



Builth Wells
Community Support

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Annual Report & Accounts

1st April 2014 - 31st March 2015

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

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 administration assistant in 2012.

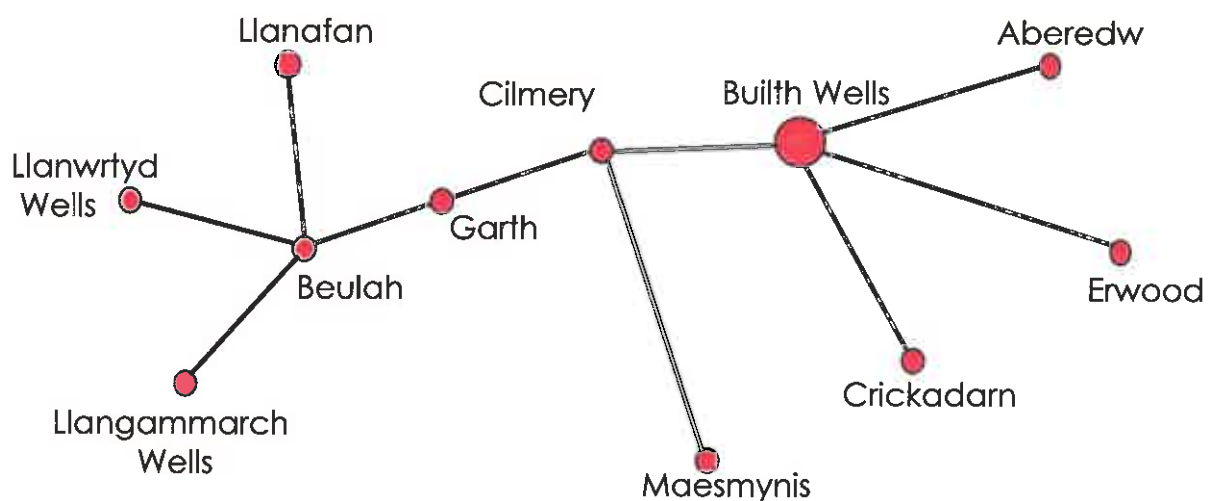
Builth Wells Community Support moved to their current premises in September 1999. The office is now ideally situated in the main High Street. (see above photo)

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



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

Chairman's Report

As chair of this organisation for the last four years I would like to thank the staff, directors and all the volunteers past and present for your commitment to Builth Wells Community Support. Our clients have benefited tremendously from our various services—transport to medical appointments, lunch club, monthly outings, shopping and library.

The shop is a valued part of our organisation, a big thank you to all who have persevered with the introduction of the Cybertill system. This extra income will help us in the running of the organisation.

I would also like to thank our volunteer drivers who are so willing to give of their time whether driving long or short journeys.

I know the organisation can only go onwards and upwards and with everyone on board we can look forward to a bright and sustainable future.
Thank you all once again

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 2014:

Officers

Chairman	Yvette Bridgeman
Vice Chairman	Fran Christley
Treasurer	Ian Phillips
Assistant Treasurer	Hugh Garner

Board members

Judy Davies
Shirley Pleszkan (resigned March 2015)

In 2014/15, board members gave

846
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



AGM, June 2014

Volunteering

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 2014-15 we had 111 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.

Volunteers are invaluable, as without them we would not be able to offer help and assistance to those in need.

The **Millennium Volunteer Award (MV)** is an initiative that allows young people under 25 to record their volunteer hours. In 2014/15 BWCS had 8 Millennium Volunteers, who together volunteered for over 400 hours



Charlotte Offa. MV—50 hours



Annie Reardon, office volunteer

The Numbers

111

volunteers directly managed

178

voluntary activities

11,748

volunteer hours (490 days!)



Millennium Volunteers Ashley Offa (50 hours), Will Whitmore (200 hours) & Rachel Ysart (50 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.

768

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.

199

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:

- 262 Clients registered for regular services
- 25 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)

Fundraising



Afternoon Tea, July 2014

This event raised £1007, much of which was down to the success of our annual grand raffle, with the winner being announced here.

Held on 5th July 2014 at Riverside Community Centre, people made the most of the weather as they enjoyed afternoon tea in the glorious mid Wales sunshine!



In total, volunteers spent

129 hours

helping with fundraising and promotional events

Coffee Morning, January 2015

Our annual coffee morning was held on 31st January, with the aim of chasing away the January blues.

With book stalls, cake stalls, a Chinese auction as well as copious amounts of tea and coffee, the event was very popular and raised £253.90.



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 2014-15 edition of our local information directory was launched at this event



Organisations in attendance:

Action on Hearing Loss
Age Cymru
The Bracken Trust
Brecon & Radnor Samaritans
British Red Cross Society
Builth Wells & Llanwrtyd Medical Practice
Builth Wells Home Support
Care & Repair
Change Step
Communities 2.0
Community Support
Disability Powys
Mid & West Wales Fire Service
Multiple Sclerosis Society
PAVO Info Engine
Builth Wells Police Station
Powys Befrienders
Powys Carers
Powys Family Information Service
Powys Road Safety
Prime Cymru
Radnorshire Healthy Friendships
Radnorshire Womens Aid
Red Kite Credit Union
Royal British Legion
SSAFA

What did people say?

"A great networking opportunity"

"Really good mix of stands. Brilliant—please do it again!"

"Full of enthusiastic people whose aim is to help those who need it"



26

Organisations

101

Attendees

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

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; sorting donations and serving customers with a smile on their faces and a cheery greeting to everyone.



The shop is open Monday, Tuesday, Thursday, Friday & Saturday 9.30 –4.30. This year we also started opening on Wednesday mornings 9.30-1.00

In February we installed a new till system which will enable us to process Gift Aid donations. All sales on Gift Aid items bring in an extra 25% of the purchase price.



46

Volunteers
In 2014/15

5616

Volunteer
Hours



In 2014/15, the shop was run by manager Cathy Warlow, shop manager Dan Brooks and shift supervisors Betty Cansdale, Fran Christley, Gill Garner, Philip Moisson, Shirley Pleszkan & Sue Seed.

The shop provides Community Support 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.



Transport

Taxi Card Scheme

Members of this scheme receive £76 in tokens to use towards payment of taxi fares. We are very grateful for the co-operation of our local taxi firms.

36

Members

39

Volunteer
Drivers

3352

Volunteer
Hours

53874

Miles Travelled
(That's more than
twice round the
world!)

Community Car Scheme

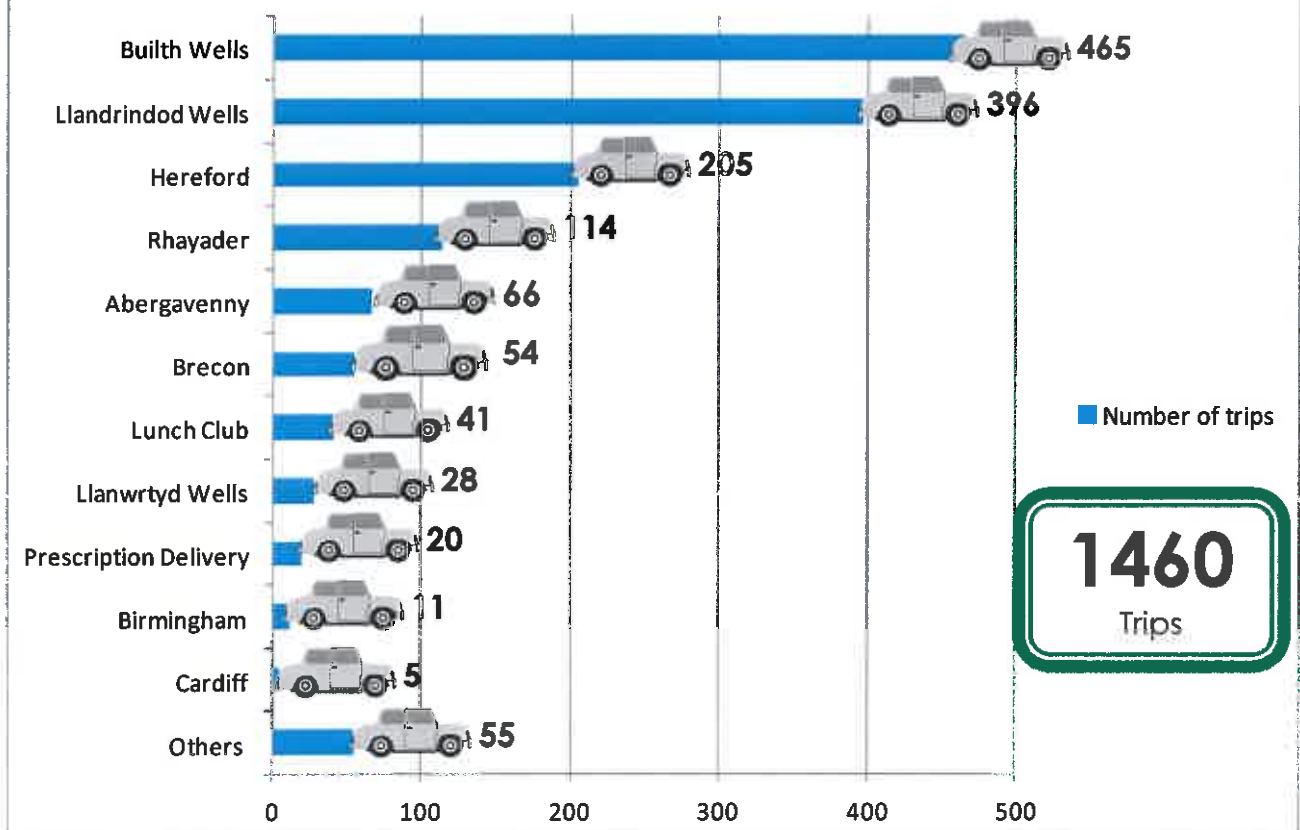
This scheme continues to play a very important part for people in our rural area, where public transport is not readily available or accessible.

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 majority of our journeys are to health care facilities, hospitals, doctors, dentists, etc. Our volunteer drivers will undertake local journeys and further a-field such as Hereford, Cardiff, and Birmingham.

The graph below shows the places our drivers travelled to this year. In addition to those shown, other destinations include Bronllys, Carmarthen, Leominster, Newtown, Oswestry, Swansea, Talgarth Wolverhampton and Worcester.

Of the 1460 trips undertaken, 1101 were to health appointments, while 359 were for befriending, lunch club and trips to day centres

Transport Analysis 2014/15



Monthly Outings



Volunteer Diane Cooper, enjoying the monthly outings



The Numbers

17 members in 2014/15
12 outings
235 volunteer hours
3048 miles travelled (That's further than travelling from New York to Los Angeles!)

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

The outings in 2014- 2015 were funded by proceeds from our Charity Shop



Destinations

Talgarth Mill
Hergest Croft Gardens
Machinations, Llanbrynmair
Whimble Gardens, Presteigne
Aberystwyth
Elan Valley
Tesco, Llandrindod Wells
Old Railway Line, Threecoaks
Caer Beris Manor
Wyeside Arts Centre
Llandrindod Wells Golf Club
Small Breeds Farm, Kington



Outing members John & Sylvia Pyper at Machinations, Llanbrynmair in June 2014

Lunch Club

Lunch Club is now in its third 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, Cilmerly, 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



21

Volunteers

579

Volunteer
Hours

307

Meals
Prepared

24

Members



Donations



Iain Brown, Treasurer of Friends of Healthcare in Builth Wells, presents Community Support manager Cathy Warlow with a donation of £2500.



Community Support chairman Yvette Bridgeman and Treasurer Ian Phillips accepting a donation of £310 from Builth Wells choir carol singers

£6335

Received in donations in
2014/15

The following people/organisations donated amounts of £20 or more to Community Support in the year April 2014—March 2015:

Blakemore Foundation
Builth Wells Rotary Club
Builth Wells Choir carol singers
China Kitchen
Judy Davies
Friends of Healthcare in Builth Wells
Olwen Gilbert
Joan Jameson
M & P Wools
John & Sylvia Pyper
Annie & Brian Reardon
Senior Citizens
Susie Stockton-Link
St. Mary's Church
John & Lilia Warren

We also received miscellaneous donations in our collection box amounting to £199.

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

Local takeaway restaurant the China Kitchen donated proceeds from the sale of plastic bags—£671.24



Margaret Corfield, of Builth Wells Senior Citizens, presents Yvette Bridgeman with a cheque for £280.22—the closing balance of this club

TREASURER'S REPORT

Ahoy there me hearties,

Here we are again, but at least we are back on an even keel, with 12 monthly accounts from now on.

It has been a busy year but unfortunately not a more profitable one. Staying afloat is the main achievement, [don't need to man the lifeboats yet.]

Despite the hard work of the Volunteers and trying out a Manager in the shop to steady the ship, the takings did not increase significantly but we sail on regardless.

[Sorry about the nautical text but I'm getting ready to relocate to Swansea Marina ;-)]

Office Income

Income down slightly [about £1300]

Grants are down :- [about £860]

Donations down :- [about £3000, there were a couple of large one off donations last year.]

Other general income is increased slightly and an improvement on last year.

Office Expenses

Heat Light and Water are up considerably as some of the debts were carried over from last year, due to poor billing from supplier. They have been cleared now.

Profit and Loss for the years is very similar.

Lunch Club deserves a separate mention.

It is well run and managed and covers its costs and makes a slight profit. This year has started well also with a £460 donation from the Friends of Healthcare in Built Wells.

SHOP Income

Up £1400 over the year which is an improvement but not enough to warrant a manager, even with a £10000 grant. The extra NIC and taxes amounted to £2420 so costs were not covered.

Amount paid for textile recycling has reduced and this shows a drop of £1340 which is a big hit. Varied other options for sales have been used and should be expanded upon.

SHOP Expenses

Rent shows the new monthly increase. [£725 to £750]

The major difference is the cost of the installation and training and ongoing costs of the Gift Aid system and Equipment. [£4649 so far,] and there is still about £2400 to be paid this year.

Gift Aid payments due are in the region of £900 pounds for 3 months . Hopefully this will improve with time. Ongoing costs are about £100 a month.

Other costs were comparable with last year.

Reserves.

Balance still creeping up and we hope for better interest rates soon, but we have not been in a position to increase the Reserves.

TRANSPORT Income

This has increased markedly due to the Donation by Friends of Healthcare. Other items remain at a consistent level.

Expenditure

There has been a large saving on Volunteer Drivers Expenses [£2791]. I would like to put this down to the better management by the office volunteers reducing the dead mileage costs.

The running costs have come down from 14058 to 9378 so a good improvement.

The passenger payment has been reduced by 5 pence per mile thanks to the Friends donation. Theoretically, this means that we can do 50,000 miles to cover the 5p per mile although other costs have to be taken into the equation, [and it will have to be monitored.]

But as this is our 'raison d'être' it shows how we are helping the Community and must be applauded.

Well, sink or swim, we shall endeavour to sail on until next year.



Ian Phillips

BUILTH WELLS COMMUNITY SUPPORT

INDEPENDENT EXAMINER'S REPORT TO THE TRUSTEES OF BUILTH WELLS COMMUNITY SUPPORT

The directors present their report and statement of financial activities for the year ended 31st March 2015 which are set out on the pages below.

Respective responsibilities of trustees and examiner

The charity's trustees are responsible for the preparation of the accounts. The charity's trustees consider that an audit is not required for this year under section 144 of the Charities Act 2011 (the Charities 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 procedures laid down in the general Directions given by the Charity Commission (under section 145(5)(b) of the Charities 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 matter has come to my attention:

(1) which gives me reasonable cause to believe that in, any material respect, the requirements:

- to keep accounting records in accordance with section 130 of the Charities Act;
- to prepare accounts which accord with the accounting records and comply with the accounting requirements of the Charities Act have not been met; or

(2) to which, in my opinion, attention should be drawn in order to enable a proper understanding of the accounts to be reached.



RW Brawn FCA
King Morte Proud & Co Ltd

28 May 2015

Accountants

Bank House
11 West St
Builth Wells
Powys
LD2 3AH

Builth Wells Community Support

Transport Account

Income and Expenditure: 1/4/14 - 31/3/15

Opening balance		573.41
Income		
Transport charges	1564.60	
Donations	155.00	
Donation from Friends of Healthcare	2500.00	
Community Car Membership Fees	963.00	
Taxi Card Membership Fees	180.00	
Outings Membership Fees	55.00	
Net transfers from shop a/c		<u>9200.00</u>
	5,417.60	<u>15,191.01</u>
Expenditure		
Volunteer drivers' expenses	12590.10	
Taxi Tokens	1962.00	
Postage Stamps	244.44	
	14,796.54	
Closing balance		<u>394.47</u>
		<u>15,191.01</u>

*Unpresented Cheques		Outstanding income
100411 34.80		181.50 Lunch Club Transport Charges
100432 11.20		
100509 17.90		
100512 46.20		
100513 51.80		
100525 244.44		
TOTAL 406.34		181.50

Treasurer _____

Date _____

Examined and found to be correct

Examiner _____

Date _____

BUILTH WELLS COMMUNITY SUPPORT

Business Shop Account

1st Apr 2014 - Mar 31st 2015

Opening Balance @ 1/4/2014

Current Account 17,560.20
less unrepresented cheques **78.56**
total 17,481.64

Opening Balance 17,481.64

Income

Sales Cash 56,465.53
Sales Card 1,013.28
Textile Recycling 2,827.95
BT Refund 36.44
Ebay 215.57
Donations 30.00
Auctions 252.00
Transfers In 8.50

Total 60849.27

78330.91

Expenditure

Salaries and N | 12,420.37
Volunteer Expenses 385.00
Rent / Rates 8,950.00
Heat, Light, Water 2,102.83
Telephone 498.32
Office costs 488.09
Petty Cash 475.00
Training 0.00
Cybertill Purchase 4,270.85
Cybertill Running costs 378.52
Advertising and Publicity 361.20
Equipment 526.29
Miscellaneous 296.52
Bank Charges 0

Total 31152.99

Transfer to main account 32,000.00
Transfer to Transport/Taxi Accour 9,200.00
Transfer to Virgin Reserve 0.00
41,200.00

Transfers Out

Total 41200.00

Closing Balances @ 31/3/2015

Current Account 6,021.92
less unrepresented cheques 44.00
total 5,977.92

Total 5,977.92

78330.91

Examined and found to be correct

IAN PHILLIPS Treasurer

Date

RICHARD BRAUN Auditor

Date

BUILTH WELLS COMMUNITY SUPPORT

Business Main Office Account

1st April - 31st March 2015

Opening Balance @ 1/4/14

Opening Balance	2,561.88	old accts	
less outstanding cheques	791.00	D	
Actual open Balances@ 1/4/14	<u>1,770.88</u>		Opening Balance <u>1,770.88</u>

Income

PAVO Powys Volunteer Centre	8,372.00	
P.C.C. Transport Core Funding	2,273.73	
Powys LHB Core Funding	1,334.42	
Powys CC Annual Revenue Grant	3,022.00	
Powys LHB Transport Core Funding	980.00	
Donations	3,650.95	
Local Fund Raising	1,260.90	
Miscellaneous	736.62	
Thursday Outings	1,211.71	
Luncheon club	2,229.00	
Membership Fees	7.00	
Transport Income	80.00	
	Total Income	25,158.33

Transfer in from BWCSshop	32,000.00	
		<u>32,000.00</u>
	Total	<u>58,929.21</u>

58,929.21

Expenditure

Salaries and NI	37,959.87	
Rent / Rates	3,500.00	
Heat, Light, Water	2,467.88	
Telephone	865.40	
Office costs	992.96	
Petty Cash	125.00	
Monthly Outings	562.00	
Training	15.00	
Advertising and Publicity	718.36	
Equipment	1,279.72	
Miscellaneous	1,186.55	
Travel expenses	940.60	
Luncheon Club	1,276.36	
Insurance	614.23	
Transport Refund	80.00	
	Total Expenditure	<u>52,583.93</u>

Closing Balances @ 31/3/2015

Current Account	6,929.26	
Outstanding Income	338.10	
less unrepresented cheques	-922.08	
	<u>6,345.28</u>	Closing Balance <u>6345.28</u>

58,929.21

Virgin Reserve Account 1/4/14	50,811.43	
Interest	846.97	
	<u>51,658.40</u>	

Examined and found to be in accordance
IAN PHILLIPS Treasurer

[Signature]
[Signature]

date 11/8/15

RICHARD BRAUN Independent Accountant

date 9/8/15

**Builth Wells Community Support
Company Ltd by Guarantee 8278766, Registered Charity 115042
Balance Sheet as at 31 March 2015**

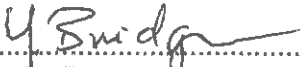
	2015
Fixed Assets	0
Current Assets:	
Cash in Bank	Current accounts £12718
	Deposit account £51658
Gross Assets	£64376
Current Liabilities	£852
Net Assets	£63524
Charity Funds	
Unrestricted Funds	£63477
Restricted Funds	£ 47 (membership fees)
Total Funds	£63524

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 2015 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 10th June 2015 and signed on their behalf, by:



Yvette Bridgeman
 Chairman

TRUSTEES' RESPONSIBILITIES STATEMENT

The Trustees (who are also directors of Builtth 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 2015 and signed on their behalf by:


.....
Yvette Bridgeman
Chairman

