

Charity Registration No. SC30477 (Scotland)

Company Registration No. SC231152 (Scotland)

ARGYLL AND BUTE CITIZENS ADVICE BUREAU
ANNUAL REPORT AND UNAUDITED FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2021

ARGYLL AND BUTE CITIZENS ADVICE BUREAU

LEGAL AND ADMINISTRATIVE INFORMATION

Trustees

Maureen Green
Iain Ritchie
Ernest Brown
Eleanor Bittleston
David Davidson (Appointed 7 July 2020)
Father R Campbell (Appointed 5 May 2020)
Mr Richard Stein

Charity number (Scotland) SC30477

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

William Duncan (Argyll) Ltd
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 2021*

The trustees present their report and financial statements for the year ended 31 March 2021.

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 remote advice via 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 was temporarily ceased during COVID-19 restrictions and will resume when government guidance allows at our partner locations in Dunoon, Campbeltown and Oban.

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 2021

Achievements and performance

COVID-19 impacted greatly on the work of the Bureau as restrictions on Bureau opening and operation were introduced by government following the global pandemic.

The Bureau adapted quickly and positively however, and implemented learning from its Reach Out Argyll Initiative, supporting all advisers to continue working through the provision of remote services. This enabled the Bureau to contradict the National CAB trend by being one of only ten Bureaux remaining operational throughout each of the lockdown periods, providing both generalist and specialist advice services.

Over 2020-2021 the Bureau was supported by 21 volunteers, and 16 paid members of staff. Recruitment and training of volunteer advisers restarted in November 2020 with all training delivered remotely utilising platforms such as Microsoft teams and Zoom. It takes around 6 months to train a volunteer to become a qualified Generalist Adviser. In addition to providing resources directly to trainee advisers, resources are also used to develop existing volunteers to become mentors, who then take on the role of supporting trainees. Each volunteer commits to providing us with a minimum of 6 hours per week, but we are indebted to the commitment of our volunteers who often provide much more. Many of our volunteer generalist advisers also fulfil additional support roles in mentoring and peer reviewing of case records, supporting quality assurance processes.

While client numbers have remained in line with previous years, the nature of enquiries has changed with advisers dealing with evermore complex and multifaceted areas of advice provision. This in conjunction with the remote methods of advice delivery has meant that the number of advice sessions increased on average by 60% across the year.

Benefits and Debt continued to be the largest areas of advice provision with COVID-19 affecting all economic sectors and impacting on incomes across the region to a great degree.

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, from DWP for Universal Credit Help to Claim, Money Advice Service (UK Government) Pension wise and Citizens Advice Scotland for various smaller projects. The Bureau has also secured additional funding from the Corra Foundation to support its outreach activity.

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. However, the Board has decided that for prudent risk management, there will be an aspiration to maintain a reserve of between 3 and 6 months 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 has assessed the major risks to which the charity is exposed.

Impact of COVID-19

The Trustees have considered carefully the impact of COVID-19 on the Charity. The Trustees believe due to the continuing support of specific COVID-19 funding from Scottish and UK governments coupled with the continuance of project specific funding, that the overall financial impact of COVID-19 can be managed.

The major risks are of any reduction in core funding from Argyll & Bute Council, the loss of funding at the end of the contract period or our inability to obtain new funding streams. The loss of funding or lack of new funding may be due to the economic climate or the pressures on local authorities to reduce their expenditure and significant applications for charitable funding.

ARGYLL AND BUTE CITIZENS ADVICE BUREAU

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2021

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.

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:

| | |
|--------------------|----------------------------|
| Jane MacLeod | (Resigned 3 November 2020) |
| Maureen Green | |
| Iain Ritchie | |
| Ernest Brown | |
| Eleanor Bittleston | |
| David Davidson | (Appointed 7 July 2020) |
| Father R Campbell | (Appointed 5 May 2020) |
| Mr Richard Stein | |

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 2019/2020 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 and Unforgotten Forces)
- DWP (Pension Wise project)
- Citizens Advice Scotland (Reach Out Argyll project)

Asset cover for funds

Note 17 sets out an analysis of the assets attributable to the various funds.

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

.....
Iain Ritchie

Trustee

Dated:

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 2021, which are set out on pages 5 to 18.

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.

Iain D C Webster CA
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 2021

| | Notes | Unrestricted funds 2021 £ | Restricted funds 2021 £ | Total 2021 £ | Unrestricted funds 2020 £ | Restricted funds 2020 £ | Total 2020 £ |
|---|--------|---------------------------------|-------------------------------|-----------------------|---------------------------------|-------------------------------|-----------------------|
| Income from: | | | | | | | |
| Donations | 3 | - | - | - | 462 | - | 462 |
| Grants | 4 | 69,185 | 397,047 | 466,232 | 45,480 | 373,455 | 418,935 |
| Total income | | <u>69,185</u> | <u>397,047</u> | <u>466,232</u> | <u>45,942</u> | <u>373,455</u> | <u>419,397</u> |
| Expenditure on: | | | | | | | |
| Charitable activities | 5 6 | 25,362 | 361,396 | 386,758 | 11,581 | 361,853 | 373,434 |
| Net incoming resources before transfers | | <u>43,823</u> | <u>35,651</u> | <u>79,474</u> | <u>34,361</u> | <u>11,602</u> | <u>45,963</u> |
| Gross transfers between funds | 12 | 1,929 | (1,929) | - | - | - | - |
| Net income for the year/ Net movement in funds | | <u>45,752</u> | <u>33,722</u> | <u>79,474</u> | <u>34,361</u> | <u>11,602</u> | <u>45,963</u> |
| Fund balances at 1 April 2020 | | <u>56,102</u> | <u>44,789</u> | <u>100,891</u> | <u>21,741</u> | <u>33,187</u> | <u>54,928</u> |
| Fund balances at 31 March 2021 | | <u><u>101,854</u></u> | <u><u>78,511</u></u> | <u><u>180,365</u></u> | <u><u>56,102</u></u> | <u><u>44,789</u></u> | <u><u>100,891</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 2021

| | Notes | 2021 £ | £ | 2020 £ | £ |
|--|-------|----------------|----------------|----------------|----------------|
| Fixed assets | | | | | |
| Property, plant and equipment | 13 | | 14,321 | | 9,661 |
| Current assets | | | | | |
| Trade and other receivables | 14 | 8,143 | | 29,150 | |
| Cash at bank and in hand | | 176,535 | | 70,893 | |
| | | <u>184,678</u> | | <u>100,043</u> | |
| Current liabilities | 15 | (18,634) | | (8,813) | |
| Net current assets | | | 166,044 | | 91,230 |
| Total assets less current liabilities | | | <u>180,365</u> | | <u>100,891</u> |
| Income funds | | | | | |
| Restricted funds | 16 | | 78,511 | | 44,789 |
| Unrestricted funds | | | 101,854 | | 56,102 |
| | | | <u>180,365</u> | | <u>100,891</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 2021.

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

.....

Iain Ritchie

Trustee

Company Registration No. SC231152

ARGYLL AND BUTE CITIZENS ADVICE BUREAU

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2021

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 2021, the charity has reserves of £180,365 (2020: £100,891) of which £101,854 (2020: £56,102) represent unrestricted reserves. This falls within the level of 3 - 6 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 12 months.

The Trustees have considered the risks and impact of Covid-19 and conclude that the financial impact to the bureau is minimal.

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.

Endowment funds are subject to specific conditions by donors that the capital must be maintained by the charity.

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.

ARGYLL AND BUTE CITIZENS ADVICE BUREAU

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2021

1 Accounting policies

(Continued)

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.

Restricted expenditure is defined within the funding bids proffered to facilitate the restricted income received and is allocated on this basis.

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.

Restricted expenditure is defined within the funding bids proffered to facilitate the restricted income received and is allocated on this basis.

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 |
| 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 net income/(expenditure) for the year.

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.

ARGYLL AND BUTE CITIZENS ADVICE BUREAU

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2021

1 Accounting policies

(Continued)

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.

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.

ARGYLL AND BUTE CITIZENS ADVICE BUREAU

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2021

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

| | Total | Unrestricted funds |
|---------------------|-------------------|-----------------------|
| | 2021 | 2020 |
| | £ | £ |
| Donations and gifts | - | 462 |
| | <u> </u> | <u> </u> |

ARGYLL AND BUTE CITIZENS ADVICE BUREAU

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2021

4 Grants

| | Core funding 2021 £ | Core funding 2020 £ |
|---|------------------------------|------------------------------|
| Services provided under contract | 74,953 | 53,448 |
| Performance related grants | 391,279 | 365,487 |
| | <u>466,232</u> | <u>418,935</u> |
| Analysis by fund | | |
| Unrestricted funds | 69,185 | 45,480 |
| Restricted funds | 397,047 | 373,455 |
| | <u>466,232</u> | <u>418,935</u> |
| Performance related grants | | |
| Argyll & Bute Council: SLA (unrestricted) | - | 10,313 |
| Reach out Argyll (restricted) | 57,757 | 86,399 |
| Citizens Advice Scotland: Help to Claim | 32,906 | 32,906 |
| Citizens Advice Scotland: Armed Services project (restricted) | 43,032 | 43,836 |
| Citizens Advice Scotland: Pension Wise (restricted) | 47,307 | 51,629 |
| Scottish Legal Aid Board: (restricted) | 100,051 | 103,283 |
| Citizens Advice Scotland: Financial Healthcheck (restricted) | 8,989 | 9,400 |
| CAS: Aged Veterans Fund and miscellaneous projects | 4,390 | 8,725 |
| Scottish Government: Welfare Reform (restricted) | 12,352 | 12,352 |
| Other | 84,495 | 6,644 |
| | <u>391,279</u> | <u>365,487</u> |

Other grants consist of £26,394 received from the Highland and Islands Enterprise (restricted), £8,800 received from the Corra Foundation (restricted) and other miscellaneous grants from Citizens Advice Bureau for Covid Support projects.

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. It is not possible to quantify the value of these voluntary services but 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 2021

6 Charitable activities

| | Service provision 2021 £ | Service provision 2020 £ |
|--|-----------------------------------|-----------------------------------|
| Staff costs | 296,638 | 294,188 |
| Travel and subsistence costs | 1,713 | 17,651 |
| Consultancy costs | 880 | - |
| | <u>299,231</u> | <u>311,839</u> |
| Grant funding of activities (see note 7) | 25,694 | - |
| Share of support costs (see note 8) | 59,487 | 59,511 |
| Share of governance costs (see note 8) | 2,346 | 2,084 |
| | <u>386,758</u> | <u>373,434</u> |
| Analysis by fund | | |
| Unrestricted funds | 25,362 | 11,581 |
| Restricted funds | 361,396 | 361,853 |
| | <u>386,758</u> | <u>373,434</u> |

7 Grants payable

| | Service provision 2021 £ | 2020 £ |
|---------------------------------------|-----------------------------------|-----------|
| Grants to institutions (7 grants): | | |
| Befrienders | 9,540 | - |
| Dochas | 1,442 | - |
| Mid Argyll Transport Volunteers | 5,222 | - |
| Mid Argyll Youth Development Services | 2,500 | - |
| Tarbert Soup Group | 4,490 | - |
| Argyll & Bute Woman's Aid | 1,000 | - |
| Moving on Mid Argyll | 1,500 | - |
| | <u>25,694</u> | <u>-</u> |

In response to the ongoing Pandemic, with support of the Highland and Islands Enterprise (in conjunction with the Scottish Government), grants were made available to organisations throughout Mid Argyll which were coordinated by CAB.

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ARGYLL AND BUTE CITIZENS ADVICE BUREAU

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2021

8 Support costs

| | Support costs £ | Governance costs £ | 2021 £ | Support costs £ | Governance costs £ | 2020 £ |
|---------------------------------------|--------------------|-----------------------|---------------|--------------------|-----------------------|---------------|
| Depreciation | 4,743 | - | 4,743 | 3,094 | - | 3,094 |
| Repairs and IT maintenance | 1,751 | - | 1,751 | 2,944 | - | 2,944 |
| Heat, light and rent | 17,761 | - | 17,761 | 23,411 | - | 23,411 |
| Postage, stationary and office costs | 4,499 | - | 4,499 | 5,691 | - | 5,691 |
| Telephone and insurance costs | 17,124 | - | 17,124 | 12,303 | - | 12,303 |
| Subscriptions | 4,845 | - | 4,845 | 1,854 | - | 1,854 |
| Training and recruitment costs | - | - | - | 3,037 | - | 3,037 |
| Marketing and publicity | 3,089 | - | 3,089 | 6,550 | - | 6,550 |
| Volunteer costs | - | - | - | 401 | - | 401 |
| General costs and repayment of grants | 5,675 | - | 5,675 | 226 | - | 226 |
| Accountancy | - | 2,346 | 2,346 | - | 2,084 | 2,084 |
| | <u>59,487</u> | <u>2,346</u> | <u>61,833</u> | <u>59,511</u> | <u>2,084</u> | <u>61,595</u> |
| Analysed between | | | | | | |
| Charitable activities | <u>59,487</u> | <u>2,346</u> | <u>61,833</u> | <u>59,511</u> | <u>2,084</u> | <u>61,595</u> |

Management and administration costs includes payments to the accountants of £980 (2020- £940) for independent examination fees and £1,366 (2020- £1,292) 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 any costs (2020-one trustee was reimbursed £117 for travel costs).

10 Employees

The average monthly number of employees during the year was:

| | 2021 Number | 2020 Number |
|-------------------------------|-------------------|-------------------|
| Management and administration | 2 | 2 |
| Service provision | 12 | 13 |
| Total | <u>14</u> | <u>15</u> |
| Employment costs | 2021 £ | 2020 £ |

ARGYLL AND BUTE CITIZENS ADVICE BUREAU

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2021

10 Employees (Continued)

| | | |
|-----------------------|----------------|----------------|
| Wages and salaries | 266,039 | 262,697 |
| Social security costs | 14,816 | 15,856 |
| Other pension costs | 15,783 | 15,635 |
| | <u>296,638</u> | <u>294,188</u> |

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

11 Taxation

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

12 Transfers

The transfer of £1,929 represents £1,922 of restricted funding to cover general overheads and £7 being a rounding adjustment.

13 Property, plant and equipment

| | Office Upgrade | Computers | Furniture & Communications Fittings | Communications | Total |
|------------------------------------|----------------|---------------|--|----------------|----------------|
| | £ | £ | £ | £ | £ |
| Cost | | | | | |
| At 1 April 2020 | 14,925 | 61,931 | 9,161 | 5,407 | 91,424 |
| Additions | - | 9,403 | - | - | 9,403 |
| | <u>14,925</u> | <u>71,334</u> | <u>9,161</u> | <u>5,407</u> | <u>100,827</u> |
| At 31 March 2021 | 14,925 | 71,334 | 9,161 | 5,407 | 100,827 |
| Depreciation and impairment | | | | | |
| At 1 April 2020 | 14,571 | 53,865 | 7,920 | 5,407 | 81,763 |
| Depreciation charged in the year | 89 | 4,367 | 287 | - | 4,743 |
| | <u>14,660</u> | <u>58,232</u> | <u>8,207</u> | <u>5,407</u> | <u>86,506</u> |
| At 31 March 2021 | 14,660 | 58,232 | 8,207 | 5,407 | 86,506 |
| Carrying amount | | | | | |
| At 31 March 2021 | <u>265</u> | <u>13,102</u> | <u>954</u> | <u>-</u> | <u>14,321</u> |
| At 31 March 2020 | <u>354</u> | <u>8,066</u> | <u>1,241</u> | <u>-</u> | <u>9,661</u> |

14 Trade and other receivables

| | 2021 | 2020 |
|---|--------------|---------------|
| | £ | £ |
| Amounts falling due within one year: | | |
| Trade receivables | 8,143 | 28,526 |
| Prepayments and accrued income | - | 624 |
| | <u>8,143</u> | <u>29,150</u> |

ARGYLL AND BUTE CITIZENS ADVICE BUREAU

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2021

15 Current liabilities

| | 2021 £ | 2020 £ |
|------------------------------|----------------------|---------------------|
| Other payables | 13,905 | 6,430 |
| Accruals and deferred income | 4,729 | 2,383 |
| | <u>18,634</u> | <u>8,813</u> |
| | <u><u>18,634</u></u> | <u><u>8,813</u></u> |

ARGYLL AND BUTE CITIZENS ADVICE BUREAU

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2021

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 1 April 2019 £ | Received £ | Expended £ | Balance at 1 April 2020 £ | Received £ | Expended £ | Transfers £ | Balance at 31 March 2021 £ |
| Fixed Asset Fund | 12,756 | - | (3,095) | 9,661 | - | (4,743) | 9,785 | 14,703 |
| NHS - PASS | - | 18,281 | (18,281) | - | 17,268 | (16,711) | - | 557 |
| Scottish Legal Aid Board | 1,594 | 103,283 | (102,179) | 2,698 | 100,051 | (90,941) | - | 11,808 |
| Poppy Scotland - ASAP project | - | 43,836 | (43,836) | - | 43,032 | (40,401) | - | 2,631 |
| Aged Veterans - ASAP project | - | 8,725 | (8,725) | - | 4,390 | (3,508) | (506) | 376 |
| Citizens Advice Scotland - Pension Wise | - | 51,629 | (51,629) | - | 47,307 | (41,605) | - | 5,702 |
| Citizens Advice Scotland - SG Covid Fund | - | - | - | - | 9,964 | (975) | (8,989) | - |
| Citizens Advice Scotland - Welfare Reform | - | 12,352 | (12,352) | - | 12,352 | (12,352) | - | - |
| Citizens Advice Scotland - Energy Best Deal | - | - | - | - | 4,625 | (4,625) | - | - |
| Citizens Advice Scotland - Covid Impact Debt Advice | - | - | - | - | 8,706 | (3,639) | - | 5,067 |
| Citizens Advice Scotland - Reach out Argyll | 18,833 | 86,399 | (75,299) | 29,933 | 57,757 | (67,304) | (394) | 19,992 |
| Rounding (adjustment only) | 4 | - | 1 | 5 | - | 2 | (7) | - |
| Citizens Advice Scotland - EU Support | - | 6,644 | (4,857) | 1,787 | 5,997 | (7,339) | - | 445 |
| Citizens Advice Scotland - Money Talks (Financial Healthcheck) | - | 9,400 | (8,695) | 705 | 8,989 | (4,133) | (1,022) | 4,539 |
| Citizens Advice Scotland - Help to Claim | - | 32,906 | (32,906) | - | 32,906 | (31,223) | - | 1,683 |
| Highland and Islands Enterprise | - | - | - | - | 26,394 | (26,394) | - | - |
| Corra Foundation | - | - | - | - | 8,000 | - | - | 8,000 |
| Citizens Advice Scotland - UK Gov. Covid Funding | - | - | - | - | 9,309 | (5,505) | (796) | 3,008 |
| | <u>33,187</u> | <u>373,455</u> | <u>(361,853)</u> | <u>44,789</u> | <u>397,047</u> | <u>(361,396)</u> | <u>(1,929)</u> | <u>78,511</u> |

ARGYLL AND BUTE CITIZENS ADVICE BUREAU

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2021

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 12 months running costs.

17 Analysis of net assets between funds

| | Unrestricted funds | Restricted funds | Total | Unrestricted funds | Restricted funds | Total |
|--|---------------------------|-------------------------|----------------|--------------------|------------------|----------------|
| | 2021 | 2021 | 2021 | 2020 | 2020 | 2020 |
| | £ | £ | £ | £ | £ | £ |
| Fund balances at 31 March 2021 are represented by: | | | | | | |
| Property, plant and equipment | - | 14,321 | 14,321 | - | 9,661 | 9,661 |
| Cash at bank | 120,488 | 56,047 | 176,535 | 64,915 | 5,978 | 70,893 |
| Current assets/(liabilities) - excluding cash | (18,634) | 8,143 | (10,491) | (8,813) | 29,150 | 20,337 |
| | <u>101,854</u> | <u>78,511</u> | <u>180,365</u> | <u>56,102</u> | <u>44,789</u> | <u>100,891</u> |

ARGYLL AND BUTE CITIZENS ADVICE BUREAU

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2021

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 2020. As of this date the estimated employer debt for Argyll & Bute Citizens Advice Bureau was £14,085.

19 Related party transactions

There were no disclosable related party transactions during the year (2020 - none).