



Annual Report & Accounts 2018/19

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Builth Wells
Community Support

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About Us

Builth Wells Community Support (BWCS) was established in 1995 and is a registered charity. In 2015 we became a Company Limited by Guarantee.

Our aims are to help people live healthy, independent lives within their community and combat social isolation. Our office on Builth Wells High Street also provides a focal point for volunteering and general information.

We have a team of volunteers who provide services to the Builth Wells community and the surrounding area (see membership area below)

These services include the Community Car Scheme, Monthly Outings and a Lunch Club, as well as others .

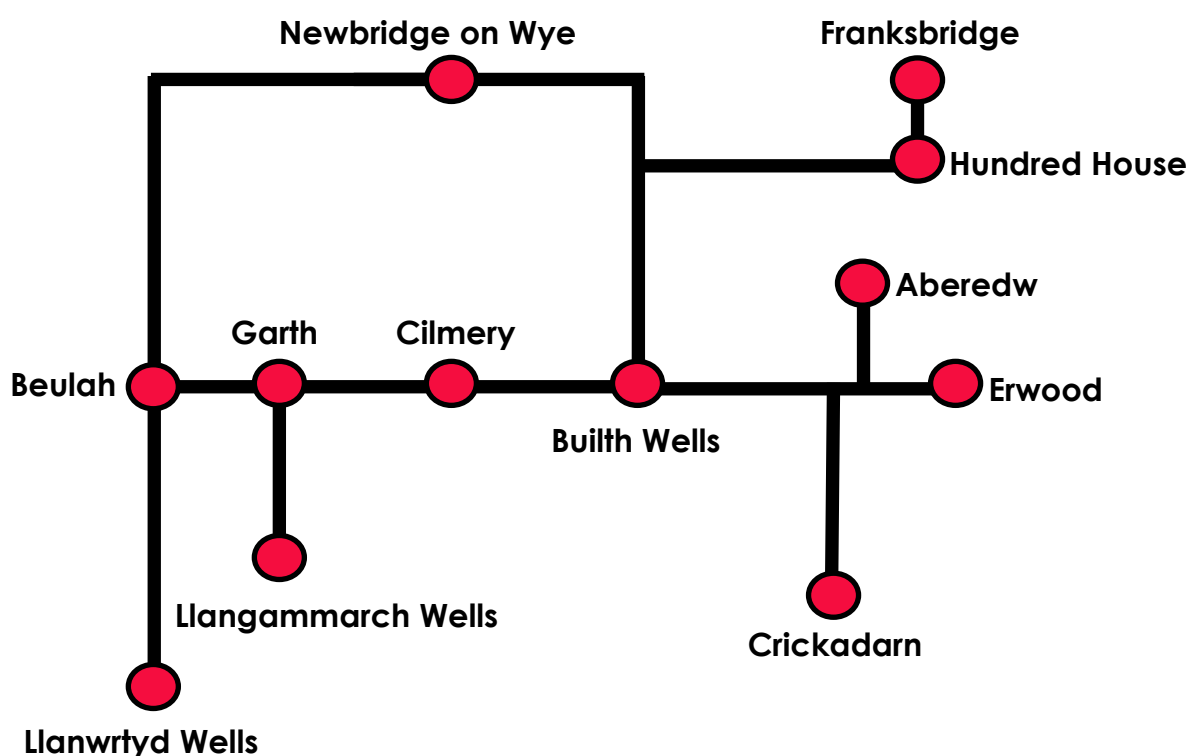
Demand for these services continues to grow and each year we face a challenge to raise sufficient funds to meet demand.

Community Support has three main funding sources: grants, donations and funds raised in our charity shop.

With continuing reductions in statutory funding, each year we face a budget shortfall and have to raise money through donations, fundraising activities and the takings from our shop.

In 2018 we obtained grant funding to update our website, which can be found at www.builthcs.co.uk

Membership Area



Chairman's Report

I have been privileged to be acting Chair of the BWCS Board since July 2018 and hope to continue as Chair after this AGM. I want to start this report with a tribute to Yvette Bridgeman our former chair who stood down after a number of years. I'd like to thank her for her work and am delighted that she will continue to be a member of the Board.

It has been a busy year for BWCS; we have continued to recruit volunteers for all our services (and for other organisations) and I am particularly pleased to welcome two new volunteer trustees to our Board - David Sutherland and Eironwy Davies.

All our services are operating effectively and we get consistently good feedback from users who tell us how much they value them. The Charity shop continues to trade well and provides a much needed contribution to funds; and the Board continues to pay attention to all the necessary governance matters.

This year we have undertaken a major review of policies and procedures, all volunteers have now received and signed new agreements and we have updated guidance for each of our services. This review also included a thorough examination of income and expenditure to ensure that running costs are kept to a minimum.

As I am sure you know, local government agencies have faced major cuts to their funding and this has impacted on the statutory funds that BWCS receives. This has made our own fund raising activities even more important. We are grateful to those of our members and supporters who help with this and are always seeking new ways to raise money to ensure we don't have to reduce or alter our services. There are a number of ways anyone can help: by a monthly direct debit payment, contributing on our Local Giving page (www.localgiving.org/charity/builthcs), by using our charity shop, by considering BWCS as a beneficiary in a will and by becoming a member of our newly launched 200+ Club.

I would like finish by saying an enormous 'thank you' to Cathy Warlow and Ashley Offa, to all the Board members and most of all to our loyal and hard working volunteers.



A handwritten signature in black ink that reads "Pam Hibbert".

Pam Hibbert OBE

Board of Trustees

Officers

Chairman Pam Hibbert
Treasurer Ian Phillips

Board members

Yvette Bridgeman
Eironwy Davies
Judy Davies
Hugh Garner
David Sutherland



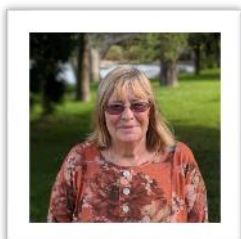
The Board of Trustees has overall responsibility for Community Support and ensures that the organisation follows and complies with required legislation. Trustees attend regular meetings and training events, they bring forward ideas & suggestions which enable Builth Wells Community Support to continue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



David Sutherland



Judy Davies



Yvette Bridgeman



Eironwy Davies

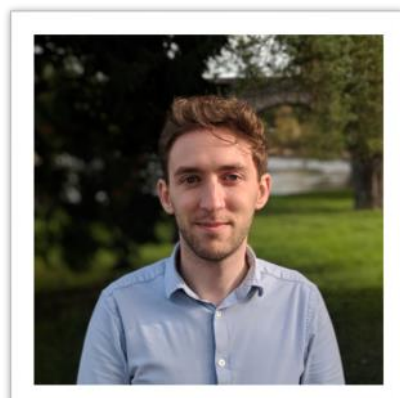


Hugh Garner

Staff



Cathy Warlow, Manager



Ashley Offa, Administrator

Volunteering

As the Volunteer Bureau in our area, we work with PAVO (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 2018-19 we had 81 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) was an initiative that allowed young people under 25 to record their volunteer hours. The MV Award was discontinued in December 2018.



Volunteering Wales

BWCS is the local Volunteer Bureau, working with PAVO and WCVA to promote volunteering. We advertise volunteering opportunities from many organisations in our window and online at www.volunteeringwales.net/builthcs. In addition to advertising for other organisations, BWCS also has an in-house team of volunteers.

Young Volunteers

Builth Wells Community Support offers a range of volunteering opportunities for young people. It's a great way to gain skills and experience and by keeping a record of your volunteering you can achieve awards for doing 50, 100 and 200 hours.



Facts & Figures

Who Do We Help?

401 people registered for regular services

25 registered organisations

12 Local organisations used our window to advertise their services

Volunteers

81 volunteers in 2018/19

10,498 volunteer hours

What would it cost?

The National Living Wage is £8.21 / hour

If all BWCS volunteers were paid the National Living Wage, it would cost

£86,188.58 per year

How are we funded?

In 2018/19, BWCS' total income was

£87,072

44% Charity Shop Sales

34% Grants

9% Donations

6% Member Contributions

4% Gift Aid

3% Fundraising, Recycling & other sources

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

Organisations in attendance:

The Alheimers Society
The Bracken Trust
British Red Cross Society
Builth Wells Mail Voice Choir
Builth Wells Rotary Club
Calan DVS
Care & Repair
Cartrefi Cymru
Community Support
Credu Powys Carers
Dyfed Powys Police
Friends of Healthcare in Builth Wells
Mid & West Wales Fire Service
PAVO Community Connectors
Powys Road Safety
Recycle for Powys
Red Kite Credit Union
Riding for the Disabled Association
Royal British Legion & SSAFA
Royal Voluntary Service
Samaritans
Wyeside Arts Centre



What did people say?

“Very useful for meeting local charities and service providers. Such a great variety as well”

“Many new and exciting connections made”

“Excellent attendance and diverse organisations”

Charity Shop

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.

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



In 2018/19, the shop was run by manager Cathy Warlow, co-ordinator Lesley Wootton 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.

The Numbers

25

Volunteers
In 2018/19

3938

Volunteer
Hours

5380

Kg recycled

681

Gift Aid Donors



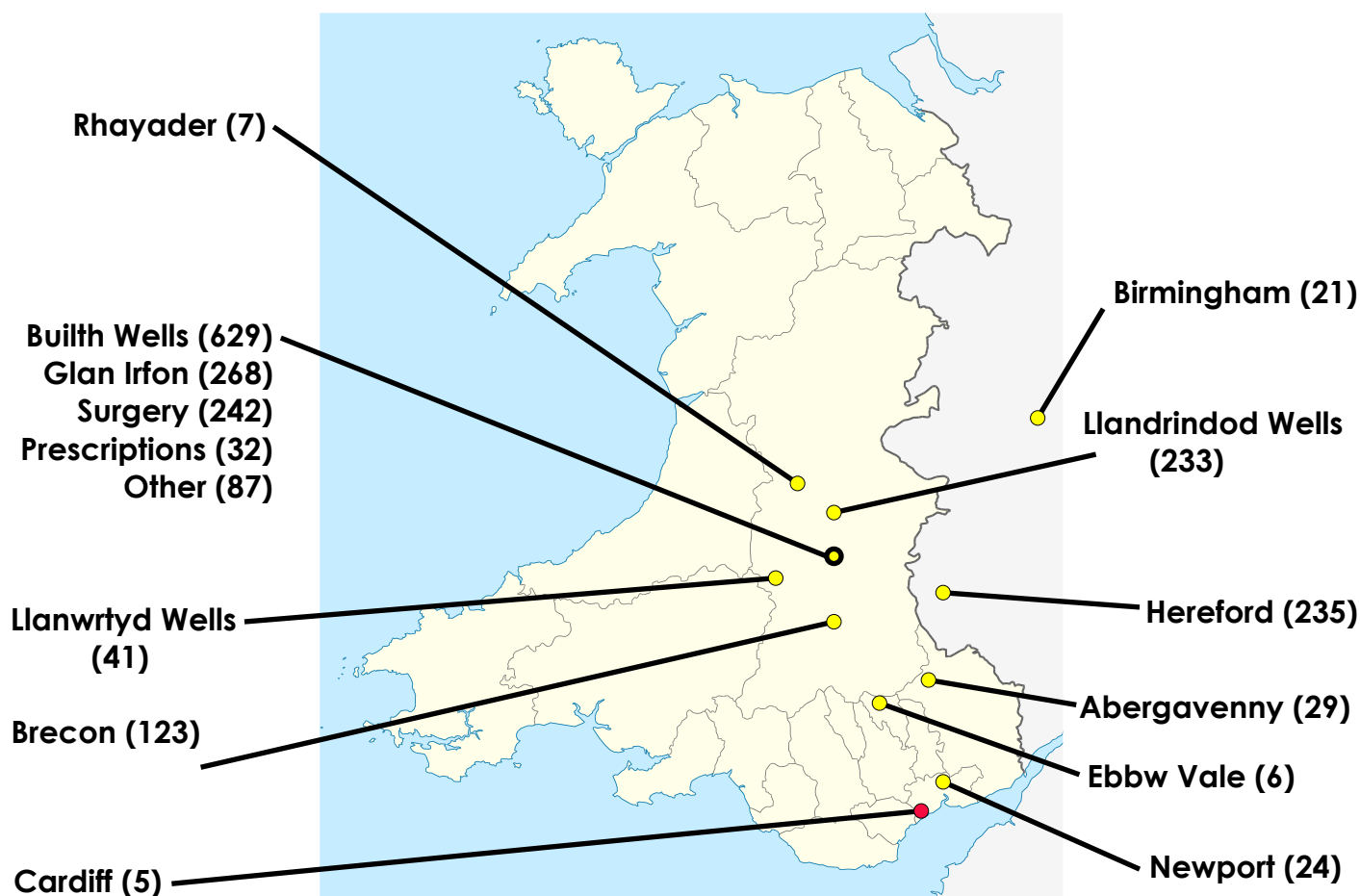
Gift Aid enables us to claim an additional 25% on top of the sale price of each Gift Aid item. In 2018/19 this brought in additional funding of £3310

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 by our own charity shop and a donation from the Friends of Healthcare in Builth Wells.

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



**More
Stats**

1483 Return journeys
30 Volunteer Drivers
53641 Miles Travelled
3259 Volunteer Hours
2 hours average journey time

Monthly Outings

We provide monthly day trips for older or disabled people who are unable to join other organised trips. The outings take place on the last Thursday of each month and the destinations are varied.

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

The outings in 2018 - 2019 were funded by proceeds from our Charity Shop and a grant from the Millennium Stadium Trust

Destinations

The Prince Llewelyn, Cilmeri
Ashfield Community Enterprise
Westonbury Mill Water Gardens
Royal Oak Inn, Rhandirmwyn
The Small Breeds Farm
E. & C. Falconry (pictured right)
Old Railway Line, Threecoaks
Caer Beris Manor Hotel
The Castlefields, nr Hay on Wye
Powis Castle



20 members

2218 miles travelled

249 volunteer hours

Lunch Club

Lunch Club is now in its seventh 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, Cilmery, 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. All meals are cooked entirely by volunteers.

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



319

Meals Cooked

425

Volunteer
Hours



Other Services

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.



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.

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.

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.

**Volunteer
Hours**

689 hours Office Support

184 hours Befriending

24 hours Library Service

Donations

The following people/organisations donated amounts of £20 or more to Community Support in the year April 2018—March 2019:

Builth Male Voice Choir
Builth Wells Rotary Club
Builth Wells Surgery Book Club
China Kitchen (Builth Wells)
Cytun Church Services
John Drought
Erwood Community Council
Friends of Healthcare in Builth Wells
Glascwm Community Council
Jane Glossop
Dan Healy (in memoriam)
Les Lewis
Llanafanfawr Community Council
Llangammarch Wells Craft Fair
Nazareth Chapel Llangammarch Wells
Tommy Powell
Julie Sealey
D.J. Smith
Glyn Sneade
Susie Stockton Link
Treflys Community Council
Valerie Wheeler
Jennifer Wille

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

Finally, a BIG thank you to our monthly donors:
Eironwy Davies, Ian Phillips, Judy Davies, Richard de Broekert, John & Lily Warren and Annie & Brian Reardon



Treasurer Ian Phillips with Alan Price of Erwood Community Council, who donated £50



Volunteer Annie Reardon, who also makes monthly donations



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!



Jim Evans & Viv Jones, of Builth Male Voice Choir, who donated £250

What People Say About Us

Community Car Scheme

"An excellent scheme, I could not have managed to keep hospital appointments without it"

E.T.

"An extremely important service. We would really struggle without it. Great staff & helpful drivers"

J.P.

"Excellent. Without this service I would have to move house"

Susan Johnson

"Since giving up driving nearly three years ago, Community Cars are my lifeline and I find all the drivers punctual, friendly and helpful"

Diana Walker

Charity Shop

"A great way to raise money, and also to recycle and re-use items to save landfill space"

Susie Stockton-Link

"The shop has some really good products, also so very tidy & organised. The staff are great"

Anne Brooks

"The window displays are always interesting and I have had some very good purchases"

Elizabeth A. Jones

From Our Volunteers

"BWCS provides an invaluable service and I am delighted to be a part of it"

Viv Williams

"If you're thinking about getting involved, do it! There's always something for you to do and it all makes such a big difference to your area."

Diane Cooper

Treasurer's Report

First the good news!

The trend of increasing the takings from the Shop has continued [well done to Staff and all our shop volunteers], this has compensated for the loss of some Transport Donations and a delay in one of our statutory grant payments which was not made until the new financial year.

We have not had to call on Reserves, [and have actually increased them slightly] and the balance sheet shows a healthy gain. It does include some restricted funding but all in all, a good year.

Although the Transport account lost some funding, it was compensated for by lower driving expenses being paid out.

The Shop accounts include a Grant for employing the volunteer coordinator. [some of which is carried over to the next financial year] so gives a slightly inflated income figure but the actual shop takings were up by over £3000.

The Main account also included extra Grants for new equipment [computers] and the website and therefore shows a 'one off' increase in spending .

Overall, the overheads remained within reasonable margins, the whole operation remains sustainable and we will be able to maintain the community transport subsidises, keeping costs down for clients.

In fact, every final bank account for the year showed an increase on last year and we have reduced the amount BWCS has to raise by our own fund raising efforts.

And now the bad news!

Our application to PAVO for the volunteer bureau funding for 2019/20 (£7000) has been turned down, we are currently pursuing this with them but this means we need to look to other sources to raise the funds. I am certain the Shop will continue increasing sales and more Donations and Fundraising will help. We will also try and apply for other Grants in order to continue providing our excellent and necessary service.

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).

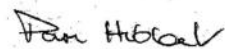
Company law requires the Trustees to prepare financial statements for each financial year. Under company law the Trustees must not approve the financial statements unless they are satisfied that they give a true and fair view of the state of affairs of the charitable company and of the incoming resources 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 10 June 2019 and signed on their behalf by:



Pam Hibbert OBE
Chairman

**Builth Wells Community Support
Company Ltd by Guarantee 8278766, Registered Charity 1150452
Balance Sheet as at 31 March 2019**

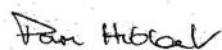
	2019	2018
Fixed Assets	0	0
Current Assets:		
Cash in Bank Current accounts	£11959	£6762
Deposit account	£23222	£23068
Gross Assets	£35181	£29830
Current Liabilities	£108	£0
Net Assets	£35073	£29830
 Charity Funds		
Unrestricted Funds	£35026	£29783
Restricted Funds (membership fees)	£ 47	£47
Total Funds	£35073	£29830

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 2019 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 10 June 2019 and signed on their behalf, by:



**Pam Hibbert OBE
Chairman**

BUILTH WELLS COMMUNITY SUPPORT**Main Office Account****1st April 2018 - 31st March 2019****Opening Balance @ 1/4/2018**

Opening Balance 1,070.90

Outstanding Income 0.00

less outstanding cheques 0.00 D

Actual open Balances@ 1/4/18 1,070.90Opening Balance 1,070.90**Income**

PAVO Powys Volunteer Centre	5,442.75	
P.C.C. Transport Core Funding	4,031.28	
Powys LHB Funding Core	1,334.00	
Powys LHB Funding Flu Campaign	150.00	
Powys CC Annual Revenue Grant	2,719.80	13,677.83
Tesco Grant	2,000.00	
St James Palace Grant	1,000.00	
Builth Town Council Grant	1,000.00	
Monthly Direct Debit Donations	1,719.69	
Gift Aid	182.58	
Donations	3,689.68	
Local Fund Raising	1,085.47	
Miscellaneous	929.78	
Thursday Outings	50.00	
Luncheon club and Raffle	1,600.50	

Total Income 26,935.53

Transfer in from BWCS Shop 29,500.00 Total Transfers 29,926.55

Transfer from Shop to cover Tel 426.55

Total 56,862.0857,932.98**Expenditure**

Staff Costs	44,185.68	
Rent / Rates	3,500.00	
Heat, Light, Water	1,341.77 inc Shop	
Telephone and Broadband	1,100.03	
Office costs	1,930.18	
Petty Cash	100.00	
Training	54.48	
Advertising and Publicity	416.94	
Equipment	2,090.08	
Miscellaneous	196.00	
Travel expenses	95.00	
Luncheon Club	1,341.94	

Total Expenditure 56,352.10**Closing Balances @ 31/3/2019**

Current Account 1,580.88

less unrepresented cheques

Closing Balance 1,580.881,580.8857,932.98Examined and found to be correct
Independent Examiner

Treasurer

Christopher Kendal

Gen King

date 4/6/2019

date 4/6/2019

BUILTH WELLS COMMUNITY SUPPORT
Shop Account **1st Apr 2018 - Mar 31st 2019**

Opening Balance @ 1/4/2018

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

Opening Balance	<u>5,152.03</u>
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Income

Sales Cash	31,037.95	
Sales Card	7,203.95	38,241.90 total sales
Textile Recycling	1,604.50	
Gift Aid	3,310.15	
Garfield Weston Grant	10,000.00	
Ebay	0.00	
Jewellery Recycle	34.00	
Auctions	45.00	
Donations	31.98	
Media Recycle	13.43	

Total	<u>53280.96</u>
	<u>58432.99</u>

Expenditure

Refuse Cost	641.22
Volunteer Expenses	7.00
Rent / Rates	5,200.00
Heat, Light, Water	1,150.10
Staff Costs	3,882.69
Stationery	262.10
Petty Cash	350.00
Cybertill Running costs	1,023.09
Card Costs, Streamline	122.54
Advertising and Publicity	0.00
Equipment	918.58
Miscellaneous	60.44
Insurance	729.21

Total	<u>14346.97</u>
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Transfer to main account	29,500.00	
Transfer to main account tel/bbnd	426.55	
Transfer to Transport/Taxi Acc	5,000.00	Transfers Out
	<u>34,926.55</u>	

Total	<u>34926.55</u>
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Total	<u>49,273.52</u>
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Closing Balances @ 31/3/2019

Current Account	9,159.47
less unrepresented cheques	
total	<u>9,159.47</u>

Total	<u>9159.47</u>
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	<u>58432.99</u>
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Examined and found to be correct
Independent Examiner

Treasurer

Christopher Kundt
Jan Althaus

Date 4/6/2019

Date 4/6/2019

Builth Wells Community Support

Transport Account

Income and Expenditure: 1/4/18 - 31/03/19

Opening balance @ 1/4/18		539.40
Income		
Transport charges	459.20	
Donation from Friends of Healthcare	2,000.00	
Millennium Stadium Grant	2,000.00	
Other donations	407.00	
Community Car Membership Fees	1,135.00	
Outings Membership Fees	80.00	
Lunch Club transport	117.50	
Outings Transport Member contributions	503.00	
Total Income		6,701.70
Transfers In		
Net transfers from shop a/c	5,000.00	
Total Transfers In		5,000.00
		<u>12,241.10</u>
Expenditure		
Volunteer drivers' expenses	10,702.25	
Taxi Card Scheme	132.00	
Outings Entrance Fees	288.00	
Refund Cancelled Outing	8.00	
Total Expenditure		11,130.25
Balance at 31/03/19	1218.85	
Unpresented cheques	108.00	
Closing balance		1110.85
		<u>12,241.10</u>

Examined and found to be correct

IAN PHILLIPS

Treasurer

Jan King

Date

4/6/2019

Christopher Kendrick
(Independent Examiner)

Examiner

Christopher Kendrick

Date

4/6/2019

BUILTH WELLS COMMUNITY SUPPORT

1st April 2018 - 31st March 2019

Virgin SAVINGS account

Apr 18 - Mar 2019

		Interest	Transfer in	Transfer Out
balance	01/04/2018	23068.00		
	31/05/2018	57.01		
	21/06/2018		5000	
	11/08/2018		5000	
	30/11/2018	96.91		
	14/01/2019			5000.00
	08/03/2019			5000.00
	total interest	153.92		
	TRANSFER IN		10000	
	Total in Account	<u>23,221.92</u>	10000	<u>10000.00</u>

TOTAL £23,221.92

Examined and found to be correct

Independent

Examiner

Christopher Kendin

date 4/6/2019

Treasurer

Sam Funn

date 4/6/2019



Section A

Independent Examiner's Report

Report to the trustees/
members of

Builth Wells Community Support

On accounts for the year
ended

31/03/2019

Charity no
(if any)

1150452

Set out on pages

18-22

I report to the trustees on my examination of the accounts of the above charity ("the Trust") for the year ended **31/03/2019**

Responsibilities and
basis of report

As the charity trustees of the Trust, you are responsible for the preparation of the accounts in accordance with the requirements of the Charities Act 2011 ("the Act").

I report in respect of my examination of the Trust's accounts carried out under section 145 of the 2011 Act and in carrying out my examination, I have followed the applicable Directions given by the Charity Commission under section 145(5)(b) of the Act.

Independent
examiner's statement

I have completed my examination. I confirm that no material matters have come to my attention in connection with the examination which gives me cause to believe that in, any material respect:

- accounting records were not kept in accordance with section 130 of the 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.

Signed:

Christopher Michael Kenarick

Date:

4/6/2019

Name:

CHRISTOPHER MICHAEL KENARICK

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

CHARTERED CERTIFIED ACCOUNTANT

Address:

TREGANU

BROADWAY

LUANRINDOD WELLS

LAISHT

Can you help?

You Can Support BWCS in many ways:

Volunteer

Donate

Fundraise

Join the 200+ Club

Leave a Gift in Your Will

To find out more about how you can get involved:

Call us on 01982 553004

Go to our website at www.builthcs.co.uk

Or pop into our office at 14 High Street, Builth Wells



Reg Charity 1150452

Company Ltd by Guarantee 08278766