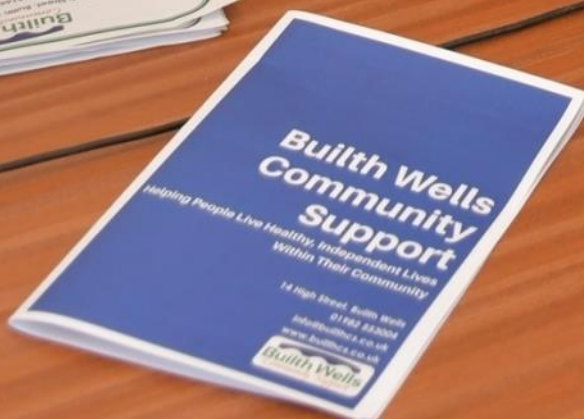




# Annual Report & Accounts 2019/20

14 High Street, Builth Wells  
01982 553004  
info@builthcs.co.uk  
www.builthcs.co.uk



**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 2012 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)

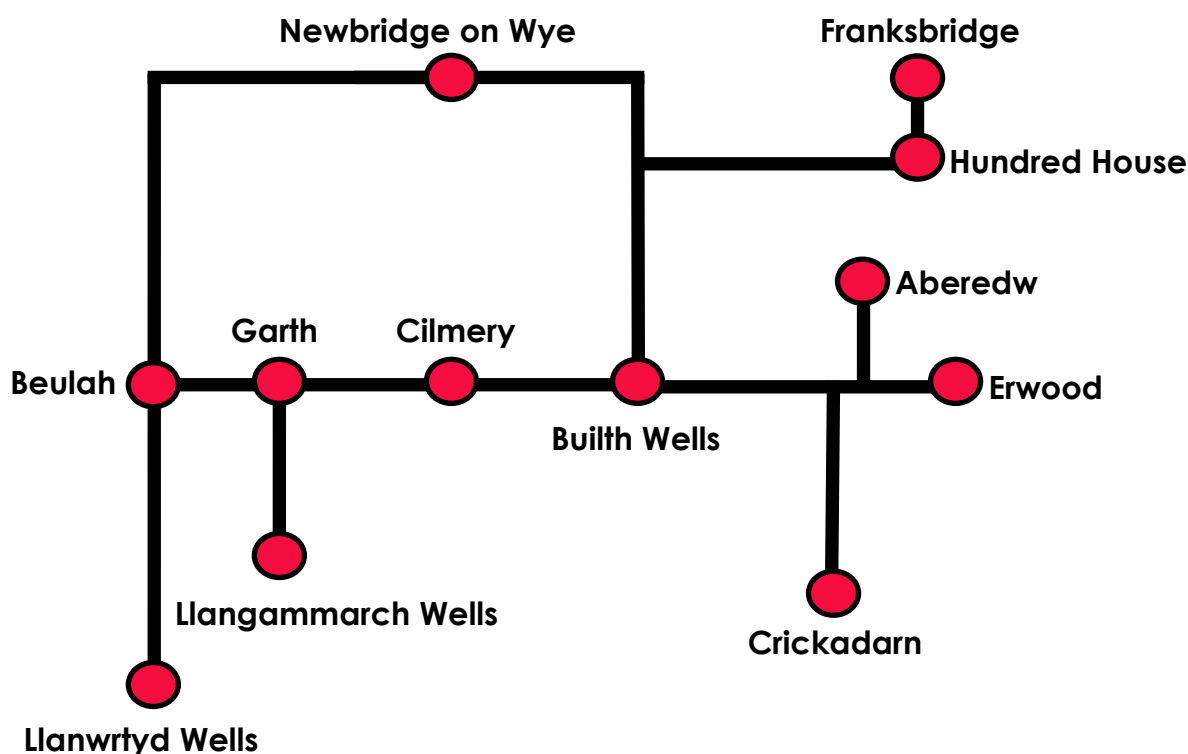
These services include the Community Car Scheme, Monthly Outings and a Lunch Club, as well as others .

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.

## Membership Area





# Chairman's Report

**This year has been a busy one** and has seen a number of changes for BWCS, ending of course with the huge impact that the outbreak of Coronavirus and the start of lockdown in March 2020 has had on us all.

For a number of reasons, we took the decision to no longer act as a general volunteer bureau and to concentrate our resources and efforts on our own volunteers and services. However, BWCS remains committed to volunteering and continues to work with other agencies to ensure that potential volunteers get a wide range of opportunities and support.

The start of 2019 was not promising in terms of finances, the reduction in statutory grants and the loss of volunteer bureau funding meant that everyone had to work hard to ensure that we could move into 2020 with a minimum deficit. It is to the credit of both staff and trustees that this was achieved. We were grateful in particular to the Friends of Health Care in Builth Wells who committed themselves to giving BWCS an annual grant for three years, and to the Builth Co-op who in October 2019 chose us as one of the charities to receive the 1% from Co-op members over the whole of the year. 2019 also saw the start of our 200+ Club giving people the opportunity to take part in monthly cash draws and support BWCS at the same time; I am delighted to report that it has been a great success attracting more than the 200 members needed to make it viable.

On another financial matter, I am pleased to let you know that we recruited Andrew Cook as a new Trustee who will take over as Treasurer at the beginning of April. I am immensely grateful to Ian Phillips who stands down after a number of years of hard work keeping BWCS on the financial straight and narrow.

It is with great sadness that I have to tell you that this year we lost someone who has supported BWCS as a trustee and volunteer for many years. John Seed died suddenly and unexpectedly in January and will be a great loss; we were touched that his family chose to make BWCS one of the recipients of donations made at his funeral.

We are also saying goodbye to a loyal Trustee who is standing down this year. Judy Davies has been a stalwart supporter of BWCS for many years and we would like to thank her for everything she has done.

The start of 2020 brought the floods to Builth Wells, and the Lunch Club had to be suspended as the Jubilee Hall was badly affected, the plans to find an alternate venue are now of course on hold.

The impact of Coronavirus on BWCS will be dealt with fully in next year's report but I cannot finish without paying tribute to our staff. Despite not knowing if there would be sufficient funds to keep BWCS going, they rapidly assessed the needs of our residents during lockdown and re-organised services and systems to ensure that anyone in Builth who was vulnerable or in need would be supported. My thanks also go to my fellow trustees who have worked tirelessly on grant applications and fund raising.

I anticipate that 2020/21 will be a challenging year; the staff and Board are already starting to plan how we can best operate in what may be a changed world, but I can assure you that we will continue to put the needs of Builth people at the heart of all that we do, and I want to thank everyone who continues to support us in so many ways.

**Pam Hibbert**  
Chairman



# Who We Are

**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.

## Our Treasurer

In March 2020, Ian Phillips stood down as Treasurer of Builth Wells Community Support after 14 years in the role. Ian has worked tirelessly during that time managing the organisation's finances, and has overseen many changes, not least the move of shop premises in 2015. Ian has carried out the role of Treasurer while also volunteering to help with the Community Car scheme, Lunch Club and occasionally in the shop.

While he will no longer be responsible for organizing and presenting the accounts, we are happy to say that Ian will continue to be a member of the Board of Trustees.

## Trustees

**Pam Hibbert**  
**Ian Phillips**  
**Yvette Bridgeman**  
**Eironwy Davies**  
**Judy Davies**  
**Hugh Garner**  
**David Sutherland**

**Chairman**  
**Treasurer**

## Staff

**Cathy Warlow**  
**Ashley Offa**  
**Lesley Wootton**

**Manager**  
**Administrator**  
**Shop Co-Ordinator**  
**(Until Aug 2019)**



# Volunteering





**Builth Wells Community Support** relies on its team of volunteers to provide all our services. Our volunteers are drawn from all parts of our community, and help us in a range of different ways — whether by driving for our Community Car Scheme, cooking for our Lunch Club or working in our Charity Shop to raise funds.

Whatever you want to do, however you want to volunteer your time, Community Support can help. Volunteering has so many benefits. You can:

- Enjoy an active role in your community
- Broaden your knowledge and experience
- Meet new people and be part of a team

At Builth Wells Community Support, we work with other organisations to help them

promote their volunteering opportunities. If you or your organisation would like us to promote opportunities through our community and network, please contact us.

**“Volunteering has been great for me, I really feel like a part of my community”**

**Diane, BWCS volunteer**





# Services



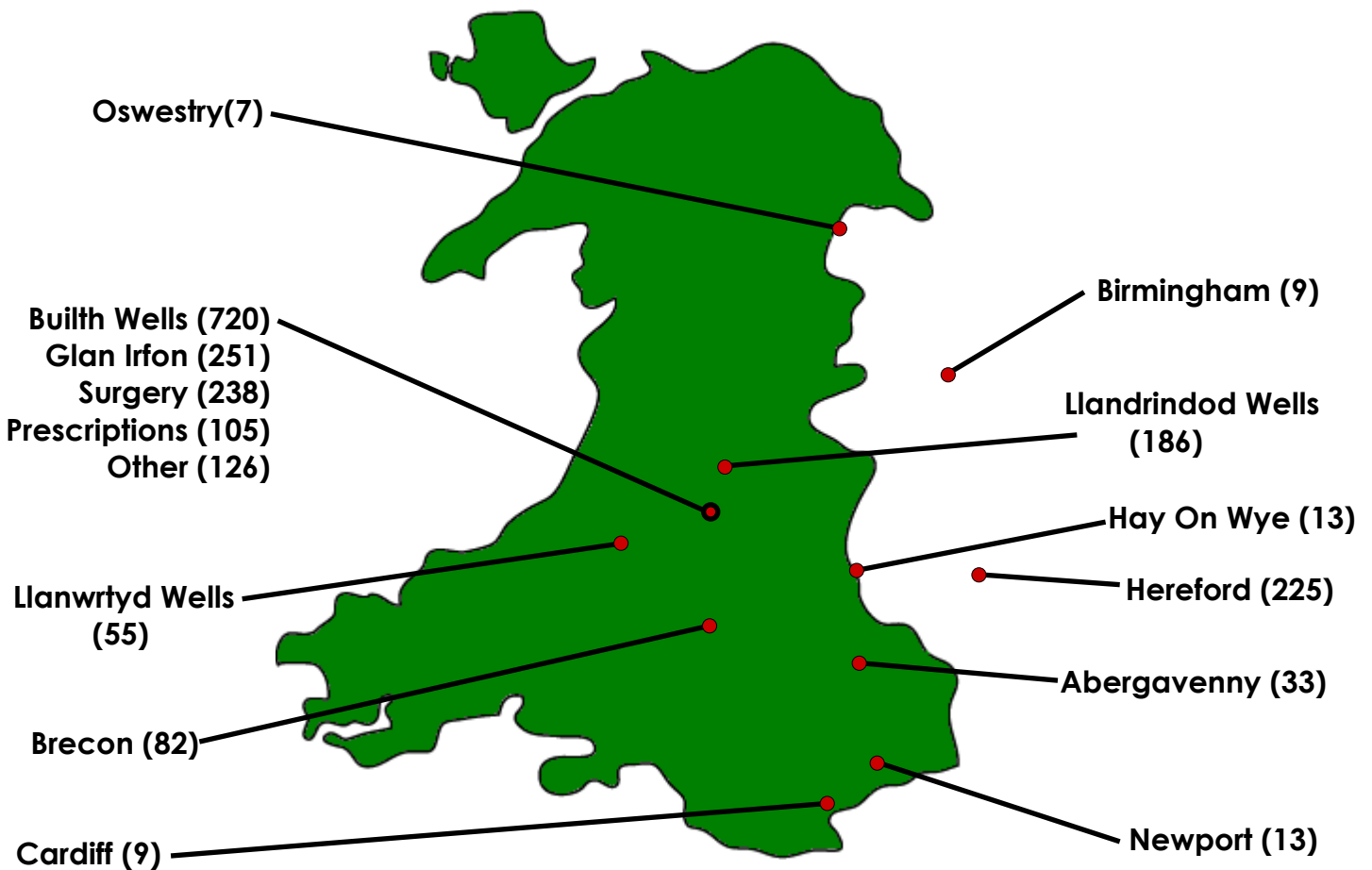


# Community Car Scheme

This scheme continues to play a very important role 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 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, Pontypool, Rhayader, Swansea, and Worcester



## More Stats

1436	Return journeys
30	Volunteer Drivers
50767	Miles Travelled
3265	Volunteer Hours
2 Hours	Avg. journey time



**Lunch Club is now in its eighth 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

February 2020 unfortunately saw the Lunch Club put on hold due to flooding damage to the Jubilee Hall. This was quickly followed by the Covid-19 lockdown in March which meant the Lunch Club was put on an extended hiatus. We look forward to seeing everyone back in the (hopefully!) not-too-distant future.





# 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.

## 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.

## 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





# 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 2019/20, 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 2019/20**

**3938**

**Volunteer  
Hours**

**748**

**Gift Aid  
Donors**



# 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.



## Organisations in attendance:

**Alzheimers Society**  
**Bracken Trust**  
**British Legion/SSAFA**  
**CAIS**  
**Care & Repair in Powys**  
**Communities For Work**  
**Connected Generation Project**  
**Contact the Elderly**  
**Dementia Matters in Powys**  
**Dyfed Powys Police**  
**Elan Links**  
**Family Information Service**  
**Friends of Builth Wells Library**  
**Llandrindod Foodbank**  
**MAWW Fire Service**  
**Mid Powys Mind**  
**PAVO Community Connectors**  
**Powys Recycling**  
**Powys County Council Road Safety**  
**Powys Fostering Service**  
**Powys Samaritans**  
**RDA**  
**Shakespeare Link**  
**PRIME Cymru**  
**Wyeside Arts Centre**







# Donations & Fundraising

The following people/organisations donated £20 or more to BWCS during the period April 2019– March 2020:

Eglwys Oen Duw  
 Beulah Sheep Dog Trials  
 Joan Jameson  
 Glascwm Com Council  
 Christine Bradley  
 Ray Green  
 Mona Lloyd  
 Anne Moss  
 Lil Warren  
 Duhonw Com Council  
 The Winkle Club  
 Erwood WI  
 Newbridge Baptist Chapel  
 Erwood Com Council  
 Builth Wells Chamber of Trade  
 Nazareth Chapel  
 Music on the Meadow  
 Builth Wells Town Council  
 Friends of Healthcare in Builth Wells

Sheila Thomas  
 Llananfau Com Council  
 Garth Charities  
 Veronica Price  
 Susie Stockton Link  
 Builth Male Voice Choir

Donations were also received in memory of:

Hilda Frude  
 Jim Price  
 Margaret Davies  
 Vernon Jones  
 Jim Evans  
 Ken Richards  
 Biddy Gwynne Howell  
 Gladys Pugh

We are grateful for all donations received, and 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

You can donate to us at:

[www.localgiving.org/builthcs](http://www.localgiving.org/builthcs)





# How we raised money

£37,905

Shop Sales

£16,734

Grants

£16,360

Donations

£ 8,949

Other  
Fundraising



## 200+ Club

2019 saw the launch of our 200+ Club, an ongoing fundraiser that sees members pay £1 a month to be entered into monthly prize draws.

The Club has over 200 members and has raised over £1000 for Community Support, which goes towards funding our services.

Members can receive prizes of £50, £30 and £20 each month, and we'd like to thank everyone who has taken part so far.

## Annual Raffle

Our Annual Raffle raised £1000 for Community Support services, thanks to all the volunteers who sold tickets!

# Treasurer's Report

**This year got off to a bad start** with the loss of a PAVO Grant of £7000. The Board & staff had to put some measures in place to try and rectify this loss and worked hard to cover this.

Thanks to the hard work of the Shop Volunteers ensuring Gift Aid collection was maximised. Generous donations from local clubs and the Community, along with extra funds that Cathy managed to find, we were on course to at least break even again at the year end.

Then Covid-19 hit, and the Lockdown ensued!

Not the best way to end my tenure as Treasurer but it will give our new Treasurer, Andrew Cook, a clean slate to start. Andrew has a lot of experience as Treasurer for other Charities and I wish him well and am happy to help out if needed and ease the transfer.

It has been an 'interesting' 14 years, changing from a paper system to computerised accounts, adding the Shop to the Spreadsheets and trying to get it all to add up and reconcile to the Bank accounts. [No more end of year panic attacks now.] It all seems to work [luckily] and hopefully will make life easier for Andrew.

I have enjoyed the work. It may have helped keep me sane and sensible although the staff and the Board may say otherwise. I think, at times, I may have just come in handy to make the coffee and eat all the biscuits. Cathy and Ashley and the office volunteers have been very helpful, and great company. I have had a lot of fun times and I shall miss the banter. There have been some sad occasions too when clients, drivers and board members that I have got to know, have passed away.

Thank you all for putting up with me and best wishes to all for the future, but now I am off to join the 'blue rinse brigade'.

**Ian Phillips**

2006



2014



2020





# Trustees' Responsibility 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).

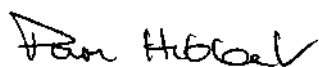
Company law requires the Trustees to prepare financial statements for each financial year. Under company law the Trustees must not approve the financial statements unless they are satisfied that they give a true and fair view of the state of affairs of the charitable company and of the incoming resources 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 3 December 2020 and signed on their behalf by:



**Pam Hibbert**  
Chairman

**Builth Wells Community Support  
Company Ltd by Guarantee 8278766, Registered Charity 1150452  
Balance Sheet as at 31 March 2020**

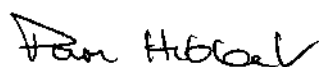
	2020	2019
Fixed Assets	0	0
Current Assets:		
Cash in Bank      Current accounts	£9501	£11959
Deposit account	£24410	£23222
<b>Gross Assets</b>	<b>£33911</b>	<b>£35181</b>
Current Liabilities	£11	£108
Current Assets	£49	
<b>Net Assets</b>	<b>£33949</b>	<b>£35073</b>
 <b>Charity Funds</b>		
Unrestricted Funds	£33942	£35026
Restricted Funds (membership fees)	£ 47	£ 47
<b>Total Funds</b>	<b>£33949</b>	<b>£35073</b>

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 31<sup>st</sup> March 2020 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 3 December 2020 and signed on their behalf, by:



**Pam Hibbert  
Chairman**



**BUILTH WELLS COMMUNITY SUPPORT**

**Main Office Account**

**1st April 2019 - 31st March 2020**

**Opening Balance**      01/04/2019      1,580.88

**Income**

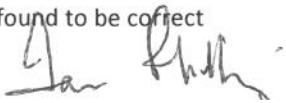
PAVO Powys Volunteer Centre	1,814.25	
PCC Annual Revenue Grant	2,719.80	
P.C.C. Transport Core Funding	3,350.00	
Powys LHB Funding	1,334.00	
Powys LHB Transport Core funding (2018/19)	1,236.00	
Powys LHB Transport Core funding (2019/20)	1,280.00	
Builth Town Council	2,000.00	
Oakdale Trust	2,000.00	
Friends of Builth Healthcare	3,000.00	
St James Place	1,000.00	
Donations	11,269.13	
Monthly Donations	1,863.66	
200+ Club	2,296.00	
Gift Aid	303.73	
Fund Raising Raffle	1,020.50	
Miscellaneous	142.24	
Thursday Outings	203.00	
Luncheon club	1,592.50	
<b>Total Income</b>	<b>38,424.81</b>	
Transfer in from BWCS Shop	21,500.00	
	<u>59,924.81</u>	<u>59,924.81</u>
		<u>61,505.69</u>

**Expenditure**


Staffing costs	46,165.04	
Rent	3,500.00	
Heat, Light, Water	1,346.57	
Telephone & Broadband	1,236.89	
Office costs	909.27	
Petty Cash	100.00	
Monthly Outings	324.83	
Advertising and Publicity	241.00	
200+ club prizes	600.00	
Equipment	656.06	
Miscellaneous	657.06	
Luncheon Club	1,181.60	
<b>Total Expenditure</b>	<b>56,918.32</b>	
Transfer to Reserves	1,000.00	
		<b>57,918.32</b>

<b>Bank Balance at</b>	<b>31/03/2020</b>	<b>3548.53</b>	
Unpresented Cheques		10.60	
Outstanding Income		49.44	
<b>Closing Balance</b>			<u>3587.37</u>
			<u>61,505.69</u>

Examined and found to be correct

Treasurer 

date 26/11/2020

Examiner 

date 25/11/2020

**BUILTH WELLS COMMUNITY SUPPORT**

**Shop Account**

**1st Apr 2019 - Mar 31st 2020**

Opening Balance @ 1/4/2019	9,159.47	<u>9,159.47</u>	
<b>Income</b>			
Total Sales	34214.91		
Textile Recycling	1,372.50		
Gift Aid	3,574.99		
Ebay	115.00		
Jewellery recycling	25.50		
Media Recycling	86.00		
Electric Refund	<u>82.17</u>		
<b>Total Income</b>		<u><u>39471.07</u></u>	<u><u>48630.54</u></u>
<b>Expenditure</b>			
Refuse Cost	671.52		
Rent	5,200.00		
Heat, Light, Water	1,072.24		
Staff costs	4,622.44		
Office costs	162.58		
Petty Cash	250.00		
E Bay costs	7.13		
Cybertill Running costs	1,563.10		
Card processing Costs	168.63		
Equipment	559.22		
Miscellaneous	150.46		
Insurance	809.61		
<b>Total expenditure</b>		<u><u>15236.93</u></u>	
Transfer to main account	21,500.00		
Transfer to Transport Account	6,100.00		
Transfer to Virgin Reserve	<u>0.00</u>		
<b>Total</b>	<u><u>27,600.00</u></u>	<u><u>27600.00</u></u>	
			<u><u>42,836.93</u></u>
Closing Balance @ 31/3/2020	<u>5793.61</u>		<u><u>5793.61</u></u>
			<u><u>48630.54</u></u>

Examined and found to be correct  
 Treasurer *Jan Phillips* date 26/11/2020  
 Examiner *Christopher Kendra* date 25/11/2020



## Builth Wells Community Support

### Transport Account

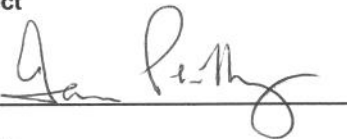
#### Income and Expenditure: 1/4/19 - 31/03/20

Opening balance @ 1/4/19		1110.85
<b>Income</b>		
Transport charges	505.14	
Other donations	227.60	
Community Car Membership Fees	1040.00	
Outings Membership Fees	105.00	
Lunch Club transport	167.00	
Outings Transport Member contributions	594.95	
Total Income		2,639.69
<b>Transfers In</b>		
Net transfers from shop a/c	6,100.00	
Total Transfers In		6,100.00
		<u>9,850.54</u>
<b>Expenditure</b>		
Volunteer drivers' expenses	9,692.65	
Total Expenditure		9,692.65
Balance at 31/3/2020	157.89	
Unpresented cheques	0.00	
Closing balance		157.89
		<u>9,850.54</u>

Examined and found to be correct

IAN PHILLIPS

Treasurer



Date

26/11/2020

Christopher Kendrick  
(Independent Accountant)

Examiner



Date

25/11/2020

**BUILTH WELLS COMMUNITY SUPPORT**

**Reserves account**

**1st April 2019 - 31st March 2020**

Opening Balance @ 1/4/19	23221.92
Interest	100.61
Interest	87.70
Transfer in from Main Account	1000.00
Closing Balance @ 31/3/20	24410.23

Examined and found to be correct *CS/12/2019*  
Treasurer *Sam Phing*

date *26/11/2020*

Examiner *Christopher Kendra JZ*

date *25/11/2020*





Section A

Independent Examiner's Report

Report to the trustees/ members of

Builth Wells Community Support

On accounts for the year ended

31/03/2020

Charity no (if any)

1150452

Set out on pages

16-20

I report to the trustees on my examination of the accounts of the above charity ("the Trust") for the year ended 31/03/2020

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").

Independent examiner's statement

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.

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:

25 | 11 | 2020

Name:

CHRISTOPHER MICHAEL KENARICK

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

CHARTERED CERTIFIED ACCOUNTANT

Address:

TREGANU  
BROADWAY  
LWNRINDOD WELLS  
LD15HT

# 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](http://www.builthcs.co.uk)

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



Reg Charity 1150452

Company Ltd by Guarantee 08278766