

Charity Registration No. SC030477 (Scotland)

Company Registration No. SC231152 (Scotland)

**ARGYLL AND BUTE CITIZENS ADVICE BUREAU
ANNUAL REPORT AND UNAUDITED FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2023**

ARGYLL AND BUTE CITIZENS ADVICE BUREAU

LEGAL AND ADMINISTRATIVE INFORMATION

| | | |
|----------------------------------|---|--------------------------------|
| Trustees | Iain Ritchie Ernest Brown Eleanor Bittleston David Davidson Reverend D Carruthers Daniel O'Connor George Waddell Paul Whitlock | (Appointed 31 January 2023) |
| Charity number (Scotland) | SC030477 | |
| Company number | SC231152 | |
| Principal address | Argyll & Bute Citizens Advice Bureau 18 Argyll Street Lochgilphead ARGYLL PA31 8NE | |
| Registered office | Argyll & Bute Citizens Advice Bureau 18 Argyll Street Lochgilphead ARGYLL PA31 8NE | |
| Independent examiner | Iain D C Webster CA The Old Surgery School Road Tarbert Argyll PA29 6UL | |
| Bankers | Bank of Scotland Poltalloch Street Lochgilphead Argyll PA31 8LW | |

ARGYLL AND BUTE CITIZENS ADVICE BUREAU

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ARGYLL AND BUTE CITIZENS ADVICE BUREAU

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT)

FOR THE YEAR ENDED 31 MARCH 2023

The trustees present their annual report and financial statements for the year ended 31 March 2023.

The financial statements have been prepared in accordance with the accounting policies set out in note 1 to the financial statements and comply with the charity's Articles and Memorandum of Association, the Charities and Trustee Investment (Scotland) Act 2005, the Charities Accounts (Scotland) Regulations 2006 (as amended) and "Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019)".

Objectives and activities

The Bureau's objective to promote any charitable purposes for the benefit of the community of Argyll and Bute, through the provision of education, the protection of health and the relief of poverty, sickness & distress is met through the delivery of advice via face to face, telephone, video-conference and e-mail advice services.

The offices in Lochgilphead and Helensburgh have been maintained for administrative and face to face support to vulnerable clients.

Advice and support is available 5 days per week during the hours of 10am to 4pm. Our Outreach provision continues with the partnership of stakeholders in Dunoon, Campbeltown and Oban in addition to our island partnerships on Mull and Tiree.

The trustees have paid due regard to guidance issued by the Charity Commission in deciding what activities the charity should undertake.

ARGYLL AND BUTE CITIZENS ADVICE BUREAU

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2023

Achievements and performance

The learning and development the Bureau achieved as a result of the COVID-19 situations stood the service in good stead throughout 2022/23. The return to more normal ways of working was very much welcomed by staff, volunteers and clients alike as face to face provision increased. However, the impact of OFGEM's price cap on energy pricing and in return the work of the Bureau led to a doubling in utilities enquiries and requests for crisis intervention for many vulnerable clients.

The work of the Bureau was underpinned by the efforts of 25 volunteers and 14 members of staff across 2022/23. The Bureau consolidated the remote delivery of its adviser training programme and while for some volunteers the intense nature of content information was not what they expected, the successful retention and graduation of 6 volunteer advisers was very welcome across the Bureau region and amongst our clients.

The cost of living crisis affecting the UK had a notable impact on the communities across Argyll and Bute and consequently on the number of clients approaching the Bureau for advice. A 77% increase in the number of overall clients from 2021/22 with 1239 of those presenting to the service for the first time. Delays to appeals processes nationally at the turn of the year reduced client financial gain figures which remained lower than previous levels at £879,561 for 2022/23.

The largest area of advice provision is Welfare rights and access to Benefits and increased focus on quality assurance and case recording highlighted the increased complexity of advice provision with over ten thousand separate pieces of advice in comparison to just over 3000 for the previous year.

Additional funding continues from a number of sources including the Scottish Government through SLAB for the Housing/Debt project, from NHS for the PASS project (Patient Advice and Support Service), from Poppy Scotland and Royal British Legion for the ASAP project (Armed Services Advice Project), from the Scottish Government for Welfare Reform funding, Covid Debt response, from DWP for Universal Credit Help to Claim, Money and Pensions Service (UK Government) for Pension wise and Citizens Advice Scotland for various smaller projects. The Bureau has also secured additional funding from the Robertson Trust to support its outreach activity.

In addition to the provision of advice in response to the Bureau's aims and objectives there has been a very successful increase in the social policy work of the Bureau. The publication of its research paper into the experiences of those renting housing in the Private Sector was welcomed by elected representatives and the local authority who have agreed to collaborate with the Bureau on the second phase of deepening understanding of the issues faced. More over 2022/23 witnessed the launch of the Bureau's second research project looking at the lived experiences of carers across Argyll & Bute in light of the cost of living crisis and their roles in providing unpaid care to loved ones.

Financial review

The company is funded on a zero based budget and will not therefore accumulate significant reserves. Funds donated for a specific purpose (restricted funds) will be fully expended for that purpose such that any balances held at the year-end will be due to timing differences only. In the year in question, total income received was £484,077 against total costs of £429,443, resulting in an overall surplus for the year of £54,634. Reserves at the balance sheet date totalled £238,563, with the unrestricted reserve balance being £166,742. The Board has decided that for prudent risk management, there will be an aspiration to maintain a reserve of 12-18 months unrestricted running costs. This will ensure that any short term loss of funding or delayed payments are fully covered and to ensure sufficient funding is in place to meet commitments entered into for the lease of equipment, premises and other commitments as outlined on the business plan. The board believes the unrestricted fund balance at 31 March 2023 meets this commitment.

The Board has assessed the major risks to which the charity is exposed.

Structure, governance and management

The charity is a company limited by guarantee and not having share capital, governed by its Memorandum and Articles of Association. It is recognised by H M Revenue & Customs as a charity for the purposes of s505 ICTA 1988 and is entitled under chapter 2 paragraph 13 of The Charities and Trustee Investment (Scotland) Act 2005 to describe itself as a Scottish Charity.

ARGYLL AND BUTE CITIZENS ADVICE BUREAU

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2023

The trustees, who are also the directors for the purpose of company law, and who served during the year and up to the date of signature of the financial statements were:

Iain Ritchie

Ernest Brown

Eleanor Bittleston

David Davidson

Reverend D Carruthers

Daniel O'Connor

Gordon Porter

(Appointed 3 May 2022 and resigned 31 January 2023)

George Waddell

Paul Whitlock

(Appointed 31 January 2023)

New appointment and reappointment of directors is made by proposal and ballot of current members at the AGM.

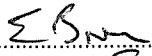
None of the trustees has any beneficial interest in the company. All of the trustees are members of the company and guarantee to contribute £1 in the event of a winding up.

Each new member elected to the board is given a pro forma induction pack which includes such items as the annual report, the current business plan, the organisational chart, details of the powers and duties of the directors, the Citizens Advice Scotland handbook and the minutes of the last three board meetings.

The main partners who financed the work of the organisation during 2021/2022 were:

- Argyll and Bute Council (Debt & Benefits Advice)
- NHS Highland (PASS project)
- Scottish Government SLAB (Housing Debt project)
- Scottish Government (Welfare Reform project)
- Poppy Scotland (Armed Services Advice project)
- DWP (Pension Wise project)
- Money and Pensions Service (Pension Wise project).

The trustees' report was approved by the Board of Trustees.


.....
JPB
29/6/23 Iain Ritchie Trustee

Date: 29/6/23

ARGYLL AND BUTE CITIZENS ADVICE BUREAU

INDEPENDENT EXAMINER'S REPORT

TO THE TRUSTEES OF ARGYLL AND BUTE CITIZENS ADVICE BUREAU

I report on the financial statements of the charity for the year ended 31 March 2023, which are set out on pages 5 to 19.

Respective responsibilities of trustees and examiner

The trustees, who are also the directors of Argyll and Bute Citizens Advice Bureau for the purposes of company law, are responsible for the preparation of the accounts in accordance with the terms of the Charities and Trustee Investment (Scotland) Act 2005 and the Charities Accounts (Scotland) Regulations 2006 (as amended). The trustees consider that the audit requirement of Regulation 10 (1) (a) to (c) of the Accounts Regulations does not apply.

Basis of independent examiner's statement

My examination was carried out in accordance with Regulation 11 of the Charities Accounts (Scotland) Regulations 2006 (as amended). An examination includes a review of the accounting records kept by the charity and a comparison of the accounts presented with those records. It also includes consideration of any unusual items or disclosures in the accounts, and seeks explanations from the directors concerning any such matters. The procedures undertaken do not provide all the evidence that would be required in an audit, and consequently I do not express an audit opinion on the view given by these accounts.

Independent examiner's statement

In connection with my examination, no matter has come to my attention:

- (a) which gives me reasonable cause to believe that in any material respect the requirements:
 - (i) to keep accounting records in accordance with Section 44(1)(a) of the Charities and Trustees Investment (Scotland) 2005 Act and Regulation 4 of the Charities Accounts (Scotland) Regulations 2006 (as amended);
 - (ii) to prepare financial statements which accord with the accounting records and comply with Regulation 8 of the 2006 Accounts Regulations;have not been met or
- (b) to which, in my opinion, attention should be drawn in order to enable a proper understanding of the accounts to be reached.

William Duncan (Argyll) Ltd

The Old Surgery
School Road
Tarbert
Argyll
PA29 6UL

Dated:

ARGYLL AND BUTE CITIZENS ADVICE BUREAU

STATEMENT OF FINANCIAL ACTIVITIES INCLUDING INCOME AND EXPENDITURE ACCOUNT

FOR THE YEAR ENDED 31 MARCH 2023

| | Notes | Unrestricted funds 2023 £ | Restricted funds 2023 £ | Total 2023 £ | Unrestricted funds 2022 £ | Restricted funds 2022 £ | Total 2022 £ |
|---|--------|------------------------------------|----------------------------------|-----------------------|------------------------------------|----------------------------------|-----------------------|
| Income from: | | | | | | | |
| Donations | 3 | 893 | - | 893 | 435 | 150 | 585 |
| Grants | 4 | 191,025 | 292,159 | 483,184 | 53,490 | 338,852 | 392,342 |
| Total income | | <u>191,918</u> | <u>292,159</u> | <u>484,077</u> | <u>53,925</u> | <u>339,002</u> | <u>392,927</u> |
| Expenditure on: | | | | | | | |
| Charitable activities | 5 6 | 156,598 | 272,845 | 429,443 | 13,762 | 375,601 | 389,363 |
| Net incoming resources before transfers | | <u>35,320</u> | <u>19,314</u> | <u>54,634</u> | <u>40,163</u> | <u>(36,599)</u> | <u>3,564</u> |
| Gross transfers between funds | 12 | (2,190) | 2,190 | - | (8,405) | 8,405 | - |
| Net income for the year/ Net movement in funds | | <u>33,130</u> | <u>21,504</u> | <u>54,634</u> | <u>31,758</u> | <u>(28,194)</u> | <u>3,564</u> |
| Fund balances at 1 April 2022 | | <u>133,612</u> | <u>50,317</u> | <u>183,929</u> | <u>101,854</u> | <u>78,511</u> | <u>180,365</u> |
| Fund balances at 31 March 2023 | | <u><u>166,742</u></u> | <u><u>71,821</u></u> | <u><u>238,563</u></u> | <u><u>133,612</u></u> | <u><u>50,317</u></u> | <u><u>183,929</u></u> |

The statement of financial activities includes all gains and losses recognised in the year.

All income and expenditure derive from continuing activities.

The statement of financial activities also complies with the requirements for an income and expenditure account under the Companies Act 2006.

ARGYLL AND BUTE CITIZENS ADVICE BUREAU

STATEMENT OF FINANCIAL POSITION

AS AT 31 MARCH 2023

| | Notes | 2023 | | 2022 | |
|--|-------|-----------------|----------------|-----------------|----------------|
| | | £ | £ | £ | £ |
| Fixed assets | | | | | |
| Property, plant and equipment | 13 | | 17,966 | | 23,478 |
| Current assets | | | | | |
| Trade and other receivables | 14 | 5,548 | | 7,915 | |
| Cash at bank and in hand | | 233,295 | | 175,172 | |
| | | <u>238,843</u> | | <u>183,087</u> | |
| Current liabilities | 15 | <u>(18,246)</u> | | <u>(22,636)</u> | |
| Net current assets | | | 220,597 | | 160,451 |
| Total assets less current liabilities | | | <u>238,563</u> | | <u>183,929</u> |
| Income funds | | | | | |
| Restricted funds | 16 | | 71,821 | | 50,317 |
| Unrestricted funds | | | 166,742 | | 133,612 |
| | | | <u>238,563</u> | | <u>183,929</u> |

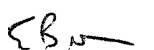
The company is entitled to the exemption from the audit requirement contained in section 477 of the Companies Act 2006, for the year ended 31 March 2023.

The directors acknowledge their responsibilities for complying with the requirements of the Companies Act 2006 with respect to accounting records and the preparation of financial statements.

The members have not required the company to obtain an audit of its financial statements for the year in question in accordance with section 476.

These financial statements have been prepared in accordance with the provisions applicable to companies subject to the small companies regime.

The financial statements were approved by the Trustees on 23/6/23.


Iain Ritchie
Trustee

Company registration number SC231152

ARGYLL AND BUTE CITIZENS ADVICE BUREAU

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2023

1 Accounting policies

Charity information

Argyll and Bute Citizens Advice Bureau is a private company limited by guarantee incorporated in Scotland. The registered office is Argyll & Bute Citizens Advice Bureau, 18 Argyll Street, Lochgilphead, ARGYLL, PA31 8NE.

1.1 Accounting convention

The financial statements have been prepared in accordance with the charity's Articles and Memorandum of Association, the Charities and Trustee Investment (Scotland) Act 2005, the Charities Accounts (Scotland) Regulations 2006 (as amended) and "Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019)". The charity is a Public Benefit Entity as defined by FRS 102.

The charity has taken advantage of the provisions in the SORP for charities applying FRS 102 Update Bulletin 1 not to prepare a Statement of Cash Flows.

The financial statements are prepared in sterling, which is the functional currency of the charity. Monetary amounts in these financial statements are rounded to the nearest £.

The financial statements have been prepared under the historical cost convention. The principal accounting policies adopted are set out below.

1.2 Going concern

At 31 March 2023, the charity has reserves of £238,563 (2022: £183,929) of which £166,742 (2022: £133,612) represent unrestricted reserves. This falls within the level of 12 - 18 months reserves the Trustees aim to hold in line with their reserves policy for the charity. The Board have conducted a review of the next 12 months and concluded that the charity has sufficient grant income to continue to meet costs and continue operating as a going concern in the next 15 months.

1.3 Charitable funds

Unrestricted funds are available for use at the discretion of the trustees in furtherance of their charitable objectives.

Restricted funds are subject to specific conditions by donors as to how they may be used. The purposes and uses of the restricted funds are set out in the notes to the financial statements.

1.4 Income

Income is recognised when the charity is legally entitled to it after any performance conditions have been met, the amounts can be measured reliably, and it is probable that income will be received.

Cash donations are recognised on receipt. Other donations are recognised once the charity has been notified of the donation, unless performance conditions require deferral of the amount. Income tax recoverable in relation to donations received under Gift Aid or deeds of covenant is recognised at the time of the donation.

Legacies are recognised on receipt or otherwise if the charity has been notified of an impending distribution, the amount is known, and receipt is expected. If the amount is not known, the legacy is treated as a contingent asset.

1.5 Expenditure

Expenditure other than that which has been capitalised is charged to the Income and Expenditure Account on an accruals basis, inclusive of Value Added Tax. "Direct Charitable Expenditure" comprises all costs and expenses considered to relate directly to achieving and maintaining the objectives of Argyll and Bute Citizens Advice Bureau.

ARGYLL AND BUTE CITIZENS ADVICE BUREAU

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2023

1 Accounting policies

(Continued)

1.6 Property, plant and equipment

Property, plant and equipment are initially measured at cost and subsequently measured at cost or valuation, net of depreciation and any impairment losses.

Tangible fixed assets are stated at cost less depreciation. Depreciation is provided at rates calculated to write off the cost less estimated residual value of each asset over its expected useful life, as follows:

| | |
|----------------------|--|
| Office Upgrade | 25% reducing balance / 10% straight line on cost |
| Computers | 25% reducing balance |
| Furniture & Fittings | 10% straight line on cost |
| Communications | 10% straight line on cost |

The gain or loss arising on the disposal of an asset is determined as the difference between the sale proceeds and the carrying value of the asset, and is recognised in the statement of financial activities.

1.7 Impairment of non-current assets

At each reporting end date, the charity reviews the carrying amounts of its tangible assets to determine whether there is any indication that those assets have suffered an impairment loss. If any such indication exists, the recoverable amount of the asset is estimated in order to determine the extent of the impairment loss (if any).

1.8 Cash and cash equivalents

Cash and cash equivalents include cash in hand, deposits held at call with banks, other short-term liquid investments with original maturities of three months or less, and bank overdrafts. Bank overdrafts are shown within borrowings in current liabilities.

1.9 Financial instruments

The charity has elected to apply the provisions of Section 11 'Basic Financial Instruments' of FRS 102 to all of its financial instruments.

Financial instruments are recognised in the charity's balance sheet when the charity becomes party to the contractual provisions of the instrument.

Financial assets and liabilities are offset, with the net amounts presented in the financial statements, when there is a legally enforceable right to set off the recognised amounts and there is an intention to settle on a net basis or to realise the asset and settle the liability simultaneously.

Basic financial assets

Basic financial assets, which include trade and other receivables and cash and bank balances, are initially measured at transaction price including transaction costs and are subsequently carried at amortised cost using the effective interest method unless the arrangement constitutes a financing transaction, where the transaction is measured at the present value of the future receipts discounted at a market rate of interest. Financial assets classified as receivable within one year are not amortised.

ARGYLL AND BUTE CITIZENS ADVICE BUREAU

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2023

1 Accounting policies

(Continued)

Basic financial liabilities

Basic financial liabilities, including trade and other payables and bank loans are initially recognised at transaction price unless the arrangement constitutes a financing transaction, where the debt instrument is measured at the present value of the future payments discounted at a market rate of interest. Financial liabilities classified as payable within one year are not amortised.

Debt instruments are subsequently carried at amortised cost, using the effective interest rate method.

Trade payables are obligations to pay for goods or services that have been acquired in the ordinary course of operations from suppliers. Amounts payable are classified as current liabilities if payment is due within one year or less. If not, they are presented as non-current liabilities. Trade payables are recognised initially at transaction price and subsequently measured at amortised cost using the effective interest method.

Derecognition of financial liabilities

Financial liabilities are derecognised when the charity's contractual obligations expire or are discharged or cancelled.

1.10 Employee benefits

The cost of any unused holiday entitlement is recognised in the period in which the employee's services are received.

Termination benefits are recognised immediately as an expense when the charity is demonstrably committed to terminate the employment of an employee or to provide termination benefits.

1.11 Retirement benefits

Payments to defined contribution retirement benefit schemes are charged as an expense as they fall due.

2 Critical accounting estimates and judgements

In the application of the charity's accounting policies, the trustees are required to make judgements, estimates and assumptions about the carrying amount of assets and liabilities that are not readily apparent from other sources. The estimates and associated assumptions are based on historical experience and other factors that are considered to be relevant. Actual results may differ from these estimates.

The estimates and underlying assumptions are reviewed on an ongoing basis. Revisions to accounting estimates are recognised in the period in which the estimate is revised where the revision affects only that period, or in the period of the revision and future periods where the revision affects both current and future periods.

3 Donations

| | Unrestricted funds | Unrestricted funds | Restricted funds | Total |
|---------------------|-----------------------|-----------------------|---------------------|------------|
| | 2023 | 2022 | 2022 | 2022 |
| | £ | £ | £ | £ |
| Donations and gifts | 893 | 435 | 150 | 585 |
| | <u>893</u> | <u>435</u> | <u>150</u> | <u>585</u> |

4 Grants

ARGYLL AND BUTE CITIZENS ADVICE BUREAU

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2023

| 4 Grants | (Continued) | |
|---|------------------------------|------------------------------|
| | Core funding 2023 £ | Core funding 2022 £ |
| Services provided under contract | 70,602 | 78,101 |
| Performance related grants | 410,111 | 314,241 |
| Charitable rental income | 2,471 | - |
| | <u>483,184</u> | <u>392,342</u> |
| Analysis by fund | | |
| Unrestricted funds | 191,025 | 53,490 |
| Restricted funds | 292,159 | 338,852 |
| | <u>483,184</u> | <u>392,342</u> |
| Performance related grants | | |
| Citizens Advice Scotland: Development Committee (restricted) | - | 20,222 |
| The Robertson's Trust - unrestricted (2022 - restricted) | 34,500 | 30,000 |
| Citizens Advice Scotland: Help to Claim (restricted) | 39,484 | 32,906 |
| Citizens Advice Scotland: Armed Services project (restricted) | 37,853 | 39,833 |
| Citizens Advice Scotland: Pension Wise (restricted) | 35,418 | 42,915 |
| Scottish Legal Aid Board: (restricted) | 98,873 | 94,465 |
| Citizens Advice Scotland: Specialist Debt Advice (restricted) | - | 20,658 |
| Other grants - details below | 157,412 | 500 |
| Scottish Government: Welfare Reform (restricted) | 6,571 | 12,746 |
| Other | - | 19,996 |
| | <u>410,111</u> | <u>314,241</u> |

ARGYLL AND BUTE CITIZENS ADVICE BUREAU

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2023

4 Grants

(Continued)

Other grants consist of £157,412 received from the following:

| Name of funder | Project | Grant received | Nature of grant |
|--------------------------|----------------------------|----------------|-----------------|
| Argyll & Bute Council | Lacer funding | £40,000 | Unrestricted |
| Arnold Clark | Campaigns | £1,000 | Restricted |
| Citizens Advice Scotland | Big Energy Savings Network | £4,850 | Unrestricted |
| Citizens Advice Scotland | Campaigns | £13,400 | Restricted |
| Citizens Advice Scotland | Debt Specialist | £24,024 | Unrestricted |
| Citizens Advice Scotland | Energy Best Deal | £8,000 | Unrestricted |
| Citizens Advice Scotland | Money Talks | £4,498 | Restricted |
| Citizens Advice Scotland | Money Talks Plus | £8,930 | Unrestricted |
| Citizens Advice Scotland | Miscellaneous Grant | £1,428 | Restricted |
| Citizens Advice Scotland | SSEN Outreach | £15,500 | Unrestricted |
| Energy Action Scotland | Campaigns | £19,981 | Restricted |
| Foundation Scotland | Campaigns | £12,000 | Restricted |
| HSCP Wellbeing Grant | Miscellaneous | £3,800 | Restricted |

5 Volunteer Hours

The Trust is dependent on the services of several volunteers who willingly give of their time towards the provision of the Trusts' services. For the year in question, a total of 4,416 hours of volunteering time was provided by 16 volunteers (equivalent to a cost of £110,400 that was not borne by the charity) for which the Trust is greatly indebted to those volunteers who give so freely of their valuable time.

ARGYLL AND BUTE CITIZENS ADVICE BUREAU

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2023

6 Charitable activities

| | Service provision 2023 £ | Service provision 2022 £ |
|--|-----------------------------------|-----------------------------------|
| Staff costs | 311,200 | 297,751 |
| Travel and subsistence costs | 13,298 | 6,349 |
| Consultancy costs | 801 | - |
| | <hr/> | <hr/> |
| | 325,299 | 304,100 |
| Grant funding of activities (see note 7) | 17,000 | 1,316 |
| Share of support costs (see note 8) | 82,848 | 81,145 |
| Share of governance costs (see note 8) | 4,296 | 2,802 |
| | <hr/> | <hr/> |
| | 429,443 | 389,363 |
| | <hr/> | <hr/> |
| Analysis by fund | | |
| Unrestricted funds | 156,598 | 13,762 |
| Restricted funds | 272,845 | 375,601 |
| | <hr/> | <hr/> |
| | 429,443 | 389,363 |
| | <hr/> | <hr/> |

7 Grants payable

| | 2023 | 2022 |
|----------------------|--------|-------|
| Charis Grants Ltd | 11,000 | - |
| Fuel Bank Foundation | 6,000 | - |
| | <hr/> | <hr/> |
| | 17,000 | 1,316 |
| | <hr/> | <hr/> |

Grants totalling £17,000 were paid to the above organisations who ultimately were responsible for the management of the grants (including onward payment of grants to individuals).

ARGYLL AND BUTE CITIZENS ADVICE BUREAU

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2023

| 8 Support costs | Support costs | Governance costs | 2023 | Support costs | Governance costs | 2022 |
|---|---------------|------------------|---------------|---------------|------------------|---------------|
| | £ | £ | £ | £ | £ | £ |
| Depreciation | 5,512 | - | 5,512 | 6,697 | - | 6,697 |
| Repairs, equipment lease and IT maintenance | 7,569 | - | 7,569 | 2,401 | - | 2,401 |
| Premises rental, utilities and rates | 36,637 | - | 36,637 | 17,102 | - | 17,102 |
| Postage, stationery and office costs | 6,004 | - | 6,004 | 11,374 | - | 11,374 |
| Telephone and insurance costs | 16,080 | - | 16,080 | 16,898 | - | 16,898 |
| Subscriptions | 2,097 | - | 2,097 | 3,386 | - | 3,386 |
| Training and recruitment costs | 2,638 | - | 2,638 | 303 | - | 303 |
| Marketing and publicity | 5,630 | - | 5,630 | 8,282 | - | 8,282 |
| Volunteer costs | 681 | - | 681 | 2,816 | - | 2,816 |
| General costs and repayment of grants | - | - | - | 11,886 | - | 11,886 |
| Accountancy | - | 4,296 | 4,296 | - | 2,802 | 2,802 |
| | <u>82,848</u> | <u>4,296</u> | <u>87,144</u> | <u>81,145</u> | <u>2,802</u> | <u>83,947</u> |
| Analysed between | | | | | | |
| Charitable activities | <u>82,848</u> | <u>4,296</u> | <u>87,144</u> | <u>81,145</u> | <u>2,802</u> | <u>83,947</u> |

Management and administration costs includes payments to the accountants of £1,164 (2022- £1,080) for independent examination fees and £3,132 (2022- £1,716) for other services.

9 Trustees

None of the trustees (or any persons connected with them) received any remuneration during the year and no trustees were reimbursed for costs (2022- one trustee was reimbursed £98 for travel costs).

10 Employees

The average monthly number of employees during the year was:

| | 2023 Number | 2022 Number |
|-------------------------------|----------------|----------------|
| Management and administration | 2 | 2 |
| Service provision | 13 | 12 |
| Total | <u>15</u> | <u>14</u> |

ARGYLL AND BUTE CITIZENS ADVICE BUREAU

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2023

10 Employees (Continued)

| Employment costs | 2023 £ | 2022 £ |
|-----------------------|----------------|----------------|
| Wages and salaries | 275,578 | 265,003 |
| Social security costs | 19,245 | 16,568 |
| Other pension costs | 16,377 | 16,180 |
| | <u>311,200</u> | <u>297,751</u> |

There were no employees whose annual remuneration was more than £60,000.

11 Taxation

Having charitable status the company will have no liability to corporation tax.

12 Transfers

The transfer of £2,190 represents restricted fund project costs which are met from unrestricted reserves.

13 Property, plant and equipment

| | Office Upgrade | Computers | Furniture & Communication Fittings | Total |
|------------------------------------|----------------|---------------|---------------------------------------|----------------|
| | £ | £ | £ | £ |
| Cost | | | | |
| At 1 April 2022 | 19,320 | 77,334 | 14,620 | 116,681 |
| At 31 March 2023 | <u>19,320</u> | <u>77,334</u> | <u>14,620</u> | <u>116,681</u> |
| Depreciation and impairment | | | | |
| At 1 April 2022 | 15,166 | 63,008 | 9,622 | 93,203 |
| Depreciation charged in the year | 506 | 3,591 | 1,415 | 5,512 |
| At 31 March 2023 | <u>15,672</u> | <u>66,599</u> | <u>11,037</u> | <u>98,715</u> |
| Carrying amount | | | | |
| At 31 March 2023 | <u>3,648</u> | <u>10,735</u> | <u>3,583</u> | <u>17,966</u> |
| At 31 March 2022 | <u>4,154</u> | <u>14,326</u> | <u>4,998</u> | <u>23,478</u> |

14 Trade and other receivables

| | 2023 £ | 2022 £ |
|---|--------------|--------------|
| Amounts falling due within one year: | | |
| Trade receivables | <u>5,548</u> | <u>7,915</u> |

ARGYLL AND BUTE CITIZENS ADVICE BUREAU

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2023

15 Current liabilities

| | 2023 | 2022 |
|------------------------------|---------------|---------------|
| | £ | £ |
| Other payables | 12,850 | 18,651 |
| Accruals and deferred income | 5,396 | 3,985 |
| | <u>18,246</u> | <u>22,636</u> |

ARGYLL AND BUTE CITIZENS ADVICE BUREAU

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2023

16 Restricted funds

The income funds of the charity include restricted funds comprising the following unexpended balances of donations and grants held on trust for specific purposes:

| | Movement in funds | | | | Movement in funds | | | | Balance at 31 March 2023 |
|--|----------------------------|----------------|------------------|--------------|----------------------------|----------------|------------------|--------------|-----------------------------|
| | Balance at 1 April 2021 | Received | Expended | Transfers | Balance at 1 April 2022 | Received | Expended | Transfers | |
| | £ | £ | £ | £ | £ | £ | £ | £ | £ |
| Fixed Asset Fund | 14,703 | - | (6,697) | 15,854 | 23,860 | - | (5,512) | - | 18,348 |
| NHS - PASS | 557 | 10,307 | (14,602) | 3,738 | - | 17,852 | (17,919) | 67 | - |
| Scottish Legal Aid Board | 11,808 | 94,465 | (104,058) | - | 2,215 | 98,873 | (100,688) | - | 400 |
| Poppy Scotland - ASAP project | 2,631 | 39,833 | (42,154) | (310) | - | 37,853 | (28,376) | - | 9,477 |
| Campaigns Fund | 376 | 10,750 | (8,302) | (376) | 2,448 | 13,400 | (10,713) | - | 5,135 |
| CAS - Pension Wise | 5,702 | 42,915 | (46,649) | (1,968) | - | 35,418 | (37,541) | 2,123 | - |
| CAS - Specialist Debt Advice | - | 20,658 | (16,013) | - | 4,645 | - | - | - | 4,645 |
| CAS - Welfare Reform | - | 12,746 | (12,747) | 1 | - | 6,571 | (6,571) | - | - |
| Energy Projects (see below) | - | - | - | - | - | 32,981 | (20,995) | - | 11,986 |
| CAS - Covid Impact Debt Advice | 5,067 | - | (2,400) | - | 2,667 | - | (2,667) | - | - |
| CAS - Miscellaneous grant (2022 - Robertson Trust) | - | 30,000 | (30,000) | - | - | 1,428 | (1,428) | - | - |
| CAS - Development Committee | - | 20,222 | (7,130) | (13,092) | - | - | - | - | - |
| CAS - Reach out Argyll | 19,992 | - | (23,318) | 7,770 | 4,444 | - | - | - | 4,444 |
| Rounding (adjustment only) | - | - | (1) | - | (1) | 1 | 5 | - | 5 |
| CAS - EU Support | 445 | 14,804 | (7,315) | (445) | 7,489 | - | (7,489) | - | - |
| CAS - Money Talks (Financial Healthcheck) | 4,539 | 8,246 | (9,468) | (767) | 2,550 | 4,498 | (7,048) | - | - |
| CAS - Help to Claim | 1,683 | 32,906 | (35,431) | 842 | - | 39,484 | (25,695) | - | 13,789 |
| CHARIS Hardship Fund | - | 1,150 | (1,316) | 166 | - | - | - | - | - |
| HSCP Wellbeing Grant (2022 - Corra Foundation) | 8,000 | - | (8,000) | - | - | 3,800 | (208) | - | 3,592 |
| CAS - UK Gov. Covid Funding | 3,008 | - | - | (3,008) | - | - | - | - | - |
| | <u>78,511</u> | <u>339,002</u> | <u>(375,601)</u> | <u>8,405</u> | <u>50,317</u> | <u>292,159</u> | <u>(272,845)</u> | <u>2,190</u> | <u>71,821</u> |

ARGYLL AND BUTE CITIZENS ADVICE BUREAU

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2023

16 Restricted funds

(Continued)

The company is funded on a zero based budget and will not therefore accumulate significant reserves. Funds donated for a specific purpose (restricted funds) will be fully expended for that purpose such that any balances held at the year-end will be due to timing differences only. However, the Board has decided that for prudent risk management, there will be an aspiration to maintain a reserve of at least 15 months running costs.

The Campaigns fund (£13,400) consist of various grant funding received from Citizens Advice Scotland (CAS) for campaigns which has been run as a joint project.

The Energy Project (£32,981) consists of grant funding received from Arnold Clark (£1,000), Energy Action Scotland (£19,981) and Foundation Scotland (£12,000) which has been run as a joint project for tackling issues surrounding fuel poverty. This includes the onward payment of grant funding to CHARIS (£11,000) and Fuel Bank Foundation (£6,000) who distribute grant funding as necessary to assist individuals experiencing fuel poverty.

17 Analysis of net assets between funds

| | Unrestricted funds | Restricted funds | Total | Unrestricted funds | Restricted funds | Total |
|--|--------------------|------------------|----------------|--------------------|------------------|----------------|
| | 2023 | 2023 | 2023 | 2022 | 2022 | 2022 |
| | £ | £ | £ | £ | £ | £ |
| Fund balances at 31 March 2023 are represented by: | | | | | | |
| Property, plant and equipment | - | 17,966 | 17,966 | - | 23,478 | 23,478 |
| Cash at bank | 179,440 | 53,855 | 233,295 | 137,447 | 37,725 | 175,172 |
| Current assets/(liabilities) - excluding cash | (12,698) | - | (12,698) | (4,835) | (9,886) | (14,721) |
| | <u>166,742</u> | <u>71,821</u> | <u>238,563</u> | <u>132,612</u> | <u>51,317</u> | <u>183,929</u> |

ARGYLL AND BUTE CITIZENS ADVICE BUREAU

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2023

18 Financial commitments, guarantees and contingent liabilities

Argyll & Bute Citizens Advice Bureau participates in The Pensions Trust Growth Plan (the Plan). The Plan is funded and is not contracted-out of the State Pension scheme. The plan is a multi-employer pension plan.

It is not possible in the normal course of events to identify the share of underlying assets and liabilities belonging to an individual participating employer as the Scheme is a multi-employer arrangement where the assets are co-mingled for investment purposes, benefits are paid from the total Scheme assets, and the contribution rate for all employers is set by reference to the overall financial position of the Scheme rather than by reference to individual employer experience. Accordingly, due to the nature of the Scheme, the accounting charge for the period under FRS102 (1A) represents the employer contribution payable.

The Trustees commission an actuarial valuation of the Scheme every five years. The main purpose of the valuation is to determine the financial position of the Scheme in order to determine the level of future contributions required, so that the Scheme can meet its pension obligations as they fall due.

The last formal valuation of the Plan was performed as at 30 September 2020 by a professionally qualified Actuary using the Projected Unit Credit method. The market value of the Scheme's assets at the valuation date was £799 million. The valuation revealed a shortfall of assets compared with the value of liabilities of £131.5 million, equivalent to a past service funding level of 96%.

Following a change in legislation in September 2005 there is a potential debt on the employer that could be levied by the Trustee of the Scheme. The debt is due in the event of the employer ceasing to participate in the Scheme or the Scheme winding up.

The debt for the Scheme as a whole is calculated by comparing the liabilities for the Scheme (calculated on a buy-out basis, i.e. the cost of securing benefits by purchasing annuity policies from an insurer, plus an allowance for expenses) with the assets of the Scheme. If the liabilities exceed assets there is a buy-out debt.

The leaving employer's share of the buy-out debt is the proportion of the Scheme's liability attributable to employment with the leaving employer compared to the total amount of the Scheme's liabilities (relating to employment with all the employers). The leaving employer's debt therefore includes a share of any 'orphan' liabilities in respect of previously participating employers. The amount of the debt therefore depends on many factors including total Scheme liabilities, Scheme investment performance, the liabilities in respect of current and former employees of the employer, financial conditions at the time of the cessation event and the insurance buy-out market. The amounts of debt can therefore be volatile over time.

Argyll & Bute Citizens Advice Bureau has been notified by The Pensions Trust of the estimated employer debt on withdrawal from The Pensions Trust Growth Plan based on the financial position of the Scheme as at 30 September 2021. As of this date the estimated employer debt for Argyll & Bute Citizens Advice Bureau was £9,859.

19 Operating lease commitments

At the reporting end date the charity had outstanding commitments for future minimum lease payments under non-cancellable operating leases, which fall due as follows:

| | 2023 | 2022 |
|----------------------------|--------------|---------------|
| | £ | £ |
| Within one year | 2,158 | 2,158 |
| Between two and five years | 5,754 | 7,912 |
| | <u>7,912</u> | <u>10,070</u> |

The operating leases represent leases to third parties. The leases are negotiated over terms of five years and rentals are fixed for five years.

ARGYLL AND BUTE CITIZENS ADVICE BUREAU

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2023

19 Operating lease commitments

(Continued)

20 Related party transactions

There were no disclosable related party transactions during the year (2022 - none).