



thrive

**OUR
IMPACT**
Social Value Project
demonstrates
importance of
our work

Our social
enterprise
**THE GOODS
DEPOT**



Charity Link

**PBS CLUB
LATEST NEWS**
New members
and events!



Over the last 6 months...

With your support, we were able to provide the following essential items:



Household Goods

119



Cookers

933



Beds

397



Clothing

79



Fridge Freezers

369



Washing Machines

784

Joe's story



Joe was referred by an outreach worker at a homeless charity.

Joe spent a year on the streets after the breakdown of a relationship that also prevented him

from seeing his children. He has now been offered a council tenancy and has secured a full-time cleaning job. Whilst low-paid, this will help him turn his life around. However, with no savings and a while until his first pay packet, Joe needed help to buy a bed – an item he'd been without for some time.

Thanks to your support, we provided Joe with this essential item to help make his new accommodation feel like a real home and aid him in getting a good night's sleep as he takes up his new job.

Stoughton Grange Sleepover!

For this year's sleepover, and with the support of Steamin' Billy, our annual fundraising event is hosted in the fabulous setting of Stoughton Grange Farm Park!

This will be a unique experience, sleeping out (but undercover) on Friday 10th November – going without your usual warm, comfy bed for a night to help vulnerable people who don't have a bed of their own. Due to our unique way of working, every £35 raised helps to buy a bed. Full details on our website.



2

Joe's story

3

Director's message

4

PBS Club news

5

News updates

6

Insight on The Goods Depot

7

Lord Mayor of Leicester
High Sheriff
of Leicestershire

8 & 9

Social value
reporting project
Tori's story

10

Service news
& Lions support

11

8th annual Leics3Peaks

designeering

The Thrive newsletter is designed by Sébastien de La Hamayde from Designeering.

With over 25 years experience, Designeering gives clients a competitive edge through innovative design to increase their sales.

www.designeering.com

Charity Link

20a Millstone Lane
Leicester, LE1 5JN

0116 222 2200

info@charity-link.org

 @charitylink

 /charitylink

 @charity_link_official

www.charity-link.org

Director's message

Welcome to the autumn issue of Thrive.

I hope you enjoyed a fantastic summer and whilst July proved to be a bit of a washout, we did at least get to experience a few sunny days here and there!

Now is always a slightly daunting time at Charity Link; we know that as autumn and winter takes hold, the applications from our 250 referral partners are only going to increase and we must work harder than ever to meet the increase in need that the cost of living crisis is presenting. We are hugely appreciative of your support in helping us to do this.

The monthly Citizen's Advice briefings I attend continue to present stark data; an increase in homelessness and more people with a negative budget and spiralling into debt. I am sure we would all want to know that there is a helping hand – like Charity Link – there if we fall on really tough times.

It is always humbling to see the many ways supporters get involved to make a difference. Our efforts to raise awareness are also resulting in more people, organisations and clubs choosing to lend their support which is hugely uplifting – as well as vital! You can read about some of our supporter's activities in this edition.

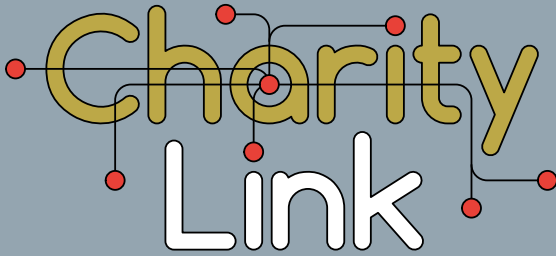
I've had the pleasure of joining supporters to complete the Leicestershire 3 Peaks Challenge and the Leicester half marathon recently which have been fantastic experiences.

Together we achieve so much (as our Niche 'Charity of the Year' award recognises!) Thank you for your continued support.



Sue McEniff
Chief Executive Officer





**Proud
Business
Supporter**



October networking event – join us!

Thanks to everyone who attended our Proud Business Supporter Club networking event at Bawdon Lodge Farm over the summer.

We were treated to drinks and canapés by the team at the Farm and heard from owner Lynn about her support of our work. Fellow PBS member Steph from Beeston-Clarke Accounting also shared her reasons for being part of the Club. It was great to catch up with lots of members and business friends.

If you are interested in networking with other local business professionals and would like to learn more about our work, we'd love to see you at our next event.

**NEXT
EVENT AT
SHOEZONE**
October
25th



**Thanks for joining: Soar Valley
Press, Stowe Family Law and Wyggestons.**

MEMBERS SUPPORT LEICESTERSHIRE 3 PEAKS

In addition to their monthly Club donations which make such a difference, we were thrilled that members were also keen to support our Leicestershire 3 Peaks Challenge in September.

Massive thanks to our headline supporter HCB Solicitors. Steven Mather Solicitor who supported our finish line (helping to treat our challengers as they crossed the line) and, as he has every year of the event, Matt Glover Photography captured fantastic images of the day.

Total Industrial Engraving donated our amazing wooden medals, and we are extremely grateful to Bawdon Lodge Farm for hosting us again – it is fantastic to start and finish our challenge in their beautiful grounds.

Thanks also to members Astral Fitness Sports Massage, Church Pharmacy, Full Square Printing, Homeshare Leicestershire, Westcotes Wills and Women that Connect for supporting this event.

Boost our slice – Gift Aid it

Help us get an extra slice! If you have or are planning on giving a donation and are a UK tax payer, we can reclaim an extra 25% of your kind donation from the Government via the Gift Aid scheme.

If you haven't yet completed the simple Gift Aid Declaration Form, please get in touch and we'll send you a copy. You can also find this on our website: www.charity-link.org/donate-today

Award season

Awards give great PR opportunities and in September our CEO, Sue McEniff, attended two glittering ceremonies where we were shortlisted.

Firstly, we were thrilled to be announced as 'Charity of the Year' at the Niche Magazine Business Awards at Athena in Leicester.

Sue then met many inspiring women at the East Midlands Women's Awards in Coventry where she was runner-up in the 'Woman with Community Impact' category.

YOU CAN HELP
Nominate us
for future
awards!

Referrer thank yous!

We've received lovely messages of support from some of our 250 referring partners recently, which always gives a boost to the team:

"Keep up the wonderful work you and your organisation do, especially in these testing times."

"Charity Link provides a service that is a life line to the people I work with and without it they would suffer significant mental, financial and physical hardship."

Have some feedback? We'd love to hear from you.

THANK YOU!

Insight on The Goods Depot

Ever wondered what goes on at our social enterprise, The Goods Depot, based in Glenfield, which provides the majority of the essential items awarded to Charity Link clients?

Supported by a Big Lottery grant, The Goods Depot ensures efficient delivery and installation of appliances and beds

for our clients. It also serves as an affordable, quality retail source for other charities and landlords, with profits supporting Charity Link's core work.

But what does 'a day in the life' of The Goods Depot look like for the team (Alex, Megan, Mark and Dylan, supported by Danny from Charity Link)?



Back at the office the team is preparing the next few day's deliveries. Tomorrow's route is in Northamptonshire.

The team finalises delivery arrangements with partners and clients.

Inventory is assessed and suppliers of our new and reuse items are contacted to finalise orders.

Due to the cost of living crisis, Charity Link is busier than ever, and stock levels need to be carefully managed to ensure we quickly get items to those most in need.



Paperwork is prepared for the day's client deliveries. Today's route is around the centre of Leicester.

The relevant items are picked ready to be loaded onto the van.

Cookers and washing machines are prepared for installation. Delivery routes are carefully planned to reduce time and mileage.



The warehouse is tidied and sorted.

The team makes room ready for a delivery of items later in the week.

The delivery team returns and updates the office team.

Delivery of one item needs to be rescheduled as a client was unwell and had been taken into hospital.

The delivery team set off.

They have already been briefed on client homes as deliveries can offer many challenges.

Delivering large items to high-rise buildings or to addresses without parking close by needs planning!

The team speaks to a community support group in Leicester who are interested in us supplying items for their shop.

We already offer quality, affordable reuse items through a similar Braunstone organisation.

The team takes a call from a member of the Charity Link Casework team.

They discuss obtaining a specialist orthopedic mattress for a client.

Paperwork is completed.
Ready for a new busy day of deliveries!

Lord Mayor of Leicester

The Right Worshipful the Lord Mayor of Leicester, Councillor Dr Susan Barton, has chosen to support the work of Charity Link during her year in office (2023-24).

The Lord Mayor met with our CEO, Susan McEniff, over the summer to learn more about our work and the difference we make to people in need in Leicester.

The Lord Mayor has a number of activities planned to help support our work and raise awareness. The Lord Mayor also kindly joined us to set all our Challengers off on our Leicestershire 3 Peaks Challenge in September which

helped to make the event even more special for those taking part.

We thank the Lord Mayor for her support.



High Sheriff of Leicestershire

We are delighted that during her year in office, which started in March, His Majesty's High Sheriff of Leicestershire – Mrs Henrietta Chubb, JP – has chosen to support our work.

The Office of High Sheriff is an independent non-political Royal appointment made by



His Majesty The King to represent him in each county in matters relating to the Judiciary and the maintenance of Law and Order. The High Sheriff also offers encouragement to those supporting the charity and voluntary sectors.

Henrietta was keen to get involved and we were delighted to welcome her and her team (husband David, her consort Helen Trower and Helen's husband Richard) on our Leicestershire 3 Peaks Challenge which they took in their stride, helping to raise vital funds and awareness:

“Having learned about Charity Link's vital work supporting people in need across Leicestershire, I was really excited to take part in this event to help make a difference”

Social value reporting project

In the summer Leicester University Undergraduate, Rhiyanne, joined us for a six-week internship to work on a social value reporting project, supported by Charity Link's Operations Manager, Rachel Walsh.

The Leicester Graduate City Project is part funded by the European Social Fund, and is part of the wider Graduate Retention Partnership between Leicester City Council, University of Leicester and De Montfort University. The aim of our project was to demonstrate Charity Link's impact on the local community, with a view to helping us secure further funding in the future and being able to demonstrate more fully to supporters the impact that we are having together.

Rhiyanne says: "Internships give students valuable work experience and the role at Charity Link sounded interesting as I wanted to gain more experience in the charity sector, as I enjoy making a difference. The project was all about identifying the effects that people experience as a result of Charity Link's support, which is imperative for a charity that brings positive change into the community. I wanted to examine the change and look into data on its impact."

An important part of the project was to look at how public services can also secure wider social, economic and environmental benefits, in addition to the vital impact made to vulnerable people's lives. Our activity included examining referral patterns (received from our 250 referral partners) and the most commonly provided items, and gaining

feedback from referrers to see what impact our help has on clients from their perspective. This has provided important information on patterns and requirements which will aid us greatly in the future. It will also help us to demonstrate more robustly how support for Charity Link, and the services we provide, more widely impact the local community.

During the project, both Rhiyanne and Rachel were invited to meet with John Gill, Editor in Chief at Times Higher Education, alongside Tom Ledgard, Head of Placements and Graduate Programmes from the University of Leicester and Sally Hackett, Graduate Retention Project Manager, from Leicester City Council to talk about the benefits of the internship programme.

Rhiyanne, who returned to the third year of her Politics and International Relations degree in September, says: "Social value



is a complex but intriguing topic. I have learned many things and gained transferable skills I can use in the future. It was interesting to meet people from other local charities and hear views on what organisations can do to help improve the sector economically and socially in Leicestershire. It was great to see how highly regarded Charity Link is by the organisations they work with."

Rachel Walsh, adds: "We are extremely grateful for the hard-work and commitment that Rhiyanne demonstrated during her time with Charity Link. We will now continue to collate data from a variety of stakeholders, including referrers, clients, staff, trustees and supporters, to get an even fuller picture of the impact Charity Link has in our local communities. And we are looking forward to welcoming Rhiyanne back as a volunteer!"



Tori's story

Tori is a single mum with two children.

She was referred to us for support by a crime support charity after one of her children suffered sexual abuse at the hands of a neighbour.



The family had moved away to start a new life, but they had been unable to take all of their furniture with them as the new property they had been allocated was much smaller.

Tori is currently unable to work due to stress, health issues, and her caring responsibilities. Her low income and the rising cost of essentials has left Tori struggling to make ends meet, adding further worry for the family during these difficult times. Tori was desperately in need of bunk beds for the children, some bedroom storage and a fridge – items so crucial in helping them to set up their new home – but Tori had no spare money to buy them.

With your support, we've been able to provide these essential items to help the family as they rebuild their lives. Thank you.

Trust Administration news

Our expert Trust Administration team have been and continue to be very busy!

From January to June the team:

- Assisted with 17 meetings
- Helped to distribute **£170,592** in grants to 58 individuals and 40 organisations
- Prepared four sets of accounts and independent examinations

As part of our portfolio of clients, we provide clerkship and administration services to two charities supporting young people with educational expenses.

From initial inquiries to processing grant payments, our team works alongside young people, their families and support workers to ensure applications are

complete and are able to be considered by the Trustees. We receive many letters of thanks from grant recipients for whom funding means they are able to complete their studies or training courses:

“I would like to say a big thank you! Everyone I was in contact with was lovely and incredibly helpful!”

“Thank you very much for the support over the last two years. It was a very challenging but enjoyable year.”

Get in touch with the team to find out how we can help your charity or organisation. Call 0116 222 2200 or visit www.charity-link.org/trust-administration

Charnwood Lions lend support

Huge thank you to Bhikhu Hindocha, recently installed President of Leicester Charnwood Lions Club, who has kindly chosen Charity Link as one of the charities to support in his year.



Club members meet once a month at the Holiday Inn, Wigston and this year it is the Club's 50th anniversary; members have great plans to celebrate! Bhikhu, who has been a member for almost 50 years and was also Club President in 1980, says:

“I am keen on supporting Charity Link as they provide timely assistance to vulnerable people facing hardship. Lion's motto is to provide selfless service and support to others in need. We currently have 39 members who are committed to serve those in need.”

For more information on the Club visit www.leicestercharnwoodlionsclub.com



Church Pharmacy team ready for the off



The starting line



The Lord Lieutenant of Leicestershire gave out our medals

Your IT Department team on the top of Bardon Hill



CONGRATS TO OUR CHALLENGERS
You are all amazing!

8th annual Leics3Peaks

The rain didn't put off our amazing Leicestershire 3 Peaks Challengers who took on our 16-mile route (covering Bardon Hill, Old John in Bradgate Park and Beacon Hill) in September.

There are lots more photos from the day on our social media pages.

Over £12,000 has been raised so far, helping us provide more essential items for people in need across the region.

Fancy taking part next year? The date for your diary is 22nd September 2024.

Xmas cards which help change local lives!

Choose from three new fabulous designs, each costing £3 for a pack of ten cards (size 125x125mm) and envelopes. The inside message reads 'Merry Christmas and a Happy New Year!' All cards are plastic free, recyclable and sustainably sourced.

Buy online or get in touch to purchase. Tel: 0116 222 2200 or hello@charity-link.org



Fox (x10 per pack)

£3



Reindeer (x10 per pack)

£3



Hare (x10 per pack)

£3



At least £1 per pack helps to provide essential items for local people in need – a much bigger percentage than many charity cards on the market – so order your Xmas cards today!

There's other ways to help this Xmas too!

Scan QR code and change lives at Xmas



Registered with
FUNDRAISING
REGULATOR

Charity
Link

charity-link.org