



ANNUAL REPORT

2025 - 2026

487

People in
crisis through
homelessness
supported

£638,000

Of Community Benefits
Delivered

273

Tonnes of
waste
diverted
from landfill

43

Volunteers
Supported, 1
moved on to
Employment

Helping turn your house into a home

CHAIRPERSON’S REPORT

This year has been one of the busiest periods for SHAX. It has seen the most referrals ever and helped the second largest group of people in history.

We’ve supported more people than ever in crisis through homelessness and/or poverty; provided increased volunteer and work placement opportunities; and diverted a staggering 273 tonnes of household donations from landfill.

This has been Colin first full year in position as Social Enterprise Manager and has overseen some substantial changes to the SHAX charity. These include the opening of three distribution hubs in more remote areas of the region to help provide support to those that never had access before. Started a recycling mattress service to stop many going to landfill. Started selling Repaint in collaboration with Recipro to help reduce the volume of paint going to landfill and help the environment from harmful chemicals. Develop the Marchmount property that SHAX had purchased into a working unit for SHAX for current and future expansion.

Our services have delivered over £638,000 worth of community benefit this year* As demand for our services continues to expand throughout Dumfries and Galloway We’re delighted and very grateful to be supported by a range of funders, who helped SHAX meet this demand and mitigate the Cost-of-Living crisis: 1.Wheatley Homes South and the Wheatley Foundation. Their award of £20,000 to help provide Starter Pack items was most welcome. 2.Nithsdale Area Committee which awarded £10,000 in October 2025 to help cover Starter Pack costs over the coming year.

- 3.Hollywood Trust, which granted £30,000 for the starter packs that are provided for those under 25 years old.
- 4.Robertson Trust, which granted £69,000, over three years to finance the work that SHAX provides.

SHAX would also like to thank the Scottish Government’s Strengthening Communities Programme which continues to funds our Marketing Officer and Support Staff posts, enabling SHAX to better promote the work we do and the difference it makes to the people of Dumfries & Galloway.

We’d be unable to make this difference without the continued and generous spirit of local people and organisations who donate goods to SHAX – thank you all for your continued support.Sponsored walk up a local MacDonald hill and staying on top for the night, though envisaged as a night under the stars, it turned into a night under the storm, all survived and raised over £4,000 for the charity.

As SHAX looks to the future and continues to fulfill its core purposes, it is developing new revenue streams not only for its own future but is looking to help other charities in the locality to fulfill their potential and ensure we all work together for the common good.

The Board of Trustees would like to thank our staff, volunteers, customers and partners for their continued support for SHAX and ultimately, our clients and their families.

*D&G Council Social Return on Investment calculation for SHAX

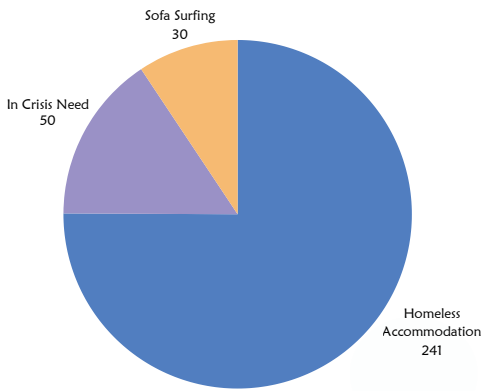
SUPPORTING PEOPLE IN CRISIS

SHAX works in partnership with a range of local Support Agencies to alleviate the hardship of people affected by homelessness and/or poverty through the provision of personal and household essentials, particularly to meet crisis need as and when it arises.

During the year, 340 referrals were received, supporting 435 people including:

- 68 families
- 132 dependents children
- 63 single parent families
- 1 expectant mother

We worked with 23 referral agencies including housing associations; charities and voluntary organisations; and several different departments of Dumfries & Galloway Council and NHS Dumfries & Galloway.



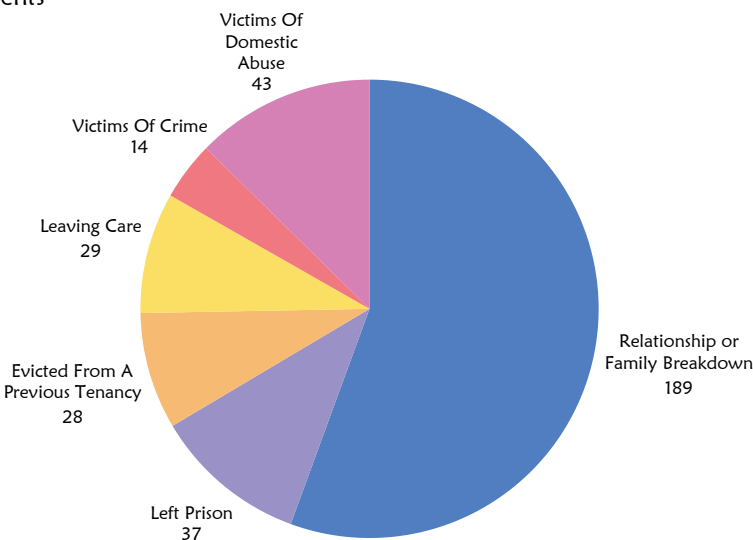
REASON FOR REFERRAL

Many referrals cited more than one reason for the referral, with clients facing additional life challenges. Main reasons given were:

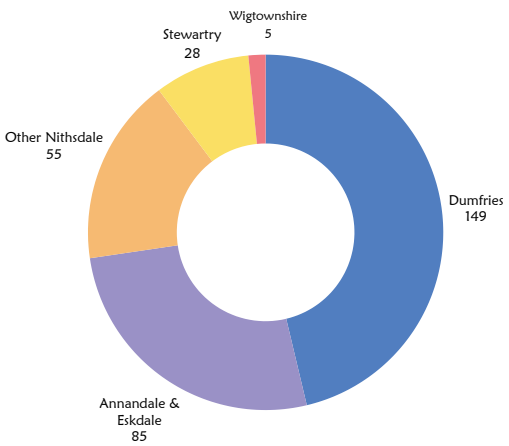
- 189 - Experienced relationship or family breakdown
- 37 - Left prison
- 28 - Were evicted from a previous tenancy
- 29 - Were leaving care
- 14 - Their victims of crime
- 43 - Their victims of domestic abuse

In addition:

- 126 clients stated domestic abuse as a secondary reason for homelessness
- 120 were affected by mental health issues
- 70 had poor general health
- 24 suffered from substance misus

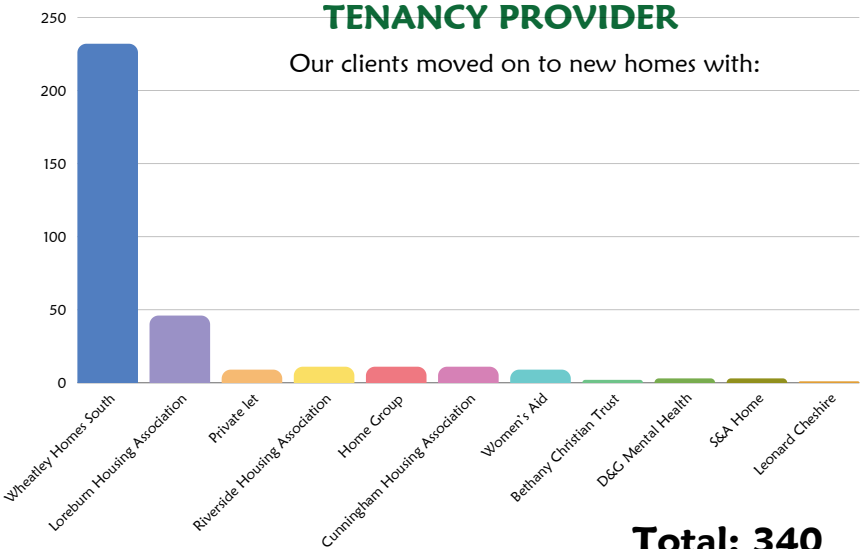


THE LOCATION OF NEW TENANCIES WERE:



TENANCY PROVIDER

Our clients moved on to new homes with:



Total: 340

CASE STUDIES

All names have been changed to protect the identity of the client concerned.

“It was really helpful as I was homeless and on a limited budget so being able to get some of the basics took a lot of the stress of me”

A young man moving closer to his family to help care for them and help in their recovery from mental health issues

“The starter pack was exactly as requested and what the family required to set up their first home in Scotland after fleeing their home due to Russia’s war against Ukraine. The thoughtfulness of the items in the starter pack gave the message to the family that they were welcome, valued and cared for. Thank you! “

A young lady with children, fleeing the war in Ukraine. The family had left with very little. They had been resettled into temporary accommodation and this was the first home they had been offered since coming to the UK.

“Shax helped me by giving me things for my new house I don’t have. I am moving from homeless accommodation into my permanent house so I can now start making it a home. Thank you.”

A young lady, fleeing a family breakdown and living in temporary accommodation, this was their first home.

“The SHAX pack helped me to have all my essentials to move into my first time home.”

A couple that had lost everything to a fire and had no insurance, this was their first home after the disaster. They had very little items that were recovered and needed help to start a new home.

“Couldn’t have managed without you. Hoping to win the £50 raffle for a condenser tumble dryer.”

An elderly woman, who was forced out of her marital home after 50 years by her abusive partner.

CASE STUDIES

All names have been changed to protect the identity of the client concerned.

“These items are a great help when I am unable to purchase myself due to low income.”

A young man asked to leave their accommodation as it was tied to their employment and they were made unemployed due to business constraints.

“I have separated from my ex wife and this has allowed me to get into my new house quickly when I haven’t been able to take a lot of stuff from my previous home.”

An old man that had separated from their partner and nowhere to live and could not take anything from their previous home.

“I moved from supported accommodation to my new home and had nothing and needed these items. Thank You!”

A young man moving on from supported accommodation into his first home.

"This has helped me in many ways, thanks shax. I was nervous and it was affecting my mental health as nervous about trying to find the money needed to gain items for my new home these items will go a long way and help with my mental health as now dont need to worrie to buy.”

A young lady that had been asked to leave the shared accommodation after relationship breakdown. Had nothing and was suffering from health issues and low income.

“Thank you very much for my SHAX starter pack. I came from homeless accommodation and wouldn’t have been able to move to my new property without it! You are all amazing!!!”

A lady, fleeing a family breakdown and living in temporary accommodation, this was their first home on their own.



COLIN ATTENDING YPI EVENT



TWYNHOLM PRIMARY SCHOOL DONATION



TEAM WORKING HARD TO KEEP UP WITH STARTER PACK DEMAND



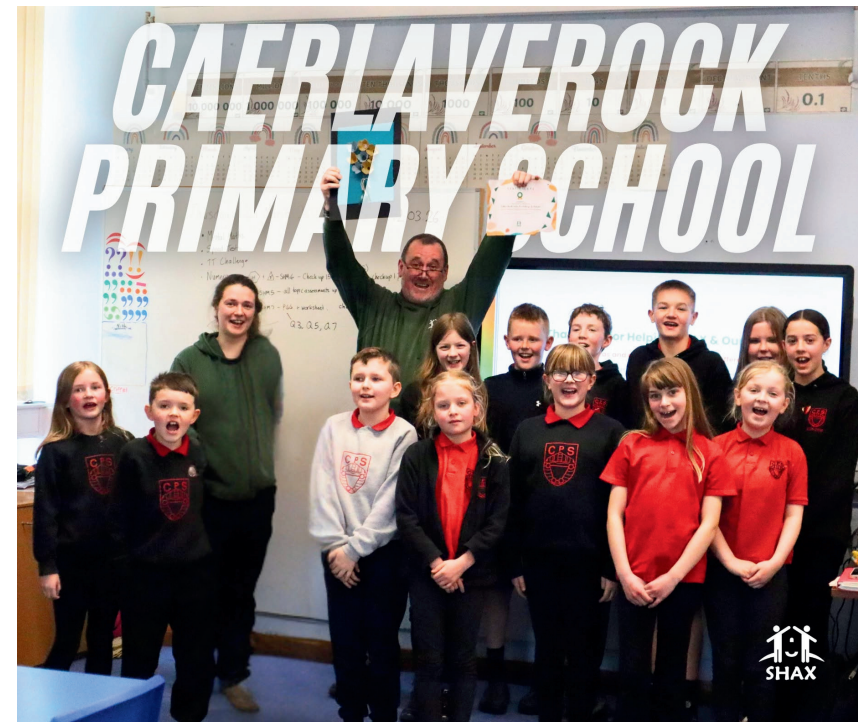
BUSY YEAR FOR STARTER PACKS



HOLYWOOD PRIMARY SCHOOL HAVE RAISED AN INCREDIBLE £111.41 FOR SHAX



SCOTTISH CHILDRENS LOTTERY £7,255.00 DONATION



CAERLAVEROCK PRIMARY SCHOOL VISIT FOR SHAX TALK AND PRESENTATION



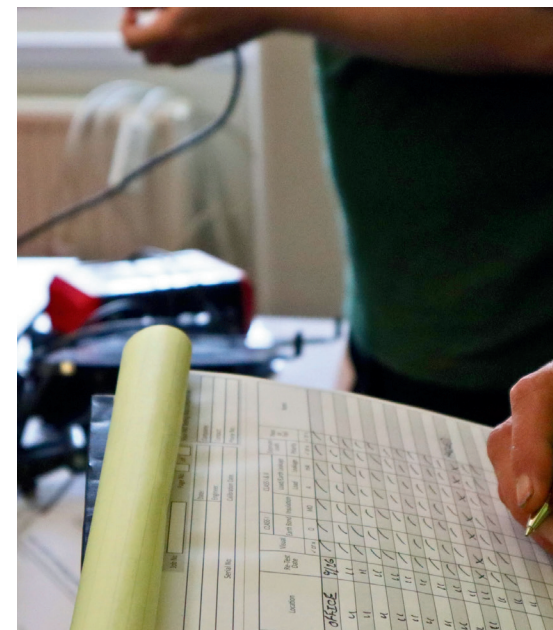
SHAX BIRTHDAY TRADITIONS AS ALWAYS



DONATION BIN COLLECTIONS GOING STRONG



INSPIRING VISIT WITH THE CROCKETTFORD COMMUNITY INITIATIVE



SHAX TEAM OUT P.A.T TESTING FOR THE THIRD SECTOR



SHAX NAMED AS A FINALIST FOR THE HOLYWOOD TRUST'S £10,000 SPRING GATHERING AWARD



STARTER PACK DONATIONS FROM THE COMMUNITY



MICHAEL'S MASSIVE 2050 HOURS VOLUNTEERING



LEARNED ABOUT NEXTOPIA RECYCLE PROJECT IN BANGKOK



JAPAN RECYCLE INITIATIVES IN SUSTAINABLE RECYCLING



KAREN 2 YEARS VOLUNTEERING WITH SHAX



BUSY EVENING WORKSHOP ARE ALWAYS A HIT

SHAX STARTER PACK DISTRIBUTION HUBS:

- DUMFRIES
- KIRKCUDBRIGHT
- SANQUHAR
- STRANRAER

SHAX has established four Starter Pack distribution hubs across Dumfries & Galloway, allowing us to support even more people moving on from crisis or homelessness. Each month, our team restocks these hubs so that clients who might normally struggle to access help can receive essential items quickly, locally, and with dignity.

SHAX SERVICES

STARTER PACKS

SHAX helps families rebuild their lives after homelessness or crisis by providing FREE essential starter packs including kettles, microwaves, bedding, hygiene items, and more to create a safe and comfortable home.

HOME COMFORT

SHAX works with local agencies to provide furniture through Home Comforts Scheme, making homes truly liveable

MATTRESS CLEANING & RECYCLING

Providing like new mattresses that have been professionally cleaned and sanitized at a fraction of cost of buying a new one

STARTER PACK DONATION BINS

Collaboration with local retailers to collect starter pack items in stores across the region

P.A.T TESTING SERVICE

Professional testing of all electrical goods to ensure safety and full functionality for customers

COMMUNITY OUTREACH

Visiting schools and community groups to raise awareness and inspire positive change through education and partnerships.

FREE SCHOOL UNIFORM

Quality used school uniforms available free from our warehouse, supporting families in need

VOLUNTEERING & WORK PLACEMENTS

Opportunities for local people to volunteer and gain work experience, fostering community and purpose

FREE COLLECTION & LOW COST DELIVERY

Free donation collections and affordable delivery services to make our support accessible to everyone

WORKSHOPS

Free workshops learning skills in upcycling and recycling items destined for landfill and giving them a new purpose.

WEBSITES

Fully custom built websites, apps and hosting provided by SHAX at affordable costs to charities, non profits and community groups.

RECOLOUR PAINTS

Recycled Paint. Donated by manufacturers, tradespeople and the public. Re-blended using the same processes that all major brands use, but at a fraction of the price

CLOTHES RECYCLING

Textile recycling creating new clothing or donated to the third world and more importantly avoiding going to landfill

METAL & WOOD RECYCLING

Metal & Wood recycling allowing it to be used again without going to landfill

BOOK RECYCLING

Book recycling being repurposed into paper or donated to the third world helping their educational needs.

Enhancing the Environment

SHAX re-used over **273** Tonnes of donated goods this year.

Thanks to the generosity of local people and organisations donating their unwanted items to us, we diverted over **273** Tonnes for waste from landfill – donated to clients, sold to customers, reused or sent for recycling.

SHAX had over the year 2025-2026 had recycled the following through selling donated items from the warehouse. Any items we could sell was recycled to either metal merchants, clothing merchants, paper merchants, electrical merchants and specialist recyclers.

SHAX wants to minimise the items going to landfill which is one of the core tenets that SHAX adheres too.

This is a break down of the items that have been recycled.

- Scrap Metal7.8 Tonnes
- Fridge/Freezer1 Ton
- Clothes Recycling8.9 Tonnes
- Books/Paper1 Ton
- Tv/Electrical1.8 Tonnes
- Skip/Bin Recycling38.3 Tonnes
- Donated items
- Used in starter pack
- Items35 Tonnes
- Donated Items
- Sold in Warehouse179 Tonnes

Total Items Recycled 273 Tonnes

SHAX has increased recycling rates by strengthening its online presence, including greater use of social media and the introduction of platforms such as TikTok. This has enabled the organisation to engage with new audiences and raise awareness of its services.

SHAX also introduced workshops within its warehouse, providing opportunities for crafters, artisans and hobbyists to develop new skills while discovering reusable materials for their own projects. These workshops have attracted new visitors, increased sales and helped showcase the environmental and community benefits of SHAX’s work. The workshop programme has also created valuable partnership opportunities, including collaboration with the South Ayrshire and Galloway Biosphere Group, helping to promote sustainability and community engagement across the region.

SHAX remains committed to improving recycling outcomes and supporting local communities. During the spring, a team member visited several overseas regions as part of their career break, and produced articles for the SHAX website highlighting international recycling initiatives and best practice. These insights demonstrated that there is still significant potential for improvement within the UK, and SHAX will continue to develop its services, partnerships and practices to maximise its environmental and social impact.

SHAX					
Statement of Financial Activities for the Year Ended 31st March 2026					
	Notes	Unrestricted funds £	Restricted funds £	2026 Total funds £	2025 Total funds £
INCOME AND ENDOWMENTS FROM					
Donations and legacies		19,531	-	19,531	9,659
Charitable activities					
Charitable Activities		317,310	-	317,310	353,685
Investment income	2	2,585	-	2,585	3,264
Total		339,426	-	339,426	366,608
EXPENDITURE ON					
Charitable activities					
Charitable Activities		345,533	6,809	352,342	332,107
NET INCOME/(EXPENDITURE)		(6,107)	(6,809)	(12,916)	34,501
RECONCILIATION OF FUNDS					
Total funds brought forward		335,407	73,974	409,381	374,880
TOTAL FUNDS CARRIED FORWARD		329,300	67,165	396,465	409,381



SHAX is a Scottish Charitable Incorporated Organisation, **Charity Number SC 042940**

Registered Address:

Merrick House, The Crichton, Bankend Road, Dumfries, DG1 4TA

Phone: 01387 245358

Email: info@shax.org.uk

Website: www.shax.org.uk

Trustees serving in 2025-26:

Ian Callander, Chairperson

Kevan Douglas, Vice Chairperson

Stuart Callander

Liz Thompson

Dr Julia Mitchell

Independent Examiner of Accounts:

Farries, Kirk & McVean, Chartered Accountants

SHAX gratefully acknowledges the support of:

