

Morning all,

I hope you are all enjoying this spell of amazing weather. Welcome to the new Financial Year as we start again following a fantastic 2025/26.

Week 1 was a solid start, with total income of **£151,444**, up **+2.6%** on budget and **-12.1%** like-for-like growth (this was a non-comparable week to last year with Easter phasing being different).

Thank you to all those who worked over the Easter Weekend. The Good Friday and Easter Monday are hugely valuable days for us with, with takings on those 2 days alone over £30,000!

I'm loving the spring displays in our shops, with pastels and brights seemingly the trend.



A new year brings a new shop and we are now just 4 weeks away from opening our new St Neots shop opening. Our opening has been moved back to May 7th and the contractor works are now in full flow as you can see below.

This week our Shop Acquisition Manager, Andrew Allan, leaves us after 2 years of shopping for shops as Sarah calls it! Huge thanks to Andrew for getting us so far on our journey towards 60 shops. 😊

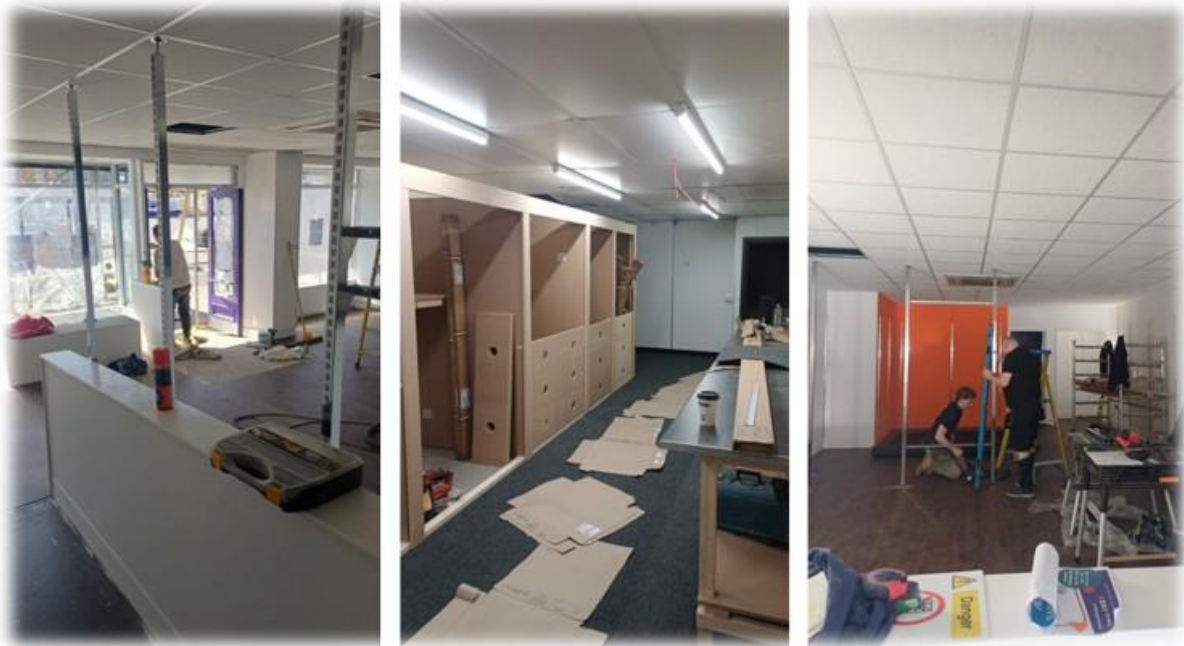
Last week, invitations went out to our volunteers for a spring visit to one of our hospices. Our volunteer services team will be hosting a tour with refreshments at Milton April 27th and The Nook April 28th (There is no tour at the Treehouse due to the extensive building works as I'm sure you will understand.)

The invitations were sent by email but if you want to help a volunteer book on to a hospice visit you can access the booking form here [Hospice Tour booking form](#).

Last but not least, a lovely way to start the new Financial Year was to see the wonderful Values Awards Nominations from the last quarter. There were 14 nominations made across the retail team; small in number but rich in content!

I hope you can take the time to read some of the inspiring words some of your colleagues have written of each other below.

A nomination only takes a few minutes, and the nominee gets an instant email to notify them they have been nominated, and they stand a chance of winning a £50 gift voucher. You can nominate here [EACH Values Awards Nomination Form](#)... go on, it only take a few minutes of your time 😊!



East Anglia's Children's Hospices (EACH) Retail Weekly Trading Update Week 1

First name	Surname	Job title	Value nominated for	How do you think this person has demonstrated outstanding behaviour in line with this EACH Value?
Stephen	Ball	Warehouse & Supply Chain Manager	Commitment to quality	I'd like to nominate Steve for his determination to keep the wagons rolling and the show on the road! The Central warehouse team has been short staffed and without one van for a considerable time and yet the movement of Retail stock across 55 shops, receipting & delivery of New Goods, packing and dispatching vital shop supplies and the delivery of the all important tea & biscuits has still happened. Working with colleagues to organise and reschedule runs, share vans, postpone holiday and taking on extra tasks...it's been pulled together. The Retail warehouse looks in great shape, the quality of storage & safety hasn't slipped and despite the additional workload, spirits a high. Well done and Thank You Steve.
Brendan	Bray	Digital Sales Assistant	Commitment to quality	Brendan has achieved high levels of sales from the quality listings he completes on our EBOS platform. He condition checks every item and ensures that his listings are of the highest standard. He also responds to customer queries with great care and attention ensuring a positive outcome. He gives 110% every day and is highly respected in the book shop by all staff and volunteers.
Stephen	Ball	Warehouse & Supply Chain Manager	Empathy, understanding and inclusion	As a newly appointed manager I have had a lot of information to navigate with the running of my shop, getting to learn all about it and how to manage stock control through the different seasons, high and low. Steve has been an amazing support over this past year, giving me guidance and advice whenever I call him, nothing seems too much trouble! If I'm ever unsure on anything regarding the RDC process, he offers clear directions on what he can do for me or advise of the right person to talk to, and I never feel that I have put him out. His patience is appreciated and this nomination is to let him know that... thanks Steve!
Lee	Carter	Shop Manager	Empathy, understanding and inclusion	I would like to recognise Lee for the outstanding empathy and understanding he brings to his role. He nurtures both staff and volunteers, creating an environment where people feel supported and empowered to grow. He has a natural ability to nurture those around him, creating an environment where people feel valued, supported, and confident to grow. He takes the time to understand individual strengths and challenges, empowering others to develop their skills and reach their potential. In addition to supporting his own team, he quietly offers help to other shops within his cohort, always willing to share knowledge and lend a hand when needed. His awareness of the needs of both his team and the wider organisation makes a real difference. He also demonstrates strong customer service skills, confidently supporting a diverse and varied customer base while ensuring that every customer interaction reflects our values. Lee's empathy, leadership, and commitment to supporting others make him a highly valued member of the team and truly deserving of recognition.
Mandi	Higgins	Shop Manager	Empathy, understanding and inclusion	Mandi has had the toughest few months of her life. She has been by her partners side constantly while his life is ending. Through it all she has been at the other end of the phone for me, answering any queries I may have.
Kellie	Brown	Retail Sales Supervisor	Make it happen	Kellie did an exceptional job covering her shop while her manager was out of the business. She ensured every aspect of the store was well managed, maintaining high standards and giving consistent support to the volunteer team throughout our busy festive period. She never complained, always remained positive, and consistently gave 100%.
Sean	Buckner	Retail Facilities Manager	Make it happen	I would like to nominate Sean for his outstanding response to the recent arson attack at our Sudbury shop. The incident resulted in the destruction of a storage container, shed, waste bins, and significant damage to the premises, including the loss of all stored Spring and Summer stock. Sean attended the site immediately and supported both the Shop Manager and Cluster Manager with the initial clear up. The shop had suffered smoke damage, and the rear yard was covered in burnt debris, charred clothing, and water damage from the fire response. Sean remained calm and reassuring, providing clear guidance and a structured plan to help the team stabilise the situation and work towards reopening. He coordinated multiple contractors, oversaw electrical and security checks, and arranged necessary repairs and replacements to doors and windows. He also managed claims with two insurance providers, securing settlements in record time. This is not the first time Sean has stepped up in a crisis. In January 2025, during the severe flooding of our Leiston shop, he again led his team effectively through a major loss. Sean's leadership, composure, and commitment in the face of significant challenges make him deserving of this nomination, thank you.
John	Hewitt	Relief and Support Manager	Make it happen	I would like to recognize John Hewitt for truly making it happen through exceptional visual merchandising and strong commercial awareness. His ability to create impactful, customer-focused visual displays consistently elevates the in-store experience and drives performance. He doesn't just deliver high standards, he sets them. What really sets him apart is his strength as a people person. John naturally brings others along on the journey, engaging and motivating the team to execute with energy and pride. His confidence in making commercial decisions around stock and targets demonstrates clear business acumen. He understands the numbers, analyses the weekly retail report and Z2 to take proactive action. He ensures the right product is in the right place at the right time to maximize results. His combination of creativity, management, and commercial focus makes a significant impact on both team morale and business performance, consistently delivering excellence. This he has demonstrated in both Aytsham Rd and Plumstead Rd.
Stuart	Irons	Retail Sales Assistant	Make it happen	Stuart started with us just over a year ago. Since then he has worked with myself and the volunteers and has been a great asset to everyone. He understands how the shop works. We discuss how we can improve our sales and the next day its done. He has passion, great communication, support and works with all the team enthusiastically. He has taken on New Goods campaign.
Sharon	Little	Retail Sales Supervisor	Make it happen	Sharon consistently gives 110% to support Haze and the wider team in Felixstowe. She frequently picks up overtime and even chooses to come in on a voluntary basis to ensure the job gets done to the highest standard. She is always supportive, always positive, and always smiling. Sharon is a strong example of what it means to "make it happen," and she truly lives and breathes the EACH values every day.
Paul	Oliver	Retail Sales Supervisor	Make it happen	I'd like to nominate Paul for the way he has stepped into the breach whilst the Shop Manager has been away from the business. When I have visited the shop I have been particularly impressed by how Paul has taken on extra responsibility and worked closely with Erica and the whole Ely team to keep the shop looking great and running smoothly. By working together and keeping everyone motivated, the shop is currently at +7% against budget and an impressive +21% in New Goods Year to Date.
Karen	Self	Digital Sales Assistant/Admin (Bank)	Make it happen	Karen is always on hand no matter what's needed, she jumps into different roles without hesitation and will deliver on whatever task is in hand. Most recently Karen has stepped in and worked with the RDC team. Whether it's supporting shops, the warehouse, or the New Goods team, your willingness to go above and beyond shows what "making it happen" really looks like. Your support makes a big difference, thank you.
Andrea	Telfer	Retail Sales Supervisor	Make it happen	Has shown a positive attitude to embracing change and new ideas and supporting a new manager. Appreciates all volunteers and has contributed to merchandising the shop.
Genine	Woodcock	Retail Central Support Manager	Make it happen	Genine was asked to lead a small project to introduce an 'Add Donator' campaign to our Retail tills. Asking our customers to add just 25p to a transaction has now developed into two Retail campaigns a year and has raised over £27k to date...or, over 108,000 25 pence's! With the support of our M&C colleagues, Genine co-ordinates a campaign theme & title, point-of-sale materials, till screens and till prompts and staff guidance. So impressed with our development of these campaigns & the financial results, our till providers are now engaging with their other charity clients to roll-out similar campaigns for them. Once again, EACH leads the way. Well done Genine!

Until next week.

Kind regards,
Ian Nicholson
Director of Retail