



ESG – Report 2025

9th January 2026

Introduction

This brief document outlines some of the impact Maya’s Community Support has had during 2025. Maya’s Community C.I.C. publishes a Community Interest Report (CIC34 document) which is filed alongside its annual accounts. Every year around October there is an internal impact study which is verified by external representatives from the University of Kent.

“We are very proud of our ESG credentials , our charity / non-profit organisations are centred around combating poverty by cutting the waste in society.”

Dr Maya Amangeldiyeva (CEO)

About Maya’s Community Support Centre

Maya’s Community Support Centre is an organisation with a community interest company (14545484) which is the trading arm responsible for running our community boutique café and a registered charity (122558). The purpose of the two organisations is to provide a bridge between waste (we refer to as surplus items) and people in need in the community. We are essentially a Freeshop and Food bank but also have ancillary activities around the mental health / well being and financial independency of our service users. For example we identify the main reasons our service users are subjected to poverty and run self help groups / one to one support sessions to combat these. Our Freeshop and food bank can provide social value by providing items for free (this includes clothing , furniture, electricals, toys and games and food), when we supply these items it helps those in need in the community but also prevents them from going to landfill and hence saving CO2’s on unnecessary production. We also aim to combat poverty through mental health , well being and benefits advice.

Environmental

Our Freeshop is a pre-recycling centre. It receives 100s of bags of items of unwanted clothing everyday. Electrical items , toys , books games and furniture arrive to our 4,000 square foot warehouse rather than ending up in landfill. Our CO2 savings therefore can be broken down into four main types;

Item	Method of Calculating CO2 savings
Food	Neighbourly / Fairshare
Textiles	Reusing 1kg of clothing saves 25kg of CO2
White Goods	350kg per item
Small Electrical Items	100kg per item

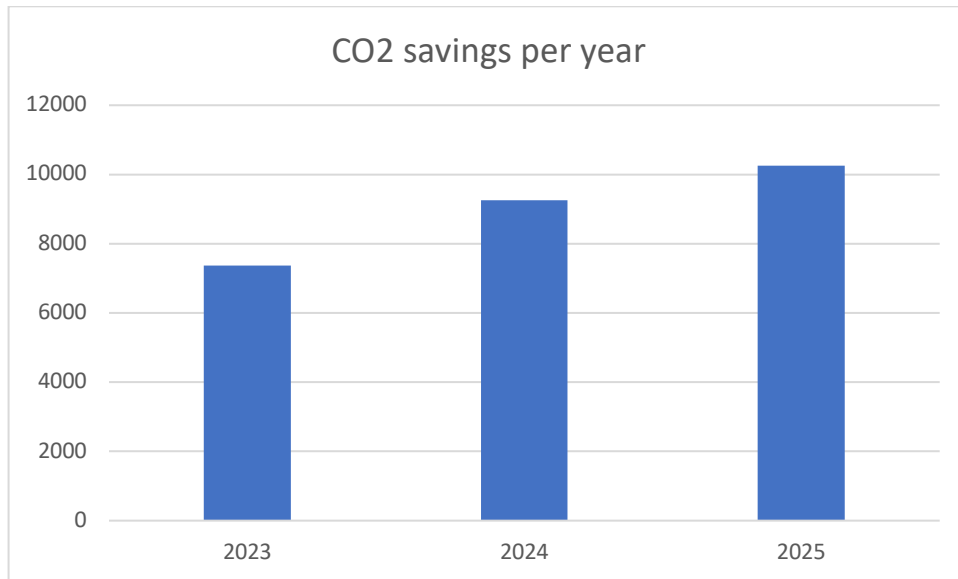
We collect 152 slots of surplus food items throughout our local district every week through three national organisations (Neighbourly, Fairshare and Caboodle).



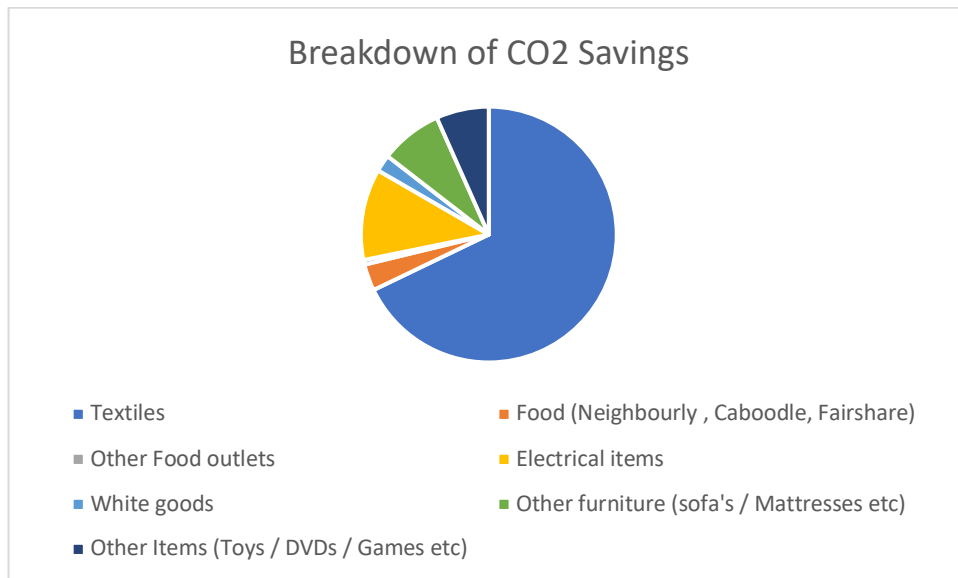
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Electrical items are received everyday in the same way as textiles, games and toys. We PAT test them prior to them going out. Any which fail are not counted towards our CO2 stats.



Our CO2 savings increased by 10.88% on 2024 statistics, the increase between 2023 and 2024 was greater at 25.51% which would indicate that we are reaching our capacity of CO2 savings. What is interesting to note is that in the second quarter of 2025 we increased our capacity from a 300 square foot shop to a 4,000 square foot warehouse.





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Type	%
Textiles	67.86
Food (Neighbourly , Caboodle, Fairshare)	3.35
Other Food outlets	0.59
Electrical items	11.56
White goods	2.13
Other furniture (sofa's / Mattresses etc)	7.85
Other Items (Toys / DVDs / Games etc)	6.66

Social

Maya’s Community Support Centre is a resource for the community supporting a wide variety of individuals. No ethnicity, gender or age information is gathered from our service users. This is by design to remove any stigma associated with people using food banks / freeshops. When you ask people to register or collect information from them there is worry that our service users are being labelled, this can put off some families (especially working families) from using our services. We do collect statistics on visitor numbers and during our Impact study week we engage with our service users to ask a few simple questions about their visit (however these questions are related to how many people are at home benefiting from our services and what the perceived value of the items they have been able to find at the freeshop and not about their personal circumstances.



Our impact study in 2025 for the first time asked our service users as they left the Freeshop how many items they had found and what the perceived value this would be if they were to have bought them in the shop. The same question was asked at the evening food banks.

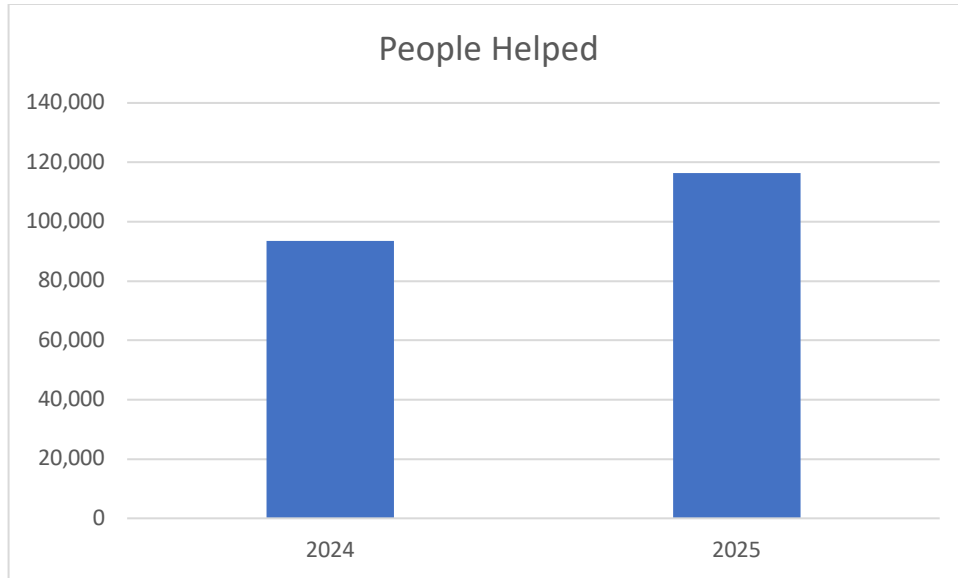
Annual Social Value = Value of items taken (£1,505,462) + value of food parcels (£622,440)

This gave a social impact value of £2,127,908

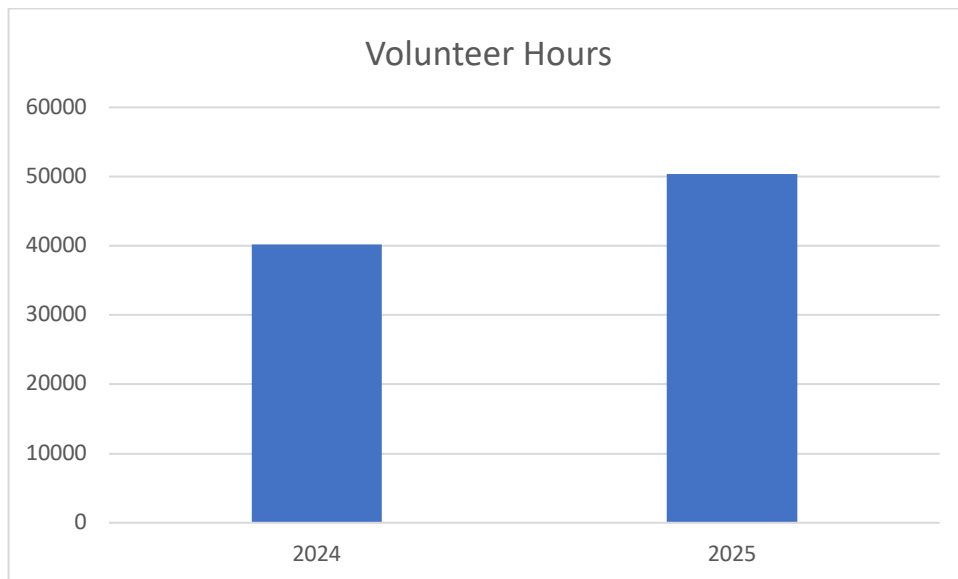


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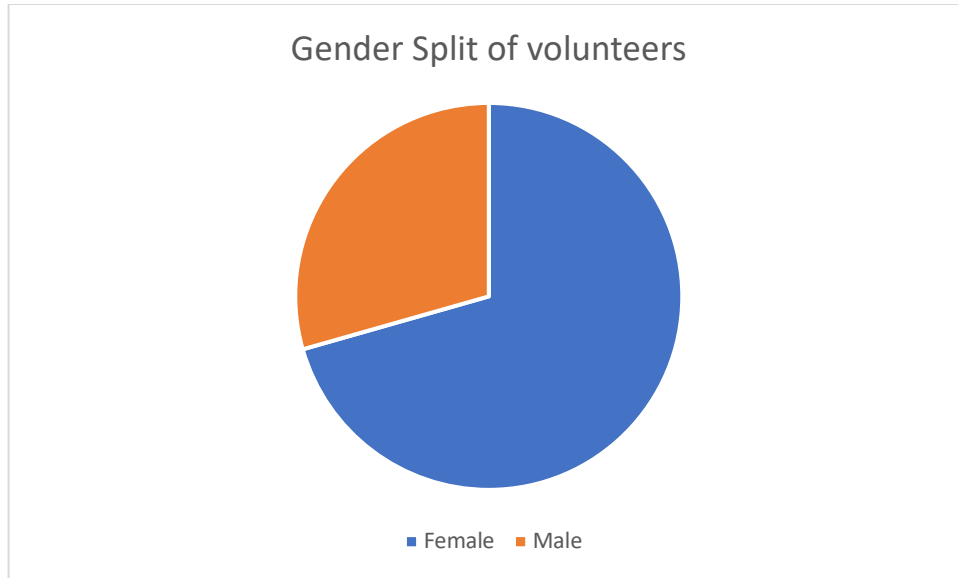
We have over 200 volunteers registered with us. 152 are active and volunteering every week. The volunteer roles range from ; Boutique Café shop floor assistant , barista, surplus food collection driver, food bank assistant, food bank manager, freeshop shop floor assistant, freeshop sorting area manager, freeshop warehouse manager.





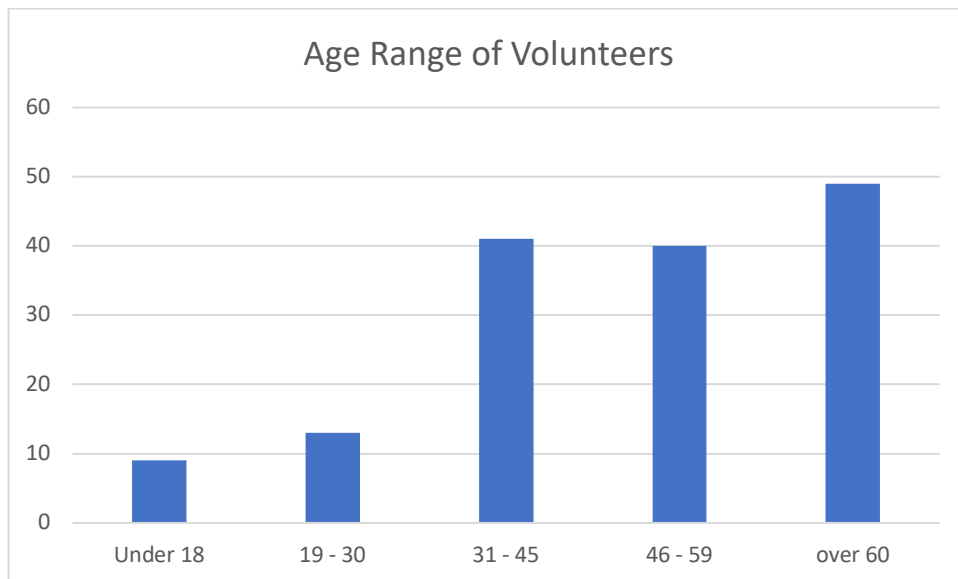
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We survey our volunteers at two stages of the year asking about their mental health and well being and the benefits they get from volunteering in our organisation. Typically the number of volunteers suffering from mental health problems ranges from between 72 – 84%. When asked about the impact volunteering in our organisation has on their mental health the improvements are consistent at 90% improvement each year.

No Salaries were paid in 2025, everyone from the directors down were unpaid volunteers.



No major breaches of Health and Safety were reported in 2025. Accident book analysis showed one injury which required investigation (dislocated knee) the volunteer twisted their knee walking down stairs due to a pre-existing injury. They returned to volunteering within a month and have had no repeat injuries.

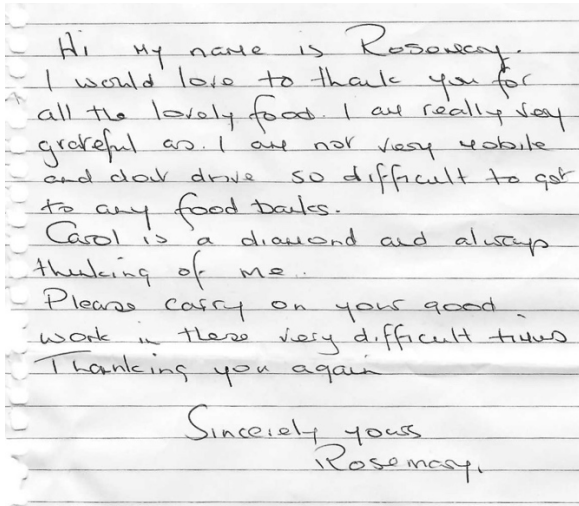
We continued to invest in training our volunteers. Courses included ; Barista , food hygiene, manual handling, safe guarding, PAT testing and GDPR.



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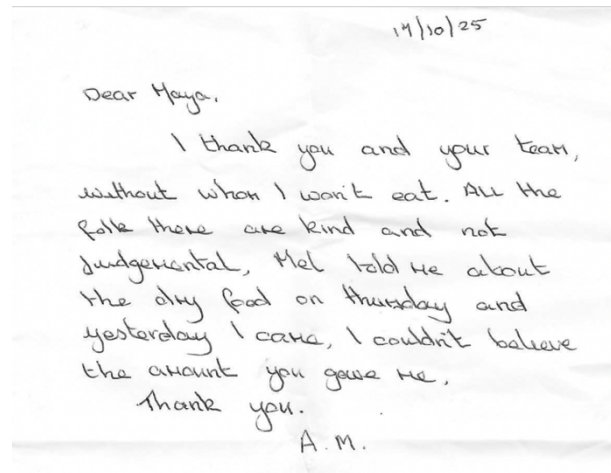
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Feedback from the community continues to remain positive. The large proportion of feedback comments come in through facebook. However we do also get letters of thanks and commendation such as this example ;



Hi my name is Rosemary.
I would love to thank you for
all the lovely food. I am really very
grateful as I am not very mobile
and don't drive so difficult to get
to any food banks.
Carol is a diamond and always
thinking of me.
Please carry on your good
work in these very difficult times
Thanking you again

Sincerely yours
Rosemary.



14/10/25
Dear Maya,
I thank you and your team,
without whom I won't eat. All the
folk there are kind and not
judgemental, Mel told me about
the dry food on Thursday and
yesterday I came, I couldn't believe
the amount you gave me,
Thank you.
A.M.

We continue to have a positive working relationship with Social Services who will refer / bring 2 – 5 families per week to the freeshop. These are generally families escaping domestic abuse and come from around the county of Kent. They can leave with an entire car loaded with clothing , toys, games , bedding , kitchen items, furniture and food to start again.

In 2025 we continued our initiative to take out individuals with physical impairments. Named Maya's on Wheels , we arrange monthly breakfast meetings around the local area, we fund the meal and any transport arrangements required to ensure that no one is isolated by disability. We also ask the group to produce access feedback report for the venues we use to try to improve access for those in our community on rely on mobility aids to get around.

Governance

The two organisations which make up Maya's Community Support Centre (Maya's Community CIC – registered Community Interest Company 14545484) and Mayas Community Support Centre – registered charity 122558. Meet all statutory obligations from the Community interest Regulator and Charities Commission respectively. Our Community Interest Statements are available via company's house and also hosted on our website ; www.mayas.org.uk/freeshopimpact . We hold quarterly Directors and Trustee Board meetings and an AGM for the registered Charity.

We ensure we have a diverse and inclusive board of directors who have lived experience of many of the issues our service users face daily. Our Board of directors is 100% female (however this is not by design and there have been male board members in the past). At the moment we are recruiting for external Associate Directors to add to the experience pool of our current board.



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As part of our organisations oversight we carryout several community survey’s on our organisation each year. Primarily conducted via social media (which has a reach of 7 million impressions per year), we ask the community for things that we do well and could improve on. Actions from this survey are then taken to a risk and opportunities committee who work alongside the board of directors and trustee’s advising on improvements we could make to our organisation.

Year	Number of Comments / Responses	Number of Actions implemented following feedback
2023	192	3 major changes 6 minor alterations to policy
2024	211	1 major change 3 minor alterations to policy
2025	406	2 major changes 6 clarifications on policy

We work closely with several SEND schools who send pupils to carryout work experience in our food bank , freeshop and community café. In 2025 the number of schools sending students rose to six. Appropriate risk assessments and measures are put in place to meet the requirements of the school and ensure the students are both safe and enjoy a varied work experience with meaningful community work. In 2025 we carried out advanced DBS checks on 16 volunteers and Directors who manage these students. All DBS checks were passed and no further action was needed.

Conclusion

Towards the end of 2025 we started to train community champions in other towns on how to open and run financially sustainable Freeshops. Our goal is to maintain each Freeshop saving 10,000 tonnes of CO2 per year, creating social value of at least £1 million per freeshop per year. There are 1,100 towns in the UK with populations greater than 5,000 people. We have had applications from 15 other towns (in 2025) , in 2026 we plan to advertise our Freeshop Training Academy via a collaboration with a social media personality to spread the word across the UK.

We could improve our environmental statistics through the use of renewable technology. Our plans include solar panels with battery storage and an electric van (to be used primarily for surplus food collections). Currently we clock up 50 miles per day collecting surplus foods from local supermarkets, this food is distributed to the community and as shown above has provided 281,112 meals for free to those most in need in the community in 2025. However if we could harness renewable energy through solar panels and battery storage we could mitigate the impact on the environment of driving some 18,000 miles per year.