

**Review of the Year and AGM**

**Date:** Thursday 13 November 2025, 10am – 12noon

**Venue:** virtual, on Zoom

**Supported by:**



**Agenda**

10am	<b>Welcome and introduction</b> – <i>Emma Peake, Chair, Charity Retail Association</i>
10.10am	<p>a) Approval of the Minutes of the 14 November 2024 Annual General Meeting</p> <p>b) Approval of the Annual Report and Statement of Accounts for the year ended 31 March 2025</p> <p>c) Notification of retiring Directors and Elections to the Board</p> <p>d) Appointment of accountants for the Company</p>
10.30am	<b>Review of the year</b> – <i>Robin Osterley, Chief Executive, Charity Retail Association</i>
10.45am	<p><b>How to combat falling donation value &amp; revenues in charity retail</b> – <i>Listing Monster AI</i></p> <p>Charity retail is facing growing challenges in sustaining donation value and revenues, driven by the rapid rise of fast fashion and consumer-to-consumer platforms such as Vinted. These shifts have created new pressures on both stock acquisition and operational efficiency, alongside longstanding challenges in aligning shop engagement with e-commerce teams. Our discussion will explore the root causes of declining donation values and highlight practical strategies to combat this through maximizing sell-through rates and revenues across in-store and e-commerce, drawing on frameworks set out in the Charity Ecommerce Operating Manual.</p>
11.15am	<p><b>Selby Shop for the Future</b> – <i>Matt Fisher, Community Development Lead, Up for Yorkshire</i></p> <p>Shop For the Future is built on collaboration with all of the charity shops in Selby. Shop For the Future aims to achieve high street vibrancy by creating a powerful, collaborative network from the 14 second-hand shops helping them work together to improve recycling, reuse, and upcycling practices, ultimately attracting more visitors, benefiting each charity, the local economy, the community and environment. Hear the learnings from phase 1 of this exciting new initiative and longer-term plans of engagement.</p>
11.45am	<b>Final questions</b>
12noon	<b>Close of meeting</b>