

Case Study



Project: St Gemma's Hospice Retail Hub Volunteering

Framework Pillar: OurCommunity

Date: 1st April 2026

Project

Go Green worked with Farrans to support St Gemma's Hospice through a hands-on volunteering day at the charity's Retail Hub in Leeds. St Gemma's provides vital specialist nursing and care for people with life-limiting illnesses, both within the hospice and through services delivered in the community.

While the hospice receives NHS funding, this only covers part of the cost of delivering its services, making fundraising and retail income an essential part of its ongoing work.

Following discussions with Farrans around community-focused social value activity, St Gemma's Hospice was identified as an opportunity where Go Green could make a meaningful local contribution.



What Go Green Did

Go Green supported the initiative through a volunteering session at St Gemma's Retail Hub, Leeds, which acts as the central sorting and distribution point for donated goods before they are sent to the hospice's 26 retail shops across the region. Over five hours, Go Green colleagues worked alongside St Gemma's staff and other volunteers to sort hundreds of donated bags, check items for cleanliness and quality, categorise clothing into men's, women's and children's ranges, separate seasonal stock, and organise a wide range of additional donations including toys, textiles and other saleable goods.



This practical support played an important role in helping the Retail Hub process donations efficiently and ensuring stock was organised, seasonally appropriate and ready for resale across the wider shop network.

Case Study cont.

Value & Impact

The volunteering activity demonstrated how a relatively short period of hands-on support can deliver meaningful value for a community organisation. By helping the Retail Hub process donations more efficiently, Go Green increased capacity at the Leeds site and supported the smooth distribution of quality stock to 26 St Gemma's Hospice shops across the region. This in turn helped maximise the income potential of donated items, directly supporting the hospice's ability to continue delivering compassionate care to patients and families both within the hospice and in the wider community.

The day also gave Go Green colleagues a valuable insight into the scale of coordination, teamwork and dedication required behind the scenes to sustain hospice services. The team left feeling inspired by the positivity, care and commitment shown by everyone involved, reinforcing the value of supporting organisations that make such a meaningful difference to people's lives. In total, the initiative generated £355.53 in measurable social value, aligned to National TOMs outcome NT29 – Volunteering in the community, contributing to social, healthier, safer and more resilient communities.



Testimonial



A huge thank you to the teams at Farrans Construction and Go Green Ltd! It was fantastic to welcome you to our Retail Hub for a volunteer day! Your hard work sorting and preparing stock means items can reach our shops sooner, helping us raise vital funds to support our hospice services.

Volunteer days like this have a real impact at St Gemma's. Turning stock around more quickly helps maximise income. Our volunteer days also save us around £58,000 each year - enough to fund a St Gemma's nurse for a full year! Thank you for making such a meaningful difference to people across Leeds."

St Gemma's Hospice