



## Case Studies

The following case studies were all assisted using community **Pound Pending** scheme funds donated by generous **Rummage Rescuers** customers and all purchased in the community shop:

- We helped Nicole with the purchase of a pram for Lola from our community shop using **Pound Pending** funds.



- A local grandmother was struggling to buy toys for her granddaughter. As a community, we have supported this lovely lady by allowing her to purchase toys using **Pound Pending** funds.
- A homeless man named “Frank” came into **Rummage Rescuers**, “Frank” was freezing cold and asked for our help, and after following the advice of our Chief Executive Officer Liz Crook he was able to access the **Rummage Rescuers** Community Pound Pending scheme. Frank was able to purchase a coat for just £3 and left the shop both warm and happy.

Working in partnership with Personalising Freedom Community Interest Company  
9707386

- **Kim** commented in the group and said:  
*“Thank you **Rummage Rescuers** yet again for helping me by giving me the Riser chair, I will no longer struggle to stand up and can also put my feet up when needed. I can honestly say that you have been a great help to me more than once, I have got a nearly new mattress and a nearly new PC chair from you for a donation to you. I know all donations go straight into helping others in the community.”*
- **Danielle** commented in the group and said:  
*“I would like to say a big thank you to Liz Crook for helping me out. You have helped me out so much, I have just moved in to my own place and I had nothing. Thanks to you, I was saved from spending a fortune.”*
- Another prime example of exactly why the community ‘**Pound Pending**’ scheme exists is ‘Eva.’



Many of you will recognize her from selling copies of ‘The Big Issue’ outside Marks & Spencer in Blackburn town centre.

As a result of the generosity of those who have donated to the scheme, we were able to provide her with a pram, some gloves and clothing items worth up to £40 in the **Rummage Rescuers** community shop.

The **Rummage Rescuers** Shop Manager said: “Eva was absolutely frozen when she came into the shop, a regular customer actually went and purchased her a pair of boots as we unfortunately didn’t have any warmer shoes to provide her with.

- **Rummage Rescuers** also carried out a weekend rescue:  
A Blackburn with Darwen family required two single beds for their children as their bunkbeds were not safe for them. After an appeal by **Rummage Rescuers**, our customers donated beds for their children and now have safe beds. Local services donated £30 to **Rummage Rescuers**.  
Additionally, their children needed a TV for their bedroom whilst they recovered. Following an appeal, a **Rummage Rescuers** customer donated a TV, which was delivered by volunteers from **Rummage Rescuers**.
- We also helped a disabled couple with the purchase of a much needed bed and other household items.



Working in partnership with Personalising Freedom Community Interest Company  
9707386

# How does the 'Pound Pending' scheme work?

**Pound Pending** is an opportunity to leave a pound pending for those in need. All **Pound Pending** funds are open to anyone **in need** who wishes to utilise this to buy goods from the **Rummage Rescuers** community shop. The scheme is open to all members of the Blackburn with Darwen community. To the team at **Rummage Rescuers**, the term "community" encompasses everyone. With this in mind, the **Pound Pending** scheme is a friendly, non-judgemental service for all to access.

No profit is made from **Pound Pending** funds, with the scheme aiming to support those in need i.e. the homeless, flood victims etc. It enables us to provide coats, scarves, gloves, jumpers and other items of clothing to those who really need it. Additionally, most disability aids are given away **FREE** of charge.

If you're in need, all you need to do is visit either one of the **Rummage Rescuers** community shops and ask for goods via **Pound Pending**. We can't do this without your generous support and it costs just £1.

To donate and leave a **Pound Pending** for someone who really needs it, please visit our website: [www.rummagerescuers.org.uk/pound-pending](http://www.rummagerescuers.org.uk/pound-pending).

Thank you on behalf of the entire team at **Rummage Rescuers**.

# Partnership Working

**Rummage Rescuers** donated new books to a raffle organised by Carla Maher and her helpers, the raffle was in aid of Children's Cancer UK.



**Rummage Rescuers** have also shown their support to **Whalley & Billington Flood Victim's Support Group** at the Whalley Community Centre.

Using both our Mill Hill and Town Centre stores as drop-off points, any members who wished to do so could donate goods and food in support of those affected by the floods. The items were then transported to Whalley Village Hall by our volunteers and the shop manager.

Items were also dropped off to the Children's Ward at Blackburn Royal Infirmary. Our manager said: "Thank you all so very much for all of your generous donations. It's because of people like you that we are able to help out our local community. Please keep donating and keep buying so we can continue our work of giving vital help and support."

We also work in partnership with the following organisations:

- Blackburn with Darwen Adult Services
- Blackburn with Darwen Children's Services

Visit our website: [www.rummagerescuers.org.uk](http://www.rummagerescuers.org.uk)

Follow us on Twitter: @rummage\_bbn



Working in partnership with Personalising Freedom Community Interest Company  
9707386

- The Freedom Project CIC
- The Women's Centre
- Mental health services
- Care providers
- Darwen Scouts
- Blackburn College

# Community Engagement

Our members are the mainstay of **Rummage Rescuers**, their donations ensure that we can continue supporting those in need within our community, by either donating goods or providing them at a price which matches their budgets.

We accept the following items:

- Accessories
- Baby equipment (prams, Moses baskets, baby walkers etc)
- Books
- CDs and DVDs
- Children's toys
- Clothing (good quality men's clothing)
- Furniture
- Homeware
- Jewellery

# Disability Support

**Rummage Rescuers** give the majority of all donated disability aids back to the community without charge.

We have provided:

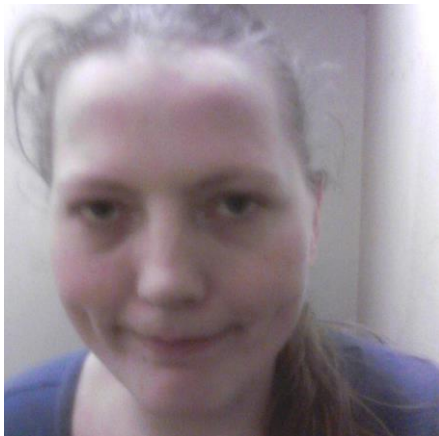
- Commodes
- Shower chairs
- Motorised beds
- Walking sticks
- Walking frames

Visit our website: [www.rummagerescuers.org.uk](http://www.rummagerescuers.org.uk)

Follow us on Twitter: @rummage\_bbn



# Volunteering & Befriending Opportunities



## Kathryn's Case Study

### **Why did you get involved with Rummage Rescuers?**

A lovely lady called Liz asked me if I'd like to be the Facebook "Meet and Greet" for the **Rummage Rescuers** group. I thought it would be nice as I'd be helping people, which I like.

### **How did Rummage Rescuers help you?**

I got quite a few items from **Rummage Rescuers** which I liked, as I knew I was helping in a way. I also like to think that I've made some friends at **Rummage Rescuers** too and it's a nice community.

### **What did you enjoy most about your role?**

The role was nice, I enjoyed helping people with their queries, helping them in their search for the item they wanted and knowing it would make a difference to them, that feeling was enough for me.

### **Did you find Rummage Rescuers supportive?**

Yes, I think so, they're really nice people who want to help everyone.

### **Would you recommend Rummage Rescuers to other prospective volunteers?**

If the person has the time and wishes to get involved with something fun, I'd definitely recommend **Rummage Rescuers**. It's also a great way of kind spirited people helping others.

---

## Who we are



Liz Crook  
Chief Executive

[liz.crook@rummagerescuers.org.uk](mailto:liz.crook@rummagerescuers.org.uk)

Liz is the Chief Executive Officer of **Personalising Freedom CIC**, which is the parent company of **Rummage Rescuers** community shops.

As Chief Executive, Liz has overall responsibility for **Personalising Freedom CIC** and its overall aims and objectives.



Lisa Cotton-Harrison  
Operations Director

[lisa.harrison@rummagerescuers.org.uk](mailto:lisa.harrison@rummagerescuers.org.uk)

Lisa is the Operations Director of **Personalising Freedom CIC**, which is the parent company of **Rummage Rescuers** community shops.

Lisa has overall responsibility for ensuring **Personalising Freedom CIC** achieves its daily objectives.



Iain Sykes  
IT & Digital Communications Director  
[iain.sykes@rummagerescuers.org.uk](mailto:iain.sykes@rummagerescuers.org.uk)

Iain is the IT & Digital Communications Director of **Personalising Freedom CIC**, which is the parent company of **Rummage Rescuers** community shops.

Iain has responsibility for the IT operations of **Personalising Freedom CIC**.



Rachel Rhodes  
**Town Centre Shop Manager**  
[rachel.rhodes@rummagerescuers.org.uk](mailto:rachel.rhodes@rummagerescuers.org.uk)

Rachel is the Manager of the Town Centre branch of **Personalising Freedom CIC**, which is the parent company of **Rummage Rescuers** community shops.

Rachel has responsibility for all volunteers and the daily operations within the Town Centre community shop.



Sami Crook  
**Mill Hill Shop Manager**

Sami is the Manager of the Mill Hill branch of **Personalising Freedom CIC**, which is the parent company of **Rummage Rescuers** community shops.

Sami has responsibility for all volunteers and the daily operations within the Mill Hill community shop.



Kylie Martin  
**Senior Volunteer**

Kylie is one of the valued senior volunteers at the '**Rummage Rescuers**' community shop in Mill Hill.

Kylie knows how to run the shop inside and out!





**Carole Smith**  
**Senior Volunteer**

Carole was one of the very first people to volunteer at **Rummage Rescuers** and has been with us since day one.

Carole is a veteran when it comes to volunteering with Rummage Rescuers.



Working in partnership with Personalising Freedom Community Interest Company  
9707386

# Vision & Values

“We intend to support those in need within our community through clever community recycling, ensuring those who need our help can access it, as and when they need it. All this without discrimination or prejudice to anyone. **Rummage Rescuers**, an organisation where everyone is welcomed.”