



BTR

Making a difference...

Summer 2008 news...

Welcome to the Summer 2008 edition of BTR's newsletter, Making a Difference. I hope that everything is going well for you personally as well as your charity.

This issue sees the results of our latest annual customer survey being revealed! So thanks to all the shops that took the time to fill it in. If there are any outstanding surveys please send them in as we are grateful for as much feedback as possible.

It's been an interesting time at BTR recently. A time of transition really. In order to increase production, we recently changed the shift patterns in the factory where we grade and sort the clothes we collect from you. Plus we have taken on new premises that will be used to effectively manage the recycling of all the additional items we now collect (books, electrical goods, bric-a-brac). For a little while our factory was jam packed and in chaos. This situation has thankfully

now changed!

In July BTR are once again a main sponsor of the Annual Association of Charity Shop Conference & Exhibition. If any of you are going to be attending the conference please come and see us on stand 33. We will be running a fun competition which could see you win £200 for your charity! Come along and have a go!

As always I want to reiterate that the BTR team are committed to the recycling work we do, and providing an efficient and professional stock collection service. Please let us know if there is anything else we can be doing to help you achieve your charitable goals.

Any comments on this newsletter or suggestions for features are gratefully received.



Haydn Piper
Managing Director
Tel: 0117 9717349
Email: haydn@btr-ltd.co.uk

News Flash...

New additions at BTR...



Fiona Muir, our project co-ordinator will be going on Maternity in the middle of June. So good luck to her and her new arrival which is due in the middle of July. BTR will also be welcoming a new arrival in the form of Jo Woods who is joining us to cover

Fiona's maternity leave.

A highly experienced business manager, with masses of sales, management and marketing experience, Jo is sure to be a real bonus to the BTR team! We look forward to welcoming her on board.

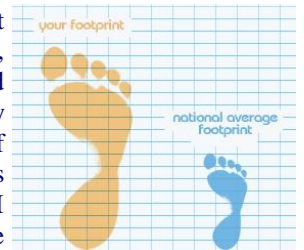
BTR would also like to welcome Polly Whight who is our new administrator and receptionist. So next time you give us a call say hi to her! Previously she has worked in Herbert's Bakery and she also works in her local pub in her spare time! She has excellent environmental credentials, bikes to work every day and enjoys studying the martial art Capoeira (a mixture of dance, ritual and martial arts that developed out of the Portuguese trade of African slaves to Brazil the 16th century).



Hot Issues... by Fiona, BTR's project co-ordinator

The thorny issue of Carbon Footprints...

I must admit I have never been that concerned about my carbon footprint, rightly or wrongly. I considered myself fairly environmentally friendly, so I decided (in the name of research) to calculate our household's carbon footprint and boy was I surprised at how high it was!!! Double the national average in fact! So now I am more than a little concerned about our carbon footprint and want to do something about it.



How did I do this? Well you log on to www.actonc02.direct.gov.uk and put in various bits of information, from how much you use your washing machine, to how much your quarterly gas and electricity bill is, to how often you use your car...amongst lots of other things. Keep going though, it's definitely interesting reading at the end. It turns out that our household of 3 produces a whopping 21.4 tonnes of CO2 per year, which is over double the national average. Luckily the website provides you with an action plan of how you can reduce your footprint. For example, fit draught-proofing around windows and doors, get a washing line rather than use a tumble drier (just done this so feeling pleased with myself!), use the economy setting on the dishwasher, amongst lots of other ideas.

So...have a go and see how big your carbon footprint is. It's interesting reading and the ideas to reduce your footprint may actually end up saving you money, which is always a bonus!

New Customer Corner

Over the last quarter BTR is pleased to welcome a number of new shops...



In addition to the 15 Scope shops we collect from in the South West, we are now also collecting from an additional 10 shops in Wiltshire and Dorset.



BTR has also started collecting from 11 Tenovus shops, the majority of which are located in South Wales, and one of which is based in Bristol. Tenovus is a cancer charity that works on research into cancer and supports cancer patients.

Meet the Team!



We are pleased to introduce you to Charlotte Barry.

Charlotte is a vital part of the BTR team and her role is to support the administration and transport teams. Her main role is to support our Transport Manager, help ensure all our collections are completed as per schedule and to keep our team of drivers organised!

Outside of BTR you will find Charlotte spending time with her family and enjoying motorcross racing (just watching I believe!) on the weekends. You should see the state of her car on a Monday morning!

Achieving Our Mission...



Our Mission is -To provide an efficient and professional stock collection serviceø In order to find out how successful we are at doing this we carry out an annual customer survey. **Here is a summary of the 2008 results:**

• 98.5% of our customers are delighted/happy with the service BTR provides (up from 94% last year). **The areas of our business that were rated the highest were:** (where 1=poor & 10=outstanding)

- The helpfulness of our drivers (rated 9.1)
- Consistency of collection times and days (rated 9.1) &
- Frequency of collections (rated 9.3).

Areas of our business that were rated slightly lower were:

- The appearance of our drivers (rated 8)
- Speed of response to queries (rated 8.4) &
- Our handling of your queries (rated 8.5).

These are all areas that we will be working on to improve over the coming months. Thank you again to those shops that filled in the surveys. If there are any questionnaires still outstanding we would be really pleased to receive them back. Thank you.

They're still growing...

Congratulations to St. Peter's Hospice who have opened another new shop recently. BTR were delighted to present our £500 new shop donation to St. Peter's Hospice Westbury Park.



"We receive an excellent service from BTR. They are extremely reliable and consistent with their collections. I also like the fact they are happy to have feedback and develop their business based on this feedback. Now they also provide us with a more comprehensive collection service which includes not just textiles, but books, electrical goods and bric-a-brac. This 'one-stop-shop' is invaluable for the smooth running of our shops."
Operations Manager, St. Peter's Hospice.