



R:EVOLVE  
recycle

# Introduction

R:evolve Recycle is a unique project based in South Lanarkshire and co-designed by older people since 2015 which aims to get people to think differently about their clothing, reduce consumption, landfill waste and our carbon footprint.

We do this by bringing back some good old-fashioned ideas like swapping, sharing, giving and caring.

Managed by LEAP, a charity governed by older people with a mission to enhance the lives of older adults in South Lanarkshire, this report shares with you a snap shot in our journey over the past two years, and how we continue to grow our project from small community climate action, to a service which is used by customers across the country.

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# Headline Achievements



**29813** swapping encounters



**869.8** lifetime tCO2e saved



**41,892kg** of clothing swapped



**113%** rise in customers in Hamilton



**47%** increase in customers who reside outwith Cambuslang, Rutherglen and Hamilton



**358** individuals supported through the clothing bank



**90%** rise in customers under 16



**25%** rise in male customers



**12** volunteers gained employment

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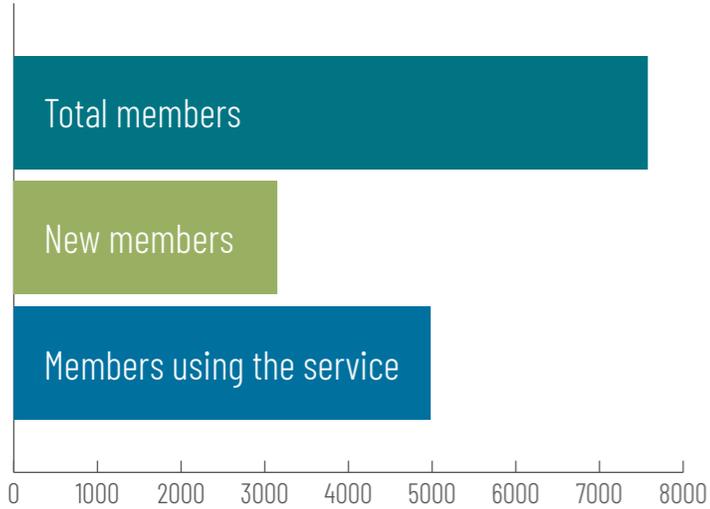
**Finance** 26

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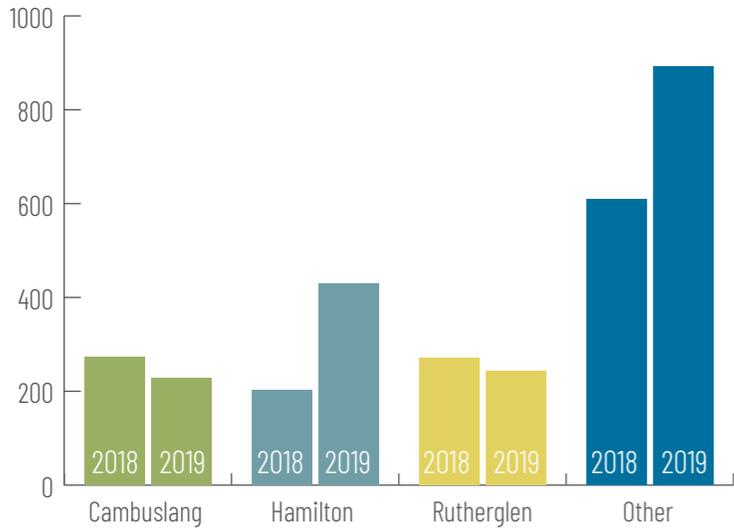
# Member stats

1st April 2018 - 29th Feb 2020

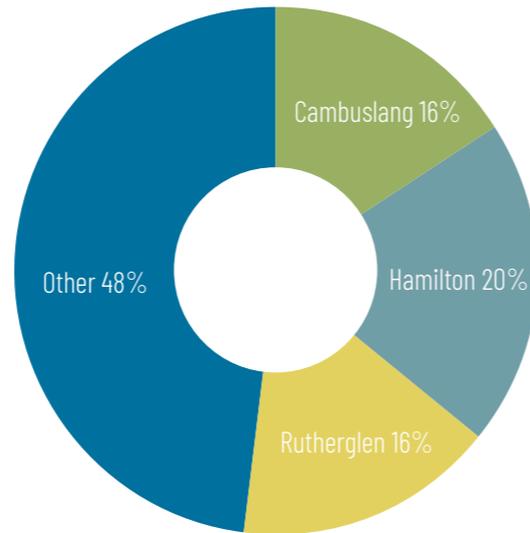
## Members



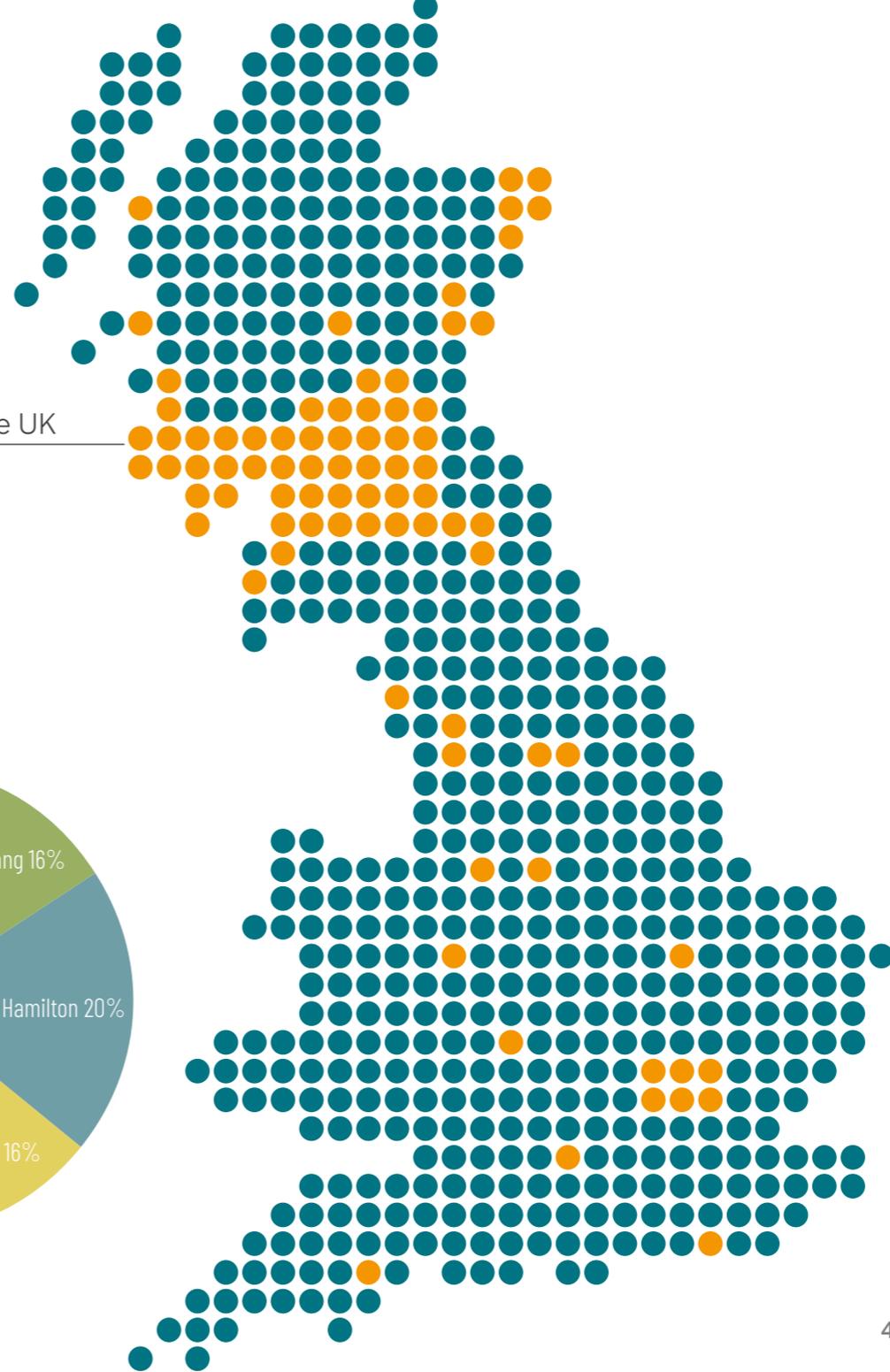
## Members



## Members Totals



● Members across the UK

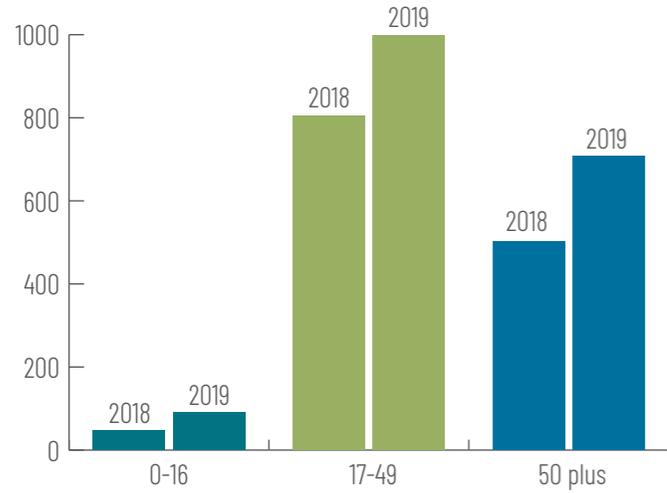


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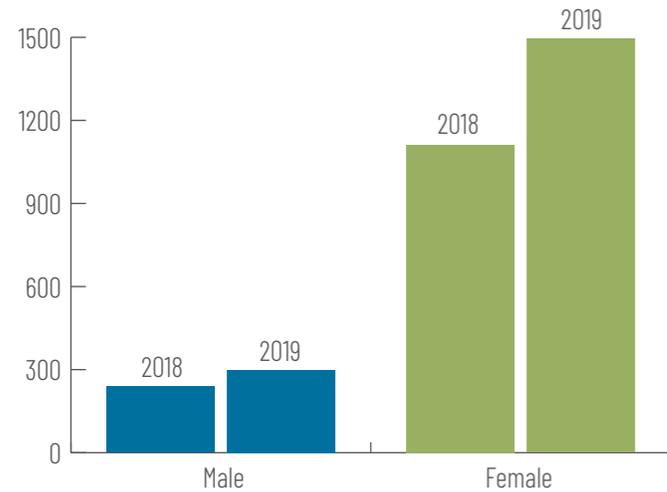
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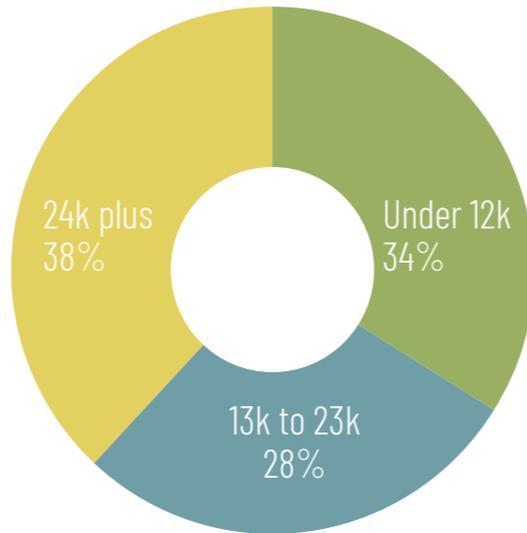
## Age split



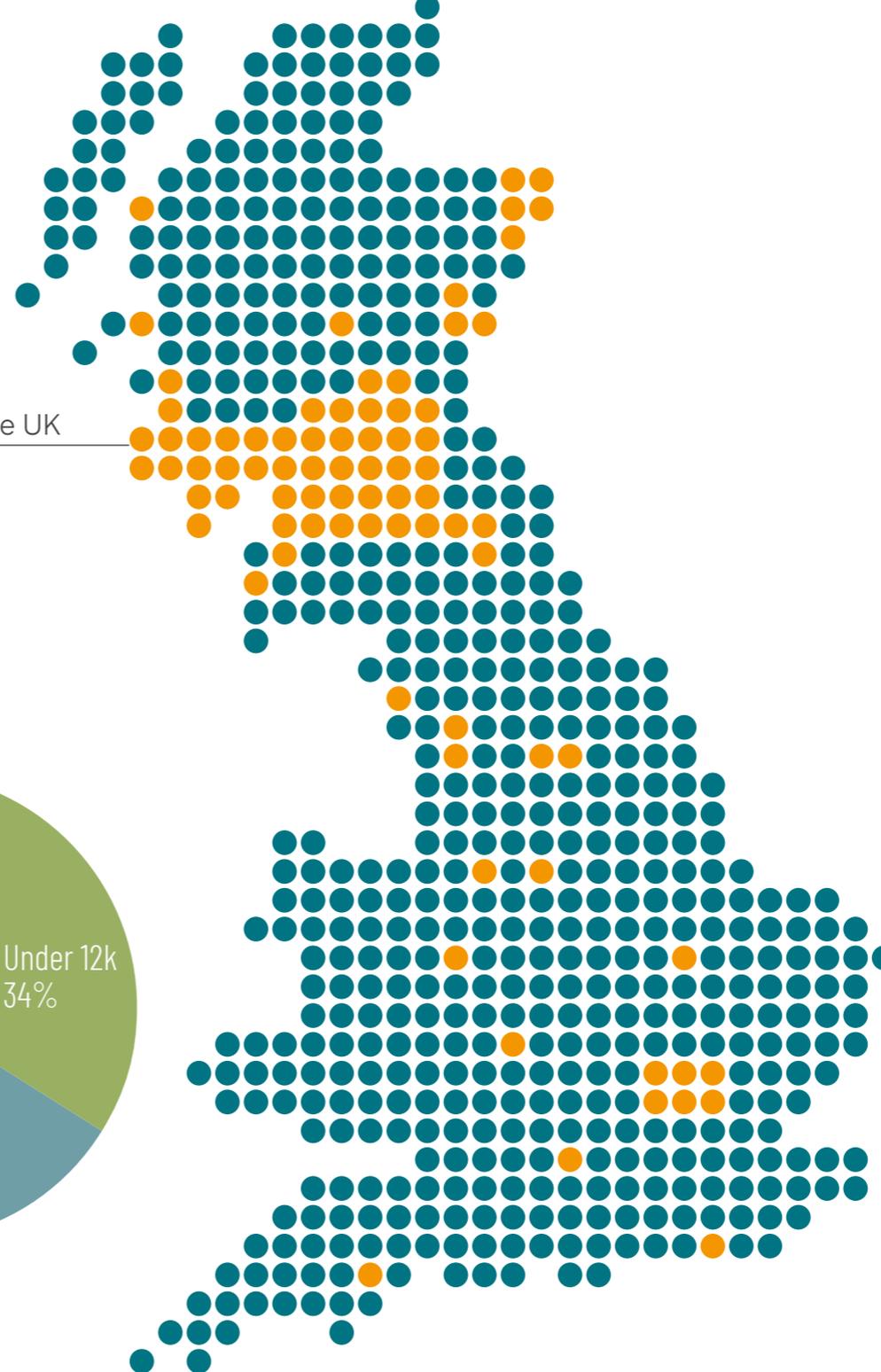
## Male/Female split



## Annual income



● Members across the UK



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# Our Customers



Customer A

“All the R:evolve shops are beautifully styled and the volunteers are so friendly and helpful. Recycling and upcycling is the way forward: there should be R:evolve Recycle on every high street. I feel very lucky to have this fab shop on my doorstep and wishing I had ventured in much sooner!

Based on what I have learned from R:evolve, I have started to watch documentaries on the fashion industry which is hammering home to me the importance of avoiding fast fashion and making more use of this innovative service being provided in my community. ”



Customer B

“Due to family circumstances, I had to give up full time employment to become a stay-at-home carer for our two young and very vulnerable adopted children. Financially it was a worry, going from a relatively acceptable income to £64 each week, always feeling extremely guilty if I needed clothing or footwear. But the biggest and most severe impact has been the isolation.

That’s where the R:evolve boutiques have given me a purpose again. I plan each Wednesday morning, if possible, to do my swaps, so I feel huge anticipation and excitement about my visits. Everyone is friendly and so welcoming, taking time to make me feel important and valued. Finding an item of clothing raises my self-confidence and self-esteem. Being in a better place mentally, thanks to R:evolve, helps me return home to be that isolated carer again for another week. ”



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# Our Volunteers

We often meet the closest of friends in the most unexpected places. Volunteering for R:evolve means much more than just giving time as these stories attest.

### Margaret & Dorothy

Dorothy has been with the project since 2015 and volunteers on a weekly basis at the Sew Social repair workshops. When Margaret started volunteering in 2017 as a shop assistant within our swap shops, the ladies hit it off well. Meeting weekly on their shift, their friendship blossomed. The pair are often spotted together around the Rutherglen area pounding the pavements as they keep fit, walking on a weekly basis.

### The Fabulous Four

John, Eileen, Eddie and Dawn all volunteer within our swap shop in Cambuslang. John and Eddie met right at the beginning of the project when they arrived on work placement and have never left us. John introduced his wife Eileen to the project a year later. All three met Dawn through volunteering and have made solid friendships. The group work together to manage all aspects of the Cambuslang shop and meet up socially on a regular basis, celebrating birthdays, holidays and well...Thursdays!

### Joyce & Catherine

Joyce and Catherine decided individually that they would like to give some of their free time to a local charity and both attended a volunteer induction training session in 2018. They just so happened to sit next to one another and got chatting.

After completing their training, Joyce and Catherine often volunteered together and over time became great friends and avid explorers! Fast forward a year from them meeting, Joyce and Catherine jetted off to Italy together to Catherine's holiday home!

Just goes to show that friendship is just one of the many things to be gained from volunteering at R:evolve Recycle.



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# Our Volunteers

Active Volunteers	<b>130</b>
Voluntary Hours	<b>16,944</b>
Age	
Under 16	<b>5%</b>
17-49	<b>46%</b>
50 plus	<b>49%</b>
No. on Work placements	<b>8</b>
No. on Student Placements	<b>3</b>
No. on Award/Recognitions schemes	<b>6</b>
<p>We carried out a robust training programme for volunteers which included a three-day induction for all new volunteers, refresher training for existing volunteers and a range of continuous development training including:</p> <p>Scottish Mental Health First Aid, First Aid, Visual Merchandising, Digital Champions, Green Champions, Field Trips and Climate Literacy in Communities training for our own volunteers and outreach with Annexe Communities in Partick, Glasgow.</p>	<b>Total learners 183</b>

## Unexpected outcome

An unexpected outcome which we had not anticipated was the number of volunteers who gained employment. In the past 2 years a total of 12 volunteers have moved on due to gaining employment, with the majority moving into retail or community settings. As most of our volunteers are retired, those who did find employment account for 24% of volunteers who were looking for work. We think that is something to really shout about!

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# Community outcome



## Outcome 1:

What we said - Increase carbon literacy of 2000 people living pan Lanarkshire by facilitating a range of climate conversations, training, workshops and seminars.

What we did - Increase carbon literacy of 6000 people living pan Lanarkshire by facilitating a range of climate conversations, training, workshops and seminars.

## How we did it:

Targets	Project Outputs	Outcome
<p><b>40</b> volunteers gain climate literacy in communities training</p>	<p>29 volunteers</p>	
<p><b>12</b> Climate Change Talks/Seminars</p>	<p>13 talks delivered to over 2600 participants</p> <p>We delivered fast fashion and climate literacy talks/seminars to various organisations including: Climate Challenge Gathering, Routes to Work South, WSREC, West Whitlawburn Community Resource Centre</p>	

- Exceeded
- Met
- Partially Met
- Changed direction
- Not met

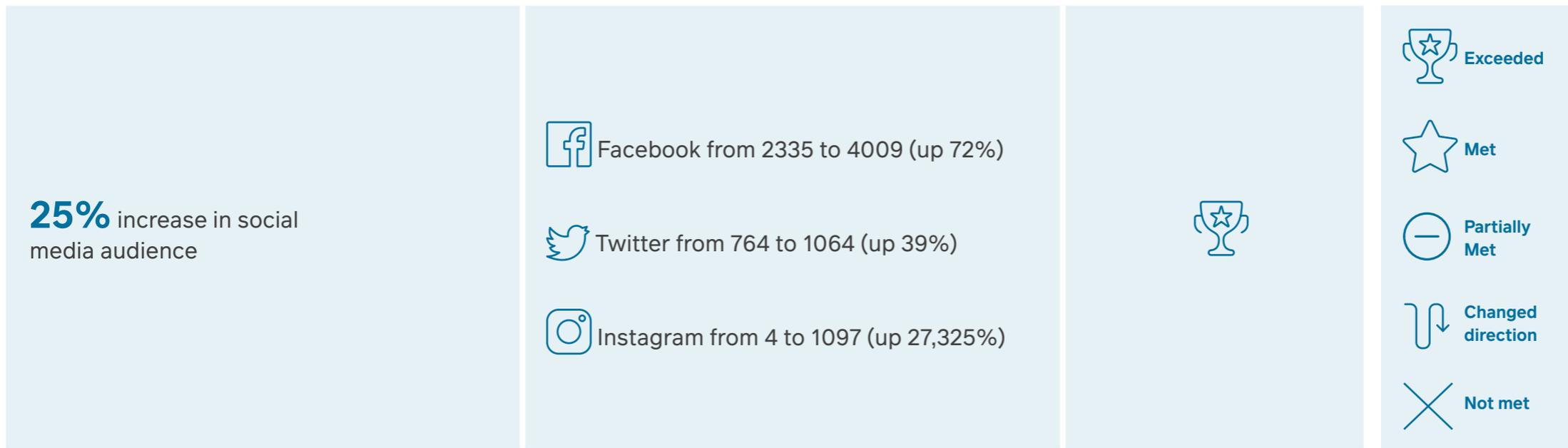
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Targets	Project Outputs	Outcome
<b>12</b> Climate Challenge workshops	<p>12 workshops delivered to 221 participants</p> <p>We delivered 12 climate literacy and fast fashion workshops in partnership with various organisations including: Healthy n Happy Community Development Trust, COVEY, Society Zero, and the Glasgow Science Centre.</p>	
<b>120</b> Mini climate conversations	<p>Our initial plan was to make topics cards that workshop leaders could use to lead climate conversations during workshops. However initial trials showed us that workshop leaders were too busy teaching repair skills so we moved to carbon literacy in communities training in order to build confidence in applying the subject to their work.</p>	
<b>2500</b> new members packs produced	<p>3151 new members packs</p> <p>The pack was given to all new members and included project info, carbon savings suggestions, SLC When Money is Tight booklet, Love Your Clothes care cards, Zero Waste Scotland leaflets, Keep Scotland Beautiful leaflets, Home Energy Scotland leaflets.</p>	

-  Exceeded
-  Met
-  Partially Met
-  Changed direction
-  Not met

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# Community outcome

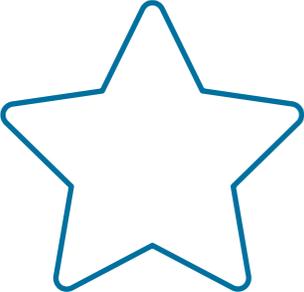


## Unexpected outcome:

An unexpected outcome within our community is the popularity of the project with members outside of our local area. **A massive 47%** of customers live outside of our R:evolve Clothing Swap Shop neighbourhoods (G72, G73 & ML3) This can be attributed to our outreach programme of pop up shops, talks and training. Our customer base spreads from Fraserburgh all the way to Plymouth!

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# Community outcome



## Outcome 2:

What we said - Increase the level of climate action projects by utilising R:evolve Recycle’s intellectual assets to support and enable communities to develop similar projects and promote existing good practice.

## How we did it:

Targets	Project Outputs	Outcome
'Swap Shop How To' training to support the growth of swapping	<p>We supported 6 organisations to develop swap and pop up shops through our training and 1-2-1 programme, supporting in areas such as carbon monitoring, evaluation, shop layout and problem solving.</p> <p>In addition, 46 individuals came to visit our project to get an idea of what we do and how we go about things, including individuals from Newcastle and Nottingham.</p>	
Develop schools education pack	<p>On developing this project, we learned from schools that there was little appetite for this type of pack due to limited school budgets and staff time. We shifted our focus on designing a presentation which we could take to schools and colleges instead.</p>	

- Exceeded
- Met
- Partially Met
- Changed direction
- Not met

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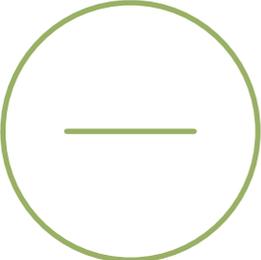
Targets	Project Outputs	Outcome	
<p>Develop environmental treasure trail app in partnership with Community Rail Partnership</p>	<p>Unfortunately, we were unable to meet this outcome due to timescales. We had anticipated that this project would be complete in year one however the partnership then grew into Greening Camglen, a consortium of environmental organisations, and this had an impact on the timescales whilst we developed good partnership working practices. We were unable to carry this funding across to the next year due to CCF budgeting policy. This was unfortunate as it gave the new partnership a focus and a potential “quick win” in establishing our group within the community.</p>	<p>X</p>	<p> Exceeded</p> <p> Met</p> <p> Partially Met</p> <p> Changed direction</p> <p> Not met</p>
<p>Involvement in local Green Networks, Community Rail Partnership and CCF Networks</p>	<p>We dedicated 117 hours attending 67 partnership meetings and forums to link in with local and national developments. We also ensured that we linked meaningfully with local forums and groups to share good practice and resources and to reduce duplication of service. This included being the Treasurer of Rail 74 Community Rail Partnership, helping to develop the Greening Camglen Network, chairing the Food and Essential Goods Tackling Poverty committee as well as delivering several talks and workshops within the CCF Gathering and environmental networks.</p>	<p></p>	



R:EVOLVE  
CLOTHING



# Carbon reduction outcome

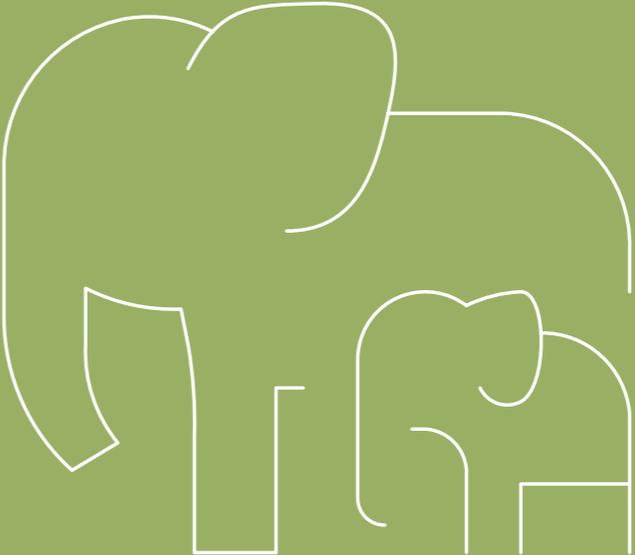
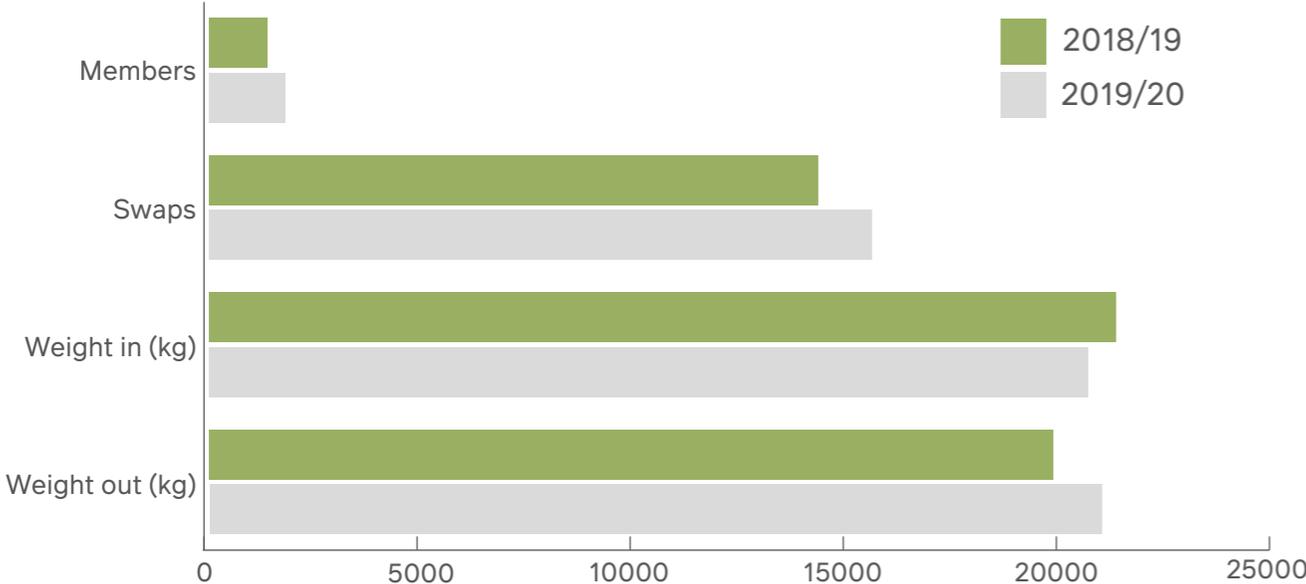


### Outcome 3:

What we said - Reduce 755 tCO2e\* by delivering community led services which enable 5000 people pan Lanarkshire to re-use their clothing and sports equipment.

What we did - Reduce 281 tCO2e by delivering community led services which enable 6600 people pan Lanarkshire to re-use their clothing and sports equipment.

### How we did it:



Textiles saved weight equivalent to **6.5 African Elephants!**

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Targets	Project Outputs	Outcome
<p>3 Swap Shop Boutiques in Cambuslang, Rutherglen and our new shop in North Lanarkshire.</p>	<p>Our shops in Rutherglen and Cambuslang remain open five days per week however by November 2019 we had to reduce our opening hours across all shops to four days due to a shortage of volunteers who had moved into employment.</p> <p>Due to a long drawn out lease negotiation with the relocation of the Hamilton shop, which took 9 months to secure a new premises, this set back our scheduled plans by 6 months, meaning the new shop was not functional until May 2019.</p> <p>This also had an impact on opening a new shop in North Lanarkshire as we had prioritised the Hamilton shop relocation above the new premises. Due to only a two years fund, and now in the second year, we felt that it was too much of a risk to start up a new venture with less than a year of funding.</p> <p>The domino effect of all of these issues meant that we were unable to reach our textile target through our shops and this had a small impact on our projected CO2e savings.</p> <p>However we did manage to change the direction of this outcome and decided to develop a sorting and processing facility in order to increase the capacity of our current swap shops, meaning we could accept more items and increase our floor space for our customers. This will have an even bigger impact on our CO2e savings in future years. Please see Project Legacy for more details about this new development.</p> <p>In this funded period 4977 members used the service during 29,813 swapping encounters</p>	

-  Exceeded
-  Met
-  Partially Met
-  Changed direction
-  Not met

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Targets	Project Outputs	Outcome
Relocated Hamilton shop offering sportswear and equipment.	We relocated our shop to the main shopping area of Hamilton, and the refit included a separate sports department and larger workshop space. This move saw an increase in Hamilton swappers of 113% with a total of 580kg of sportswear and equipment swapped. We also saw an increase by 25% of male members attracted to the service.	

-  Exceeded
-  Met
-  Partially Met
-  Changed direction
-  Not met

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Targets	Project Outputs	Outcome
24 focussed pop-up swap shop events	<p>We delivered 31 pop up shops for 28 different events/organisations including Glasgow University, Clyde College, COLAB, Glasgow Goes Green, the Declutter Drive, Fashion Detox and many local events within schools and communities.</p> <p>Number of participants: 1540</p>	

Initial project tCO2e projections were calculated in 2017 using the Carbon Calculator tool Version 3.4 whilst the actual savings were calculated in 2020 using Version 4 of the tool.

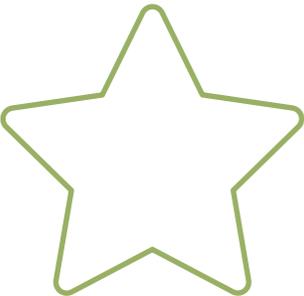
\*Note on tCO2e projections

To better understand how this has impacted on the figures for this outcome we put our actual project figures back into Version 3.4 and results were 687.8 tCO2e savings. Just 67 tCO2e lower than our anticipated figures.

-  Exceeded
-  Met
-  Partially Met
-  Changed direction
-  Not met

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# Carbon reduction outcome



### Outcome 4:

What we said - Reduce 6 tonnes of CO2e delivering community led services which enable 800 people within South Lanarkshire and surrounding areas to recycle/up-cycle their clothing.

What we did - Reduce 6.2 tonnes of CO2e delivering community led services which enable 619 people within South Lanarkshire and surrounding areas to recycle/up-cycle their clothing.

### How we did it:

Targets	Project Outputs	Outcome
240 textile repair workshops	<p>249 workshops with a total of individual 285 learners</p> <p>These workshops were rebranded to include various abilities and skills, including Alter and Upcycle, Knit and Natter, and textile repair drop in sessions initially called Make-Do-and-Mend but later changing to Sew Social.</p>	

-  Exceeded
-  Met
-  Partially Met
-  Changed direction
-  Not met

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Targets	Project Outputs	Outcome
80 specialised textile up-cycle workshops	<p>93 workshops with a total of 112 individual learners</p> <p>These specialised workshops included more complex textile skills always using recycled materials including Rag Rugging, Landscape Quilting, Basic Sewing, Patchwork and Dress Design.</p>	
4 seasonal family fundays	<p>We delivered two Family Fundays during the October week where families and parents could come together and learn about the environment and take part in textile crafts and recycling projects. These were attended by a total of 222 participants and were highly successful.</p>	

-  Exceeded
-  Met
-  Partially Met
-  Changed direction
-  Not met

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Targets	Project Outputs	Outcome
24 R:evolve Bag production workshops, bags available in all shops daily and rolled out into local supermarkets and shopping centres.	We rolled this project out in phases. Initially we collected and recycled all plastic carrier coming into the store and sold R:evolve Bags to customers at £3, to raise funds. Eventually we increased production and began to sell and lend bags of differing quality to our customers, however demand exceeded production and we quickly had to review this. Along with regular bag making workshops, volunteers were producing bags at home and eventually we could not keep up with demand. Therefore, it is unlikely that our project would have the capacity to also supply local shops and supermarkets.	⊖

-  Exceeded
-  Met
-  Partially Met
-  Changed direction
-  Not met



**Unexpected outcome:**

An unexpected outcome from our carbon reduction programme was around furniture recycling. As all R:evolve venues are decorated in fully reclaimed items we have reused or upcycled **3153kg** of furniture and building materials within our new venues. This resulted in an additional **2.7 tCo2e savings**.

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# What we learned

Lease negotiations with private landlords can be very time consuming and complicated. We were in negotiations for a new Hamilton premises for 9 months which we then had to pull out of due to prolonged timescales. This really held back our plans and was very unexpected, having an impact on our wider service delivery. In future we plan to look at a number of properties at one time so that there are other options, should negotiations fall through.

We also learned that our project is successful in helping unemployed people get back into work through our range of training and development, customer service experience, as well as giving people a platform to learn retail and community development skills. We plan to continue to offer unemployed people in our communities the opportunity to learn skills within our stores to build confidence in looking for work.

A major problem we experienced this year was a reduction in the number of volunteers, which in turn meant we had to temporarily reduce the opening hours of all our stores by one day. This had an impact on the amount of textiles we were able to swap as well as customer satisfaction rates, as customer surveys showed a desire to see the shops open more often. In future we will

streamline work plans and reduce the autonomy of the staff team in their partnership-working approach. We will also restructure our volunteer recruitment and training programme to ensure that we attract enough volunteer to meet our needs and that training happens more efficiently after the initial contact.



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# Project mitigation

This year we focussed heavily on reducing our carbon footprint across the whole of the charity. We started by sending eight members of staff on the Green Champions course. We then carried out an audit of the charity including all premises and business processes.

Together the team made a list of priorities in order to help reduce our carbon footprint. This list included items such as:

- Clearer signage for recycling
- New electric heaters in Hamilton and Cambuslang shops
- LED Panel lighting throughout the organisation
- Moving furniture and appliances to ensure efficiency
- FSC standard paper products and printing
- Re-usable cups and Tupperware available to borrow for volunteer lunches
- Installing double glazing to our head office
- Real glass, cutlery and crockery used across our events

This work resulted in a reduction in general waste, an increase in suitable waste recycling, and an increase in our energy efficiency across the organisations seven venues.



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# Sustainable legacy

Our ambition is to continue to develop this project and find ways to make it financially sustainable in the long term.

To do this we have had to firstly developed a five-year business growth and development plan, including new ideas and projects which could help us to increase our textile turn over and enterprising initiatives.

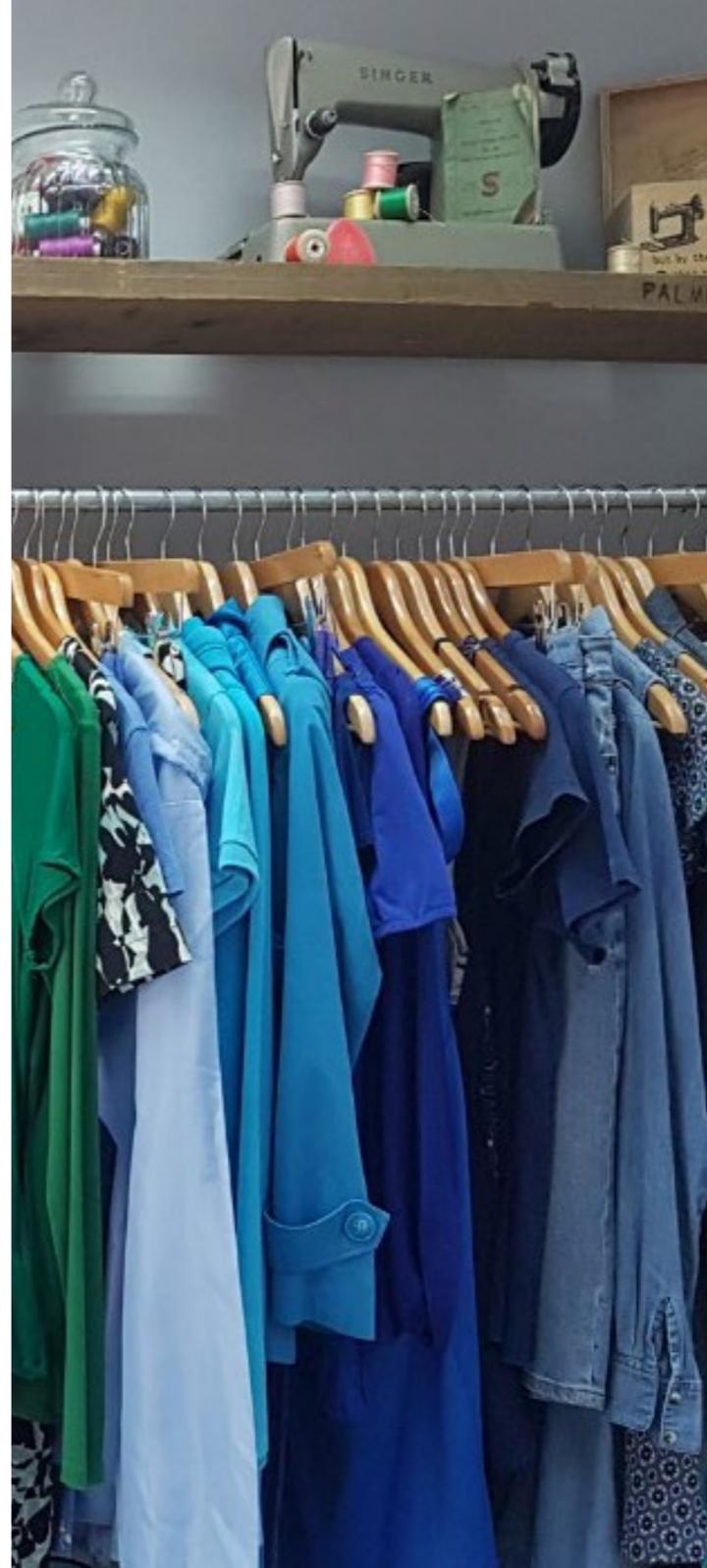
We also diversify our funding to reduce the risks associated with having one main funder. We did this by applying to Esmee Fairbairn and being successful in a three-year development grant, as well as an application to Zero Waste Scotland which we are still awaiting the outcome.

We have also been successful in a 2 year project with the Climate Challenge Fund in our new project developments which will see our swaps shops refurbished to increase turnover, create an eco-haberdashery within our boutiques and a Zero Waste Scotland application has been submitted to support the development of a brand new sorting/storage space which will maximise our textile turnover across all areas

of the project. We agreed a five-year lease for a new premises in September 2019 and are currently refurbishing the facility with an aim to launch this new project in September 2020.

LEAP has also developed a new social enterprise team within the organisation, whose main purpose is to develop the long-term sustainability across the whole organisation. This will include developing a social enterprise arm as well as larger income generation projects which will feed into the wider programme of activity.

These developments mean that the project is secure for a further two years with developments in place to maximise our income potential.



<b>Headline Achievements</b>	<b>3</b>
<b>Member stats</b>	<b>4</b>
<b>Our Customers</b>	<b>7</b>
<b>Our Volunteers</b>	<b>8</b>
<b>Community outcome</b>	<b>10</b>
<b>Carbon reduction outcome</b>	<b>16</b>
<b>What we learned</b>	<b>23</b>
<b>Project mitigation</b>	<b>24</b>
<b>Sustainable legacy</b>	<b>25</b>
<b>Finance</b>	<b>26</b>
<b>In Memory of</b>	<b>27</b>

# Finance

Budget Heading	2018/2019	2019/20
Wages and Salaries	94,208.63	92,643.67
Staff expenses	2,077.34	1,713.24
Staff training	556.58	112.30
Volunteer expenses	292.55	-
North Lanarkshire Shop Rental	-	-
Rutherglen Shop/Project office (water, energy)	14,782.96	16,131.47
Cambuslang Shop (rent, rates, water, energy)	13,093.57	11,554.76
Hamilton Shop (rent, rates, water, energy)	11,317.81	8,574.45
Vehicle running costs (insurance, fuel, maintenance, Tax)	2,004.64	969.43
Telephone and Broadband	1,012.63	927.21
Photocopying and stationary	1,670.54	2,752.30
Postage	380.20	370.47
Financial fees	1,861.75	701.75
Insurances	913.24	2,626.71
Materials	1,224.19	944.26
App development	200.00	-
Schools pack design/printing	1,200.00	-
Marketing and promotions	1,034.67	1,000.00
Cleaning and Security	875.86	1,011.82
<b>PROJECT TOTAL</b>	<b>148,707.16</b>	<b>142,033.84</b>

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# In Memory of

## Dougie Chambers

16th May 1953 – 26th March 2020

This annual report is dedicated to Dougie Chambers who sadly passed away due to COVID-19. Dougie was one of our project handyperson: sorting leaky taps and building our beautiful shop's interiors from other people's rubbish.

His very last day before going into isolation was spent in our new R:evolve office where he had spent the last months of his life helping to get it ready for R:evolve's newest venture.

As Dougie heads off on his next adventure, we would like to thank him for his time, expertise and humour. There will always be a cuppa with his name on it at R:evolve.



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R-EVOLVE. RECYCLE

### Knit+Natter

All of these hats and scarves have been handmade by our amazing volunteers and members of our Knit+Natter group, using unwanted wool and yarn that has been donated to our shops.

And at just £2 each they are an amazing bargain!

These winter woolies will keep you cosy outside and you'll get a warm glow inside from knowing you've kept these textiles out of landfill and donated some funds to help keep R-evolve revolving!

(Please note we cannot specify the fibre used for each piece.)

#itsfromrevolve

#revolverecycle



# R:EVOLVE

recycle

R:evolve Recycle NxtGen

CCF-5353

1st April 2018 – 29th Feb 2020

Author: Wendy Russell

Published: 30th March 2020

**revolve-recycle.co.uk**

   @revolverecycle

R:evolve Recycle is a project managed by LEAP Ltd

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Scottish Charity: SC024196

Company Number: SC300044

