



Annual Report 2021-2022

Annual General Meeting
Wednesday 2nd November 2022

Rhayader & District Community Support, The Arches, West Street, Rhayader, Powys, LD6 5AB

Cymorth Cymunedol Rhaeadr Gwy a'r Cylch, Yr Arches, Stryd y Gorllewin, Rhaeadr Gwy

01597 810921 YOUR LOCAL CHARITY/EICH ELUSEN LEOL No/ Rhif: 1113768

info@TheArches.org.uk

www.thearchesrhayader.com

 www.facebook.com/thearchesrhayader

"The fourth
emergency

Our Mission

"Enabling independent living through education, health and well-being"

Our Charitable Objects

"To promote all or any purpose for the benefit of the community in Rhayader and District deemed by law to be charitable and in particular the advancement of education, the furtherance of health and the relief of poverty, distress and sickness"

Our Core Values

1. Inclusive and Person centred
2. Professional and Compassionate
3. Community Cohesion
4. Can-do attitude

Our Strategic Goals

1. Enable people to age well
2. Reduce Loneliness
3. Build relationships with and within the community
4. Increase community cohesion
5. Enhance wellbeing



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1/ Trustees & Staff 2021-22

TRUSTEES

Chair	Ronald Downey
Vice Chair & Treasurer:	Jon Matthews
Secretary:	Catherine Lea
Kelvyn Curry (not current)	Roy Davies (not current)
Justin Lingard	Deborah Price
Peggie Manton	Alinda Tyler
Town Council Representative: Gill Williams (not current)	

STAFF

The Arches

Chief Officer & Company Secretary:	Pippa Boss (not current)
Finance & Transport Manager:	Katie Pugh
Office & Shop Manager:	Natalie Vane (not current)
Volunteer & Wellbeing Coordinator (until August)	Lynda Birch (not current)
Community Support Assistant:	Anna Wright (not current)
Community Transport Driver & Admin:	William Lloyd
Cleaner & Shop Stockist:	Jane Davies

Rhayader Community Nursery

Nursery Managers:	Emily Price Sharon Morris
Deputy Manager (maternity leave):	Kim Lewis
Duty Managers:	Donna Reeve Sarah-Louise Price (maternity leave)
Nursery Assistants:	Rhiannon McPhee Sian Thomas Karen Smy

2/ Chairs Report 2021 - 2022

This Annual Report covers a period where an emerging post covid environment was developing slowly in line with the various changes in governmental guidelines. The Arches as in the previous period strove to respond as best it could in supporting the local community. For many the Arches acted as a fourth emergency service delivering essential services to local residents. As in the previous year we continued to take opportunities where and when possible to serve our community constrained only by the restrictions in place at any given time.

Although limited in what would be considered a normal year's activities, we were able to slowly get back to some semblance of our previous offer, more importantly in some ways we could begin to prepare for an extended offer to the community in the future. Activities that were more social in nature being of particular importance given the very isolating covid times many had experienced. Plans for projects that involved social interaction, being mindful of any social distancing requirements, would need to be a priority for our desire to address the wellbeing needs of the local community. This represents an ongoing challenge given an understandable reluctance for some given their vulnerability.

Projects that continued to be of particular relevance to the needs of the local community would

Include Our Dial a Ride service – slowly returning additionality to the previous reporting period with its emphasis on transporting patients for regular dialysis, delivering prescriptions and shopping for vulnerable or isolating households.

Our stalwart volunteers continued and continue to assist in the delivery of our essential services, they are the spiritual stakeholders of the organization.

Staff on furlough returned to work, though as much of society also had the opportunity to adopt flexible working practice around home working where appropriate.

The Nursery Team continued to work above and beyond as is reflected in their report. We are fortunate indeed to have such a tremendous group. Many thanks to them and the parents that make this such a demonstrable source of pride for us and the community we serve.

We continued to hold our trustee meetings whether through zoom or in person, so all the trustees have been made aware of the activities of The Arches during the year and have supported the staff and volunteers.

We have begun the process of finding a candidate to follow in the footsteps of our outgoing Chief Officer Pippa. I am happy to say she has undertaken to stay with us

until the ideal candidate for the role can be recruited. Her enthusiasm and desire to see the Arches succeed in the future is evident in her continued commitment to future projects. Projects which we hope she will be able to help us with both as a sessional worker and as a volunteer in the future. We will I'm sure, with mixed emotions, look forward to thanking her and celebrating her time with us when her successor is appointed.

Finally, I am happy to report our Funders were generous and flexible throughout the height of the pandemic and have continued to acknowledge these unique conditions historically - we thank them greatly for their continued support and understanding

Ronald Downey

3/ Chief Officers Report

As the current Chief Officer (4 months in post) I am happy to re-iterate the observations of the Chair of Trustees with regard my predecessors' (Pippa Boss) stewardship of The Arches. I thank her for time with me during what is technically the next reporting period (22/23) assisting me with the honour of taking on the baton at the Arches. Her now historical commitment to what is a tremendous organisation with many fine people serving as staff, volunteer, or trustee for the benefit of an appreciative local community will be self-evident to all those who knew her in that role. I wish her all the very best in her future endeavour.

With regard the reporting period it will be apparent from the reports to follow, and that of the Chair that this was indeed a uniquely challenging time for my predecessor as well as the team she led. Unknown territory for much of society, additionally so for an organisation that continued to seek to serve the community where others were either unable or restricted from doing so during the height of the pandemic. Following on from this, to then have to negotiate a return to some sort of new reality was also uncharted territory. During this time the organisation survived, where others sadly floundered, and is now in a position to look forward with a resolute sense of optimism. Survival in hard times is not to be under estimated so I heartily thank my predecessor, well done Pippa.

In terms of this Annual Report the departures of four members of staff, all whom associated with administrative reporting, means I must apologise for less content than would normally be expected of an Annual report. That said in terms of priorities I believe we are happily in a sound position with regards financial reporting for the period. I would like to thank the Andrew Jones Team (our accountants) and our Treasurer Jon Matthews for assisting in the process of my familiarisation with the financial position and I will expect as a result to be in a much better position to make medium and longer term plans in due course. It is fair to say we are organisationally going through a transition period that whilst challenging, notably as a result of current staffing levels, this also presents an opportunity to refresh thinking and create sharper focus on purpose.

It would also be remiss at this point if I did not thank current staff and volunteers for regularly going above and beyond in their commitment and support for the Arches – so thank you Team Arches!

4/ Future Plans 2021-22

- Re-establishing services and continuing recovery from Covid aftermath.
- Introduction of new or adapted services after our community engagement exercise and effects of Covid.
- Secure Lottery Community Funding
- Wellbeing Projects:
 - o Memory Lane: Social Support for our Seniors
 - o Cycling without Age: Adventures on an electric trishaw
 - o Recipes for Health: Expansion of the Cooking Club and Foodbank
- Increasing our demographic reach across the community
- Starting the journey of electrification of Community Transport
- Engaging new Trustees
- Advertise & Recruit new Chief Officer (following notice from current CO)
- Implement as appropriate competitive pay policy for staff retention and recruitment

5/ Community Transport

We are currently without a dedicated full time staff member for this area of work - so will expect to update supporting information post AGM with an annexed report available on request by members.

Previous year as reference

Community Car Scheme

Community Car has picked up on the previous year as a post Covid environment takes effect.

Year:	Total trips:	Total miles travelled:
2020/21	1732	60,357
2019/20	2449	110,851
2018/19	2823	118,587
2017/18	2918	89,800
2016/17	1796	68,624
2015/16	1414	48,172

We continue to provide dialysis transport and occasional emergency doctors' appointments but have extended the offer. Between lockdowns we provided reduced journeys for non-emergency patient transport on behalf of Wales Ambulance Service Trust (WAST) and the majority of all Community Car bookings for the year were for WAST.

Community car bookings continue to return to something approaching normal levels in this reporting period.

Dial A Ride

Dial A Ride ceased completely during lockdowns and all of our Dial a Ride members were staying at home.

We quickly adapted to delivering a new service for our members through Dial a Delivery, delivering prescriptions and food to people at their homes, and also library books and Foodbank parcels on request.

Dial a ride started to return to something approaching normal levels in this reporting period.

Dial a Delivery

This service was especially busy during the first lockdown. It has been offered throughout 2020-21 and we will continue to offer it while we have funds to do so.

Community Minibus

TRANSPORT INCOME

Year	DAR fares & membershi p	Minibus hire Trips fares	WAST	Total
2020/21	2,992	24	8,504	11,520
2019/20	11,469	5,269	10,379	27,117
2018/19	9,344	2,897	8,233	20,474
2017/18	6,582	1,794	5,312	13,688
2016/17	8,289	1,740	3,950	13,979

2021-22 started promisingly with us being able to get back to more normal services and generating an improving income through community transport.

6/ The Arches Community Hub

Community Shop, Facilities, Service and Support

We are currently without a dedicated staff member for reporting purposes - so will expect to update supporting information post AGM with an annexed report available on request by members.

Previous year as reference

Community Shop

Shop Sale Figures

YEAR	INCOME
2020/2021	£4908.14
2019/2020	£9869.09
2018/2019	£12418.08
2017/2018	£13292.72
2016/2017	£14380.76

The shop was only open for 5 months in the previous year. However, as figures show it has done comparatively well in the remaining months considering the challenges that have been faced.

Prior to re-opening the shop after the first lockdown we used the opportunity to invest in improving the shop layout – purchasing new central shelving and upgrading existing infrastructure. The shop is now less cluttered and more attractive with improved health and safety and allows for social distancing and other Covid regulations such as signage and a screen for the till area.

Information, Support & Advice

We are currently without a dedicated staff member for this area of work – so will expect to update supporting information post AGM with an annexed report available on request by members.

Rhayader Independent Foodbank

We are currently without a dedicated staff member for reporting purposes – so will expect to update supporting information post AGM with an annexed report available on request by members.

The service has been well received and incredibly supported by local individuals, organisations and businesses, with both product and financial donations.

Powys County Council continues to support the initiative which we believe sadly will become an increasingly important feature of the Arches offer.

Publicity & Promotion

We have been busy distributing the “new” leaflet as highlighted in the previous annual report which has been very well received. This has generated a much higher level of enquiry and will hopefully continue to be reflected in the uptake of our offer.

Our digital profile through the website and social media is continually increasing year on year – it is expected that we will seek to develop this offer further in due course.

Previous year as reference

Social Media Analytics – The Arches Facebook Page

Total Page Likes	504
Total Followers	511
Total Reach	5249
Total Engagement	267

Website

Site sessions	457
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7/ Volunteering

During the reporting period we were in part without a dedicated staff member - so will expect to update supporting information post AGM with an annexed report available on request by members.

Volunteers were engaged with:

- Shopping for shielding residents
- Helping with Foodbank
- Creating, Printing and Delivering Covid-19 Support Network Bulletins to every household
- Collecting and delivering hot lunches -from a community cafe 12 miles away
- Dog walking for shielding owners
- Gardening for elderly residents
- Collecting and delivering prescriptions
- Taking people for walks /accompanying to surgery /shops

We have created a system to log all new volunteer enquiries, placements (including young volunteers) and new volunteer opportunities.

Previous year as reference

Volunteering figures 2021/2022:

Number of people supported into volunteering: **84**

Number of new volunteer placements: **46**

8/ Rhayader Community Nursery



Rhayader Community Nursery – Report for Annual Report April 2021-March 2022

This year has been another busy year for the nursery.

We currently have 16 under two's, 12 two year olds and 15 three year olds registered with us. We have also got an ever growing, constant waiting list of children waiting to start.

Since April, Nursery have been a donation point for the co-op food share. We are receiving these 3 days a week. We mainly receive bakery items as well as fruit and vegetables. This has been gratefully received at nursery.

Some staff have attended a variety of training over the past few months, covering topics such as additional learning needs, individual play plans, mental health awareness and support, the new curriculum, safeguarding, embedding COVID-19 policies and procedures, being HSE inspection ready and Child Sexual Exploitation.

Sharon has reviewed all policies and procedures. Questionnaire were also given to parents and staff to complete in preparation for completing the Quality of Care Report.

Some staff gave up a Saturday morning to come into nursery to give the place a deep clean, sterilize and sort out the toy cupboard. We will be looking in to doing some fundraising activities over the next few months to be able to replenish and upgrade some of the resources.

During August, the entrance road to the nursery and school, as well as the parent and visitor car park has been re done. The road has been widened and the car park extended with parking bays and one-way systems in place. The children enjoyed going for a little walk to see all the diggers and builders busy at work.

We also very gratefully received a brand new, homemade mud kitchen for the nursery garden. This was very kindly made and donated by one of our parents, Tom Evans. It was very much appreciated and the children have really enjoyed role playing and exploring the new resources.

September we sadly lost 12 children who left us to start their next adventures in big school. The staff received lots of lovely gifts and cards off all the families, for which we are very grateful. We are missing the older children and wish them lots of luck. It is lovely to still see them, looking very smart in their uniforms, going past nursery to school.

During September, the wind turbines were being transported through Rhayader. On a few occasions, we managed to go down town to see them going through. The children really enjoyed seeing all the police vehicles and the very big lorries.

In October, all staff completed their paediatric First Aid training online following on from a one-day practical training session at the nursery in September. We are now all fully qualified and we do not need to update our first aid training until October 2024.

In November, Emily applied for the CWTCH Grant to claim back money spent on out goings for additional cleaning products that are necessary for nursery during Covid 19. We were successful and awarded £917.99 back to cover the costs. Emily is due to apply again in January 2022.

December 11th we had our annual Children's Christmas party. This year we held it at Pant Y Dwr hall 10-12.30pm. We hired a bouncy castle, soft play and music off Mid Wales Bouncy Castles and Soft play hire. Father Christmas made a special trip to visit all the children and hand out their Christmas presents and then we finished the party off with party food. They all had a lovely time. Following on from the Children's Christmas party the staff then had their annual Christmas outing and we went to the Commodore Hotel in Llandrindod Wells for afternoon tea.

We closed Nursery for Christmas on Thursday 23rd December at 12.30pm and the majority of the staff came in to deep clean and sterilise nursery. We were then closed until Tuesday 4th January to enjoy a well-deserved Christmas break. During the closure, Emily, Sharon or Donna popped in on a regular basis to empty our dehumidifier and to feed the fish.

In January, it was agreed that the nursery fees would increase from £42 per day to £44 per day to cover the increasing costs. Parents were notified of this and the new fees will take effect from April 2022.

Staffing – We were sad to hear that Pippa will be leaving the organisation. Pippa has put in a great deal of work towards the nursery and will be greatly missed by us all. Sadly, Anna Percy has also handed in her notice and will be leaving us at the end of May to focus on other family commitments. She has been a valued member of the team and will be missed by all the staff and children, but we wish her all the best for the future.

We have welcomed back Anneka Price, who is going to doing some cover hours as bank staff for us during the school holidays. Anneka previously worked for us here at nursery before going to work in Rhayader Primary School. We look forward to welcoming her back with us.

Staff training – Donna and Karen have both recently completed their level 2 Food Hygiene and Sharon has renewed her Level 3 Child Protection. Both Emily and Sharon have been attending a variety of Manager Hub online meetings and training sessions covering a wide variety of topics, which they have both found to be very useful.

Fundraising/Events

The last week of September, staff organised a sponsored toddle waddle and sponsored walk. Every day that week, the staff and children toddle waddled 2 miles around town, enjoying the fresh air and even enjoying getting very wet in the rain some days! On the Saturday, all staff walked from Penbont tearooms in the Elan valley back to nursery. With the typical Welsh weather, it rained the whole way but that did not dampen our spirits. Over £600 in sponsor money was raised. This will be split between Mind (mental health charity) and the Nursery.

In November all the staff and children dressed up in fancy dress, spotty/stripy clothes for Children in Need week. We had a donations box and ran a lucky squares game with the chance to win a luxury yellow hamper or a breakfast hamper. The staff contributed to the yellow hamper, we applied to Spar in Rhayader for funding to buy food towards the breakfast hamper, and they kindly gifted us £40.00 towards buying the goods. We raised a total of £239 for Children in need charity.

The week of the 29th November, all the staff and children dressed up as Elves for Alzheimer's awareness week. We had a donation pot and raised £112.39 for the charity.

Week commencing 7th February 2022 the nursery staff and children took part in the Big Welsh Rhyme Time. We learnt lots of new Welsh rhymes and songs and enjoyed listened to rhyming stories. Each child who took part throughout the week received a sticker, certificate and a free book, Y Llew Tu Mewn (The Lion Inside).

On 4th March 2022, the staff held a Clairvoyant evening with Cerris Hulse at Pantydwr Village hall. We had a good turnout for the event and raised a fantastic £542.00 for the nursery.

On 23rd March 2022, we had a lovely Visit from Pentre Farm. Pentre Farm provide animal interaction sessions. They brought with them guinea pigs, rabbits, sheep,

goats, a Shetland pony and a donkey. The children had a wonderful day being able to handle, groom and feed all these animals.

All the staff have worked extremely hard over this last year and the support we have received has been very much appreciated. We have an ever growing waiting list of children waiting to join our nursery family and we look forward to welcoming them over the next year.

We are all looking forward to the year ahead, with lots of exciting ideas and fundraisers to look forward to as well as developing the nursery even further.

RHAYADER AND DISTRICT COMMUNITY SUPPORT LIMITED

**STATEMENT OF FINANCIAL ACTIVITIES
(INCLUDING INCOME AND EXPENDITURE ACCOUNT)
FOR THE YEAR ENDED 31 MARCH 2022**

	Unrestricted Funds £	Restricted Funds £	Total Funds Year Ended 31/03/2022 £	Total Funds Year Ended 31/03/2021 £
INCOME				
Donations and Legacies	46,229	-	46,229	12,456
Charitable Activities	198,187	82,885	281,072	353,998
Other Trading Activities	25,409	-	25,409	9,472
Other Income	-	-	-	25
Investment Income	44	-	44	225
TOTAL INCOME	269,869	82,885	352,754	376,176
EXPENDITURE				
Charitable Activities	220,004	87,774	307,778	285,198
TOTAL EXPENDITURE	220,004	87,774	307,778	285,198
NET INCOME/(EXPENDITURE) BEFORE TRANSFERS	49,865	(4,889)	44,976	90,978
Transfers Between Funds	8,174	(8,174)	-	-
NET INCOME/(EXPENDITURE) AND NET MOVEMENT IN FUNDS FOR THE YEAR	58,039	(13,063)	44,976	90,978
Total Funds Brought Forward	229,969	351,485	581,454	490,476
Total Funds Carried Forward	288,008	338,422	626,430	581,454

RHAYADER AND DISTRICT COMMUNITY SUPPORT LIMITED

**BALANCE SHEET
AT 31 MARCH 2022**

	2022		2021	
	£	£	£	£
FIXED ASSETS				
Intangible Assets		749		1,123
Tangible Assets		336,346		338,789
		<hr/>		<hr/>
		337,095		339,912
CURRENT ASSETS				
Debtors	10,297		9,938	
Cash at Bank and In Hand	287,094		240,403	
	<hr/>		<hr/>	
	297,391		250,341	
LIABILITIES				
Creditors falling due within one year	(8,056)		(8,799)	
	<hr/>		<hr/>	
NET CURRENT ASSETS		289,335		241,542
		<hr/>		<hr/>
NET ASSETS		626,430		581,454
		<hr/>		<hr/>
THE FUNDS OF THE CHARITY				
Unrestricted Income Funds:				
General Funds	268,008		209,969	
Designated Funds	20,000		20,000	
	<hr/>		<hr/>	
		288,008		229,969
Restricted Funds		338,422		351,485
		<hr/>		<hr/>
TOTAL FUNDS		626,430		581,454
		<hr/>		<hr/>

STATEMENT BY TRUSTEES

The attached summarised accounts are a summary of information extracted from the annual accounts and contain information relating to both the statement of financial activities and the balance sheet.

These summarised accounts may not contain sufficient information to allow for a full understanding of the financial affairs of the charity. For further information, the full annual accounts and Trustees' Annual Report should be consulted, copies of which can be obtained from The Arches.

The full annual accounts have to be subject to external examination by an independent examiner and received an unqualified report.

The annual accounts were approved by the Trustees on 2 November 2022 and will not be submitted to the Registrar of Companies or the Charity Commission until after the Annual General Meeting on 2 November 2022.

J Mathews
Treasurer
for and on behalf of the Trustees

2 November 2022

2 November

2022

Andrew Jones & Co
The Old Surgery
Spa Road
LLANDRINDOD WELLS
Powys
LD1 5EY

Dear Sirs

Rhayader and District Community Support Limited

We confirm to the best of our knowledge and belief and having made appropriate enquiries of other trustees and officials of the charitable company, the following representations given to you in connection with your preparation of the charitable company's accounts for the year ended 31 March 2022.

1. We acknowledge as trustees our responsibility for the accounts, which you have prepared for the charitable company, and we consider that an audit is not required for this year under section 144(2) of the Charities Act 2011 (the 2011 Act) and that an independent examination is needed. All the accounting records have been made available to you for the purpose of your review and all the transactions undertaken by the charitable company have been properly reflected and recorded in the accounting records.
2. We confirm that there have been no changes in the accounting policies other than those disclosed in the accounts. In our opinion, the accounting policies are appropriate to the charitable company and conform with generally accepted accounting principles. We confirm that all transactions and balances have been accounted for in accordance with these accounting policies.
3. We confirm that all assets have been included in the balance sheet.
4. We confirm that all assets included in the balance sheet exist.
5. We confirm that the charitable company owns all the assets included in the balance sheet, unless otherwise stated in the accounts.
6. We confirm that the cost or value of all the assets in the balance sheet are fairly stated.
7. We confirm that depreciation has been provided on all fixed assets with a limited economic life in accordance with the stated accounting policy. In our opinion, the rates of depreciation are reasonable.
8. We confirm that all liabilities have been fully recorded in the balance sheet.

9. We confirm that all liabilities recorded in the balance sheet are properly those of the charitable company.

10. We confirm that all liabilities have been recorded at a fair value.
11. We confirm that there has been no netting off of assets and liabilities.
12. We confirm that all income and expenses have been fully recorded and correctly classified in the correct fund.
13. We confirm the specific representations made to you during the course of the review, as under;

- i) We are of the opinion that the residual value of the Freehold Property is considered to be at least equal to the carrying value of Freehold Property and Improvements to Property in the Financial Statements and therefore no depreciation has been provided as this would be immaterial. Annual Impairment reviews are carried out to ensure the carrying value of the property as stated in the Accounts is reasonable.

We confirm that the cost of the Leasehold Property should be written off on a straight-line basis over the remaining term of the lease.

- ii) We confirm that the Trustees have designated the following funds at 31 March 2022:

□	Refurbishments Fund £20,000
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14. The charitable company has had at no time during the year any arrangement, transaction or agreement to provide credit facilities (including loans, quasi-loans or credit transactions) for trustees, nor to guarantee or provide security for such matters.
15. The charitable company has no contingent liabilities other than those disclosed in the accounts.
16. There has been no event since the balance sheet date which requires disclosing or which would materially affect the amounts in the accounts, other than those already disclosed or included in the accounts.
17. The charitable company has not contracted for, nor authorised, any capital expenditure other than as disclosed in the accounts.

Yours sincerely

.....
Director/Trustee
Signed on behalf of the Trustees

.....
Director/Trustee

2 November 2022