

Annual General Meeting of the Charity Retail Association

Thursday 13 November 2025, 10am – 12pm, Zoom

Minutes

1. Welcome and introduction

Emma Peake, Chair, Charity Retail Association, welcomed all and thanked the event sponsors, Listing Monster AI.

2. Approval of the Minutes of the 14 November 2024 Annual General Meeting (These had been circulated with the AGM papers)

Proposer: Lloyd Hughes, PDSA

Second: David Longmore, Barnardo's

3. Approval of the Annual Report and Statement of Accounts for the year ended 31 March 2025 (These had been circulated with the AGM papers)

Proposer: Sarah Coles, The Hospice of St Francis

Second: Emma King, Weston Hospicecare

4. Notification of retiring Directors and Elections to the Board

- The following changes to the Board had taken place since the last AGM:
- Outgoing: Rita Matanda (Co-opted finance director)
- Joining: Karen Kingham (Co-opted finance director)
Alice Marmion (Co-opted sustainability director)
Charlotte Greenwood (Co-opted EDI Director)
- Recruiting: RO announced that the Association was in the process of recruiting a new finance director, as Karen Kingham has resigned.

5. Appointment of accountants for the Company

Robin Osterley proposed Kingston Smith, the current accountants and put their case to attendees.

Proposer: Robin Osterley, Charity Retail Association

Second: Gavin Anderson-Terry, Weldmar Hospicecare

6. Review of the Year by Robin Osterley, Chief Executive, Charity Retail Association

Summary: Robin presented an overview of CRA activity over the past year, structured around CRA's strategic plan - From Strength to Strength. He highlighted policy and advocacy work, including the Crime and Policing Act to protect shop workers, contributing to government forums, and engaging with Defra on recycling and the circular economy. CRA responded to consultations and lobbied on EPR for textiles and National Insurance changes.

CRA's insight work continued through quarterly market analysis, research on workforce, EDI, stock, and ongoing sales reporting. Media engagement remained strong, and public-facing initiatives continued to raise the profile of charity retail.

A shift from shop-based to income-based membership fees will be introduced for 2027 to reflect structural changes in the sector. CRA remains in a stable financial position with healthy reserves and strong corporate membership support.

Robin concluded by highlighting CRA's strong organisational health and governance. He also announced his intention to retire at the end of 2026, with succession planning underway.

7. How to combat falling donation value & revenues in charity retail – *Oli Brown, Co-founder, Listing Monster AI*

Summary: Oli outlined the financial challenges facing charity retailers, including rising operating costs, pressure on revenues, competition for good-quality donations and falling rag prices. He highlighted an opportunity for the sector to unlock greater value from donated goods by increasing online sales, noting that while online currently accounts for around 4% of income on average, leading organisations can achieve 15–20%. He explained that AI-driven valuation and stock-allocation tools allows charities to identify high-value items accurately, route them to the right sales channel and scale online operations. Case studies demonstrated increased income and reduced waste when these tools are used in both shops and hubs. Oli introduced Listing Monster AI's platform for valuation, allocation, listing and merchandising, aiming to help the sector grow online income. He invited members to access the new Charity E-commerce Operating Manual and make use of free consultations and trials.

8. Selby Shop for the Future – *Matt Fisher, Community Development Lead, up for Yorkshire*

Summary: Matt outlined how Up for Yorkshire is harnessing Selby's charity shops as a force for community engagement, sustainability, and high street revitalisation. Building on a resident-led pilot, the project identified key actions on waste reduction, reuse, and circular economy. Collaboration with local shops, combined with insights from best practice in the Netherlands, inspired new approaches to donation management, recycling, and community outreach.

The initiative leverages Selby's strengths - a historic Abbey and a network of 14 charity shops - to create attractions that draw visitors and support local causes. Highlights include a charity shop trail map, online resources, a short film, and a sustainable fashion show. Future phases will focus on footfall strategies, shared waste-stream solutions, and expanded community engagement, laying the groundwork for a potential non-profit Business Improvement District to strengthen Selby's high street, sustainability, and community impact.

9. Close of Meeting

The Chair thanked all attendees for their participation and extended special thanks to the guest speakers. The meeting closed at 11:52am.