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Annual Report & Accounts

1st April 2017 - 31st March 2018

**Registered Charity 1150452
Company limited by Guarantee 08278766**

CONTENTS

Introduction	4
Chairman's Report	5
Volunteering	6
Website etc.	7
Community Information Fair	8
Charity Shop	9
Community Transport	10
Monthly Outings	11
Lunch Club	12
Donations	13
Treasurer's Report	14
Trustees' Responsibility Statement	15
Balance Sheet	16
Office Account	17
Shop Account	18
Transport Account	19
Reserve Account	20
Independent Examiner's Report	21-22

Introduction

Builth Wells Community Support was established in 1995 and is a registered charity. The aims of Community Support are to provide services which help local people to live healthy independent lives within their community and to be a focal point for volunteering and general information.



Initial funding was awarded by the Wales Council for Voluntary Action which enabled us to set up an office base and employ a Manager, whose role is to recruit & support Volunteers, identify local needs and establish and manage schemes to help meet these needs.

Our manager Cathy Warlow, has been employed by us since 1995. Dr Roger Harriss was our Honorary President from September 1997 until May 2011, when he decided to "retire" from this role. Ashley Offa joined us as administrator in 2012.

Builth Wells Community Support moved to their current premises in September 1999. The office is now ideally situated in the main High Street. (see above photo)

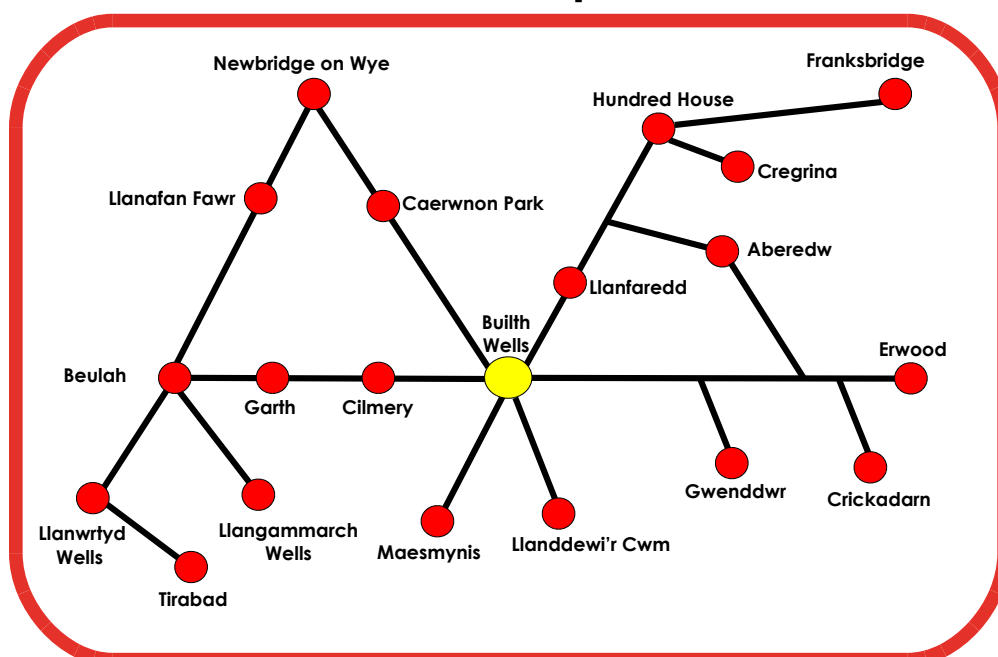
Community Support continues to grow steadily each year, but with this growth comes the expected challenges of ensuring sufficient funding is secured to sustain these demands.

We rely totally on grants and donations to fund all our activities and with continuing reductions in grant funding, each year we face a large budget shortfall. This has forced us to look at alternative ways of funding our organisation, and in 2007 we opened our own charity shop, this has been a huge success and enables us to meet our running costs.

In 2013 we became a Company Limited by Guarantee retaining our charitable status.

Our services are available to residents of the area shown on the map below

Membership Area



For more information on the services outlined in this report, please contact the BWCS office.

Chairman's Report

I would first of all like to thank all organisations and individuals who donated to Builth Wells Community Support during the year. Your donations enable us to continue to offer various services to our clients, such as transport, lunch club and the monthly outings.

To all our volunteers, I and the board of directors THANK YOU very much for your support and dedication to our charity. If you know of anyone who would like to volunteer, please pass on their details to the office.

Myself and the board of directors would like to say thank you and well done to Cathy and Ashley for all their hard work which does not go unnoticed. We really do appreciate what you both do.

I must also thank the members of the board for your time and commitment to Builth Wells Community Support.

As we all look forward to another successful year, I would like to conclude by remembering two volunteers we lost this year. Glynis Ballantyne and Gwyneth Price both volunteered for many years with Community Support and are much missed by their friends, family and everyone at BWCS.

Yvette Bridgeman

Board of Directors

The Board of Directors has overall responsibility for Community Support and ensures that the organisation follows and complies with required legislation. Directors attend regular meetings and training events, they bring forward ideas & suggestions which enable Builth Wells Community Support to continue to work to meet the future needs of our community.



Board of Directors elected at our A.G.M. June 2017:

Officers

Chairman	Yvette Bridgeman
Vice-Chairman	Pam Hibbert
Treasurer	Ian Phillips

Board members

Judy Davies
Janet Day
Hugh Garner

AGM 2017

In 2017/18, board members gave

664
hours

to Community Support. This figure relates specifically to activities concerning the governance of the organisation, and does not include the hours board members spent engaged in other voluntary tasks



Chairman Yvette Bridgeman & Vice Chairman Pam Hibbert with Chris Davies MP

Volunteering



BWCS Directors, volunteers and staff with PAVO, Volunteers Week 2017



As the Volunteer Bureau in our area, we work with Powys Volunteer Centre to promote Volunteering, advertising voluntary opportunities with other organisations in our office window and on the WCVA website: www.volunteering-wales.net.

In 2017-18 we had 73 registered volunteers who took part in a range of voluntary activities, including voluntary driving, befriending, office Support, lunch club and helping out at numerous events.

The **Millennium Volunteer Award (MV)** is an initiative that allows young people under 25 to record their volunteer hours. Pictured left is Millennium Volunteer Abi Spencer, who put in over 200 hours!

The Numbers

73 Volunteers

110 Volunteering Activities

10,060 Volunteer Hours

Community Work

As part of our important place in the community, our manager attends meetings with other organisations and statutory agencies - local and county wide to discuss developments and partnership working to ensure that our community benefits from any new initiatives.

One of our "shop front" windows is available to other organisations to promote their services and events.



PCSN

The original 12 Powys Community Supports/Volunteer Bureaux worked together as the **Powys Community Support Network (PCSN)** which aims to provide a county-wide network, at the hub of local communities, delivering a diverse range of accessible services that meet the needs of organisations and individuals, enabling people to live healthy, independent lives, and which combat the effects of social isolation.

Builth, Brecon, CAMAD, Knighton, NMVB, Rhayader & Ystradgynlais continue to meet and work together.

Signposting

Due to our central position, we have numerous callers requesting information on other organisations, service providers and statutory bodies.

We have a large selection of leaflets & contact details available for these. e.g. CAB, Benefits Agency, Pension Service.

Office Support

We usually have a Volunteer helping in the office during our public opening hours as we have a steady stream of callers to the office; requests for our services, enquiries about Volunteering, Volunteers for their tasks etc. it is very varied and the Volunteers who provide office support find it interesting to see at first hand all we provide.

681

Hours
Office Support

Befriending

Befriending covers a multitude of services, such as dog walking, collecting prescriptions, and some requests are in response to a particular need - where someone needs assistance until they recover from an illness or bereavement, some are long term where support with everyday tasks is required.

140

Befriending
Hours

Library Service

This service is run in partnership with Builth Library and covers Builth Town (this area is not covered by the mobile library service) it is operated every 4 weeks.

24

Hours
Library Service

Facts & Figures

Who we help:

- 401 Clients registered for regular services
- 23 Registered organisations
- 12 Local Groups used our window to advertise their organisation (This continues to be of great benefit to Wyeside Arts Centre, who use the window regularly to increase attendance at events)

Community Information Fair

Community Support hosts this annual event to provide organisations and service providers the opportunity to promote their services and voluntary opportunities to the public.

The 2017-18 edition of our local information directory was launched at this event, and there was a quiz!



What did people say?

"Useful, helpful and friendly"

"Enjoyable morning, good atmosphere, made a few contacts"

"Excellent attendance and diverse organisations"

Organisations in attendance:

Age Cymru
Ashfield Community Enterprise
The Bracken Trust
British Red Cross Society
Builth Wells Access Group
Builth Wells Heritage Society
Builth Wells Mail Voice Choir
Builth Wells Town Council
BWCAS
Cae Post
Calan DVS
Care & Repair
Community Support
Dyfed Powys Police
Mid & West Wales Fire Service
PAVO
Prime Cymru
Riding for the Disabled Association
SNAP Cymru
Royal British Legion & SSAFA
The Stroke Association
Wales Air Ambulance
Wyeside Arts Centre



The event was hosted as part of our work promoting volunteering throughout Powys.

Charity Shop



The shop is open Mon, Tues, Thurs, & Friday 9.30 a.m.—4.30 p.m. We are also open Saturdays from 9.30—1.00.

Our shop was opened in May 2007 and continues to be a great success, thanks to the wonderful support from the community in donating and purchasing goods, and of course our fantastic Volunteers who staff the shop; sorting donations and serving customers with a smile on their faces and a cheery greeting to everyone.

In 2017/18, the shop was run by manager Cathy Warlow, and shift supervisors Betty Cansdale, Ingrid Gallagher, Sue Seed & Tricia Skyrme.

The shop provides BWCS with an essential source of income as without this we would not be able to provide our services. It is also a valuable asset to our town, offering a variety of goods at reasonable prices and of course a great place to volunteer.



22

Volunteers
In 2017/18

4338

Volunteer
Hours

The shop currently has over 500 Gift Aid donors who bring items in for sale. With Gift Aid, we can claim an additional 25% on top of the sale price of each Gift Aid item. In 2017/18 this brought in additional funding of £3240

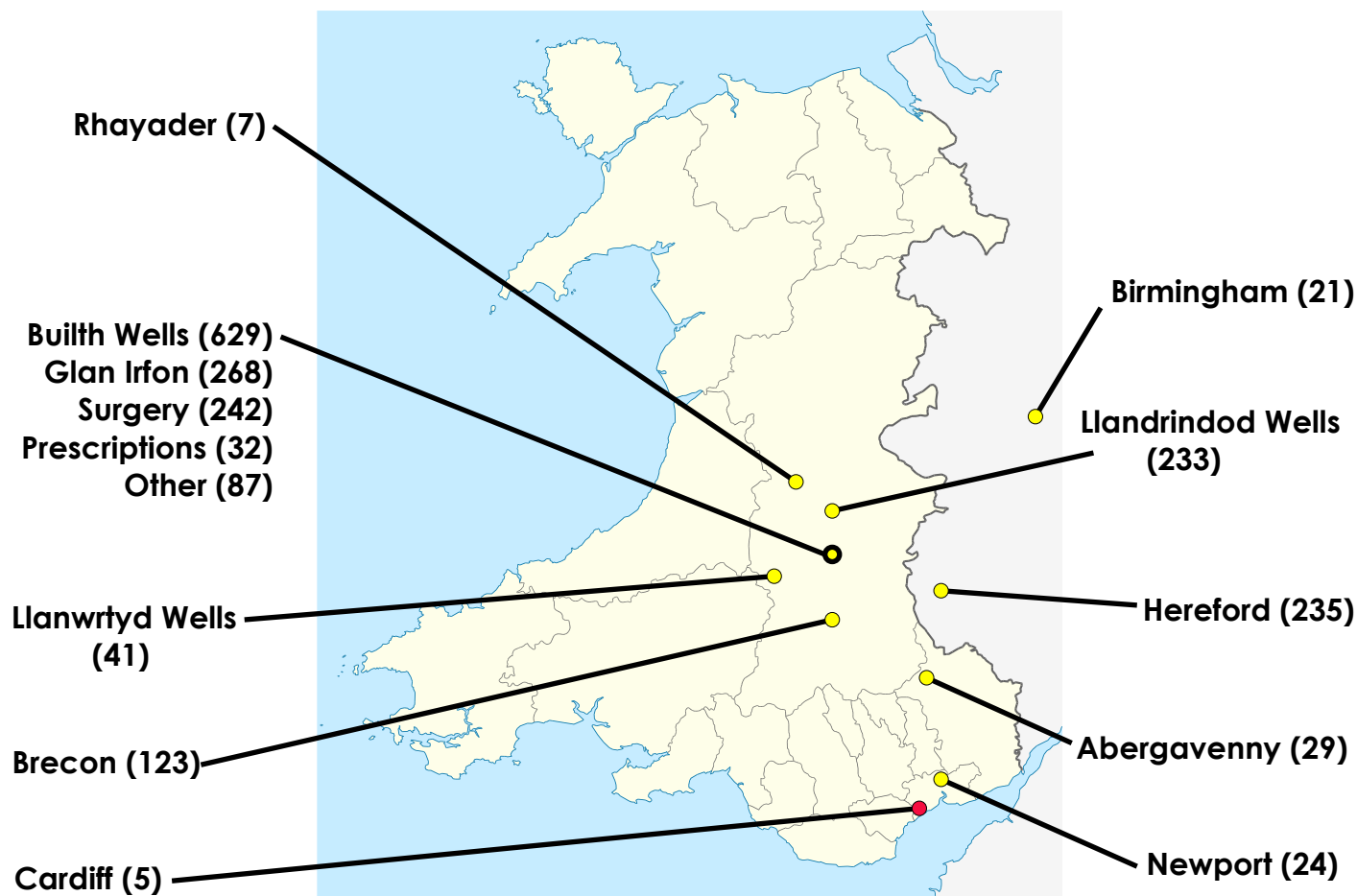
Community Car Scheme

This scheme continues to play a very important part for people in our rural area, where public transport is not readily available or accessible.

The scheme provides transport for essential journeys. Our Volunteers use their own cars and are paid mileage expenses, passengers make a contribution of 35p per mile to the cost of the journey and the balance of the Volunteer expenses is now funded entirely by our own charity shop.

The map below shows the top 10 places our drivers travelled to this year. In addition to those shown, other destinations include Aberystwyth, Carmarthen, Ebbw Vale, Leominster, Merthyr, Newtown, Oswestry, Swansea, and Worcester

Of the 1420 trips undertaken, 1224 were to health appointments, while 196 were for befriending, lunch club and trips to day centres



More Stats

1420 Return journeys
31 Volunteer Drivers
53641 Miles Travelled
3259 Volunteer Hours
(That's 135 full days!)

2 hours 20 minutes is the average journey time



Monthly Outings



Our Volunteers provide all the support needed and use their own vehicles to provide door to door transport for members.

The outings in 2017 - 2018 were funded by proceeds from our Charity Shop

Destinations

Castlefields
The Small Breeds Farm
Elan Valley Visitor Centre
Wye Lavender, Rhayader
Royal Oak Inn, Rhandirmwyn
Butterfly House, Capel Bangor
Builth Wells Golf Club
Old Railway Line, Threecoaks
The Lion Hotel, Builth Wells
Gwystre Inn, Llandrindod
The Honey Cafe, Bronllys



The Numbers

23 members in 2017/18
12 outings
305 volunteer hours
3726 miles travelled
An average outing lasts for
4 hours 15 minutes

Lunch Club

Lunch Club is now in its sixth year and is enjoyed by diners and volunteers alike.

Lunch Club provides a hot main course, dessert, tea and coffee for £4. Membership is open to anyone over the age of 60 who lives in Builth, Llanelwedd, Cilmeri, Aberedw, Builth Road, and Cwmbach

Each meal takes about 25 hours of volunteer time to prepare and serve. Jobs have been broken down into bite sized pieces so that nobody feels overwhelmed and everyone can be included whatever their level of skill.

Lunch club occasionally has guest speakers from local organisations, who give presentations or come to have an informal chat with the diners



14

Volunteers

26

Members

330

Meals
Prepared

649

Volunteer
Hours



Donations

The following people/organisations donated amounts of £20 or more to Community Support in the year April 2017—March 2018:

Dorothy Allen (in memoriam)
Penelope Bourdillon
Builth Male Voice Choir
Judy Davies
Richard de Broekert
Friends of Healthcare in Builth Wells
Jane Harris
Roger Harriss
Meiriona Lloyd
Ian Phillips
Yvonne Powell
Gwyneth Price (in memoriam)
John & Sylvia Pyper
Annie & Brian Reardon
Julie Sealey
St. Mary's Church
Joyce Thomas (in memoriam)
Mary Thomas (in memoriam)
Margaret Thompson
Gwen Warlow (in memoriam)
John and Lily Warren
Veronica Wheeler (in memoriam)
Wheelwright Arms, Erwood
Jennifer Wille

BWCS relies on grants, donations and bequests to fund our services. We are very grateful for all received.



BWCS was one of the Co-Op's nominated charities and received £2497.85



Builth Male Voice Choir organised a concert with Cor Glanaethwy in November 2017. Proceeds from this event were split between BWCS and the Bracken Trust, with BWCS receiving £1500. A big thank you to everyone at Builth Male Voice Choir!



You can donate to us at

www.localgiving.org/builthcs

A big thank you to everyone who donates monthly on Local Giving. We can claim Gift Aid on these donations, making them worth 25% extra to us!

"I would like to thank BWCS for letting our charity display information in the office window. It really does help to spread the word about RDA so we can get riders and volunteers"

Richard, trustee of
Riding for the Disabled
Association

TREASURER'S REPORT

At last year's AGM, I was confident that we would be able to meet all our organisations running costs this year, but I have to eat Humble Pie as our final accounts show a deficit of £776 !! This is however a marked improvement on the deficit of previous years and I am sure we have turned the corner and the trend is up.

Thanks to a lot of hard work from Board members and staff, we have seen a marked increase in Donations this year with contributions from Community Councils, members and local groups like the Male Voice Choir.

More supporters have signed up to donate monthly through the Localgiving website. An extra benefit of this is we can claim Gift Aid on these donations.

Finally, we can thank the Friends of Healthcare for their increased donation. As a result, we have been able to keep the Passenger Mileage contribution down to 0.35 pence (a subsidy of 0.15 pence per mile - a saving of approx. £12.00 per trip to Hereford Hospital)



We did have to dip into the Reserves Account last April 17 (always our worst month, Tax, Nic and Rent due after a difficult winter period, and before Grants arrive) but have ended up with putting a little bit back into the Account at the end of the year.

Unfortunately, for 2018-2019 PAVO have decided to pay us quarterly in arrears, so our Final payment falls into the next financial year. (They have also threatened to withhold the payment if all targets are not met!!!) This will of course affect the Final Accounts next year.

Obviously, I would like to add my thanks and appreciation again to all Volunteers and those who have donated to Community Support. When I, as Treasurer, start complaining about being too busy, it is always a good sign for the Charity. We must ensure we continue to work hard next year to maintain this level of financial support.

Here is me eating Humble pie (but next year.....!!!)

Ian Phillips

TRUSTEES' RESPONSIBILITIES STATEMENT

The Trustees (who are also directors of Builth Wells Community Support for the purposes of company law) are responsible for preparing the Trustees' report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).


Company law requires the Trustees to prepare financial statements for each financial year. Under company law the Trustees must not approve the financial statements unless they are satisfied that they give a true and fair view of the state of affairs of the charitable company and of the incoming resources and application of resources, including the income and expenditure, of the charitable company for that period. In preparing these financial statements, the Trustees are required to:

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charities SORP;
- make judgments and accounting estimates that are reasonable and prudent;
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in operation.

The Trustees are responsible for keeping adequate accounting records that are sufficient to show and explain the charitable company's transactions and disclose with reasonable accuracy at any time the financial position of the charitable company and enable them to ensure that the financial statements comply with the Companies Act 2006. They are also responsible for safeguarding the assets of the charitable company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

In preparing this report, the Trustees have taken advantage of the small companies exemptions provided by section 415A of the Companies Act 2006.

This report was approved by the Trustees on 21 June 2018 and signed on their behalf by:


.....
Yvette Bridgeman
Chairman

**Builth Wells Community Support
Company Ltd by Guarantee 8278766, Registered Charity 1150452
Balance Sheet as at 31 March 2018**

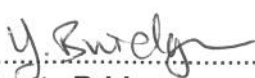
	2018	2017
Fixed Assets	0	0
Current Assets:		
Cash in Bank Current accounts	£6762	£3159
Deposit account	£23068	£27447
Gross Assets	£29830	£30606
Current Liabilities	£0	£0
Net Assets	£29830	£30606
 Charity Funds		
Unrestricted Funds	£29783	£30559
Restricted Funds (membership fees)	£ 47	£47
Total Funds	£29830	£30606

The Trustees consider that the company is entitled to exemption from the requirement to have an audit under the provisions of section 477 of the Companies Act 2006 ("the Act") and members have not required the company to obtain an audit for the year in question in accordance with section 476 of the Act.

The Trustees acknowledge their responsibilities for complying with the requirements of the Companies Act 2006 with respect to accounting records and for preparing financial statements which give a true and fair view of the state of affairs of the company as at 31st March 2018 and of its net resources expended for the period in accordance with the requirements of sections 394 and 395 of the Act and which otherwise comply with the requirements of the Companies Act 2006 relating to financial statements, so far as applicable to the company.

The financial statements have been prepared in accordance with the provisions applicable to small companies within Part 15 of the Companies Act 2006 and in accordance with the Financial Reporting Standard for Smaller Entities (effective April 2008).

The financial statements were approved by the Trustees on 21 June 2018 and signed on their behalf, by:


.....
Yvette Bridgeman
Chairman

BUILTH WELLS COMMUNITY SUPPORT

Main Account 1st April 2017 - 31st March 2018

Bank Balance @ 1/4/2017	1164.20
less outstanding cheques	0.00
Opening Balance @ 1/4/17	<u>1164.20</u>

Income

PAVO Powys Volunteer Centre	7257.00	
Powys CC Annual Grant	2719.80	
Powys LHB Funding	1334.00	
P.C.C. Transport Core Funding	2031.28	
PLHB Transport Core funding	1200.00	
Co-op Community Fund	2497.85	
St James Place Grant	1000.00	
Builth Male Voice Choir Concert	1500.00	
Monthly Direct Debit Donations	1859.86	
In Memorium	1602.50	
Community Councils	775.00	
Friends of Builth Healthcare	460.00	
Eglwys Oen Duw	150.00	
Donations	742.46	
Fund Raising/Raffle	1200.15	
Miscellaneous	339.72	
Thursday Outings	77.50	
Luncheon club	1660.50	
Gift Aid	323.95	
Total Income	28731.57	28731.57

Repayments from BWCS shop	598.75	
Transfers in from BWCS Shop	19500.00	
Transfer in from Virgin Reserve Account	5000.00	54994.52

Expenditure

Staff costs	42860.35	
Rent	3500.00	
Heat, Light, Water	1634.09	
Telephone & Broadband (inc shop)	1007.46	
Office costs	933.11	
Petty Cash	150.00	
Monthly Outings	519.60	
Training	25.00	
Advertising and Publicity	180.00	
Equipment	675.00	
Miscellaneous	419.38	
Travel expenses	244.60	
Luncheon Club	1275.03	
Total Expenditure	53423.62	53423.62

Transfer to Virgin Reserve account	500.00	
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Closing Bank Balance @ 31/3/2018	1070.90	
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54994.52

Examined and found to be correct

Jan Philip
Christopher Fendley

Treasurer

Independent
Examiner

date 21/6/18

date 21/6/2018

BUILTH WELLS COMMUNITY SUPPORT**Business Shop Account****1st Apr 2017 - Mar 31st 2018**

Opening Balance @ 1/4/2017

Current Account	1,720.35
less unrepresented cheques	
total	<u>1,720.35</u>

Opening Balance	<u>1,720.35</u>
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Income

Sales Cash	29,282.27
Sales Card	4,586.16
Textile Recycling	1,930.00
Gift Aid	3,240.53
Ebay	100.47
Jewellery	36.20
Auctions	60.00
Donations	79.31
Media Recycle	75.07
Transfers In	0.00

Total	<u>39390.01</u>
inc transfer	<u>41110.36</u>

Expenditure

Recycle Cost	459.06
Volunteer Expenses	0.00
Rent / Rates	5,200.00
Heat, Light, Water	1,227.88
Telephone	441.52 [office 428.75]
Office costs	170.00 [office]
Petty Cash	350.00
E Bay costs	20.50
Cybertill Running costs	1,308.44
Card Costs, Streamline	211.98
Advertising and Publicity	0.00
Equipment	219.53
Miscellaneous	38.04
Insurance	711.38
Bank Charges	0

Total	<u>10358.33</u>
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Transfer to main account	19,500.00
Transfer to Transport/Taxi Acc	6,100.00
Transfer to Virgin Reserve	0.00

<u>25,600.00</u>	Transfers Out	Total	<u>25600.00</u>
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Total	<u>35,958.33</u>
-------	------------------

Closing Balances @ 31/3/2018

Current Account	5,152.03
less unrepresented cheques	
total	<u>5,152.03</u>

Total	<u>5152.03</u>
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<u>41110.36</u>

Examined and found to be correct

Date 21/6/18

Christopher Kendin
Independent examiner

Date 2-6/2018

Builth Wells Community Support

Transport Account

Income and Expenditure: 1/4/17 - 31/03/18

Opening balance @ 1/4/17		275.10
Income		
Transport charges	367.50	
Donation from Friends of Healthcare	4,000.00	
Builth Wells Town Council Grant	1,000.00	
Other donations	192.80	
Community Car Membership Fees	1,266.00	
Taxi Card Membership Fees	105.00	
Outings Membership Fees	115.00	
Lunch Club transport	124.50	
Outings Transport Member contributions	759.00	
Total Income		7,929.80
Transfers In		
Net transfers from shop a/c	6,100.00	
Total Transfers In		6,100.00
		<u>14,304.90</u>
Expenditure		
Volunteer drivers' expenses	12,250.00	
Taxi Tokens	1,178.00	
Training - Driver MiDAS	337.50	
Total Expenditure		13,765.50
Balance at 31/3/18	539.40	
Unpresented cheques	0.00	
Closing balance		539.40
		<u>14,304.90</u>

Examined and found to be in accordance

IAN PHILLIPS

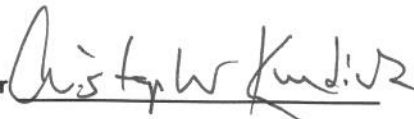
Treasurer



Date 21/6/18

Christopher Kendrick
(Independent Accountant)

Examiner



Date 21/6/2018

BUILT WELLS COMMUNITY SUPPORT

1ST April - March 31st 2018

Virgin SAVINGS account

		<u>Interest</u>	<u>Transfer in</u>	<u>Transfer Out</u>	<u>ref</u>
balance	01/04/2017	27447.18			
	03/04/2017			5000.00	Transfer to Office
	31/05/2017	64.39			
	16/11/2017	56.43			
	total interest	120.82			
	13/02/2018		Transfer in from Office	500	
	Total in Account	<u>27,568.00</u>	500	<u>5000.00</u>	

TOTAL £23,068.00

Examined and found to be correct

Treasurer

Auditor

Independent Examiner
Christopher Kindrick

date

date

21/6/18

21/6/2018



Section A

Independent Examiner's Report

Report to the trustees/
members of

Charity Name

BILTHWELLS COMMUNITY SUPPORT COMPANY LIMITED

On accounts for the year
ended

31/3/2018

Charity no
(if any)

1150452

Set out on pages

16-20

(remember to include the page numbers of additional sheets)

Respective
responsibilities of
trustees and examiner

The charity's trustees are responsible for the preparation of the accounts in accordance with the requirements of the Charities Act 2011 ("the Act").

The charity's trustees consider that an audit is not required for this year under section 144 of the Act and that an independent examination is needed.

It is my responsibility to:

- examine the accounts under section 145 of the Charities Act,
- to follow the applicable Directions given by the Charity Commission (under section 145(5)(b) of the Act, and
- to state whether particular matters have come to my attention

Basis of independent
examiner's statement

My examination was carried out in accordance with general Directions given by the Charity Commission. An examination includes a review of the accounting records kept by the charity and a comparison of the accounts presented with those records. It also includes consideration of any unusual items or disclosures in the accounts, and seeking explanations from the trustees concerning any such matters. The procedures undertaken do not provide all the evidence that would be required in an audit, and consequently no opinion is given as to whether the accounts present a 'true and fair' view and the report is limited to those matters set out in the statement below.

Independent
examiner's statement

In connection with my examination, no material matters have come to my attention (~~other than that disclosed below~~ *) which gives me cause to believe that in, any material respect:

- accounting records were not kept in accordance with section 130 of the Charities Act or
- the accounts do not accord with the accounting records

I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in order to enable a proper understanding of the accounts to be reached.

* Please delete the words in the brackets if they do not apply.

Signed:

Christopher Kendrick

Date:

21/06/2018

Name:

CHRISTOPHER MICHAEL KENDRICK

Relevant professional
qualification(s) or body
(if any):

CHARTERED CERTIFIED ACCOUNTANT

Address:

TREGANU, BROADWAY

LANDRINKS NEWS

L15HT

Section B

Disclosure

Only complete if the examiner needs to highlight matters of concern (see CC32, Independent examination of charity accounts: directions and guidance for examiners).

Give here brief details of any items that the examiner wishes to disclose.