

Bibliography

- Ali, M. (1996) *The DIY Guide to Marketing for Charity and Voluntary Organisations*, Directory of Social Change, London.
- Appadurai, A. (ed.) (1986) *The Social Life of Things*, Cambridge University Press, Cambridge.
- Atwood, M. (1982) *Lady Oracle*, Virago, London.
- Bartlett, J. (1990) 'On the crest of an ethical retail wave', *Accountancy*, December, 68–70.
- Benaday, D. (1997) 'Charity shops adapt to survive', *Marketing Week*, 19 June.
- Berman, B. and Evans, J. R. (1995) *Retail Management: A Strategic Approach*, Prentice Hall International Editions, Englewood Cliffs, NJ.
- Blois, K. J. (1987) 'Marketing for non-profit organizations', in M. J. Baker (ed.) *The Marketing Book*, Heinemann, London.
- Blomley, N. (1996) '“I'd like to dress her all over”: masculinity, power and retail space', in N. Wrigley and M. Lowe (eds) *Retailing, Consumption and Capital: Towards the New Retail Geography*, Longman, London.
- Booth, W. (1890) *In Darkest England and the Way Out*, Charles Knight, London.
- Broadbridge, A. and Horne, S. (1996) 'Volunteers in charity retailing: recruitment and training', *Nonprofit Management and Leadership* 6: 255–70.
- Brooks, N. (1996) 'UK trading: a guide to charities and the tax implications', *Journal of Nonprofit and Voluntary Sector Marketing* 1(3): 219–24.
- Brown, S. (1987) 'The Wheel of Retailing', *International Journal of Retailing* 3(1): 16–37.
- Brown, S. (1990) 'The Wheel of Retailing past and future', *Journal of Retailing* 66(2): 143–9.
- Brown, S. (1992) 'The wheel of retail gravitation?', *Environment and Planning A* 24: 1409–39.
- Brown Barrat, M. (1993) *Fair Trade: Reform and Realities in the International Trading System*, Zed Books, London.
- Bruce, I. (1998) *Successful Charity Marketing: Meeting Need*, 2nd edition, ICSA Publishing with Prentice Hall Europe, Hemel Hempstead, UK.

- Bucklin, L. (1972) *Competition and Evolution in the Distributive Trades*, Prentice Hall, Englewood Cliffs, NJ.
- Campbell, C. (1986) *The Romantic Ethic and the Spirit of Modern Consumerism*, Blackwell, Oxford.
- Charities Digest* (1995) 101st edition, Family Welfare Association, London.
- Chattoe, E. (2000) 'Charity shops as second-hand markets', *International Journal of Nonprofit and Voluntary Sector Marketing* 5: 153–60.
- Chisnall, Peter M. (1992) *Marketing Research*, McGraw-Hill, Maidenhead, UK.
- Clammer, J. (1992) 'Aesthetics of the self: shopping and social being in contemporary urban Japan', in R. Shields (ed.) *Lifestyle Shopping: The Subject of Consumption*, Routledge, London.
- Clarke, A. (2000) '“Mother swapping”: the trafficking of nearly new children's wear', in P. A. Jackson, M. Lowe, D. Miller and F. Mort (eds) *Commercial Cultures: Economies, Practices, Spaces*, Berg, Oxford.
- Clarke, A. (1998) 'Window shopping at home: classifieds, catalogues and new consumer skills', in D. Miller (ed.) *Material Cultures: Why Some Things Matter*, UCL Press, London.
- Cohen, J. (1995) 'An examination of a customer profile: a study of Oxfam's customers in Stirling', unpublished final year dissertation, University of Stirling.
- Corporate Intelligence (1992) *Charity Shops in the UK*, Corporate Intelligence Research Publications, London.
- Cox, R. and Brittain, P. (1988) *Retail Management*, Pitman, London.
- Crewe, L. and Gregson, N. (1998) 'Tales of the unexpected: exploring car boot sales as marginal spaces of contemporary consumption', *Transactions of the Institute of British Geographers* NS 23: 39–53.
- Crewe, L. and Lowe, M. (1996) 'United colours: globalization and localization tendencies in fashion retailing', in N. Wrigley and M. Lowe (eds) *Retailing, Consumption and Capital: Towards the New Retail Geography*, Jossey-Bass, San Francisco.
- Curasi, C. F., Price, L. L. and Arnould, E. J. (1998) 'A meaning transfer model of the disposition decisions of older consumers', *European Advances in Consumer Research* 3: 211–21.
- Dalrymple, D. J. and Parsons, L. J. (1995) *Marketing Management: Texts and Cases*, 6th edition, John Wiley, New York.
- D'Amico, M. (1983) 'Discussants' comments', in J. L. Summey *et al.* (eds) *Marketing Theories and Concepts for an Era of Change*, Southern Marketing Association, Carbondale, Ill.
- Davis Smith, L. (2000) 'Volunteering and social development', *Voluntary Action* 3: 9–23.
- Dees, J. G. (1998) 'Enterprising nonprofits', *Harvard Business Review*, January/February, 55–67.
- Dibb, S., Simkin, L., Pride, W. and Ferrell, O. (1994) *Marketing: Concepts and Strategies*, Houghton Mifflin, Boston.
- Dickens, P. (1990) *Urban Sociology: Society, Locality and Human Nature*, Harvester Wheatsheaf, London.

- Dittmar, H. (1992) *The Social Psychology of Material Possessions: To Have Is to Be*, Harvester Wheatsheaf, Hemel Hempstead.
- Domosh, M. (1996) 'The feminized retail landscape: gender, ideology and consumption culture in nineteenth century New York City', in N. Wrigley and M. Lowe (eds) *Retailing, Consumption and Capital: Towards a New Retail Geography*, Longman, Harlow, UK.
- Doyle, P. (1991) 'Managing the marketing mix', in M. J. Baker (ed.) *The Marketing Book*, 2nd edition, Heinemann, London.
- Eaglesham, J. (1996) 'Charity shops and the cash that won't reach the needy', *The Independent on Sunday*, 2 February.
- Ellis, J. (1996) 'Charity shops: friend or foe?', BA dissertation, University of Stirling, unpublished.
- European Fair Trade Association (1995) *Fair Trade Yearbook*, Druck in De Veer, Ghent.
- Fair Trade Foundation, <www.fairtrade.co.uk>.
- Fair Trade Issue (2000) 'Fair or free trade: the facts', *New Internationalist*, April.
- Foster, J. (1997) 'Volunteering by members of black and minority ethnic communities in Britain', in C. Pharoah (ed.) *Dimensions of the Voluntary Sector*, Charities Aid Foundation, West Malling, UK.
- Foster, V. (1997) 'What value should be placed on volunteering?', in C. Pharoah (ed.) *Dimensions of the Voluntary Sector*, Charities Aid Foundation, West Malling, UK.
- Foxall, G. and Goldsmith, R. (1994) *Consumer Psychology for Marketing*, Routledge, London.
- Freathy, P. (1997) 'Employment theory and the Wheel of Retailing: segmenting the circle', *Services Industries Journal* 17(3): 413–31.
- Gabor, A. (1977) *Pricing: Principles and Practices*, Heinemann, London.
- Gaskin, C. (1997) 'Assessing the economic value and cost of volunteers', in C. Pharoah (ed.) *Dimensions of the Voluntary Sector*, Charities Aid Foundation, London.
- Gipsrud, G. (1986) 'Market structure, perceived competition and expected competitor reactions in retailing', *Research in Marketing* 8: 251–71.
- Golden, L. and Zimmerman, D. (1986) *Effective Retailing*, Houghton Mifflin, Boston.
- Gondouin, S. (1997) 'Religion and buyer behaviour: do religious customers have a specific behaviour?', BA dissertation, University of Stirling, unpublished.
- Goodall, R. (2000a) 'Charity shops in sector context: the view from the boardroom', *International Journal of Nonprofit and Voluntary Sector Marketing* 5(2): 105–12.
- Goodall, R. (2000b) 'Slipping away: charity shops feel the high-street pinch', *NGO Finance* 6: 20–36.
- Goodall, R. (2000c) 'Organising cultures: voluntarism and professionalisation in the UK charity shops', *Voluntary Action* 3(1): 43–57.
- Goss, K. (1999) 'Volunteering and the long civic generation', *Nonprofit and Voluntary Sector Quarterly* 28: 378–415.

- Gregson, N. and Crewe, L. (1997a) 'The bargain, the knowledge, and the spectacle: making sense of consumption in the space of the car-boot sale', *Environment and Planning D: Society and Space* 15: 87–112.
- Gregson, N. and Crewe, L. (1997b) 'Performance and possession: rethinking the act of purchase in the light of the car boot sale', *Journal of Material Culture* 2(2): 241–63.
- Gregson, N. and Crewe, L. (1998) 'Dusting down second-hand Rose: gendered identities and the world of second-hand goods in the space of the car boot sale', *Gender, Place and Culture* 5: 77–100.
- Gregson, N. and Rose, G. (2000) 'Taking Butler elsewhere: performativities, spatialities and subjectivities', *Environment and Planning D: Society and Space* 18: 433–52.
- Gregson, N., Brooks, K. and Crewe, L. (2000) 'Narratives of consumption and the body in the space of the charity shop', in P. Jackson, M. Lowe, D. Miller and F. Mort (eds) *Commercial Cultures: Economies, Practices, Spaces*, Berg, Oxford.
- Grobman, G. M. (2000) 'E-shopping for charity: where do you fit in?', *International Journal of Nonprofit and Voluntary Sector Marketing* 5: 174–8.
- Guy, B. S. and Patton, W. E. (1989) 'The marketing of altruistic causes: understanding why people help', *Journal of Consumer Marketing* 6(1): 19–30.
- Hanna, N. and Dodge, H. R. (1995) *Pricing Policies and Procedures*, Macmillan, Basingstoke, UK.
- Hannagan, T. J. (1992) *Marketing for the Nonprofit Sector*, Macmillan, Basingstoke, UK.
- Harper, D. V. (1966) *Price Policy and Procedure*, Harcourt, Brace and World, New York.
- Hermann, S. (1989) *Price Management*, Elsevier Science Publishers, Amsterdam.
- Herrmann, J. and Soiffer, S. M. (1984) 'For fun and profit: an analysis of the American garage sale', *Urban Life* 12: 397–421.
- Hetherington, K. (1992) 'Stonehenge and its festival: spaces of consumption', in R. Shields (ed.) *Lifestyle Shopping: The Subject of Consumption*, Routledge, London.
- 'High street charity' (1992) *Choice*, September, p. 51.
- Holden, C. (1996) 'Retail outlets as a successful fundraising medium', *Journal of Nonprofit and Voluntary Sector Marketing* 1(3): 213–18.
- Hollander, S. C. (1960) 'The Wheel of Retailing', *Journal of Marketing* 21(1): 37–42.
- Horne, S. and Hibbert, S. (2001) 'What to do with the unwanted: how consumers dispose of used goods', *Proceedings of the 30th European Marketing Academy Conference*, May, Bergen.
- Horne, S. (1995) 'L'attività commerciale nelle organizzazioni non profit e il sistema impositivo: il realizzarsi della concorrenza', *Nonprofit: Diritto & Management degli Enti Non Commerciali* 1: 609–17.
- Horne, S. (1998) 'Charity shops in the UK', *International Journal of Retail and Distribution Management* 26(4–5): 155–61.

- Horne, S. (2000) 'The charity shop: purpose and change', *International Journal of Nonprofit and Voluntary Sector Marketing* 5(2): 113–24.
- Horne, S. and Broadbridge, A. (1993) 'From Rags to Riches: A Classification of Charity Shops', *Working Paper 9302*, Institute for Retail Studies, Stirling University.
- Horne, S. and Broadbridge, A. (1994) 'The charity shop volunteer in Scotland: greatest asset or biggest headache?', *Voluntas* 5: 205–18.
- Horne, S. and Broadbridge, A. (1995) 'Charity shops: a classification by merchandise mix', *International Journal of Retail and Distribution Management* 23(7): 17–23.
- Horne, S. and Maddrell, A. (2000) Editorial, *International Journal of Nonprofit and Voluntary Sector Marketing* 5(2): 101–2.
- Howe, W. S. (1992) *Retailing Management*, Macmillan, London.
- Huat Chua, B. (1992) 'Shopping for women's fashion in Singapore', in R. Shields (ed.) *Lifestyle Shopping: The Subject of Consumption*, Routledge, London.
- Ilsley, P. J. (1990) *Enhancing the Volunteer Experience: New Insights on Strengthening Volunteer Participation, Learning and Commitment*, Jossey-Bass, San Francisco.
- Jackson, P. and Thrift, N. (1995) 'Geographies of consumption', in D. Miller (ed.) *Acknowledging Consumption: A Review of New Studies*, Routledge, London.
- Jackson, P., Lowe, M., Miller, D. and Mort, F. (eds) *Commercial Cultures: Economies, Practices, Spaces*, Berg, Oxford.
- James, D., Walker, B. and Etzel, M. J. (1981) *Retailing Today*, Harcourt Brace Jovanovich, New York.
- Jarvis, C. and Hancock, R. (1997) 'Trends in volunteering and the implications for the future', in C. Pharoah (ed.) *Dimensions of the Voluntary Sector*, Charities Aid Foundation, London.
- Keating, M. (1998) 'Faith, hope and tax relief', *Guardian*, 15 December.
- Kent, R. A. (1993) *Marketing Research in Action*, Routledge, London.
- Kenwright, H. (2000) 'Volunteering to learn: approaches to educational provision for volunteers and their clients', *Voluntary Action* 3: 59–72.
- Kopytoff, I. (1986) 'The cultural biography of things: commoditization as process', in A. Appadurai (ed.) *The Social Life of Things*, Cambridge University Press, Cambridge.
- Kotler, P. and Andreasen, A. R. (1991) *Strategic Marketing for Nonprofit Organizations*, 4th edition, Englewood Cliffs, NJ: Prentice Hall.
- Lord, K. and Putrevu, S. (1998) 'Acceptance of recycling appeals: the moderating role of perceived consumer effectiveness', *Journal of Marketing Management*, 14(6): 581–91.
- Lovelock, C. H. and Weinberg, C. B. (1983) 'Retailing strategies for public and non-profit organisations', *Journal of Retailing* 59(3): 93–115.
- Lowe, M. and Wrigley, N. (1996) 'Towards the new retail geography', in N. Wrigley and M. Lowe (eds) *Retailing, Consumption and Capital*, Longman, Harlow, UK.

- Lukka, P. and Locke, M. (2000) 'Faith, voluntary action and social policy: a review of research', *Voluntary Action* 3: 25–41.
- Lunt, P. and Livingstone, S. (1992) *Mass Consumption and Personal Identity: Everyday Economic Experience*, Open University Press, Buckingham and Bristol.
- Lury, C. (1999) *Consumer Culture*, Polity, Cambridge.
- Lynn, R. and Davis Smith, I. (1991) 'The 1991 National Survey of Voluntary Activity in the UK', second series, paper no. 1, *Voluntary Action Research*, Volunteer Centre, Berkhamstead, UK.
- McCarthy, M. (1954) *The Group*, Penguin, London.
- McCarty, J. A. and Shrum, L. J. (1993) 'A structural equation analysis of the relationship of personal values, attitudes and beliefs about recycling and the recycling of solid waste products', *Advances in Consumer Research* 20: 641–6.
- McClelland, D. C. (1961) *The Achieving Society*, Van Nostrand, Princeton, NJ.
- McCracken, G. (1988) *Culture and Consumption: New Approaches to the Symbolic Character of Consumer Goods and Activities*, Indiana University Press, Bloomington and Indianapolis.
- McCracken, G. (1990) *Culture and Consumption: New Approaches to the Symbolic Character of Consumer Goods and Activities*, 2nd edition, Indiana University Press, Bloomington and Indianapolis.
- McDowell, L. (1996) *Capital Culture: Gender at Work in the City*, Blackwell, Oxford.
- McGoldrick, P. J. (1990) *Retail Marketing*, McGraw-Hill, London.
- McLoone, P. (1994) *Carstairs Scores for Scottish Postcode Sectors from the 1991 Census*, Public Health Research Unit, University of Glasgow.
- McNair, M. and May, E. (1978) 'The next revolution of the retailing wheel', *Harvard Business Review* 56(5): 89–91.
- McNair, M. P. (1958) 'Significant trends and developments in the post-war period', in A. B. Smith (ed.) *Competitive Distribution in a Free High Level Economy and Its Implications for the University*, University of Pittsburgh Press, Pittsburgh.
- McQuillan, J. (ed.) (1988) *Charity Trends*, 11th edition, Charities Aid Foundation, Tonbridge, UK.
- Maddrell, A. (1999) 'Charity shops: community service? Charity shops, retailing, consumption and society', unpublished conference paper, Charity Shops Conference, Westminster College, Oxford, April.
- Maddrell, A. (2000) '“You just can't get the staff these days”: the challenges and opportunities of working with volunteers in the charity shop – an Oxford case study', *Journal of Nonprofit and Voluntary Sector Marketing* 2(5): 125–40.
- Maddrell, A. (2001a) 'Charity shops in Oxford: a report to participating shops', Unpublished.
- Maddrell, A. (2001b) 'Charity shops in the Isle of Man: a report to participating shops', Unpublished.

- Max Havelaar Stichting, <www.maxhavelaar.nl>, Amsterdam.
- Miller, D. (ed.) *Acknowledging Consumption*, Routledge, London.
- Miller, D. (1995b) 'Consumption as the vanguard of history', in D. Miller (ed.) *Acknowledging Consumption*, Routledge, London.
- Miller, D. (1998) *A Theory of Shopping*, Polity, Cambridge.
- Miller, D. (2000) 'The birth of value', in P. Jackson, M. Lowe, D. Miller and F. Mort (eds) *Commercial Cultures: Economies, Practices, Spaces*, Berg, Oxford.
- Milligan, C. (2000) '“Breaking the asylum”: developments in the geography of mental ill-health – the influence of the informal sector', *Health and Place* 6: 189–200.
- Milofsky, C. (ed.) (1988a) *Community Organizations: Studies in Resource Mobilization and Exchange*, Oxford University Press, Oxford.
- Milofsky, C. (1988b) 'Scarcity and Community', in C. Milofsky (ed.) *Community Organizations: Studies in Resource Mobilization and Exchange*, Oxford University Press, Oxford.
- Milofsky, C. (1988c) 'Structure and process in community self-help organizations', in C. Milofsky (ed.) *Community Organizations: Studies in Resource Mobilization and Exchange*, Oxford University Press, Oxford.
- Mintel (1997) 'Charity shop retailing', *Mintel Retail Intelligence*, June, London.
- Monroe, K. B. (1979) *Pricing: Making Profitable Decisions*, McGraw-Hill, London.
- Mort, F. (1996) *Culture of Consumption: Masculinities and Social Space in Late Twentieth-Century Britain*, Routledge, London.
- Nixon, S. (1992) 'Have you got the look? Masculinities and shopping spectacle', in R. Shields (ed.) *Lifestyle Shopping: The Subject of Consumption*, Routledge, London.
- Octon, C. M. (1983) 'A re-examination of marketing for British non-profit organizations', *European Journal of Marketing* 17(5): 40–1.
- Oliver, R. L. (1997) *Satisfaction: A Behavioral Perspective on the Consumer*, McGraw-Hill, New York.
- Paddison, A. (2000) 'Charity shops on the high street: complementary or unwanted neighbour?', *Journal of Nonprofit and Voluntary Sector Marketing* 5(2): 161–72.
- Parsons, L. (1996) 'Introducing charity shopping to contemporary debates on consumption', unpublished M.Sc. thesis, University of Bristol.
- Parsons, L. (2000) 'New goods, old records and second-hand suits', *Journal of Nonprofit and Voluntary Sector Marketing* 5(2): 141–52.
- Phelan, D. (1994) 'Charity shops reach saturation point: diminishing returns set in', *NGO Finance* 4(3): 12–22.
- Phelan, D. (1996) 'High street wars hot up: charity shops face rates offensive', *NGO Finance* 6(3): 18–28.
- Phelan, P. (1997) 'Coming of age in the high street: a brighter future for charity shops?', *NGO Finance* 7: 18–26.
- Phelan, D. (1999a) 'Working on the chain gang: hard labour for charity shops', *NGO Finance* 9(6): 16–29.

- Phelan, D. (1999b) 'The 1999 charity shops survey', *NGO Finance* 9(6): 16–29.
- Phelan, D., Lamont, H. and Howley, P. (1998) 'Charity shops sailing fair – but storm clouds blot retail horizon', *NGO Finance* 8(5): 3–13.
- Poovey, M. (1988) *Uneven Development: The Ideological Work of Gender in Mid-Victorian England*, University of Chicago Press, Chicago.
- Rausing, S. (1998) 'Signs of the new nation: gift exchange, consumption and aid on a former collective farm in north-west Estonia', in D. Miller (ed.) *Material Cultures: Why Some Things Matter*, UCL Press, London.
- St Leger, M. (1993) 'Shops operated by the top 400 charities', in S. K. E. Saxon-Harrod (ed.) *Researching the Voluntary Sector*, Charities Action Fund, West Malling, UK.
- Sandall, R. (1955) *The History of the Salvation Army*, Vol. 3, Thomas Nelson, London.
- Sarfit, R. D. and Merrill, L. S. W. (2000) 'Management implications of contemporary trends in voluntarism in the United States and Canada', *Voluntary Action* 3: 73–88.
- Savitt, R. (1988) 'Comment: "The Wheel of Retailing"', *International Journal of Retailing* 3(1): 38–40.
- Sayer, A. (2000) 'Critical and uncritical cultural turns', in I. Cook, D. Crouch, S. Naylor and J. R. Ryan (eds) *Cultural Turns/Geographical Turns*, Prentice Hall, London.
- 'Sell harder sweet charity' (1998) *Marketing*, 14 May: 14.
- Sherry, J. F. Jr (1983) 'A socio-cultural analysis of a Midwestern flea market', *Journal of Consumer Research*, 17: 13–30.
- Shields, R. (1992) 'The individual, consumption cultures and the fate of the community', in R. Shields (ed.) *Lifestyle Shopping: The Subject of Consumption*, Routledge, London.
- Simon, H. (1989) *Price Management*, Elsevier Science Publishers, Amsterdam.
- Simon, B., Sturmer, S. and Steffens, K. (2000) 'Helping individuals or group members? The role of individuals and collective identification in AIDS volunteerism', *Personality and Social Psychology Bulletin* 26: 497–506.
- Slater, D. (2000) 'Consumption without scarcity: exchange and normativity in an internet setting', in P. Jackson, M. Lowe, D. Miller and F. Mort (eds) *Commercial Cultures: Economies, Practices, Spaces*, Berg, Oxford.
- Slingsby, E. (1997) 'An examination of pricing in charity shops', unpublished dissertation, Department of Marketing, University of Stirling.
- Stone, J., Horne, S. and Hibbert, S. A. (1996) 'Car boot sales: a study of shopping motives in an alternative retail format', *International Journal of Retail and Distribution Management* 24(11): 4–15.
- Stroeker, N. E. and Antonides, G. (1997) 'The process of reaching an agreement in second-hand markets for consumer durables', *Journal of Economic Psychology* 18(4): 341–67.
- Strong, C. (1996) 'Features contributing to the growth of ethical consumerism: a preliminary investigation', *Marketing Intelligence and Planning* 14(5): 5–13.

- Sue Ryder (1992) *High Street Charity*, Sue Ryder, London.
- Tönnies, F. (1887) *Gemeinschaft und Gesellschaft*. Translated by C. P. Loomis (1955) as *Community and Association*, Routledge & Kegan Paul, London.
- van der Veen, V. (2000) 'On complex communication: the case of fair trade', M.Sc. dissertation, University of Stirling, unpublished.
- Whitfield, D. and Scott, D. (1993) *Paying Back: Twenty Years of Community Service*, Waterside Press, Winchester.
- Whithear, R. (1999) 'Charity shop volunteers: a case for tender loving care', Paper given at the Charity Shops, Retailing, Consumption and Society Conference, Westminster College, Oxford, April.
- Wikstrom, S. R. (1997) 'The Changing Consumer in Sweden', *International Journal of Research in Marketing* 14(3): 261–74.
- Williams, C. C. and Windebank, J. (2000) 'Modes of goods acquisition in deprived neighborhoods', *International Review of Retail, Distribution and Consumer Research*, 10(1): 73–94.
- Winkler, J. (1983) *Pricing for Results*, Butterworth-Heinemann, Oxford.
- Wrigley, N. and Lowe, M. (eds) *Retailing, Consumption and Capital*, Longman, Harlow, UK.
- Young, M. M. (1991) 'Disposition of possessions during role transitions', *Advances in Consumer Research* 18: 33–9.

Index

- above-the-market pricing 111–12, 116
- advertising 128, 130–1, 135
- age: and consumption 38, 121, 123; customers 41, 43, 46, 47, 54, 121–2, 128; and donations 66, 67, 122; and volunteering 73, 75, 77, 80, 81, 82, 92–4, 123–4
- Age Concern 8, 27, 74, 86, 97
- Aids charities 78, 135
- Ali, M. 106
- Alpha Ministries Inc. 135
- alternative retailing 11–12, 14, 101, 131
- alternative shoppers 38, 39, 40
- antiques 47, 49, 109
- Appadurai, A. 13
- Atwood, Margaret 16, 124
- auction sites 131
- Australia 1, 12, 17; diversification 135
- awareness raising function 28, 32, 58
- baby clothes *see* children's clothes
- bag collections *see* collection systems
- Barnardo's 8, 27, 42, 52, 74, 97; donations 56
- bartering 45, 107–8
- Bauman, Z. 38
- below-the-market pricing 112, 116
- bereavement 68, 81
- Birmingham 4
- books 17, 33, 46, 47–8, 49, 61, 62, 63, 64, 65, 67, 78, 130, 131
- Booth, William 1, 3
- bought-in-new goods 20–4, 31–2, 46, 47, 52–3, 129, 131, 133, 134; pricing 112
- brands 103–4, 107, 128, 132–3
- Bristol 44, 84
- British Heart Foundation 8, 27, 74, 97, 98
- British Red Cross 7, 8, 27, 74, 97
- Broadbridge, A. 10, 20, 22, 23, 29, 55, 74, 76, 77, 80–9 *passim*, 96, 97, 123, 129
- Brown, S. 30
- Bruce, I. 102
- Bucklin, L. 30
- Burnett, Leo 128
- California 130
- Camphill Village Trust 23
- Canada 1, 3, 17, 80, 135; volunteering 72, 80
- cancer charities 79
- Cancer Research Campaign 8, 27, 74, 97
- car boot sales 12, 14, 16, 22, 42, 46, 51, 55, 58, 63, 66, 78, 122, 124, 126, 127, 133
- Cards for Good Causes 24, 74, 97
- careful shoppers 38, 39
- charities, cessation of trading 136
- charity catalogues 53–4, 131, 135
- charity shop chains 5–6, 17, 20, 24, 33, 50, 52–3, 128; donations 55, 57, 60; pricing 116; staffing 84, 89, 96–7, 99

- charity shops: classification 20–4;
 complex relationships 12; display
 and presentation 2, 22, 31, 33,
 88, 97, 128; diversification 50,
 135–6; functions 25–9, 90, 115,
 128–9 (*see also* awareness raising
 function; fund-raising; social
 service function); future
 developments 127–36; growth
 5–8, 12; loyalty to 42, 45, 66,
 67–8, 79, 82; origins 1–3; social
 role 15, 18–19, 42–5, 80, 82,
 84–6, 89–90, 118–21, 136;
 turnover 7, 12, 26, 27, 98
- children's clothes 12, 31, 46, 47,
 51, 63, 64, 65, 101, 109, 122
- churches 17, 135
- circulation chains 107
- civil society 12, 19
- Clarke, A. 101, 109, 122, 125
- class *see* social class
- clearance sales 104–5, 106
- collectables 16, 47, 48–9, 61,
 108, 109, 111, 121, 124, 131,
 134
- collection systems 28, 55–62, 99,
 128, 130–1, 135
- community *see* locality
- community service labour 58, 90,
 121, 123, 134
- Community Service Order hours 72,
 78, 82, 90, 91–6, 119, 124
- competition 7, 29, 30, 33, 34, 42,
 55, 60; between charity shops
 and mainstream retailers 7, 34–7,
 132–3; and pricing 101–17; for
 volunteers 72, 79, 86, 89
- competitor-oriented pricing 106,
 111–12, 115
- computers 49
- Conservative government 5
- consumption 11–12, 38, 118, 120,
 124–6; cycles of 13, 16–19, 65,
 117, 122, 124, 131; relationship
 to lifestyle and locality 12–16, 42,
 121–2; *see also* customers
- convenience, customers and 42, 43,
 121
- cost-oriented pricing 111
- Council for Voluntary Service 91
- culture: and consumption 11, 13,
 14, 17; and value 106
- Curasi, C. F. 62
- customer relations 34, 45, 85–6,
 97, 99, 134
- customers 38–54; characteristics
 39–42; as donors 66; and pricing
 116–17; psychological types
 38–9; purchases 9, 46–9, 121–2;
 reasons for shopping in charity
 shops 3, 42–5, 101, 118, 121,
 124–6; resistance to charity shops
 50–3, 125, 134; and retailing
 practice 29, 32; shop loyalty 42,
 45; volunteers as 85
- D'Amico, M. 30
- Davis Smith, L. 72, 78, 80, 81, 84
- dealers 48–9, 108, 119
- declared versus negotiated pricing
 107–8
- death 122
- Dees, J. G. 25
- demand-oriented pricing 110–11,
 115
- designer labels 47, 48, 54, 68, 108,
 126, 133
- Dickens, P. 19
- discount chains 106–7
- discount pricing/discounting 112
- discount shops 60, 109, 116, 132
- display and presentation 2, 22, 31,
 33, 88, 97, 128
- distribution 3, 56, 57, 58, 59–61,
 136
- diversification 49–50
- Domosh, M. 42
- donations 5, 7, 28, 31, 46, 48, 50,
 55–70, 131–2, 133; circulating
 59–60, 104, 107; collecting and
 processing 55–62, 128, 130;
 donor disposal behaviour 62–5;
 and life cycle 122–3, 126;
 merchandise mix 20–4;
 motivation 65–6; and pricing
 109, 111; re-presenting 68,
 69–70, 110, 111, 124; sorting 61,
 68–9, 119; volunteers and 85
- Doyle, P. 103, 104
- Duke of Edinburgh Award 123

- economic exchange 13
economics, and consumption 13,
38, 118, 121, 126
electrical goods 21, 49, 132
environmentalism 17, 42, 62, 66,
123, 125, 127
ethical trading 42, 43, 120, 121,
125, 128
ethnicity: and consumption 15, 17,
38; and volunteering 73, 84
Europe, marketing 102
European Union regulations 87
exchange 13, 15, 101, 105
- fair trade goods 9, 32, 42, 43, 47,
121, 122, 125, 128, 129
fancy dress 50
Federation of Small Businesses 35
fetishism of commodities 18
fixed/flexible pricing 107–8
Foster, J. 73
Freathy, P. 33
fund-raising: function of charity
shops 1, 5, 17, 25–6, 29, 30,
31–2, 102, 115, 116, 128–9,
131, 134, 135; volunteers 74,
76
furniture 21, 33, 49, 62, 64, 65
- Gabor, A. 107
garage sales 16, 55
gender 121; and consumption 38,
121, 123; customers 40–1, 43,
46, 47–8, 49, 51, 53–4, 121–2,
128; and donations 58, 66, 67,
69, 121–2; and staffing 46, 73,
75, 77–8, 80, 82, 84, 85, 92–3,
123
General Rate Act (1967) 23
Germany, resistance to second-hand
clothes 17
gesellschaft/gemeinschaft 15
Giddens, A. 19
Gipsrud, G. 30
Goffman, E. 119
Golden, L. 106
Goodall, R. 7, 25, 34, 52, 55, 71,
72, 74, 86, 99, 128, 129, 132,
136
Goodwill 135
- Gregson, N. 13, 14, 46, 47, 50–1,
69, 70, 101, 109, 110, 119, 124,
126
Grobman, G. M. 53
- Hall, S. 15
Hancock, R. 73
Harper, D. V. 108
health and safety 20–1, 69
Help the Aged 8, 27, 74, 83, 89,
97
Hereford, donations 56
Hibbert, S. 62–3
Hollander, S. C. 30
home shopping 12
Horne, S. 7, 9, 10, 20, 22, 23, 25,
28, 29, 35, 55, 62–3, 74, 76, 77,
80–9 *passim*, 96, 97, 103, 123,
129
hospice shops 24, 47, 67, 68, 74,
79, 84, 97, 98, 99, 122; pricing
113
household goods 43, 46, 47, 63,
65
Housing Works 135
Howe, W. S. 106
Huat Chua, B. 44
Hull 4
Humana 130
- identity 118, 120; consumption and
13, 15, 16, 17, 19, 38; customer
resistance 51; and donations 62,
66; and volunteering 81, 89
Imperial Cancer Research Fund
(ICRF) 8, 27, 52, 74, 83, 97
Income and Corporation Taxes Act
(1988) 23
independent charity shops *see* local
charity shops
Indianapolis 133
internationalisation 2, 134–5;
see also Internet
Internet 12, 49, 53–4, 128, 130–1,
134, 135
Ireland 1, 17, 135
Isle of Man 10, 12; customers 41,
47, 51, 54; paid staff 99; pricing
106, 107–8, 113; volunteering
77, 79, 81, 82, 83, 84, 85, 89

- Jackson, P. 11
 James, D. 111–12
 Japan, resistance to second-hand goods 17
 Jarvis, C. 73
 jewellery 21, 22, 111, 131
 jumble sales 5, 12, 63, 64, 127, 133
- Keele Conference 92
 Kopytoff, I. 13, 15–16
- Leeds, salvage store 1–2
 leisure shoppers 38, 39
 library facilities 48, 120
 licensed prisoners 119, 124, 134;
 volunteering 82, 91–6
 life cycle 121–6; volunteering and 81
 lifestyle 121–6, 136; and
 consumption 12–16, 18, 38, 118;
 customers 42–3, 121–2
 Liverpool 5, 10; customers 47, 49,
 53; donations 56, 65, 69; pricing
 113, 114; volunteers 80, 81, 87,
 91
 Livingstone, S. 38, 39, 40
 local chambers of commerce 7, 35
 local charity shops 24, 33, 47,
 67–8, 76–7, 79, 83–4, 99, 120,
 122–3, 129, 133, 134
 Local Government Finance Act
 (1988) 23
 locale concept 19, 77, 120
 locality 12–16, 18–19, 24, 28,
 74–7, 83–5, 120, 129, 136;
 see also social service function
 location 5, 25, 28, 31, 33, 35, 57;
 advertising 130–1; critical success
 factor 55–6; and pricing 107,
 114–15, 116
 London 4, 49; salvage centre 3
 love, shopping and 17
 Lovelock, C. H. 29
 low-margin retailing 112
 Lowe, M. 11
 Lunt, P. 38, 39, 40
 Lury, C. 14, 16, 17, 18, 39, 69, 126
 Lynn, R. 78, 81
- McCarthy, Mary 3–4, 125
 McClelland, D. C. 78
- McGoldrick, P. J. 106, 107
 McNair, M. P. 30, 31, 32, 33
 Maddrell, A. 7, 9, 10, 25, 34, 40–1,
 45, 52, 53, 65, 66, 67, 72–93
 passim, 96, 121, 122, 123, 124,
 128, 134
 mainstream retailing: customer care
 86; donations 61–2; and pricing
 102–3, 115, relationship with
 charity shops 7, 9, 34–7, 132–3;
 and retail studies 11
 management 7, 25, 29, 31, 32, 33,
 34, 74, 96–9, 119, 128, 133–4;
 and donations 58, 60, 61; and
 pricing 108, 110, 112–14, 116;
 and staffing 79, 84, 86, 88, 89,
 90, 94, 95; *see also* paid staff
 Manchester 4, 49
 mark-downs 104–5, 106
 market penetration pricing 103–4
 market skimming pricing 103,
 104–5
 markets 12
 Marx, Karl 18
 maternity 122
 May, E. 30
 medical charities 78, 79, 90
 Mencap 129
 mental health charities 90
 Mental Health (Scotland)
 Association 50
 merchandise mix 2, 20–4, 31–2, 36
 Merrill, L. S. W. 72, 78, 80, 81, 84
 Miller, D. 1, 14, 17, 18, 42, 101,
 105, 106, 109, 110, 116–17, 126
 Milofsky, C. 18, 19
 Mintel 14, 39, 40, 41, 46, 47, 51,
 55, 71, 82, 98, 132, 134
 Monroe, K. B. 102
 moral pricing 107, 109
 Mort, F. 11, 14, 102, 136
 music products 48, 49, 63, 64, 125,
 131
- National Relate 136
 National Society for the Prevention
 of Cruelty to Children (NSPCC)
 97, 136
 National Trust 23, 24, 34, 52, 74,
 97

150 Index

- National Vocational Qualifications (NVQs) 124
- New Deal placements 82, 90, 95–6, 124
- New York 131, 135
- NGO Finance survey 10, 55
- niche marketing 33, 50, 62, 85, 134
- nightwear 46–7
- Office of Fair Trading 35
- Opportunity (Opp) shops 12, 135
- Oxfam 6, 7, 8, 17, 27, 32, 33, 35, 52, 53, 54; advertising 128; diversification 135; donations and distribution 55, 56, 60, 67; first shop 4, 128; paid staff 96, 97; pricing 113; specialist goods and collectables 49, 131; Supersaver Shops 60, 107; volunteers 74, 79, 84, 96
- Oxford 4, 10; customers 40–9 *passim*; donations 53–4, 56, 57, 58, 61, 62, 65–6, 67, 68, 69; paid staff 98, 99; pricing 104, 105, 107, 108, 109, 110, 111, 114, 116, 117; recycling 28; retailing 36; volunteering 77–90 *passim*, 91–6, 98, 124
- Paddison, A. 36
- paid staff 7, 29, 32, 33, 34, 58, 74, 79, 96–9, 127, 131, 134
- parent support group sales 65, 122
- Parsons, L. 41, 44, 46, 48, 67, 84
- partnerships 128, 129–30, 133
- Past Times 34
- pensioners 36, 43; charities for 90; pricing for 107, 109; *see also* Third Age
- People's Dispensary for Sick Animals (PDSA) 84, 99
- perceived value pricing 103, 105–6
- performance space, charity shops as 119–20
- Phelan, D. 6, 7, 24, 25–6, 28, 35, 50, 55, 60, 81, 84, 96, 98, 99, 132
- political parties 17
- postmodernism 18
- poverty 2, 3, 13–14
- power relations 78–9, 119
- price discrimination 103, 106–7
- price lining 107, 108–9
- price wars 106, 108
- pricing 3, 25, 33, 68, 97, 101–17, 119, 133; customers and 43; decisions 66, 112–17; objectives and policies 103–9; strategies 110–12, 119
- private networks of exchange 22, 46, 55, 63, 64, 122
- professionalisation 9, 29, 33, 127–8, 129, 133–4; and customers 45; and donations 58; and pricing 115, 118; and staffing 77, 78, 87, 88, 90, 96, 98–9
- quality of goods 25, 31, 43, 54, 132; and pricing 108–9, 110, 112, 114–15, 116
- race *see* ethnicity
- ragging 21, 28, 55, 61, 104, 132, 135
- rate relief 22–3, 35, 36, 133
- recycling 9, 17, 21, 28, 31, 42, 60, 66, 120, 121, 123, 127, 128
- regional variations 9, 40–1, 54, 106–7, 121
- resistance, charity shops as sites of 119
- retail studies 11–12
- retailing, cycles of 29, 30–7, 129
- retirement 122, 123
- retro fashion 9, 18, 43, 49, 61, 109, 111, 125, 128, 130, 131
- ritual processes 16, 17, 18, 68
- Rose, G. 14
- routine shoppers 38–9
- Royal Air Force Association 23
- Royal National Institute for the Blind (RNIB) 23–4
- Royal National Lifeboat Institution (RNLI) 24
- Royal Society for the Protection of Birds (RSPB) 24, 52, 54, 74, 97
- Ruislip, volunteers 77, 79
- rural areas 48, 50
- Russia 135
- St Leger, M. 71, 74
- St Vincent de Paul charity 17, 135

- salvage stores 2–3
 Salvation Army 1–3, 47, 68, 83, 109, 129, 130, 135
 Sarfit, R. D. 72, 78, 80, 81, 84
 Save the Children Fund 8, 27, 52, 55, 79, 131, 135
 Savitt, R. 30
 SCOPE 8, 27, 74, 83, 89, 97, 130
 Scotland 10; attitude of mainstream retailers to charity shops 35–6; consumption 121; customers 40; donations 57, 58–9, 61, 62–3; pricing 105, 109; volunteers 77
 Scout Association 23
 second-hand clothes 43, 46–7, 101, 109, 121, 135; attitudes to 3, 16, 17, 39, 50–1; donations 62, 63, 64, 65, 67; export 17, 132, 135; *see also* children's clothes
 second-hand goods: attitudes to 3, 9, 17, 39; symbolic meanings 15–18, 62, 68
 second-hand toys 21, 47, 62, 63, 64
 seconds/surplus goods 46, 132–3
 shadow state 121
 Shaw Trust 99
 Shelter 97, 113, 132
 Shields, R. 15, 38
 shoes 21, 46–7
 shopping addiction 44
 Simon, H. 102
 Slingsby, E. 114
 social capital 72
 social class: and consumption 17, 38, 109, 121; and customers 40, 41, 51, 52, 54; and donations 66, 68; and volunteering 84
 social exchange 15
 social exclusion 32
 social interaction 15, 18–19, 42–5, 80, 82, 84–6, 89–90, 118–21, 136
 social networks 19, 45, 118, 120, 134
 social service function 2, 13–14, 20, 26, 28, 30–1, 32, 48, 50, 68, 91, 102, 109, 115, 116, 118, 120, 128–9, 134, 135, 136
 sociation 15, 120
 Soviet bloc, former 17, 135
 specialist goods 33, 48–9, 61, 65, 111, 130; *see also* books; collectables
 specialist shops 33, 49–50, 62, 65, 78, 80, 128
 specialist staff 49–50, 77, 99, 127, 131, 133
 staffing 25, 71–100; and cyclical change 33–7; *see also* paid staff; volunteers
 stamps 48, 131
 Sue Ryder Foundation 5–6, 34, 74, 86, 89, 97
 swimwear 47
 symbolic exchange 14–15
 table top sales 55
 taxation 9, 22, 23, 34, 55, 127, 133; in the USA 133
 Terrence Higgins Trust 78
 Third Age 123
 Thrift, N. 11
 thrift 18, 43, 118, 121, 126
 thrift shops 3–4, 12, 16, 18, 78, 91, 130–1, 135
 thrifty shoppers 38, 39, 40, 42, 43
 Tönnies, F. 15
 totemism 14–15
 trading up 30, 31, 32, 33, 37, 51, 103, 129
 Traidcraft 54
 tribes and neo-tribes 15, 18, 38, 125
 Tupperware parties 12
 underwear 46–7, 51, 132
 unemployment 3, 73, 81, 88, 124
 United Jewish Appeal Federation 130, 131
 United States 1, 3–4, 12, 17, 53, 55; advertising 130–1; consumption 16, 17; diversification 135; donations 130; marketing 102; partnerships 133; volunteering 72, 78, 89, 91, 124
 USA Gift Collection 131
 VAT *see* taxation
 virtual shopping *see* charity catalogues; Internet
 Voluntary Centre UK 72

- Volunteer Investment and Value Audit (VIVA) 74–5
- volunteers 5, 7, 12, 15, 19, 31, 33, 34, 36, 46, 71–96, 97, 98, 99, 119, 120, 134; characteristics 73–84; contribution 84–8; and donations 58, 61, 66, 68, 69, 85, 133; and life cycle 123–4, 126; motivation 72, 78–81, 86, 123–4; number and importance 71–3; and pricing 110–11, 117; recruitment 7, 28, 82–4, 87, 89–96, 120, 126, 131, 132; specialist 49, 50, 62, 77, 99, 131, 133; time given 76, 81–2; training 83, 87–8, 90, 96, 99, 133; value 74–7
- warehouses 3, 57, 58, 59–70
- Weinberg, C. B. 29
- Wheel of Retailing 29, 30–3, 103, 121, 129; staff and cyclical change 33–7
- Whithear, R. 34, 77, 79, 80, 82, 83, 86, 87, 97, 98
- Wildfowl and Wetland Trust (WWT) 54
- Winkler, J. 104, 109
- World Vision 136
- Wrigley, N. 11
- Young, M. M. 62
- Zimmerman, D. 106