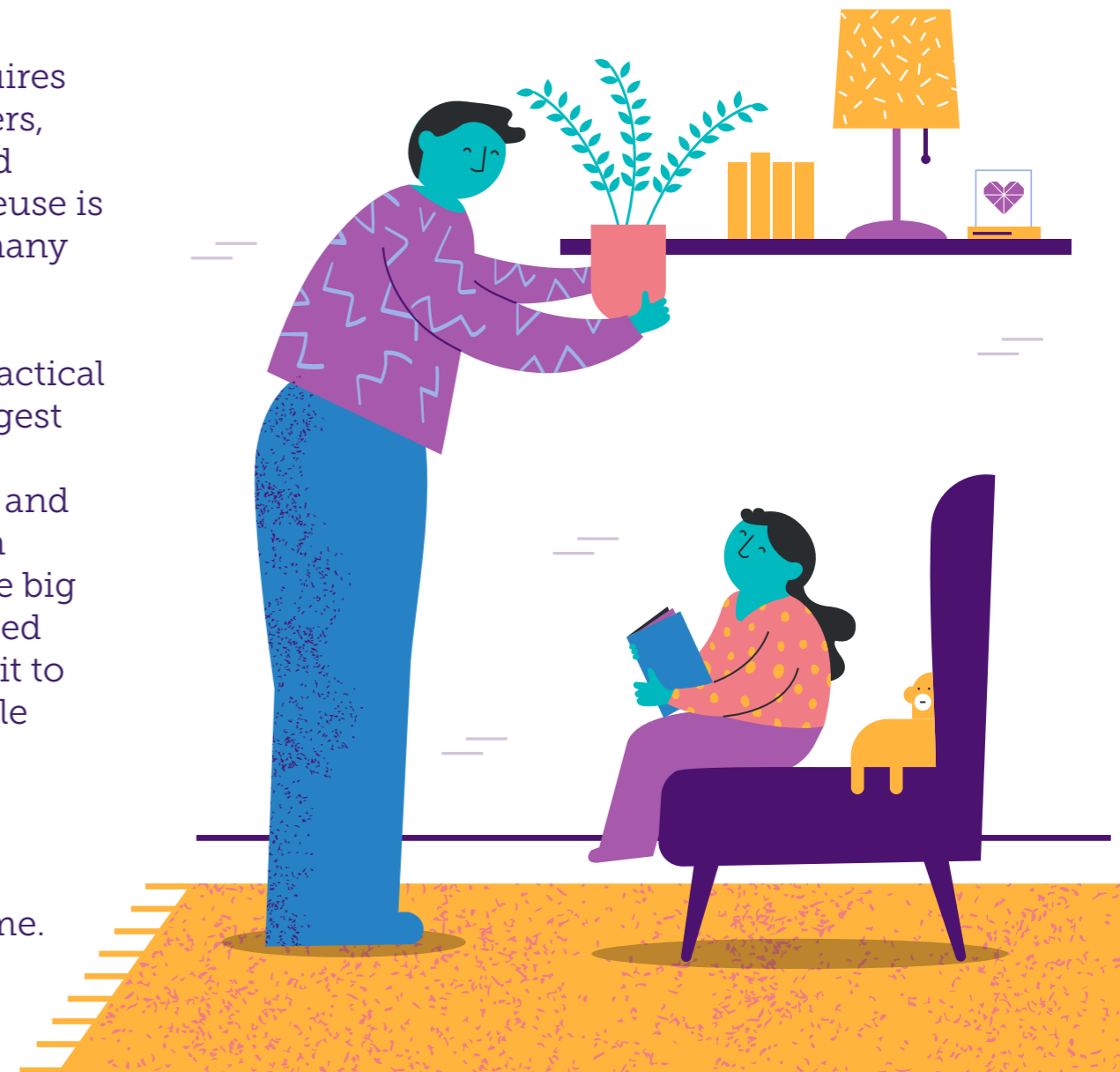
At the same time, Reuse Network is focused on reducing the environmental impact of consumer goods by promoting a shift from a linear consumption model to a circular economy. This approach does not simply involve waste management at the

end of the product's life cycle but requires active engagement from manufacturers, distributors, consumers, recyclers, and those handling discarded products. Reuse is a cross-sector issue that aligns with many policy agendas.

Reuse is about having a strong and practical response to some of the country's biggest social, economic, and environmental challenges, establishing collaboration and partnerships with each other and with external supportive partners. There are big issues and opportunities to be discussed and actioned by the sector to do our bit to improve society and build a sustainable solution through reuse.

We are determined to make a lasting impact and to deliver a society where everyone can create a sustainable home.

Craig Anderson
CEO, Reuse Network



About Reuse Network

At the heart of our mission is the drive to create a sustainable, supportive network across the UK, where everyone can build a sustainable home.

We believe in the power of reuse – especially in today’s world, where resources are limited and demand for household and electrical items is on the rise. Reducing waste through reuse not only prevents valuable resources from ending up in landfill but also provides families and individuals with limited incomes with good quality household and electrical items at affordable prices.

But it doesn’t stop there – the activity of reuse creates employment, training and volunteering opportunities especially for those most marginalised in our society.



How we support our members

We work closely with our members to ensure they have the resources, connections, and opportunities to thrive.

Our support includes:

- **Access to funding and sector support:** Helping members secure funding and engage with sector-specific support.
- **Raising profile and building partnerships:** Promoting members both locally and nationally, while creating opportunities for meaningful collaborations.
- **Information, advice and guidance:** Offering expert advice on standards, best practice, and regulatory compliance, ensuring members stay informed and aligned with industry standards.
- **Representation:** Acting as a voice for our members at a local and national level, engaging with key stakeholders.

Key services include:

- **Regional networking events:** Organising networking opportunities across the UK to foster collaboration and growth.
- **National service finder:** Featuring a directory of reuse charities and social enterprises to streamline public donations and enquiries.
- **Exclusive member space:** Providing a platform for members to access resources, start discussions, and share knowledge.
- **Quality management audits:** Offering members the chance to undergo quality audits to ensure high standards.
- **Buying opportunities:** Managing exclusive purchasing options from selected service providers and product suppliers.
- **Product Weight Protocol:** Offering a licensed list for over 200 furniture and electrical items to support accurate weight reporting.
- **National partnerships:** Managing strategic partnerships between major retailers, reuse charities, and social enterprises.



Our 2024 highlights



Going for gold

Reuse Network, Currys and DHL Supply Chain was awarded a **Gold International Green Apple Environment Award** for our joint White Good Returns Scheme, which collects old appliances, refurbishes them, and then donates them to low-income households.

Selected from over 1,200 nominations worldwide, the award recognised our collaborative efforts in supporting the reuse of white goods: not only contributing to the reduction of landfill waste but also helping to make a positive impact on local communities.

FOR HELPING
THE ENVIRONMENT
WINNER 2024

Back on the road

The **Reuse Network Regional Roadshows** made a welcome return, offering our members a dynamic programme filled with opportunities to connect, collaborate, and elevate their impact in the sector.

These events featured a diverse lineup of expert speakers from key sectors, including **government, repair, circular economy, waste management, and charity**. Attendees had the chance to connect with like-minded organisations, gaining valuable insights and forming practical partnerships that will drive the reuse agenda forward.



Resource Hot 100

Our Commercial Manager, **Hannah Jordan** made number 58 in the Resource Hot 100, which recognises the most influential and creative people who have made a key difference in how our waste resources are managed and protected. The ranking recognised her passion and commitment to working with commercial partners to increase reuse.

Who makes up the sector



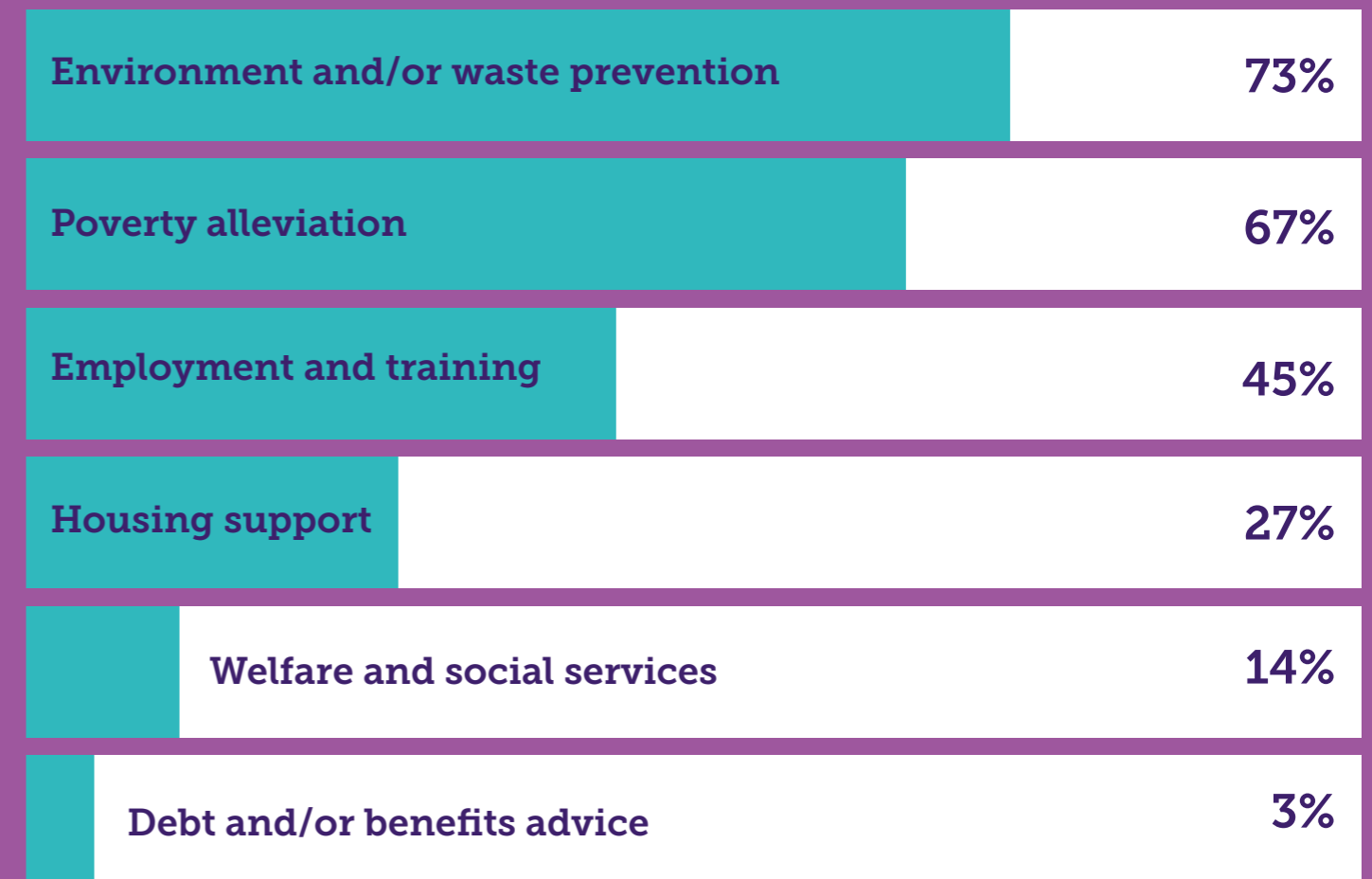
Our members are helping to create stronger, more resilient communities, while also playing a vital role in reducing environmental impact and contributing to a sustainable future.

They are improving the lives of low-income households by offering access to fairly-priced goods. They tackle social exclusion through training, volunteering, and employment opportunities. They are fighting climate change by reducing carbon emissions and diverting items from landfill.

In short, they are at the forefront of tackling some of the most pressing social and environmental issues today.



How our members are making a difference:



CASE STUDY

Furniture Reuse



Furniture Reuse is a black female-led organisation founded by Emelda Harwood in 2023. Its mission is to empower the local community in Newham, London, by offering volunteering and employment opportunities, and provision of food and affordable furniture.

Emelda, drawing on her experience in waste minimisation and non-profit enterprise, started the project after her previous workplace closed during the pandemic. With the help of a small team, she set up Furniture Reuse in a warehouse in Maryland and focused on offering quality secondhand furniture, which has been an important lifeline in the current cost of living crisis.

As well as reusing furniture, Furniture Reuse operates a food bank in partnership with City Harvest, to help tackle food poverty in the area. They also promote environmental sustainability by encouraging upcycling and repair through workshops in collaboration with Newham Council. This community-driven approach not only provides affordable furniture but also teaches valuable skills, bringing people together and reducing waste.

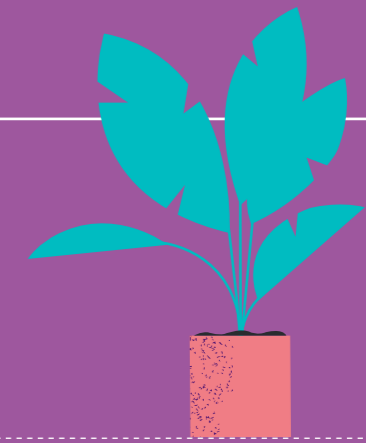
“Our goal is to provide a one-stop service where the local community can purchase a variety of homeware products, which would normally end up in landfill.

Providing affordable, quality secondhand furniture is very much needed during the current cost of living crisis. Becoming a member of Reuse Network helped greatly in doing this, as we can connect with more people and obtain great pieces of preloved furniture and give them a new home.”

Emelda Harwood
Director, Furniture Reuse



The Reuse Sector



In 2024

the reuse sector as a whole reused 2.55 million furniture and electrical items.



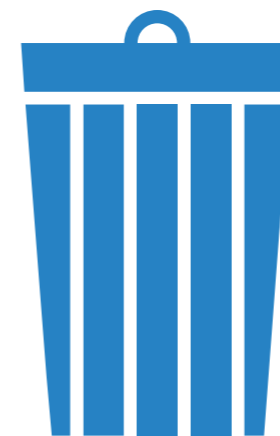
92,566

tonnes of CO₂
emissions
saved



86,127

tonnes of
products
prevented from
being wasted



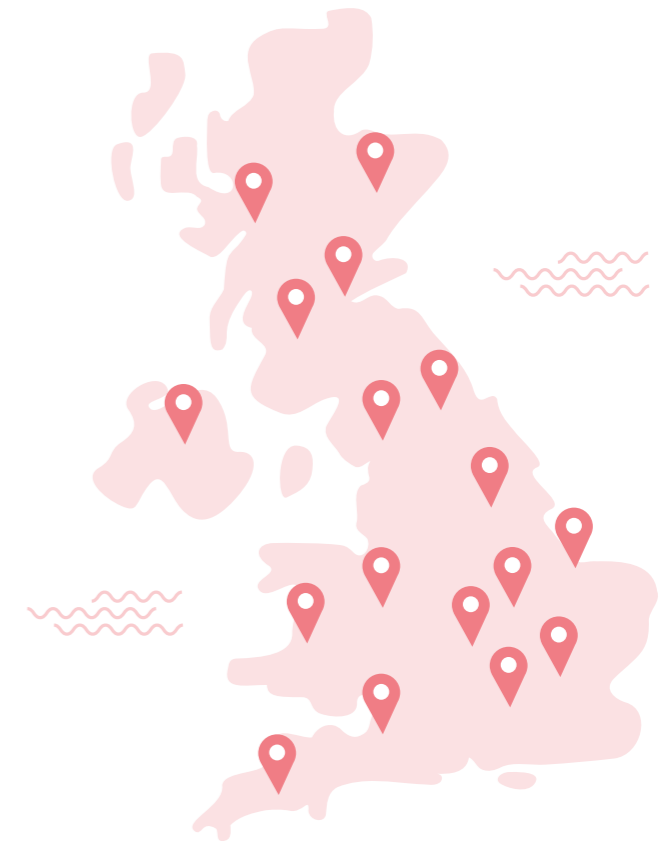
£321.2m

saved for low-income households

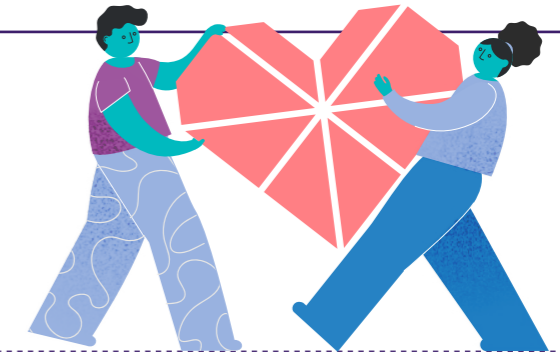


1.5m

households helped



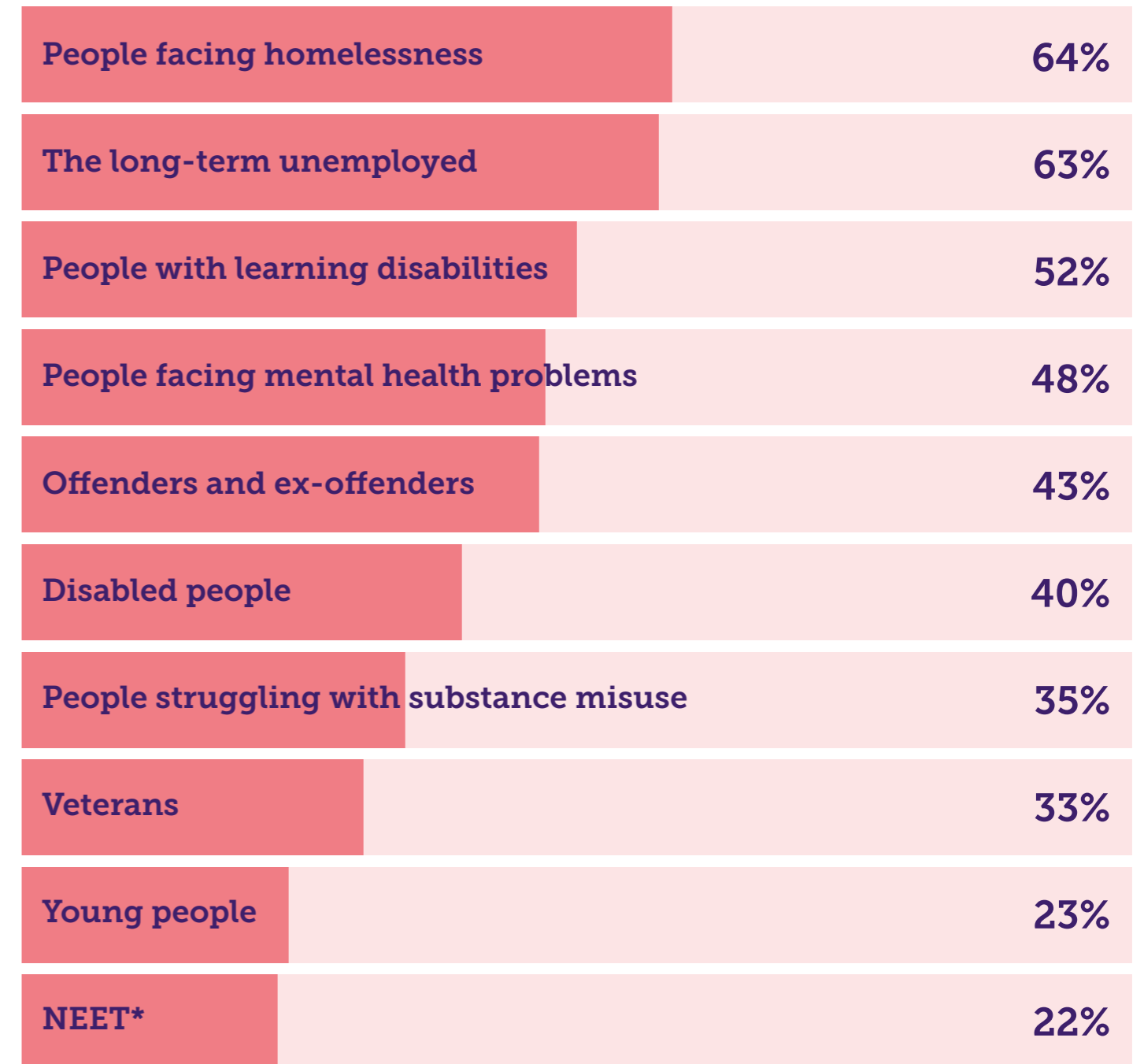
Who our members are



Our members are located throughout Scotland, Wales, and England. They support people in their local communities through a whole host of activities.

In addition to reusing household furniture and electrical items, many of our members run food banks, community cafés, and other complementary activities, as well as providing volunteering and employment opportunities.

The people our members support:



*Young people not in education, employment or training (NEET)



Our members' reuse activities

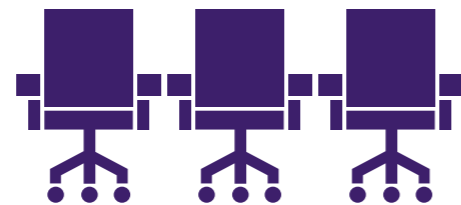
31%
offer free furniture
& electrical items



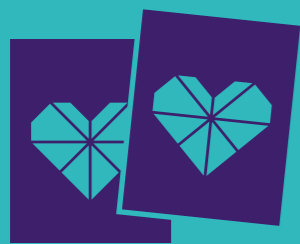
76%
reuse electrical items



37%
reuse office
furniture



28%
offer starter
packs



35%
reuse other
items



92%
reuse household
furniture



37%
reuse textiles



15%
reuse paint

18%
reuse carpets
& flooring



20%
reuse IT equipment

14%
run food banks



The Brick

THE BRICK

QUEENS HALL ACTION ON POVERTY

The Brick is an anti-poverty charity offering services to people who are at risk of or transitioning through homelessness, financial hardship or crisis in Wigan and Leigh, as well as across Greater Manchester.



Their work spans five key areas: housing, personal development, food and health, financial wellbeing, and training and employment. Through Brick Reuse and their charity shops they offer affordable clothing, furniture, household items, appliances, and bric-a-brac to help families furnish their homes. The shops help raise vital funds to help support their work in fighting homelessness and poverty across the borough and beyond. In the last year alone, they helped over 16,000 people, provided almost 600,000 household items, and prevented 90,000 items from going to waste.

Their acclaimed Multibank project redistributes surplus and donated goods to people on low incomes who are struggling to cover the costs of everyday essentials. These items range from bedding and cleaning products to clothes and toiletries. All Multibank items are distributed free of charge through a growing network of over 400 referral partners who are placed at the epicentre of their local community.

Partners include schools, social care professionals, charities and community groups who have helped the project distribute 1.2 million items and supported over 120,000 families across the North-West in less than two years.

Their food community project in Wigan, provides healthy, nutritious food to members at a low cost. Rather than a traditional food bank, it offers dignity and choice, with food donated from various sources like supermarkets and restaurants. Additionally, they provide free cookery classes in partnership with Wigan Council and Safer Streets, which aims to reduce food insecurity in the long term.

The Brick operate a range of accommodation services, from emergency accommodation such as A Bed Every Night, through to supported and semi-independent housing, to help people at every stage of their transition from homelessness. Their approach is focused on addressing the systemic

issues that cause homelessness, providing safe and stable environments where people can recover and work towards self-sufficiency.

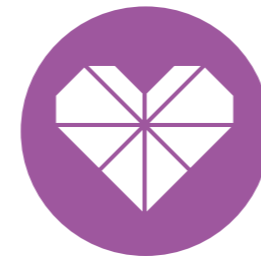
"All of this work wouldn't be possible without our employees and volunteers. We currently have 80 members of staff, over 160 volunteers and our Brick dog Bowie working hard every day of the year to make our goal happen. Many of our staff and volunteers have lived experience of homelessness and/or poverty and would have once been supported by The Brick to help them back to where they want to be in life. This is truly a humbling way of demonstrating how important and valuable the work that we do is to the people that need it the most; that we have people working for us that just want to give back and help others in need."

Gordon Macdonald
Reuse Manager, The Brick

Our commercial partners' impact

Since we started in 1989, we have built strong partnerships with some of the UK's most prominent retailers, including major department stores, TV and film storage companies, and interior designers. These collaborations have allowed us to broaden the reach and impact of our services.

In 2024, through major commercial retail partnerships managed by Reuse Network, we supplied our members across the UK with 45,000 furniture and electrical items.



26,436
UK households
helped



5.26m
saved for
low-income
households



1,777
tonnes of CO₂
emissions
saved



2,063
tonnes of products
prevented from
being wasted

CASE STUDY

Appliance Recycling Group



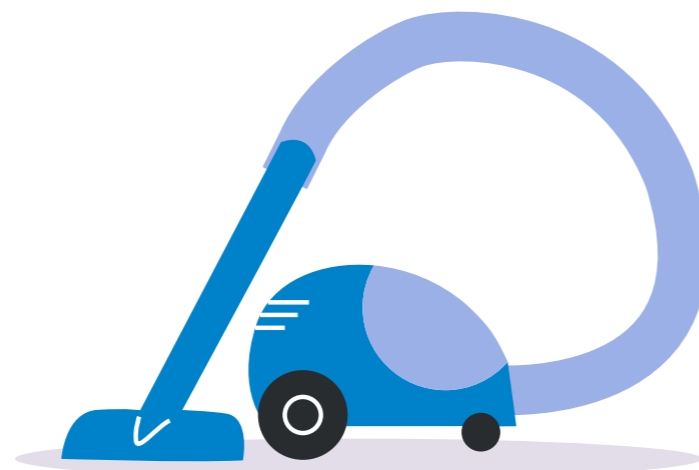
Reuse Network and The Appliance Recycling Group (ARG), a market leading Waste Electrical and Electronic (WEEE) reuse company, have worked together since 2021 on the reuse and supply of electrical appliances to reuse charities across the country.

In August 2024, ARG made a major commitment to further strengthen this partnership by pledging to donate appliances worth £1 million in social value over the next four years.

By focusing on the social value of its donated items, The Appliance Recycling Group is aiming to shine a spotlight on the impact of reused products which goes beyond economic and environmental.

Each donated appliance is safety-tested and cleaned to ensure it is ready for domestic use, helping provide essential household items to families in need. The white goods are either donated directly to households or sold in reuse charity shops, with the proceeds supporting the charities' work.

This collaboration showcases how commercial and third-sector organisations can work together to create sustainable, meaningful change. By helping charities like The Furniture Revival, which supports people in the Upper Rhymney Valley—an area facing significant poverty—the initiative addresses the growing challenge of furniture and appliance poverty, especially during times of economic hardship, such as the ongoing cost-of-living crisis.



“With the increasing cost of large domestic appliances, The Appliance Recycling Group’s ongoing donations have allowed us to meet the needs of many who wouldn’t have been able to consider purchasing a new appliance.

With the significant impacts of recent years and the ensuing cost of living crisis, these items are invaluable in providing the essential appliances that no home should be without.”

Byron James
Manager, Furniture Revival



In 2024, Appliance Recycling Group and Reuse Network:

- Supported 920 households
- Saved low-income households £172,500
- Diverted 1,150 products from landfill
- Saved 33,488kg of CO₂ emissions

reuse

NETWORK



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