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www.builthcs.co.uk
Company Ltd. by Guarantee 08278766
Reg Charity No: 1150452

Annual Report & Accounts

1st April 2023 - 31st March 2024



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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 also provides a focal point for volunteering and general information.

We have a team of volunteers who provide services to the Builth Wells & Llanwrtyd Locality area (see membership area below)

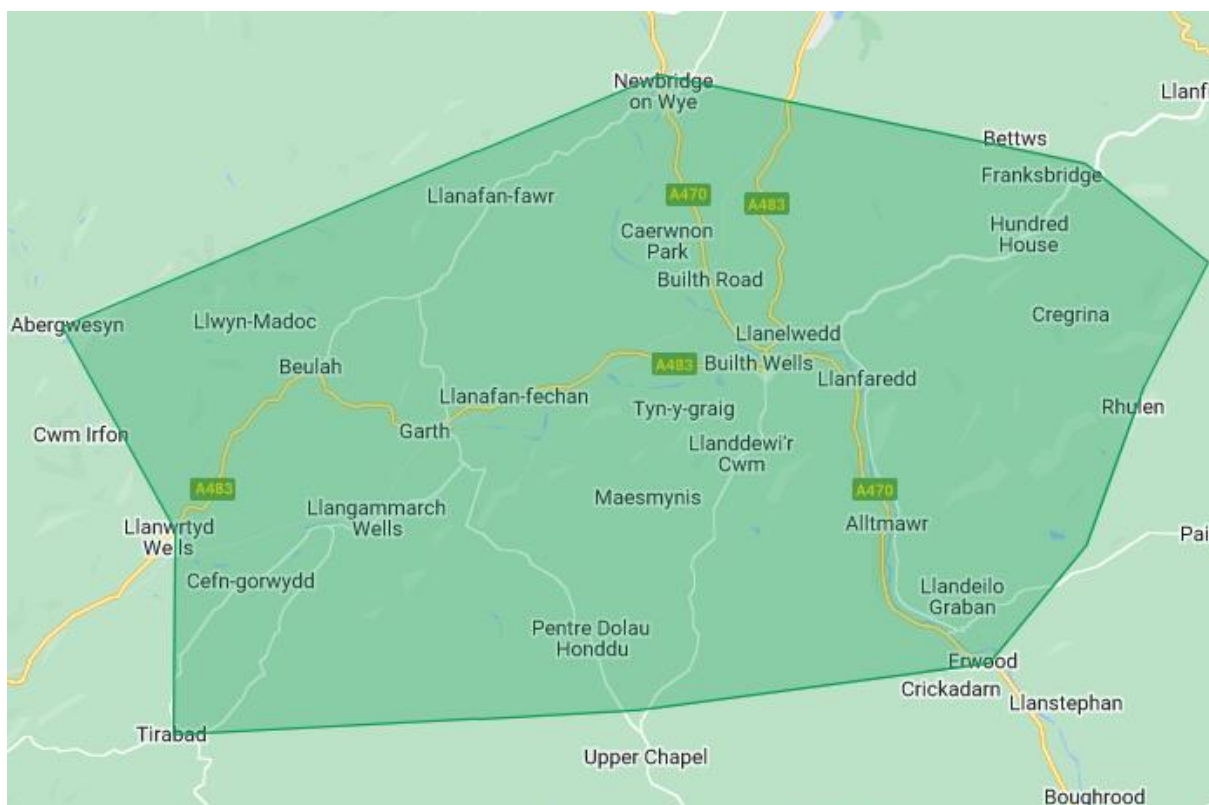
These services include Community Transport, Prescription and Shopping Delivery, Home Support and a Lunch Club, as well as others.

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





The Board of Trustees has overall responsibility for Community Support and ensures that the organisation complies with required legislation. Trustees attend regular meetings and training events, as well as bringing forward ideas which enable us to meet the needs of our community. All BWCS trustees are volunteers based in the community, many with years of experience working locally or with Community Support.

Staff are based in our Groe Street office, and are responsible for the day-to-day management of the organisation. Cathy Warlow, our manager, has been with us since 1995.

Our team of volunteers provide all our services. Additionally, we have two office volunteers help out in our reception, answering phone calls, providing information and recording requests for our services.

In 2023/24, we had a team of 36 volunteers.

Trustees

Jeremy Pugh
Gareth Bufton
Bryan Davies
Allan Taylor
Gareth Jones
Sally Dwyer

Chairman
Treasurer
Trustee
Trustee
Trustee
Trustee

Staff

Cathy Warlow
Sophie Humphreys
Rosie Caputo

Polly Grace
Sian Jones
Joanne Nixon

Manager
Receptionist
Adminstrator
(until 31/3/24)
Charity Shop Manager
EVIE Driver
EVIE Driver

Chairman's Report

Hi All

I am very glad to see you all here at the AGM today. Firstly, I would like to thank all our volunteers for the fantastic work they have done to support people in our community.

I originally became involved with Community Support as a County Councillor to secure the funding for Home Support, once this was achieved it soon became evident that I needed to take on a position on the Board to help the organisation secure its goals.

I was delighted to take on the role of Chair, especially at last year's AGM and I look forward to strengthening the organisation for the future.

With the new Board we have reviewed the Staff structure and identified the need for an Assistant Manager, instead of an administrator, providing essential support and cover for the Manager and the organisation as we continue to grow.

We have relocated Reception to the centre of our office, providing more space for staff and visitors.

We have secured the lease from Powys County Council for the old TIC building on the Groe car park. This building will become an asset to the community providing a space for other organisations to bring their services into the community.

Community Support will move our Lunch club into this building, which will reduce the current running costs. We will also hold drop-in social sessions to alleviate loneliness and isolation. "Come and have a Cuppa with Maynard" We will be developing other new services and plan to start a walking group, offering four different levels of walking to hopefully provide for everyone who is interested.

It has been a fantastic year watching the organisation grow, especially our latest venture Home Support, which is increasing each week. It is a great organisation to be part of and the feel-good factor cannot be overstated. I urge you and everyone else to please get involved and give a bit of time to help and support others.

We are currently working on producing a new leaflet to encourage new volunteers and to help guide them to what best suits their strengths.

Finally, a massive thank you to all our staff who work above and beyond to support people in our community and to my fellow board members, I cannot express my gratitude enough. I am looking forward to working with you all next year.

(If anyone has an idea for a good way forward, then drop an email to Cathy or a note into the office as every idea is a good idea as it encourages conversation).

Jeremy Pugh
Chairman





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: driving for our Community Transport, cooking for our Lunch Club or working in our Charity Shop to raise funds, delivering shopping and prescriptions. Any amount of time you could give, can help us and the community, a few hours a week or more, can make a huge difference to someone.

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

“I enjoy volunteering for a charity that provides such important services for the local community”

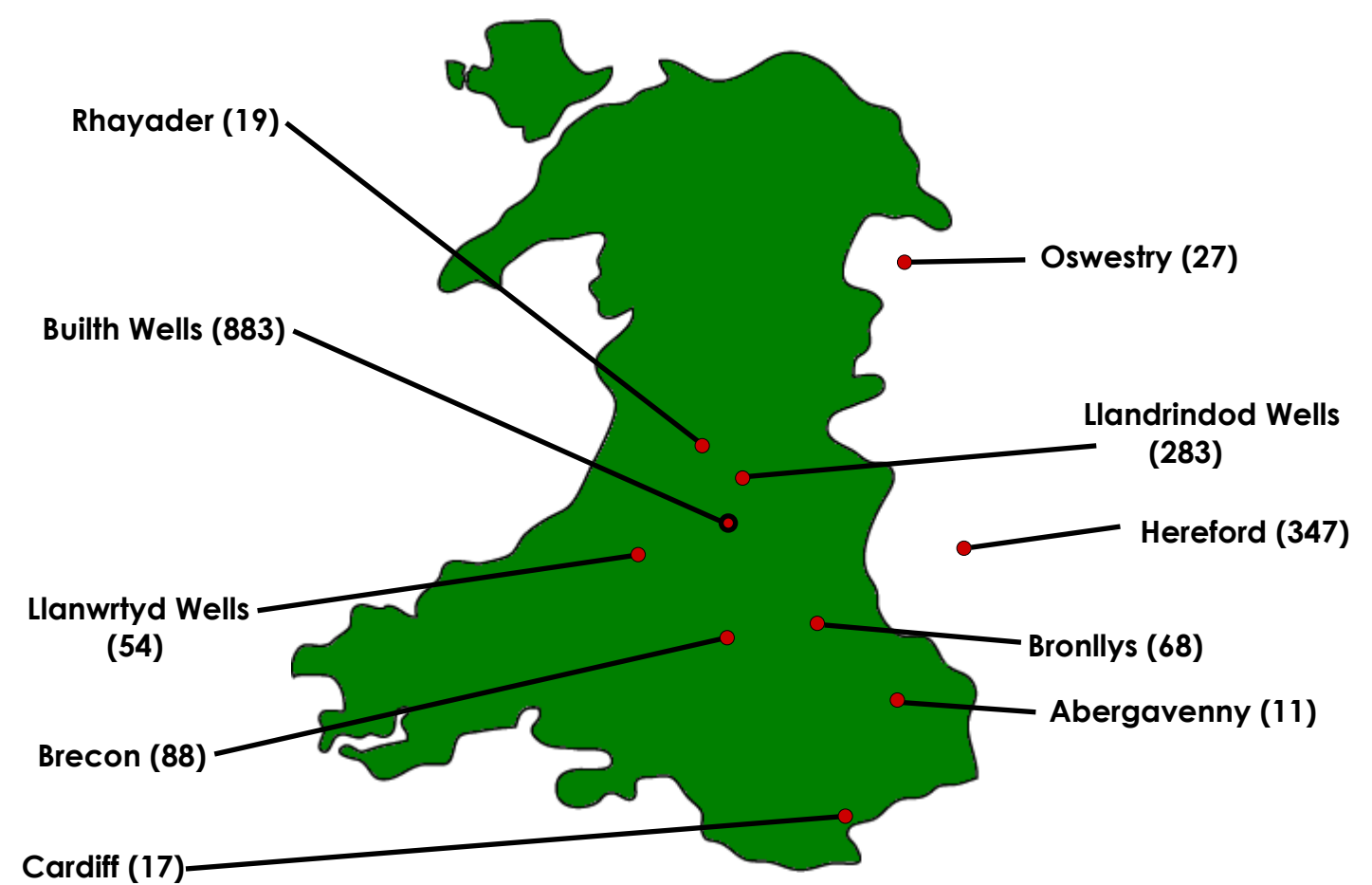
Viv, BWCS volunteer

Community Transport

This service 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.

The map below shows the top 10 places our drivers travelled to this year. In addition to those shown, other destinations include Hay-on-Wye, Talgarth, Kidderminster, Birmingham, Merthyr, Newport, Newtown, Aberystwyth, Bristol, Carmarthen, Ebbw Vale, Pontypool, Worcester, Leominster, Pontypridd and Shrewsbury.



More Stats

1983

10

51742

3553

2 Hours

Return journeys

Volunteer Drivers

Miles Travelled

Volunteer Hours

Avg. journey time



In 2021 we received a grant from the National Lottery Community Fund to purchase an accessible, electric MPV and employ 2 part time drivers. Sadly, this is the last year of this funding award. As this is a valuable and much needed service, we plan to continue to employ the drivers but we will need to identify funds to cover this cost.

Nicknamed EVIE, this vehicle has enabled us to expand our transport provision to include more shopping and social trips, as well as helping meet demand for transport to medical appointments.

Our EVIE drivers are MiDas trained, and we are now able to offer transport to passengers who are unable to transfer from a wheelchair.





Lunch Club is currently held at Builth Wells Bowls Club, however it will soon be moving to the old TIC building in the Groe car park, opposite our office. It will feature a new kitchen and dining facilities.

Lunch Club provides a hot main course, dessert, tea and coffee for £5. There is also a raffle and a fun quiz.

Each meal takes about 25 hours of volunteer time to prepare and serve. All meals are cooked entirely by volunteers. We currently have two volunteer cooks, Alwen Lewis and Paula Lee who plan the meals, do the shopping and then cook on the day. They have both completed the required Food Hygiene training. Other volunteers greet the diners, serve the meal, run the raffle and the quiz.

Lunch club occasionally has guest speakers from local organisations, who give presentations or come to have an informal chat with the diners. Our local PCSO often drops in.

For those who need transport to lunch club, this is provided by our community transport service.



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. PAVO Community Connectors use our office twice a month for their outreach service.

Prescription & Shopping Delivery

We have been delivering prescriptions for our members for many years. In a rural community like ours, getting to the pharmacy can be difficult if you have a disability or don't have access to a car. Prescription delivery is free and funded entirely by donations. Volunteers also pick and deliver shopping from Builth Wells Co-op for those who are unable to do so themselves.

In 2023/24 we made 891 prescription deliveries and 238 shopping deliveries

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 and other information, 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.

Foodbank

We became a satellite branch of Llandrindod Foodbank, part of the Trussell Trust group of foodbanks, in 2019. We work closely with Llandrindod Foodbank to co-ordinate donations and deliveries of food parcels.

Wheelchairs

We have wheelchairs that people can borrow on a temporary basis. Please contact us to book.

Printing

Photocopying or printing is available to the community for a small charge.



Home Support



In October 2022, we were awarded funding from Powys County Council to launch Built & Llanwrtyd Wells Home Support. This is an Integral part of the One Powys/Vision 2020/25 prevention and early intervention programme and part of the Councils plan to roll out Home Support to all thirteen localities.

Home Support is about helping individuals to live life in their own home, providing the support and practical assistance an individual may need in their day-to-day life to live at home, with confidence, in good health, independently and safely.

The Home Support team will work closely with individuals, their family and anyone else in their life, to help them with the support that they need. They also work alongside other organisations and professionals in the local community to help provide better all-round support.

Home Support services are free. Access is not means tested or dependent on inclusion/exclusion criteria and individuals can self-refer. Once an individual becomes a member of Home Support they can dip in and out of the service according to their needs without having to be re-referred.



Home Support

Some of the things Home Support can help with include:

- Care line responders 24/7/365
- Proactive wellbeing checks
- Promotion of independence, wellbeing and healthy lifestyles
- Practical support
- Assist carers with their role
- Temporary personal and domestic support
- Signposting, referral and help to access local community
- Groups and support networks



We now have a full Staff team, who are doing an amazing job of delivering this service:

- Bev Stafford, Senior Support Worker
- Julija Lovin & Carol Smith, Support Workers
- Andrea Davies, Relief/Bank Support Worker

At the end of March 2024, we had 96 members, and this number is increasing steadily each week.

Visits to local groups and coffee mornings have been successful in publicising the service and existing members are telling their friends and family about the service.

The Team work closely with other professionals, including the District Nurse team, GP surgery, Social Services and they attend weekly virtual ward meetings.





Our Shop was opened in May of 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 now open on Mondays, Tuesdays, Thursdays and Fridays between 10 a.m. and 4.00 p.m. We were also open on Saturday mornings 10 a.m. - 1.00 p.m.

Since June 2023, the shop has been run by newly appointed manager Polly Grace, Polly's role was funded with a grant from the Moondance Foundation and this has given us the opportunity to open the shop much more and has added an overall sense of cohesion. Polly has been ably supported by Volunteer supervisors Ingrid Gallagher, Sue Seed and Sally Dwyer.

We would like to say a big thank you to volunteer Elizabeth Lorusso for all her hard work and dedication over more than 8 years, Elizabeth left BWCS at the end of March 2024.

We have recruited several new volunteers this year and now have a volunteering team of twelve. We are incredibly grateful to each and every one of them for their time, support and skills they bring. We couldn't do it without you!

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**Volunteers
In 2023/24**

1350

**Volunteer
Hours**

£8705

**Gift Aid
Raised**

Charity Shop

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.

Our manager has been able to start making use of our eBay account to auction any unusual or valuable items. We've had some great successes – some 1955 Army Drill shorts that sold for £81, two vintage 1960s Biba tops that made £160 and (our personal favourite) a rare bunny cuddly toy that sold for £200! Having raised just over £4350 on eBay this financial year, all those trips to the Post Office were definitely worth it!

We have run several mini events this year – a treasure hunt in the shop for World Book Day, Selling hearts with messages on for Valentine's Day and our Barbie window was a big hit last Summer with people making a donation to have their photo taken in the Barbie Box window! These events enrich our relationship with the community and draw in potential customers.



Shop Manager Polly has also been able to use our shop Facebook account to advertise unusual or interesting items we have for sale – once almost causing a stampede when some sought after Sylvanian Families toys were advertised for sale the next day.

We raise extra funds by claiming Gift Aid on eligible donations. In 2023/24 we raised £8704.82 in Gift Aid.

The Board has made the decision to renew the shop manager's contract in order that we can have another lucrative year and continue our important work in the community.

Info Fair

On the 18th of October 2023 we held our annual Information Fair at the Wyeside Arts Centre in Builth Wells. The 24 Organisations who attended were:

Accessibility Powys	Legacy in the Community (LitC)
Barclays	LLAIS
Alzheimers Society	Mid and North Powys Mind
Bracken Trust Cancer Support Centre	Mid & West Wales Fire & Recue Service
Builth Wells Community Support	PAVO Community Connectors
Builth & Llanwrtyd Wells Home Support	Powys CC (Recycling)
Communities for Work PCC	Powys Family Information service
Dementia Matters in Powys	Foster Wales Powys (Powys Fostering & Adoption Services)
Dyfed Powys Police	Prime Cymru
Friends of Builth Wells Library	Smart Money
Friends of Healthcare in Builth & District	Wyeside Arts Centre
Kaleidoscope	PAVO



"Very useful event! Lovely providers, all offering help to the community! Would definitely attend again"

"Has been very useful, we have given a lot of information and had great conversations with all attending. We would love to come again"

"Super event, very useful on the networking front, we would attend again and refreshments were very good"

"Networking worked very well, lots of information shared from us and other organisations. We would attend again."

"Builth Wells Community Support were very helpful in the run up to this event, we would attend again"

"The event was extremely useful in the run up to some intense engagement within the locality. We will attend again as it has been a great location and the cakes were fab!"



"A very helpful and informative event, glad we came. the networking opportunities were excellent, we really enjoyed speaking to the other services"

"Very useful event, I have gained valuable contacts in the community. The venue was well set up with brilliant organisation and we had an all round positive experience"

"Would definitely come again. It was very useful for making links with other organisations, I look forward to working together"

Donations & Fundraising

We are extremely grateful to everyone who make s a donation to our charity - however small—it is very much appreciated. We are sure that you will understand that there are too many to list all the individual amounts, so have shown all those received over £50:

Cosy Corner quiz night
Irene Jones
Diane & Colin Starbuck
J E K & P Evans
Garth Charities
Susie Sockton Link, Carol Singing
Dafydd Walters
Margaret Thompson
Troedrhiwdalar YFC
B Hardwick
HYDREF
Pentref Baptist Church, Newbridge on Wye.
R Rathbone
Rotary Quiz
China Kitchen
Builth Veterinary Practice

In memory of

Margaret Corfield
Sheila Thomas
Gillian Mason
Eira Jones
Ena Thomas
Eileen James
Trish McNiff

Community Councils

Llanafan
Llanelwedd
Disserth & Trecoed



Brecknock YFC donated all the items from their Harvest Festival to our Foodbank, making a huge difference to the amount we were able to give out in food parcels.

We use www.localgiving.org/builthcs

to collect online donations and are very grateful to our monthly donors; Stella Constant, John & Lily Warren.

You can sign up as a monthly donor or to make a one-off donation on this site, , which enables us to claim Gift Aid on eligible donations.



PTP Preserved Timber Products, very kindly made & donated this brilliant noticeboard for the front of our office

Treasurer's Report

1 April 2023 - 31 March 2024

I spent all of my working life working for local firms of chartered accountants (Moore Scott & Co and Mitchell Meredith) before retiring in February 2022. I now work part time from home and with this extra time I was happy to take on the role of Treasurer to help this wonderful local charity by using my skills and knowledge to ensure the finances are managed in the best and most appropriate way, ensuring compliance with all Charity Commission and Companies House requirements.

Having reviewed the accounts, I decided to reduce the number of bank accounts and the Transport account has now been closed and all transactions are now included in the Main account, figures can be extracted when needed for any necessary monitoring.

I have also changed the layout of the end of year accounts. As you can see from the attached accounts, the shop is highly profitable and my personal thanks go to Polly and her team of volunteers.

We are extremely grateful for the donations received from the local community and organisations.

I can foresee the charities outgoings increasing (i.e. utilities, wages and the inevitable upgrade of vehicles) and so it is essential that we secure funds for our core costs.

We have taken on a lease of the tourist information centre and it is anticipated that this may give rise to additional income.

D Gareth Buffon

Treasurer



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.

Audit Exemption Statement:

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.

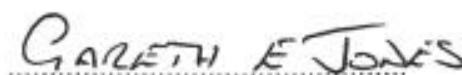
The Trustees acknowledge their responsibilities for complying with the requirements of the Companies Act 2006 with respect to accounting records and for preparing financial statements which give a true and fair view of the state of affairs of the company as at 31st March 2024 and of its net resources 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).

Approved by the Trustees on 26 June 2024 and signed on their behalf, by:



Signature



Name

BUILTH WELLS COMMUNITY SUPPORT**INCOME & EXPENDITURE ACCOUNT FOR SHOP FOR YEAR TO 31.3.2024****INCOME**

Shop Takings	34008.39	
Textile Recycling	643.00	
Gift Aid	8704.82	
Ebay Sales	<u>4902.82</u>	48259.03

EXPENDITURE

Rent	5200.00	
Cybertill	1069.37	
Staff Costs	10814.01	
Utilities	1801.43	
Phone & Internet	614.23	
Refuse Collection	916.56	
Office Costs	428.10	
Ebay Costs	1069.62	
Petty Cash	<u>50.00</u>	(21963.32)
Net Income for the year		<u><u>26295.71</u></u>

BUILTH WELLS COMMUNITY SUPPORT

INCOME & EXPENDITURE ACCOUNT FOR YEAR ENDED 31.3.2024

INCOME

Interest Received	3109.72
Transport Income	7460.49
Membership Fees	765.00
Donations	17793.05
Lottery Grant	18402.00
Barclays Bank compensation	200.00
Powys C C -Core Funding	3016.16
Powys C C -Annual Grant	2719.80
Powys LHB -Annual Grant	1381.38
Powys LHB -Core Funding	1360.00
Friends of Builth Healthcare	9000.00
Coop Community Fund	1171.46
Lunch Club	1765.00
Local Giving Website	409.50
200 Club	1659.00
Room Hire	405.00
Powys C C -Home Support	130000.00
Powys C C- Rebate of Data Cards	250.00
	<u>200867.56</u>
Less : Expenditure (see attached)	(217186.40)
Net Loss for the year	<u><u>(16318.84)</u></u>

BUILTH WELLS COMMUNITY SUPPORT

INCOME & EXPENDITURE ACCOUNT FOR THE YEAR TO 31.3.2024

EXPENDITURE

Rent	6000.00
Volunteer Drivers Expenses	9867.30
Insurance-Volunteers	117.62
Insurance- Evie	1364.20
Insurance-Office	1349.10
Mobile Phone-Drivers	75.16
Mobile Phone-Home Support	162.32
Training Costs	418.00
Vehicle Maintenace	472.68
Home Support Motor expenses	2642.09
Payroll Fees	569.28
Sundry Equipment	1063.99
Publicity Events	290.00
200 Club	1200.00
Lunch Club	1899.28
Office Utilities	1209.01
Telephone & Internet	1202.50
Office Costs	3033.36
Petty Cash	505.00
Transport Wages	18105.57
Home Support Wages	82320.81
Office Wages	73944.13
Motor Vehicle Depreciation	9375.00

217186.40

BUILTH WELLS COMMUNITY SUPPORT

BALANCE SHEET AS AT 31.3.2024

FIXED ASSETS

Motor Vehicles	37501	
Less : Depreciation	<u>(9375)</u>	28126

CURRENT ASSETS

Office Account	14780	
Shop Account	11681	
Reserve Account	119395	
Lottery Account	<u>7675</u>	153530

CURRENT LIABILITIES

Sundry Creditors and Accruals	(5302)	
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176354

Funds B/Fwd 166377

Add : Profit on Shop 26296

Less : Loss on Main Account (16319)

176354

Represented By :-

Restricted Funds 28505

Unrestricted Funds 147849

176354

Company Secretary

C A Warlow

CA Warlow

Company Treasurer

D G Bufton

D G Bufton

Examined and found to be correct

C Kendrick

Christopher Kendrick



CHARITY COMMISSION
FOR ENGLAND AND WALES

Independent examiner's report on the accounts

Section A

Independent Examiner's Report

Report to the trustees

Charity name

BUILTH WELLS COMMUNITY SUPPORT

On accounts for the year ended

31/3/2024

Charity no
(if any)

1150452

Set out on pages

19-22

(remember to include the page numbers of additional sheets)

I report to the trustees on my examination of the accounts of the above charity ("the Trust") for the year ended 31/03/2024

Responsibilities and basis of report

As the charity's trustees, 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 all the applicable Directions given by the Charity Commission under section 145(5)(b) of the Act.

Independent examiner's statement

[The charity's gross income exceeded £250,000 and I am qualified to undertake the examination by being a qualified member of ~~[insert name of applicable listed body]]~~. Delete [] if not applicable. ACCA.

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

- the accounting records were not kept in accordance with section 130 of the Charities Act; or
- the accounts did not accord with the accounting records; or
- the accounts did not comply with the applicable requirements concerning the form and content of accounts set out in the Charities (Accounts and Reports) Regulations 2008 other than any requirement that the accounts give a 'true and fair' view which is not a matter considered as part of an independent examination.

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

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

Signed:

Christopher Kendrick

Date:

11/7/2024

Name:

CHRISTOPHER MICHAEL KENDRICK

Relevant professional
qualification(s) or body

ACCA

(if any):

Address:

TREGANU, BROADWAY
LLANRINDOD WELLS
LD15HT

Section B

Disclosure

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

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

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

E-mail us at info@builthcs.co.uk

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

Or pop into our office at 1 Groe Street, Builth Wells

You can donate to us at www.localgiving.org/builthcs



Reg Charity 1150452

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