



Last year our 5 charity shops raised over £100,000 to support the lost, abandoned and unwanted pets across the North East of England. We sell a fantastic range of men's, women's and children's clothes and accessories. We also sell a wide selection of puzzles, games and children's toys along with DVDs, CDs, records and books to keep our customers entertained.

Our charity shops are run by a dedicated team of volunteers who:

- greet our donors
- sort donations
- merchandise our shop and windows
- serve our customers
- help with administration
- make friends and have fun

Support our shops

There are many ways companies, local community groups, schools, colleges, universities and individuals can help support our shops. From donating end of line stock, holding a stock collection event at work, or at your community group, sorting out at home and promoting our charity to customers, friends and neighbours.

Our shops are located at:

108 Newgate Street, Bishop Auckland DL14 7EQ

41-43 Middle Street, Blackhall TS27 4EE

116 Front Street, Chester-le-Street DH3 3BA

26 Church Street, Seaham SR7 7HQ

32 Front Street, Stanley DH9 0HX

Running a stock collection for your local charity shop

Could you run a stock collection event for Stray Aid shops? If not, do you know someone who can?

To find out more about stock generation why not email us on admin@strayaid.org.uk to discuss your ideas. Whatever you decide to do will make a real difference and help us to support the many hundreds of unwanted dogs and cats every year.

Just one bag of donated items can raise up to £20.

Last year our 5 charity shops raised over £100,000 to support Stray Aid and we couldn't have done this without the support of our valued donors. We're always looking for good quality items to sell in our shops. You can drop off donations to your local shop, or our Rescue and Rehoming centre, our team are looking forward to your visit.

What you can donate

We accept a wide range of good quality, pre-loved goods and we need over 5000 bags of donations every year. Here's a list of items that you can donate to help us to support our charity:

- Shoes and handbags
- Clothing
- Accessories
- Jewellery
- Bric-a-brac
- DVDs, CDs and Records
- Books
- Children's toys
- Homeware
- Clean bath and hand towels to use in our kennels

Please make sure that if you are donating items to us, that they are clean and in good working condition.

We try to sell everything that you generously donate to us, but **there are some items that we cannot sell** for safety or legal reasons. If you're not sure if we can sell your donations, please take a look at our list below.

What you can't donate and why

Safety reasons

We don't sell items that may be dangerous to our staff, volunteers or customers. We also don't sell safety equipment that we can't guarantee is still effective.

Hygiene reasons

We do not sell items that present a hygiene risk in their use or handling.

Legal reasons

We do not sell items that are legally prohibited from sale. We also do not sell items that need a licence that is either inappropriate or too expensive.

Wellbeing reasons

We do not sell legal items that may cause harm.

Undesirability

We do not stock items that are unlikely to sell or that would be against our **fundamental principles** if we sold them.

Please do not donate these items. Disposing of them may cost money and divert funds away from animals that need our help:

- Upholstered furniture without a fire label including items without labels that are part of donated sets.
- Upholstered furniture with large tears or damage.
- Furniture with missing parts or damage that may make the item unsafe.
- Veneered wood furniture with damage to the veneer exposing the inner wood.
- Candles without instructions.
- Electric items that produce heat, ie. kettles, toasters, hair tongs etc.
- Electric blankets.
- Electric showers.
- Sunbeds and tanning equipment.
- Waste disposal units.
- Power tools without instructions.
- Gas appliances (mains or bottled).
- Oil filled radiators (not supplied with a thermostat).
- Storage heaters hardwired.
- Buoyancy aids, lifejackets, inflatable dinghies unless new and boxed.
- Safety helmets, riding hats, crash helmets, cycle helmets.
- Safety harnesses of any sort.
- Firefighting equipment.
- Children's car seats.
- Toys without a CE mark.
- Software and hardware.
- Home recorded DVDs, video and audiotapes, computer games and software on recordable CDs and DVDs.
- Weapons, knives, swords, sword stocks, crossbows.
- Guns and ammunition (including replica guns).
- Duvets and pillows that have been used.
- Medication including vitamins.
- Prescriptions spectacles.
- Ivory.
- Petrol or diesel fuelled garden tools such as lawnmowers.
- Real fur items.

Could you support your local Stray Aid charity shop and help us care for thousands of unwanted dogs and cats across the North East of England?

Every Stray Aid shop needs an amazing team of volunteers to make it a success and we are on the lookout for people to join us.

Our shops raise vital funds to support our Rescue and Rehoming centre and increase awareness of our charity and the work we do.

There are many different ways you can help and even a couple of hours a week will make a difference as a Volunteer Community Shop Assistant. Your role is to assist in the day to day running of the charity shop, to maximise sales and profitability and to be the public face of Stray Aid. Your main tasks are to assist and serve customers, to process stock including sorting, steaming, pricing and hanging of donated items and to promote public understanding of what Stray Aid does and the importance of raising funds through the shop.

Are you a team player, do you enjoy building relationships with people, can you go that extra mile when it comes to customer service?

Stray Aid can offer you the chance to develop retail skills for your CV, volunteer to work flexible hours to suit you and to make new friends.

If you are friendly and enjoy working as part of a team and with the public, if you want to develop customer service skills and are at least 18 years old then get in touch today and talk to us about volunteering in one of our charity shops.