



Registered Charity Number: 1163913

Report of the trustees and
Financial statements for the year ended
31 July 2022
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-11.2.20	
Mr H Marshall	appointed-7.2.20	
Mr L Alleyne	appointed-7.2.20	

Bankers

Santander Bank
Bridle 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 Care and repair team from the hospital and Housing First and POBL . The latest organisations to refer to CFA include the prison service, valley community support officers and Foodbank. 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

Since the easing of lockdowns, CFA has been back up and running but we have had a large drop-off in referrals from agencies. We believe that this is down to large funding being put in place to help the homeless and domestic abuse cases.

CFA has grown in stature and although many large furniture charities are back open, we have seen unprecedented levels of requests for the charity to do house clearances. This is probably down to the fact that we do not charge for the service, but also down to the ideal that we do not sell it on for profit.

However, with our limited storage space, and having done 10 clearances in the first 3 months, we have had to decline 30 more clearances.

We have also had to make the difficult decision of not taking donations that are dropped off after numerous people dropping off rubbish that should have gone directly to the rubbish tip, including stained clothing, broken and chipped crockery, old magazines and toys with parts missing. This all adds to our costs as we have to pay to dispose of it all.

In December, our Chairman, had a cardiac event and was advised to stop all work as he was suffering from total exhaustion. This meant that the charity had to close two weeks before Christmas and many people were left without furniture over the holiday period. We tried to get extra help but no-one was forthcoming and since the Chairman is also the main van driver and labourer, we were unable to help at least five families.

The Chairman, Julian Cash, was made an MBE in the Queen's New Years honours for services to the homeless in Bridgend. This was a wonderful honour in recognition of all his hard work over the years.

Due to the war in Ukraine and the massive hike in fuel prices, we have had to increase our price list as it is not possible to collect and deliver items at the current price level, especially when house furnishings may take up to two trips.

At the end of March two volunteers went down with covid which has also meant that we could only operate on an emergency basis as that only left the charity with one full time member and a part time volunteer.

We approached the National Lottery with regards to getting a large grant so as to move the office out of the founders house, but all the local properties have been subsequently sold and so this has been placed on hold. A larger premises nearer Bridgend has also been considered but since we are struggling to find regular volunteers, this is also deemed to be too difficult to run with so few volunteers at our disposal.

In June, the two founders were invited to the Platinum Jubilee Thanksgiving ceremony at St Paul's cathedral and a reception afterwards at the Guildhall. This was an amazing event and fantastic that the charity was one of only 400 to be invited to such a prestigious event.

One of our main volunteers has managed to get himself paid employment. We fully appreciate Matthew's efforts over the last three years and wish him well for the future.

In the last year, CFA took over 3000 phone calls, 2500 social media messages, nearly 1000 emails and over 100 people came to our door.

Many of these referrals were for things that we do not do so we are applying for funding so as to update our website with general information that can direct agencies and clients to places where they can get the appropriate help.

With very few volunteers we still did 161 collections which saved 20 tonnes from going to landfill. This included 15 house clearances. With those items we part furnished 35 houses and fully furnished another 25 houses.

Since the charity's inception we have now done 2710 collections, part furnished 267 properties and fully furnished 450 houses.

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.

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 2022

Income

Deliveries	£4390
Sales	£457
Donations	£540.05
Fundraising	£76.2
Grants	£
Other	£260.75
 TOTAL	 £5724

Expenditure

Waste collection	£150
water/washing	£
phone/internet	£400
Vehicle costs	
 Fuel	 £760.02
 van tax	 £565
van insurance	£650.1
Van MOT & service	£733
public liability insurance	£668.56
admin, paper, ink etc	£10
website	£68.24
 TOTAL	 £4004.92

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. Last year we made a loss of £128.40, so the total reserves stand at £6843.92 . This year we made a profit of £1719.08, so the total reserves stand at £8603 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 collection					60		
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 van fuel	40	40	80	90	70.01	40	
Van MOT & service				1052			
Big van tax							
Big van fuel		20	40	60		90	120
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	
fundraising					33		259.66
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
9045.06	8222.09	7677.09	7404.02	6972.32	
9026.47	8180.27	7640.27	6970.27	6779.77	
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
	239.06			0	
					375

	08/21	09/21	10/21	11/21	12/21	01/22
Revenue Costs						
waste collection						
water/washing						
uniforms						
phone/internet	40	40	40	40		40
Vehicle costs						
car fuel						
Merc van tax				275		
Merc van ins					252	
Merc van fuel				30		
Merc MOT & service				480		
Big van tax						
Big van ins						
Big van fuel	70	40	60	40		50.01
Big van MOT & service	113	15	55			
PLI						
Building renovation						
Admin				10		
Tools						
Website						68.24
Income	360	340	280	410	50	200
Donations			200	37	193.05	
ebay & sales	65	55	22	21	20	80
fundraising				57	19.2	
Merc van tax refund						
Merc van ins refund						
profit/loss	202	300	347	-350	30.25	121.75
running total	7085.92	7385.92	7732.92	7382.92	7413.17	7534.92
Bal in Santander	5771.99	5771.99	5711.99	5951.99	6018.24	6118.23
kitty	1313.93	1613.93	2020.93	1430.93	1394.93	1416.69
Income	425	395	502	525	282.25	280
Expenditure	223	95	155	875	252	158.25

02/22	03/22	04/22	05/22	06/22	07/22	
					150	150
	40	40	40	40	40	400
40						40
						275
						252
						30
						480
			290			290
			398.1			398.1
110	80	80	80	80.01		690.02
				70		253
					668.56	668.56
						10
						68.24
						4004.92
600	350	350	640	420	390	4390
		60	50			540.05
50	70	14	50		10	457
						76.2
		160.41				160.41
		100.34				100.34
						5724
500	300	564.75	-68.1	229.99	-458.56	1719.08
8034.92	8334.92	8899.67	8831.57	9061.56	8603	
6008.23	5928.23	7888.23	7530.13	7640.12	8371.56	
2026.69	2406.69	1011.44	1301.44	1421.44	231.44	
650	420	684.75	740	420	400	5724
150	120	120	808.1	190.01	858.56	4004.92