



Registered Charity Number: 1163913

Report of the trustees and
Financial statements for the year
ended

31 July
2021
For

Community Furniture Aid

REFERENCE AND ADMINISTRATIVE DETAILS

Registered Charity number

1163913

Registered office

The Gothic,
Alexandra Road,
Pontycymer,
Bridgend,
CF32 8HB

Trustees

Mr J Cash – Chair	appointed- 1.8.15	
Mrs M Cash – Secretary	appointed- 1.8.15	
Mr M Stirman – Treasurer	appointed- 2.11.16	resigned- 04.04.17
Mrs R Stirman	appointed- 2.11.16	resigned- 04.04.17
Mrs A Dennis	appointed- 2.11.16	retired-7.2.20
Mr G E Adamson	appointed- 4.4.17	removed- 06.02.18
Mr M J Liddard	appointed- 22.6.17	
Mrs L Toy	appointed- 7.2.20	
Mrs S Heppenstall	appointed- 7.2.20	
Mr B Tiltman	appointed- 7.2.20	
Miss R Davies	appointed- 7.2.20	
Mr H Marshall	appointed- 7.2.20	
Mr L Alleyne	appointed- 11.2.20	
	appointed- 7.2.20	
	appointed- 7.2.20	

Bankers

Santander
Bank Bridge Road,
Bootle, L30 4GB

Bridgend Lifesavers Credit Union
LTD Lifelong Learning Centre,
Muirfield Close, Sarn,
Bridgend, CF32 9SW

Our Aims and Objectives

Community Furniture Aid (CFA) aims to provide relief and assistance for people in need in the County Borough of Bridgend and surrounding area who are poor or in housing need, in particular by supplying them with furniture and household items.

Community Furniture Aid's objectives are to ensure that the right people are getting the help that they deserve and that will be enhanced by liaising with the agencies that cater for the homeless and the poorest in our society.

The focus of our work

CFA passes on donated furniture and accessories to people who have been allocated an empty property by one of the many agencies that we have links with. The small charges we make are to cover the cost of the van hire and fuel to collect and also to deliver the items as well as the general running costs such as insurances and fixing and cleaning anything that is not up to standard. All donated items are checked for suitability prior to sending out. Items cannot be reserved as our turnover of stock is swift and not every client will receive the same amount as we are solely dependent upon donations. Furniture packs are tailored to the individual and size of accommodation being furnished. Food parcels are also offered to clients via Fareshare and excess items from Foodbank. We now also add care packs for people running away from domestic abuse. These contain a few items such as perfume, make-up or aftershave etc, so as to help them feel better about themselves. We have stuck to this model because we know it works and have not added any other types of help because we feel that it would detract from our main aim.

Who uses and benefits from our service

It is very difficult to distinguish who needs the help of CFA and it was decided that referrals from agencies that deal with the homeless and the impoverished would take precedence. This ensures that the right group of people would get the help they needed rather than individuals wanting items for personal gain. CFA now works with the following agencies when they request help: all departments of Bridgend County Borough Council, Llamau, the Wallich, the prison service, SSAFA, Womensaid and many local hostels, Gwalia, Hafod housing, Wales and West, Hafal, Valleys to Coast, Age Concern and Gofal, the Sycamore Trust, Swansea Womensaid, South Wales police and CAB. More agencies have discovered our service and have referred clients to us within the last year including SSAFA Swansea, Mulligan centre, Victim support, Cyfle Cymru, Leonard Cheshire and the local hospital. The latest organisations to refer to CFA include the Care and repair team from the hospital and Housing First and POBL. Since its inception, CFA now only helps clients who have been referred by an agency as many self-referrals turned out to not need the items or would not be present when the van turned up to deliver. After five consecutive van loads returned because clients never turned up at the properties, the trustees decided that no more self-referrals would be helped as the charity had to bear the cost of the fuel and the volunteers wasted time. It was suggested that payment could be made in advance, but this would mean additional travel to collect it which would add to the overall cost.

The last year review

The last year has been extremely difficult as the charity was only able to operate for seven out of the last twelve months due to national and local lockdowns, with regards to the pandemic. We were not deemed as essential and since our volunteers came from multiple households and we would have had to enter peoples properties we were told by government officials that we could not operate. CFA did not qualify for any government or local council grants to help cover the regular bills such as PLI, van insurances and taxes, as we do not pay staff and own our own building. This has put a strain on our reserves and the charity ran at a loss for the financial year. We have been contacted by numerous people who have had clear outs of their properties, while they have been isolating, but we have been unable to take many of their items as our stock levels have been very high. Manning construction approached us with regards to taking a large amount of bedroom furniture off them as they are renovating a local hotel. They also came and repaired the porch roof of the church which was paid for by a grant from the local Co-op.

The long break between Christmas and May 2021 meant that the volunteers could sort through all the stock and rearrange it so as to be more efficient and more items were given out to the local community to help them through the tough times, such as clothes and toys. Sadly, we discovered that many items were damaged or missing pieces and have decided to not take any more toys as we do not want to be used as a dumping ground for people to dispose of their unwanted items when they are not fit for purpose.

We are not being contacted as much as the majority of homeless and domestic abuse cases have been dealt with immediately by the agencies as they have been prioritized as essential during the lockdowns and so grants have been available to help them. This has meant that our service has not been required as much as previous years. We will assess the situation at the end of the year to see whether this trend continues and decide if our service is still essential. Overall, figures were down on previous years, but that is to be expected with the country in a state of confusion. Even so we took approximately 1000 phone calls, dealt with 400 emails and over 1600 social media enquiries. This lead to us doing 119 collections and 150 people turning up at the office or storage premises to donate and 14 tonnes of items were recycled. 20 part packs were delivered and a further 17 houses were fully furnished. Since the charity was founded 7 years ago we have now fully furnished the equivalent of 502 houses with everything that someone needs to start again. Yet another volunteer has been recognized for their time and effort as they have given over 1000 hours of their time to help support the community. It was finally decided that the new project in Caerau will not go ahead. This was down to the fact that we have struggled to get volunteers and it was not feasible to run the main operation from Pontycymer as well as set up a second hub and train the new volunteers with so few staff. The secretary's health has also deteriorated which has meant more of the office work being placed on the existing few volunteers and the suitability of the new premises was not to a good enough standard as the stock being left there would be stored in very damp conditions. CFA has gained such a good reputation that since the easing of lockdowns, we have been inundated with requests for people to donate items. Sadly, we have had to turn down 12 house clearances in the last month as we have run out of storage space.

Organisational structure

CFA has a board of trustees that consists of nine members. Two trustees are active on a daily basis whilst three trustees help out on a regular basis. There are also ten members that have an input on the day to day running of the charity.

Reserves policy

CFA now has a reserves policy as we have become more recognized and donations and small grants are logged, in the accounts section, so as to separate the funds from the general day to day income. These funds will be used as match funding to pay for the electric installation in the church and general maintenance of the building. Plus a small reserve will be kept for the general upkeep of the van, insurances and any unforeseen expenditure.

Risk management

The trustees and management have conducted a review of the main policies that are in place (Health and safety, conflict of interest, financial control, equal opportunities, volunteer policy) and check them on an annual basis. It is recognized that there is a need for a handling complaints policy which will be written up shortly and added to the file.

Principal funding sources

We are proud to say that CFA is self-sustaining and although we have had some small grants, these have been used for the general upkeep of the building and to help us advertise our service so that we can reach more people. We have received two small amounts of funding this year from Martin Lewis and the Spar community fund which has gone towards purchasing the sterilizing equipment that we need to ensure that all products are clean before moving them on to someone else.

Trustee Induction and Training

Two of the trustees have been involved with the day to day running of the charity from the beginning and have had input into which direction we should be heading. All trustees are also kept up to date with regular meetings and contact via social media. All trustees have also been on various jobs so as to see first-hand what the charity does, so that they can deal with any questions that may arise, in the future. Any new trustees will be appointed from the existing member base and so no extra training will be necessary as they already have hands on experience with the general running of the charity. They will be given the Memorandum and Articles and a copy of the latest accounts.

However, after a meeting with the Coalfields Regeneration Trust, it has been advised that we should seek a wider range of trustees with different skill sets that would enhance the charity and make us more sustainable, if one of the core trustees became ill and was unable to continue.

Meetings have been arranged with BAVO to discuss this and the possibility of mentoring the younger generation to ensure the continuation of the charity for future generations.

Structure, Governance and Management

The organization is a Charitable Incorporated Organisation registered on 9th October 2015.

Plans for the future

Although the charity is as busy as ever, there is as significant lack of support from councils, politicians and other large organisations. Meetings have been held with the council and heads of local housing associations with no action taken. So, although the trustees will continue to give talks to anyone who will listen, the main focus will be to continue to do what we do best and that is to help the local community. The aim over the next year will be to continue to help as many people as possible and try and reduce our stock levels so that they are more manageable. We will also assess whether the service is still required as it has become more noticeable that referred

clients are becoming extremely picky about what products we provide as we have had numerous cases where we have turned up with a van full of furniture, only to return with half a van load as the clients are wanting brand new or modern items, which we have previously stated are always going to be second hand.

Public Benefit

The charity Commission's guidance on public benefit has been noted and adhered to as CFA deals solely with helping the poorest in society to furnish their homes. After discussions with multiple agencies, our charges have been approved as no-one else can provide the same service for anywhere near the cost that we charge. By providing this service, the clients not only gain a house full of furniture, they also regain their dignity and self-esteem. Not only do we provide furniture for clients but we also provide sympathetic house clearances for those suffering with bereavement. By being non-judgemental and empathetic to everyone has led to CFA's name being known further afield and the need for re-cycling is being accepted more and more.

Impact statement part 1

Community Furniture Aid approach to impact measurement.

Community Furniture Aid, have various methods in which they study the impact they have on the community around them and the approach to impact measurement. In the most traditional manner they keep records of all of the collections they make and deliveries to clients. As well as the number of hours the volunteers give to the charity each month as CFA recognise that time is a precious commodity. These are outputs and these alone do not make up our sole impact measurement. The impact the Community Furniture Aid has on the community on a wider scale is of equal importance. We are proud that our volunteers come from a varied background some are ex-offenders, others physically or mentally disabled older people and long term unemployed or have been homeless and previous service users. We recognise that being an active part of the community is important and those who donate to us have told us that they appreciate that items are going to help those within the local community rather than being sold for profit. Our storage facility is a Grade 2 listed building in the heart of the village and the local community is pleased that we are working so hard to try to renovate it. These are examples of our positive approach to community inclusion. We actively review our impact measurement and ask the public via online surveys on Facebook & Twitter and face to face when helping our clients & working with agencies & social services to gather up to date information in a casual and more natural way to determine whether they feel the service is functioning in a way that best serves its purpose. If there are areas that need attention we review it and if need action is taken to improve the service.

Impact statement

How Community Furniture Aid involve our beneficiaries in understanding what impact we are making.

Community Furniture Aid beneficiaries understand the impact that we are making in several ways. Firstly, they can see the record we have of fully furnishing up to 100 homes each year & part furnishing lots more and that their clients never have to come back to us for a second time as we provide such an excellent handpicked service and for them value for money and expertise from a team with over a decade of knowledge. They know they are in "safe hands" with us. We have a County wide reputation for being the most honest charity and with a "can do" attitude we help those who are the most in need. Those too poor to buy from a charity shop. With a diverse board of trustees and volunteers we represent those who are often on the fringes of society and this is seen by the clients and agencies who comes to us and see the impact we make.

Community Furniture Aid have used information about our impact to re-design or adjust the way we deliver our service.

Community furniture Aid used the information from our impact measurement to change the way we delivered our service and the number of days that we worked.

After short surveys on social media & chatting face to face with clients & service users & volunteers & trustees we found it was necessary to streamline our service to create “packs”. This meant that rather than clients coming to pick & choose what

they wanted we decided what they needed from available stock ensuring it was clean & fit for purpose this reduced wastage considerably and enabled all able-

bodied volunteers to be involved in more aspects of the charity. We also decided to stop taking and offering large white goods as the local council required them to be Pat tested and have a warranty. This was not cost effective for a small charity. This was also a burden on volunteers to carry heavy items to upper floor flats, which we found to be unfair on our impact evaluation. To date we have received no complaints about this new service. To date we now save on average 30 tons per year from going to landfill

How Community Furniture Aid measure what might have happened to our beneficiaries without our intervention.

If we had not changed the way that we delivered the service Community Furniture Aid would have been forced to close. Due to the amount of wastage we were having and the huge cost of having over 30 tons per year if taken to landfill and multiple trips to the same clients for odds and ends as not all items would be in stock at the same time. We have also saved multiple tip runs by refusing white goods such as cookers, washing machines and fridge freezers. However as a direct impact to our beneficiaries we have located grants they can apply to for new white goods to replace those they may have previously received from us.

How Community Furniture Aid communicates and use our impact findings both internally and externally.

Community Furniture Aid Is a small Charity we have regular meetings with our trustees and volunteers to discuss our impact findings and to discuss where we need to improve and grow. We also are very active on social media, facebook and twitter and discuss the most recent finding of our impact findings so that those who donate, to our service as well as benefit from it can see how we are growing and changing as new challenges present themselves. We hold an AGM as well and quarterly meetings. Volunteers are welcome to make suggestions and we encourage new ideas and are always looking for new ways to improve our service as the need is constantly growing. Our Chairman & Secretary have recently begun to give talks to the local community councils across the County borough and church groups including the South Of Wales Diocese Church of Wales annual meeting to discuss Community Furniture Aid and the impact it has on the community across the region and on those people who use the service and who may need to use it or wish to donate to it.

Balance Sheet as at 31 July 2021

Income

Deliveries	£2260
Sales	£884
Donations	£603.56
Fundraising	£126.1
Grants	£1083.17
Other	
TOTAL	£4956.83

Expenditure

Waste collection	£20
water/washing	£20
phone/internet	£130
Vehicle costs	
Fuel	£380
van tax	£540
van insurance	£723.69
Van MOT & service	£775
public liability	£626.12
insurance	
admin, paper, ink	£51.9
etc	
website	£55.72
TOTAL	£5085.23

Profit Year 1 £561.05 plus £2713.15 carried over from year 2 plus £4536.29 from last year plus profit from year 3 of £4325.75 so running total is £12136.24. In 2018 to 2019 we spent a lot of the grant monies and so ran at a loss of £5163.98 so the total in reserve was £6972.26. This year we made a loss of £128.40, so the total reserves stand at £6843.92 which will be set aside in reserve for future bills and match funding. £844.98 of this is ring-fenced grants.

	Aug-19	Sep-19	Oct-19	Nov-19	Dec-19	Jan-20	Feb-20
Revenue							
costs waste					60		
collection							
water/washing			10	10	20	20	20
uniforms							
phone/internet	30	30	30	30	30	40	30
Vehicle costs							
car fuel						30	72
van tax/ ins				260	304.64		
Other van							
hire Other	40	40	80	90	70.01	40	
van fuel							
Van MOT & service				1052			
Big van							
tax Big		20	40	60		90	120
van fuel							
Big van insurance							
public liability							
insurance admin,							
paper, ink etc tools							
website					37.15		
scrap metal						25.4	
Income	260	570	530	800	450	490	770
donations	10.04	78.61		200	30.89	91	25
ebay & sales		30	52		110	10	
fundraisin					33		259.66
g co-op							
fund Spar							
profit/loss	200.04	588.61	422	-502	102.09	396.4	812.66
running total	7172.3	7760.91	8182.91	7680.91	7783	8179.4	8992.06
bal in Santander	6503.81	6542.42	6612.42	5600.42	5660.41	5676.81	8466.47
kitty	668.49	1218.49	1570.49	2080.49	2122.59	2502.59	525.59
Income	270.04	678.61	582	1000	623.89	616.4	1054.66
expenditure	70	90	160	1502	521.8	220	242
ring fenced							
grants							
donations							
fundraising							
GRANTS							
Co-op	1285.55						
Tesco (1000)	51.01						
Spar							

Mar-20	Apr-20	May-20	Jun-20	Jul-20	
		280			340
10					90
58					58
30					250
34					136
					564.64
	1200			430	1630
				40	400.01
					1052
		265			265
				60	390
			679.76		679.76
				621.12	621.12
				83.33	83.33
					37.15
					25.4
185	10			120	4185
			250	35.25	720.79
	23.23		156.69	272.5	654.42
	104.74				397.4
	239.06				239.06
				375	375
53	-822.97	-545	-273.07	-431.7	0.06
9045.0	8222.09	7677.09	7404.02	6972.32	
6					
9026.4	8180.27	7640.27	6970.27	6779.77	
7					
18.59	41.82	36.82	433.75	192.55	
185	377.03	0	406.69	802.75	6597.07
132	1200	545	679.76	1234.45	6597.01
	239.0				
	6				
				0	
					37
					5

	08/20	09/20	10/20	11/20	12/20
Revenue Costs					
waste collection		20			
water/washing					20
uniforms					
phone/internet					40
Vehicle costs					
car fuel					
Merc van tax				265	
Merc van ins					308
Merc van fuel				50	
Merc MOT & service		85		355	145
Big van tax					
Big van ins					
Big van fuel		60		60	
Big van MOT & service			190		
PLI					
Building renovation					
Admin		51.9			
Tools					
Website					55.72
Income	200	690	160	50	330
Donations		150			25
ebay & sales		299	129	55	80
fundraising		36.8			
Co-op				1083.17	
profit/loss	200	958.9	99	458.17	-133.72
running total	7172.32	8131.22	8230.22	8688.39	8554.67
Bal in Santander	6779.77	7006.57	7026.57	7999.74	8104.74
kitty	392.55	1124.65	1203.65	688.65	449.93
Income	200	1175.8	289	1188.17	435
Expenditure	0	216.9	190	730	568.72
GRANTS					
Co-op	1524.61			2607.78	
Spar	375				

01/21	02/21	03/21	04/21	05/21	06/21	07/21	
							20
							20
						90	130
							265
							308
			50			40	140
							585
				275			275
				415.69			415.69
			60			60	240
							190
						626.12	626.12
			1762.8				1762.8
							51.9
							55.72
			80	140	300	310	2260
						428.56	603.56
		161		20	10	130	884
	80.55	8.75					126.1
							1083.17
0	80.55	169.75	-1792.8	-530.69	310	52.44	-128.4
8554.67	8635.22	8804.97	7012.17	6481.48	6791.48	6843.92	
8104.74	8185.29	8371.04	6608.24	6192.55	6192.55	5824.99	
449.93	449.93	433.93	403.93	288.93	598.93	1018.93	
0	80.55	169.75	80	160	310	868.56	4956.83
0	0	0	1872.8	690.69	0	816.12	5085.23
			844.98				

	08/21	09/21
Revenue Costs		
waste collection		
water/washing		
uniforms		
phone/internet		
Vehicle costs		
car fuel		
Merc van tax		
Merc van ins		
Merc van fuel		
Merc MOT & service		
Big van tax		
Big van ins		
Big van fuel		
Big van MOT & service	113	
PLI		
Building renovation		
Admin		
Tools		
Website		
Income	30	
Donations		
ebay & sales		
fundraising		
Co-op		
profit/loss		
running total	6760.92	
Bal in Santander	5711.99	
kitty	1048.93	
Income		
Expenditure		
GRANTS		
Co-op		
Spar		