

A YEAR AT THE



A BETTYS & TAYLORS COMMUNITY PROJECT



# HOW WE WORK



The Cone Exchange shop is an Aladdin's Cave of materials...

From fabric off-cuts, to boxes, paper, hessian sacks, wool and plastic tubs, what we sell varies from day-to-day but typically there is a vast array of items for hobbyists, crafters and gardeners. And all the money raised from sales is donated to local good causes, such as Inspire Youth, Artizan and Horticap.

Along with The Cone Exchange shop, we support social enterprises and charities by repurposing our waste and equipment and providing meaningful work experience for young people with additional learning needs. We also attend events and talks to encourage recycling and raise funds at the same time.

## What do we do with the waste materials we receive?

### DONATE

We welcome donations from local businesses and members of the community who donate clean, scrap and unwanted craft materials that can be repurposed for sale at a low cost whilst raising funds for local good causes.

### SELL

A selection of donated materials is kept for sale in the Cone Exchange shop to sell for hobbies and crafting, raising funds for local social enterprises as well as supporting tree planting and tree preservation in Yorkshire.

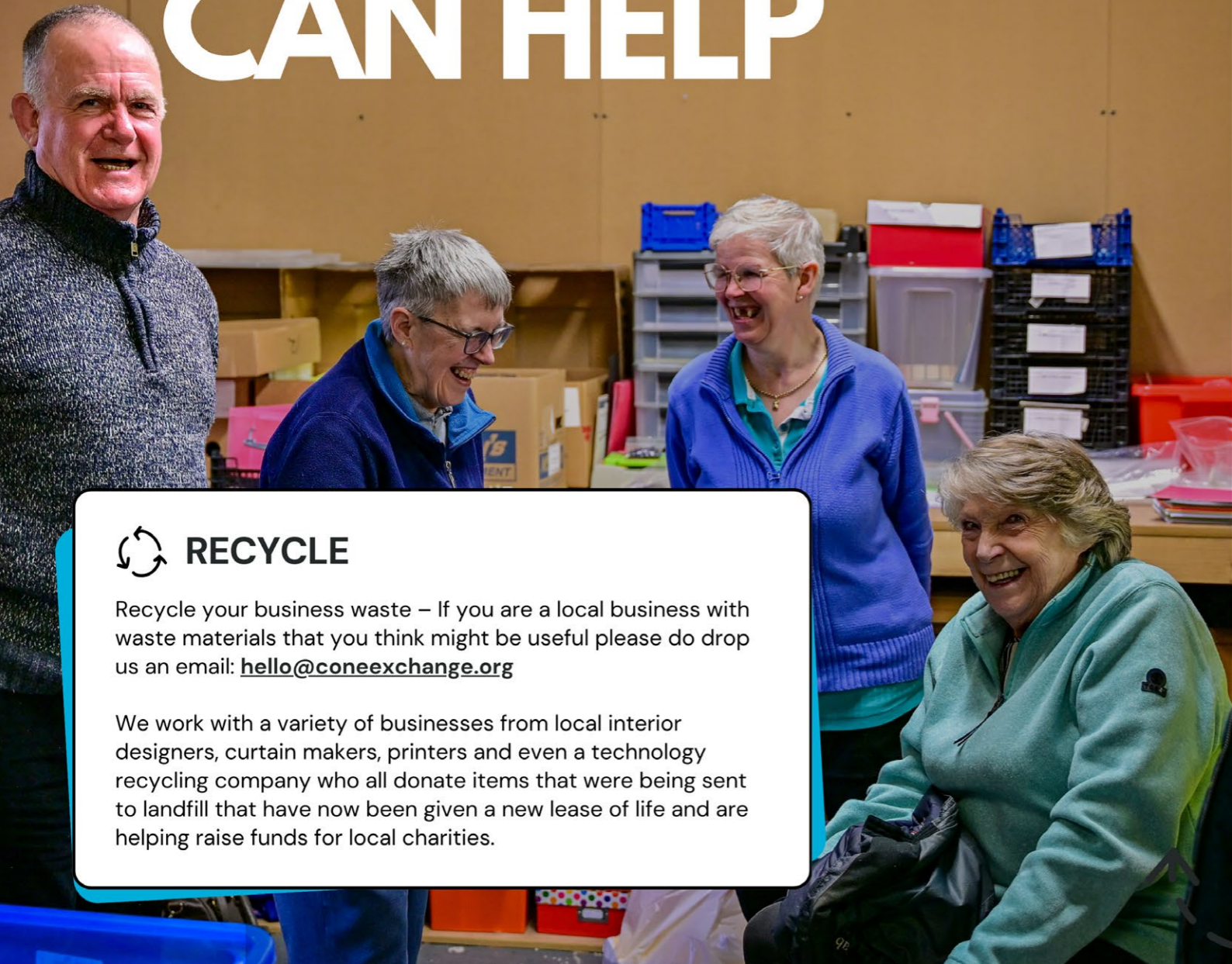
### RE-USE

Some of our scrap is used to make products to promote educational awareness at shows and fairs working with children and young people. Preparations for these events come from our volunteers and young adults with learning difficulties who come to us for work placements.

By encouraging the reuse and repurposing of items that some might consider 'trash' into treasure, we try to capture people's imaginations and show them how they can make a difference to protect the planet and raise funds for local good causes.

We don't do it alone. Our thanks go to all those businesses, volunteers, work placement students, charities, customers and colleagues, who show their support and commitment to helping the Cone Exchange.

# HOW YOU CAN HELP



## RECYCLE

Recycle your business waste – If you are a local business with waste materials that you think might be useful please do drop us an email: [hello@coneexchange.org](mailto:hello@coneexchange.org)

We work with a variety of businesses from local interior designers, curtain makers, printers and even a technology recycling company who all donate items that were being sent to landfill that have now been given a new lease of life and are helping raise funds for local charities.



## DONATE

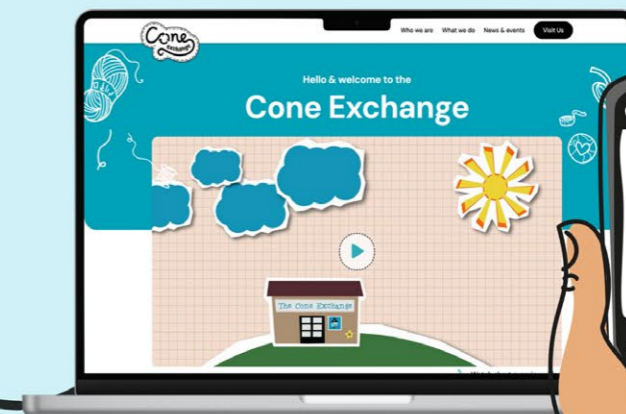
We accept clean craft materials in good condition, and we can take a wide variety of wool, fabrics, threads and paper crafting materials. Next time you are clearing out your craft stash please do get in touch to see if we can help you find it a good home.

Visit our website [www.coneexchange.org](http://www.coneexchange.org) for all our latest news and updates.



## STAY CONNECTED

Follow us on Instagram.  
[@coneexchangeharrogate](https://www.instagram.com/coneexchangeharrogate)



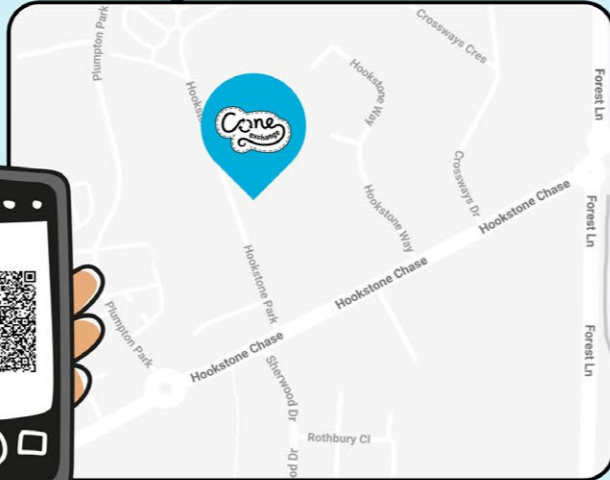
Scan the QR code

# VISIT US

## WHERE TO FIND US

The Cone Exchange  
Hookstone Park  
Harrogate  
HG2 7DB

Open in Maps



## OPENING TIMES

Our opening hours are during school term times only. Our website is kept up to date with lists of holiday closure dates but if you'd like to confirm before visiting, please send us an email: [hello@coneexchange.org](mailto:hello@coneexchange.org)

Tuesdays

10am – 4pm

Wednesdays

10am – 4pm

Thursdays

10am – 8pm



**Mags Harper**  
Cone Exchange Operations Assistant

**Carolyn Smith** Cone Exchange Co-ordinator  
**Chris Powell** Events and Education Co-ordinator  
**Sarah Wells** Community Manager



# WHAT DOES THE CONE EXCHANGE MEAN TO YOU?



Gillian

*"It's hard to imagine who loves the Cone Exchange the most. It could be the hundreds of customers who turn up every week to our shop, or the caring relatives of older crafters who want their precious "stash" to be donated to a genuine cause. Or the buyers that visit us at trade shows around North Yorkshire.*

*But I think it's us, the volunteers, who love the Cone Exchange the most. We enjoy the generous donations of fabrics and materials, and the support of our fabulous managers who join in with the fun and games of sorting through all the items we receive. The greatest pleasure of all is knowing we've repurposed items destined for landfill!"*

**"BEING A VOLUNTEER AT THE CONE EXCHANGE IS THE BEST 'JOB' I'VE EVER HAD"**



Alison

*"The Cone Exchange ticks so many boxes for me: recycling, creativity, raising money for charity, but above all it's about the chance to work in a team with lovely people!"*



Heather

*"Being a volunteer at the Cone Exchange is the best 'job' I've ever had. It's so rewarding to make a difference locally and hopefully our example inspires others to bring change. Being part of the Cone Exchange is truly an honour; I feel valued and part of a family. This is down to the excellence of the leadership of Chris, Sarah, Carolyn, Mags and Carly. Thank you!"*



Jane

*"There's lots of laughter as we sort out the donations and it means I get to spend a morning with wool and yarn while helping people in so many ways. A win-win situation if there ever was one!"*



Sue

*"The Cone Exchange feels like family. While we reuse, recycle and resource the donations we get, it feels good to know everything goes back into helping the local community."*

## WHAT DOES THE CONE EXCHANGE MEAN TO YOU?



### henshaws

Henshaws offers a creative and supportive environment for adults with additional needs. The Cone Exchange has worked in partnership with Henshaws to offer supported work experience for their students for many years.

Typically, our placement students spend one day a week at the Cone Exchange, helping with a variety of tasks which build confidence, communication and self-esteem. In some cases, placements are a step towards paid work.

*"Our visit to the Cone Exchange is the highlight of our week. I've had the pleasure of supporting my student to come here for nearly two years now. All of the staff and volunteers are so very approachable, positive and very welcoming. Thank you so much!"*

**Natalie Pye**  
Henshaws support worker



*"I've been visiting the Cone Exchange for about 15 years. I first came as part of my Duke of Edinburgh scheme, but I immediately felt like I fitted in here, and I haven't stopped coming since! I particularly enjoy spending time with Chris and accompanying him around the local area collecting treasures that we then bring back to sort through and see how we can give them a new purpose. More recently, I've found it especially rewarding to tap into my own creative side, making artworks for shows out of the materials available at the Cone Exchange."*

*The Cone Exchange is such a unique place. It brings together lots of different people, and I think the variety of volunteering options available is really special. Alongside the shop, there are all the events and talks that we attend, so people can be involved in a range of ways."*

**Sam**  
Artist

**4.75**

The average time each volunteer gives to the Cone Exchange...

**HOURS PER WEEK**

...which equals **7240** hours throughout the year.

**WORKED WITH**

**10**

students across the year.

**2024**  
Cone  
exchange



**EDUCATIONAL EVENTS**

Springtime Live, Countryside Days, Great Yorkshire Show & Weeton Show.

**SHOWCASE EVENTS**

Spring & Autumn Flower Shows and This is Me Festival.

**3**

**RETAIL EVENTS**

Threads Textile Festival, Yarndale, Knitting & Stitching Show.

**3**



**38**

**COMMUNITY VOLUNTEERS**

**VOLUNTEERS ALSO CARRIED OUT OVER**

**580**

additional volunteering hours attending events with the Cone Exchange.

**HOSTED**

**~450**

student work experience hours in total.



# KEY FACTS AND FIGURES

The Cone Exchange had a record-breaking year in 2024, with the team donating over **£64,000** to good causes in our local area.

**25 TREES PLANTED**

as part of our YDMT tree planting dedication scheme for house clearances due to bereavement.



**21**

**BUSINESSES RECYCLED MATERIALS**

Through the Cone Exchange



**£64,925.53**

**MONEY RAISED & DONATED**

for local charities including Horticap, the Yorkshire Dales Millenium Trust and the British Legion.

# WORKING WITH LOCAL BUSINESSES

We repurpose waste materials from our business and over 20 other local businesses. Here are just a handful of the local businesses who provide us with essential materials and resources that can be re-used, repurposed or sold to raise funds.

## the stitch society.

The Stitch Society creates simple, durable workwear made responsibly in their studio in Yorkshire. The Cone Exchange has worked with the Stitch Society for a few years, collecting waste fabrics, zips, binding and other sewing and haberdashery related materials.

*"We're committed to making workwear that lasts and minimising waste where possible. By working with the Cone Exchange, we know that the materials that we can't use can be repurposed and find a new lease of life."*

**Charlotte Meek**  
The Stitch Society



## COW VINTAGE

Cow Vintage is an independent vintage clothing and accessories retailer offering a sustainable alternative to fast fashion, with several stores across the UK.

*"We first started working with the Cone Exchange about two years ago. The Cone Exchange would take our scrap fabrics left over after we reworked damaged clothing into new garments. Although our re-work studio has now closed, we still process all clothes in our Leeds warehouse, before they're distributed to our shops across the UK. Although we try to mend or wash any damaged clothes, sometimes pieces are too far gone and that's when the Cone Exchange comes in. Cow Vintage is built on the mentality of re-use, re-work, re-purpose, so our partnership is a match made in heaven."*

**Indigo**  
Cow Vintage

## TECHBUYER

Techbuyer is a global leader in the buying, refurbishing and selling of data centre equipment.

Today TechBuyer provides us with useful packaging material such as bags of foam 'peanuts', bubble wrap and foam.

*"I met Chris about 7 years ago. He showed me round the Cone Exchange and I was in awe of the work so I started collecting material to recycle."*



**Barry**  
TechBuyer



Lunns is a 40-year old family-run blinds and curtain manufacturer based in Harrogate. Every few months, the team at Lunns clears out remnants and old stock, fills up a van and drops it off at the Cone Exchange.

*"We love being able to support a local enterprise which does such good work and it helps us to recycle. It's a definite win-win."*

**Sarah**  
Lunns Blinds





# PEACE OF MIND & OUR KNITTING PROJECT

## CASE STUDY

Peace of Mind is a refugee-led charity which supports newly arrived and existing refugees and asylum seekers to integrate into new and unfamiliar surroundings and to overcome some of the difficulties they face. The charity's services include advocacy, and emergency relief, for not only the refugees and asylum seeker (RAS) community but also for local residents through a national warm spaces scheme and emergency food relief.

## Suzy Garraghan, Taylors Tea Buying team:

*"The pandemic was such a precarious time for people seeking asylum as they were often not yet registered as part of any system to receive support. During this time, Peace of Mind expanded their support from providing advocacy to the refugee and asylum-seeking community to direct basic food support, and that's how we first came across the charity, when we organised some tea to go into their food packages."*

*We became aware of the precarious and temporary accommodation people had, often with no belongings and that's when we realised we could link up the incredible knitting from the Cone Exchange volunteers and the people accessing Peace of Mind's Services. Since then, blankets, hats, scarves, quilt, toys, baby sets, booties, and more have all been made for recipients facing some of the most difficult circumstances.*

*Every quarter, I collect bags full of items from the Cone Exchange, with donations increasing every time. When I get home, I unpack everything on my kitchen table to sort and take stock of the amazing skill and talent of the Cone Exchange volunteers in what they've made but also the deep thoughtfulness and kindness. For people receiving them, who have very often lost so much, to feel that someone has thought about them and made something specifically for them offers so much comfort. It is the most enormous privilege to transport the knitting from Harrogate to Peace of Mind."*

## Jennifer, Cone Exchange customer:

*"I started visiting the Cone Exchange after my husband died and that's how I learnt about the Knitting Project. I've been doing it for longer than I can remember! I really enjoy coming down to the Cone Exchange because everyone is so lovely, and it helps me because it's a way to pass the time and I know the items are going to people who really need them."*



*"Thank you so much for your generous donations which have been very useful and greatly appreciated by our RAS community. You will be pleased to know that the knitted items donated recently went to families with children. The items you make bring so much comfort, especially now in winter!"*

**Sara**  
Peace of Mind

Disclaimer: These images are the property of Saint Michael's Hospice and are used here with acknowledgment.



## CASE STUDY

# SUPPORTING SAINT MICHAEL'S HOSPICE



**Saint Michael's is a local hospice care charity supporting people affected by terminal illness across the Harrogate district. Their belief is that no-one should have to face terminal illness alone – and they support local people and their families when they need them most. Last year alone, across the charity's family of services it supported 3,000 people in North Yorkshire and via tailored support nationally.**

Saint Michael's Hospice have worked with the Cone Exchange for several years. The Cone Exchange team have made tote bags and syringe driver pouches that are truly unique, just like the patients that Saint Michael's Hospice supports.

Most recently, the team of volunteers have created many bags and pouches for patients, not only at Saint Michael's, but also for the charity's new hospice facility that is about to open in Thirsk – Herriot Hospice@The Lambert, provided by Herriot Hospice Homecare, part of Saint Michael's family of services and wider charity.

*"The Cone Exchange volunteers do such a great job in creating so many wonderful items from donated materials. Before we forged a partnership with the Cone Exchange, we were having to use any bags that we could get our hands on for patients' belongings. This often resulted in using supermarket carrier bags, which really aren't ideal. The bags created by the Cone Exchange team of volunteers enable us to continue the dignity that we provide in our care, even when a patient has died.*

*It is incredible how everything the Cone Exchange team creates comes from items that have been donated to them. We love that we can do our bit in reducing waste going into landfill, enabling our organisation to be more sustainable – something that is important as part of our latest strategy and, more widely, across our retail shops. The items also provide something that is genuinely useful and which have been created with care, making these items particularly memorable for our patients and their families."*

**Michael White**  
Partnerships Manager  
St Michael's Hospice

CASE STUDY

# WORKING WITH HORTICAP



Horticap is a Harrogate-based charity that provides horticultural experience for adults with additional needs in a supportive and caring environment. Bettys & Taylors Group first started working with Horticap back in 2005 when they were chosen as the charity of the year by Bettys Bakery.

The funds raised covered the costs for a second polytunnel to be built at the garden centre, providing much needed extra covered growing area for the nursery's seedlings and plants. From there, the relationship grew and the Cone Exchange has developed a particularly close partnership with Horticap across various projects and through in-kind donations, such as crockery for Hopkins café and a gazebo, to mushroom baskets which are used for plant sales, coffee sacks for the nursery, office furniture that was no longer needed, and wooden pallets which some of the students have used to make garden furniture and composters.

Donations of wool and craft supplies also come in handy for Horticap students to work with when poor weather prevents them from doing their usual horticultural jobs outdoors.

In turn, the team at Horticap collects and donates lots of fabric from businesses which the Cone Exchange can then re-purpose for sales in our shop. Not only this, but the team are always on hand to help support with one-off projects as well, making this a particularly unique collaboration.

*"We love being part of the Harrogate community and we feel it's very important to support local businesses and charities, such as the Cone Exchange. Our partnership is such a rewarding one because we've been able to support each other on such a variety of projects and by collaborating together, we're helping to make the world a better place, which is what social enterprise is all about."*



*"Our partnership is incredibly rewarding because we see our values mirrored back in all the amazing work the team at Horticap does through their resourcefulness and creativity, and generosity of spirit. It feels like such a natural fit and a true partnership."*

**Chris Powell**  
Events & Education Co-ordinator,  
Cone Exchange



**Phil Airey**  
Operations Manager  
Horticap

## CASE STUDY

# WORKING TOGETHER WITH THE YORKSHIRE DALES MILLENNIUM TRUST

The Yorkshire Dales Millennium Trust (YDMT) is a charity doing big things to support people, landscape and wildlife in the Yorkshire Dales and surrounding areas. Their diverse and inspirational projects help to create habitats for wildlife, tackle climate change and empower people to stand up for nature.

The Cone Exchange and YDMT have been working together since 2019. Our partnership covers a range of activity that supports YDMT's woodland creation work and its wider woodland programme.



### TREE PLANTING

Since 2019 Cone Exchange donations have supported the planting of 1,947 trees, which will go on to capture approximately 325 tonnes of carbon dioxide over the next 50 years.

### WOODLAND MANAGEMENT

To enhance the biodiversity and health of small woodlands.

### ACCESS TO NATURE

Outreach work enables people from marginalised groups to access and help care for our woodlands in this special part of the world.

### COMMUNITY TREE GROWING

The Seed to Sapling project supports communities to grow native tree saplings and rarer montane species from local provenance seed that are well adapted to the Dales climate.

### WOODLAND TRAINEES

This programme addresses the shortage of young people coming into the forestry and conservation sector, whilst providing environmental job opportunities and pathways for young people.

*"The Cone Exchange is a great example of what a business can do when it commits to supporting local communities. It's amazing to think about the impact waste repurposing is having for all the charities the Cone Exchange supports.*

*For us, the repurposing of business waste is enabling positive environmental impacts that help to tackle the climate and biodiversity crises. Our partnership is not only enabling the creation of new woodlands but also helping us to connect people and communities with nature, supporting skills development and wellbeing opportunities, often for particularly vulnerable and marginalised groups that don't have equal access to green space.*

*It's also lovely to see a tree dedication made every time the Cone Exchange team conduct a house clearance due to bereavement— it's a really thoughtful gesture and one that I hope means something to the families receiving the tree dedication."*

**Richard Hore**  
Developments Officer  
YDMT





[www.coneexchange.org](http://www.coneexchange.org)