

**CHARITY NO: SC009733**

**COMPANY NO: SC173485**

**MOTHERWELL AND WISHAW CITIZENS ADVICE BUREAU**  
**REPORT AND FINANCIAL STATEMENTS**  
**FOR THE YEAR ENDED 31 MARCH 2020**

**MOTHERWELL AND WISHAW CITIZENS ADVICE BUREAU**

**REPORT AND FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2020**

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# **MOTHERWELL AND WISHAW CITIZENS ADVICE BUREAU**

## **REPORT AND FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2020**

### **REFERENCE AND ADMINISTRATIVE INFORMATION**

<b>Trustees:</b>	Mr V G Arnold (Resigned 7 Dec 2019) Ms M Anderson Ms M Cushley Mr C Glover Mr T G Lunny Mrs E Phillips Mrs F Sharkey Mr J Cosgrove (Resigned 11 Sept 2019) Mrs K K Kelly Mr P Lennon Ms H Gallacher (Appointed 1 Oct 2019) Miss J M Brennan (Appointed 11 Sept 2019) Ms Sheena Cardow (Appointed 11 Sept 2019)
<b>Principal Office:</b>	90 Brandon Parade East Motherwell Lanarkshire ML1 1LY
<b>Charity Number:</b>	SC009733
<b>Company Number:</b>	SC173485
<b>Independent Auditors:</b>	Wylie & Bisset (Audit) Limited Chartered Accountants 168 Bath Street Glasgow G2 4TP
<b>Bankers:</b>	Bank of Scotland 32 Brandon Place South Motherwell ML1 1TP
<b>Hon. Member</b> Lord Iain Bonomy	
<b>Hon. Legal Adviser</b> Mr Jack M Grant	

## **MOTHERWELL AND WISHAW CITIZENS ADVICE BUREAU**

### **Report of the Trustees for the year ended 31 March 2020**

The Trustees, who are also directors of the charity for the purposes of the Companies Act 2006, present their report with the financial statements of the charity for the year ended 31 March 2020. The Trustees have adopted the provisions of 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).

The reference and administrative information on page one forms part of this report.

### **OBJECTIVES AND ACTIVITIES**

#### **Objectives and aims**

The charity's objectives and principal activities are to ensure that individuals do not suffer through lack of knowledge of their rights and responsibilities or of the services available to them or through an inability to express their needs effectively. Also to exercise a responsible influence on the development of social policies and services, both locally and nationally.

#### **The Strategic Role of Motherwell & Wishaw Citizens Advice Bureau**

The aims and objectives stated above form the basis of the company's Business Plan to:-

- Ensure the residents of Motherwell, Wishaw and Shotts can access quality advice and support through direct provision and by appropriate referrals to other organisations.
- Use empirical evidence arising from issues presented by individual members of the community, and contribute to creating a fair and just society by influencing social policies and practices.
- Connect with community residents to get them involved through volunteering.

From its wartime beginning in 1942 and over the past 78 years, the Bureau has delivered an advice and information service within Motherwell and Wishaw towns. It was reconstituted in 1970 and became a company limited by guarantee on 14 March 1997.

The charity is organised so that the directors meet regularly to manage its affairs and it has established a committee structure to assist with its aims. The directors are volunteers representing local residents, local voluntary and statutory groups and the bureau's volunteers.

The company operates within the Scottish Association of Citizens Advice Bureau's (CAS) Membership Standards and Quality Assurance Scheme. Under this Scheme an annual audit of the company's activities is carried out as well as quarterly quality of advice audits.

In November 2019 we were found fully compliant under both the peer review stage of the Scottish National Standards in Advice Giving in Money Advice, Welfare Benefits and Housing as well as the Organisational Audit. We recognise the importance and value of this accreditation to our clients, volunteers, staff, partners and funders seek to continue these high standards throughout the three year accreditation period.

The company produces a Business Plan each three-year period which outlines the activities the organisation will carry out to achieve strategic objectives. The current Business Plan is due for renewal by end December 2020.

### **Operational Management**

The Board of Directors appoint an Executive Manager who is responsible for the day to day management and delivery of the service. An Operational Team is responsible for day to day delivery of the various projects and they are supported by advice and administration staff and volunteers.

Members of staff serve on various standing committees at Citizens Advice Scotland and attend a variety of community engagement and strategy groups.

## MOTHERWELL AND WISHAW CITIZENS ADVICE BUREAU

### Report of the Trustees for the year ended 31 March 2020

#### Achievement and performance

##### *Charitable activities*

##### **Service Activities**

Motherwell & Wishaw Citizens Advice Bureau (MWCAB) continued to deliver high quality, locally relevant and targeted services for people in their communities. We demonstrated keen understanding of the needs of local people and know how to reach the marginalised, under-represented and vulnerable people in their communities who are most in need of advice services. As a local, community led organisation, we continually review and adapt our service to meet the ever changing needs of our client base, removing barriers to accessing advice while maximising engagement levels.

MWCAB delivers services that are efficient, effective, fit for purpose, provide value for money and meet the needs of clients as flexibly and fully as possible. The CAB is responsive to client's needs and able to identify and operate in the geographical areas experiencing the highest levels of deprivation. We monitor national and local trends and changes in socio-economic policy in order to adapt the service it delivers. This has included adapting to changes as a result of Welfare Reform, such as introducing Digital Inclusion training to support clients through the changes implemented by Universal Credit. We monitor the community profiles and carry out client profiling to identify and meet the gaps in service provision.

The CAB has again delivered some extraordinary work and outstanding achievements this year, delivered by the volunteers and staff across the community. Our team of volunteers and paid advisers delivered services from our offices in Motherwell town centre as well as outreach facilities in Craigneuk, Clelland, Forgewood, Newmains, Wishaw town centre, Pather, Wishaw General Hospital, Gowkthrapple, Airbles Road Community Mental Health Centre, Motherwell Medical Centre and Shotts.

The demand for bureau services continues to increase year on year. In 2019/2020, the Bureau supported 5535 clients with help on 18,093 issues. The impact of the welfare reform, austerity and challenging economic conditions continued to create financial hardship for local people who came to us for help. Welfare benefits accounted for 54% of the enquiries as people continue to experience difficulties with the benefits system and in particular Universal Credit. Case evidence shows issues such as access problems caused by digitalisation of the system; sanctions; inconsistencies in application of legislation; waiting times for payments, often lead to further hardship and were key in driving increased need for food parcels, help with gas/electricity emergency top ups and crisis grants. Our community based, quality advice service helped people understand their entitlements, navigate the system, maximise income, access support and understand their rights and responsibilities.

Client Financial Gains (CFGs) arose primarily from helping people to access their rightful entitlement to welfare benefits, many of whom have been exposed to poor claims handling, inconsistent decision making, stressful medical assessments and feeling stigma attached to being a welfare benefits claimant. CFGs this year remain high at £4.7 million despite the difficulties for people accessing the complex welfare system, demonstrating our continued commitment to maximise the income of every person who engages with our service. Evidence shows that the majority of benefit income is spent within the local area, further benefitting our communities. In terms of value for money to North Lanarkshire Council, for every £1 invested by NLC, MWCAB was able to secure £35.60 in income for local people.

Demand for debt advice remains high and accounted for 14% of client enquiries. The overall value of unaffordable debt renegotiated was nearly £2.3 million. Debt cases continue to be more complex and time consuming, with the sort of help needed being at the higher and more specialist end of debt advice such as Debt Arrangement Schemes, completion of certificates for sequestration and eviction prevention. Development of collaboration with key partners ensured that integrated support and assistance was provided to those that needed it. The North

## **MOTHERWELL AND WISHAW CITIZENS ADVICE BUREAU**

### **Report of the Trustees for the year ended 31 March 2020**

Lanarkshire CABx Money Advice service has developed symbiotic relationships with In-Court Advisers, the Senior Housing Advice Network Officer and NLC Housing Officers which allows MWCAB to provide clients with timeous, appropriate solutions to their problems, prevent evictions and find solutions that are agreeable to all parties. MWCAB introduced an innovative multi-channel debt advice service in partnership with the 4 other North Lanarkshire CABx.

People can now access an end to end money advice service via the channel of their choice; telephone, webchat, email and of course face to face. Evidence has shown that this model has encouraged a new client base to seek support from CAB, often earlier than they might otherwise have done, leading to better outcomes and crisis prevention.

In addition to advice services, we engaged in preventative and educational work across the Motherwell, Wishaw & Shotts communities including: digital inclusion, energy advice and financial education workshops. We delivered Digital Inclusion workshops every week across the locality, open to anyone. People whom attended range from those who have never turned a computer on, to people seeking to do distance learning and earn a qualification. Referrals came from many organisations including JCP who referred people for help with CVs and Job searches. Financial education workshops were delivered in wide ranging locations from schools, workplaces to Gala Bingo. Sessions are tailored to meet the needs of the group and can include topics such as: budgeting & money management, shopping around, good vs bad debt, credit unions, rights and responsibilities, consumer rights etc. Demand for energy workshops continued to increase and included: switching, priority services register, energy efficiency, fuel debt, billing issues and so on. As the lead CAB contact in Lanarkshire for the PACE programme (Partnership Action for Continuing Employment) we frequently attended workplaces to inform people of their options post redundancy, offering tailored advice and support.

### **Volunteers' Commitment**

The organisation receives help and support in the form of voluntary assistance in the advising the public and administering the charity. The value of this help was estimated to be 4729 hours, worth £52,700. This costing includes time given freely by volunteers and trustees. Volunteering continued to play a vital role in our service delivery. Trained to exacting standards, volunteers deliver a quality, holistic advice service to local people. We welcome people from every sector of our community to shape, deliver and govern our organisation.

### **Accessibility**

The bureau continued to be inclusive, easily accessible and give clients choice in how they access our services. In response to the changing needs of our community, the bureau introduced a multi-channel approach which allowed clients to access advice via the phone, email or webchat - the response from clients was very positive. Face to face advice will always remain a key component of the service provision as this is crucial for engagement with the most vulnerable members of our community. Multi-channel advice continues to provide alternative options for people who are happy to engage in different ways, delivering true client choice.

MWCAB continued to review and adapt service provision to ensure that clients can access services whenever they need, using the method that is most appropriate for their needs: drop in face to face service; appointments; home visits; outreach and multi-channel access to advice.

We carried out 582 home visits to those who could not come to us and delivered face to face advice at 16 locations across the area maximising the reach of our service. As a trusted provider of independent advice, we were able to engage people that are often the hardest to reach.

MWCAB remained well placed to provide vital support to the most vulnerable members of the community – via a combination of: advice on areas such as benefits, employment, immigration; income maximisation; charity support; access to food and fuel as well as crisis prevention via education work.

## **MOTHERWELL AND WISHAW CITIZENS ADVICE BUREAU**

### **Report of the Trustees for the year ended 31 March 2020**

#### **Building Capacity**

The Board of Directors continued to provide support the bureau in its aim to build capacity and sustain services to provide this crucial advice, advocacy and representation service, in order to meet ever increasing demand while maintaining the quality of the service delivery. During the year the bureau continued to strengthen and extend its core service delivery to include community outreach facilities. We delivered face to face advice in 16 locations across the local community. We placed continued emphasis on recruitment, support and retention of volunteers by employing additional core members of staff to support this priority as part of our Business Plan. We continued to seek new partnerships and innovative ways of delivering an effective, efficient service, delivering value for money for each of our funders.

#### **Partnership and Networking**

The bureau maximised the impact of its services by championing a well-co-ordinated, multi-agency approach. We work in collaboration and enjoy healthy partnerships with a range of statutory and voluntary organisations to support our clients to access the services they need. We act as a gateway to multiple services and our holistic approach to advice ensured that CAB clients received the support they need to move forward from the most appropriate source. Our close relationship with sister bureaux in North Lanarkshire allow specialist local support to communities throughout the local authority area. Through our effective information and advice delivery, we continued to make significant contributions to North Lanarkshire's One Plan as well as National Outcomes.

#### **North Lanarkshire Council (NLC)**

We have enjoyed a close partnership with NLC for decades, working collaboratively to tackle poverty and develop services for the benefit of our communities. Following the Review of Advice Services by NLC, the bureau embarked on competitive funding application process and secured a grant for 3 years until 2021. The grant supports the bureau to provide information and advice on Welfare Benefits, Money Advice and Housing for the Motherwell & Wishaw area.

The NLC grant was fundamental in our continued ability to secure external funding to increase capacity for services and develop specialist services in line with the changing needs of our local community.

MWCAB secured external funding from a wide range of funders for new projects to support specific client groups, particular social issues, locality specific work, campaigning, educational work, social policy or simply increased capacity to meet gaps in service provision. Details of externally funded services are outlined below.

These projects collectively supported 1000's of local people to achieve better outcomes, improved opportunities and be empowered to make positive, informed choices.

Additionally, external funding allowed us to create new employment opportunities, generate local income, provide learning opportunities and keep local people feeling connected with services and the wider community – all in line with One Plan for North Lanarkshire Council and at no cost to the local authority.

Motherwell & Wishaw CAB secured an additional £5.75 of external funding for every £1 invested by NLC.

## **MOTHERWELL AND WISHAW CITIZENS ADVICE BUREAU**

### **Report of the Trustees for the year ended 31 March 2020**

#### **Social Policy Work**

The bureau continued to take effective action on addressing the causes of poverty, thus it was actively involved in influencing local and national policy to drive change. We participated in a number of campaigns highlighting unfair practices and informing people of their rights: Council Tax: Check to Save; National Consumer Week, Big Energy Savings Week; SCAMS Awareness and Do the Rights Thing. We participated in a range of focus groups and provided input to surveys from local and national organisations, sharing expertise and experiences on behalf of local people. We continue to raise social policy issues supported by evidence to influence local and national policies adversely affecting our communities.

#### **Employment Opportunities**

The Bureau has always been a charity led by and for its community. This year it has provided paid employment for 36 local people via a combination of NLC funding, external funding, Community Jobs Scotland programme and wage incentive schemes for young people. A fantastic 86% of young people who work with us via employment programmes go straight on to positive destinations. We are committed to supporting local people increase their employability skills via volunteering, work placements and school placements. We provide a blended training programme on a wide range of areas incorporating theory, on the job training and vocational qualifications. Our training is tailored to meet the needs of the individual and is accessible by all in the community. The bureau also provides employability training including CVs, interview skills, presentation and confidence building to support those who wish to seek employment elsewhere.

As an SQA accredited centre, we offered a range of learning opportunities to the community and supported the achievement of vocational qualifications, further improving employability skills.

#### **Specialist Projects**

We successfully secured funding, developed and continued delivering a range of specialist support services.

#### **Advice for Tenants and Residents (AFTAR) Project**

In partnership with five Registered Social Landlords: Wishaw & District Housing Association; Lanarkshire Housing Association; Garrion People's Co-operative; Forgewood Housing Co-operative and Abonhill Housing Association. AFTAR aims to prevent homelessness and maximise income by providing vulnerable tenants with a dedicated CAB service provided via appointments in tenant's homes, at the Housing Association or at the CAB.

AFTAR also employed a Digital Inclusion Officer to deliver interactive group workshops as well as one to one digital training. An Energy Adviser delivers specialist support for complex fuel issues as well as education work with tenants and housing officers. Current funding from BIG Lottery will cease September 2019, alternative sources of funding are being sought.



## **MOTHERWELL AND WISHAW CITIZENS ADVICE BUREAU**

### **Report of the Trustees for the year ended 31 March 2020**

#### **Advice in Mind (AIM)**

Funded by BIG Lottery since 2016 to provide dedicated support and advice to people impacted by poor mental health across Lanarkshire. In partnership with 8 Lanarkshire CABx and NHS Lanarkshire. MWCAB act as the lead bureau in the project with 4 Money & Debt Advisers and 1 Peer Support Worker to provide information and advice in a range of health settings across the region. The project was externally evaluated and the results disseminated to all the key stakeholders. Results will inform potential future delivery models to support people impacted by mental health. Funding ends June 2019.

#### **Armed Services Advice Project (ASAP)**

Working with serving and ex-serving members and their families, since 2010 the ASAP project, funded by Poppy Scotland, now has a well-established partnerships with a wide range of armed services welfare services. This project is managed by MWCAB and is the Lanarkshire Regional arm of a Scotland-wide project which delivers advice and support to clients of the nine Lanarkshire CABx. This client group brings queries within the normal range of issues that CAB deal with but for many, service related issues create additional barriers to coping with day-to-day problems. The project continues to deliver excellent outcomes for clients in partnership with a range of organisations who support veterans. Funding has been extended until September 2020.

#### **ASAP Helpline**

The ASAP Helpline provides multi-channel advice and support for veterans and their families from across Scotland. The service provides an initial triage service, general advice on a wide range of issues, referrals to partner organisations when appropriate and warm handovers to ASAP Regional Support Officers across Scotland for on-going local support and case work. Funded until September 2020.

#### **Help to Claim**

Funded by UK Government, the bureau commenced delivery of a range of Universal Credit support activities. As the Lanarkshire regional telephony and webchat hub we delivered advice on eligibility criteria, practical support to make the claim online or over the phone, guidance on claimant commitment implications as well as income maximisation. Clients are referred from NLC, DWP, JCP and a wide range of partners. Funded until April 2021.

#### **Money Talk**

Funded by Scottish Government, the bureau continued to deliver the Money Talk service aiming to maximise income of low-income families and older people. Financial health checks are carried out for each of the target groups identified in the "Every Child, Every Chance; Tackling Child Poverty Delivery Plan," as well as older people as an integral element of service delivery.

The income maximisation may take several forms - including, access to benefits, cheaper deals on energy and other utilities, free school meals and school clothing grants and so on. Clients access the service via a range of multi-channel options such as contacting the helpline receive a telephone health check, or to book a face-to-face appointment at local bureau. Funded until October 2020.

## **MOTHERWELL AND WISHAW CITIZENS ADVICE BUREAU**

### **Report of the Trustees for the year ended 31 March 2020**

#### **North Lanarkshire CABx Money Advice Project**

The NLCABx Money Advice Project, led by MWCAB piloted an enhanced debt advice service, in collaboration with North Lanarkshire Council, to make it easier to access free, confidential debt advice online, by phone or in person. This multi-channel service enables clients to access debt advice in a way that suits them, and easily transfers from one form of support to another as they need. Capacity was increased through the employment of new Money Advice Officers in each bureau, giving clients quicker access to debt solutions and earlier intervention. Clients access the service via phone, email, webchat or face to face. Referrals are received from partner bureau, NLC, community and statutory partners, Money Advice Scotland, Extra Help unit or from self-referrals. Learning from the Pilot will be used to inform future models across the CAB network. Funded until March 2021.

#### **North Lanarkshire Community Legal Service (NLCLS)**

Funded by SLAB and delivered in partnership with Airdrie CAB. The project has a North Lanarkshire remit to provide clients with debt advice related to housing issues with the aim of preventing evictions and avoiding emergency situations. Funded until March 2021.

#### **North Lanarkshire Tribunal Representation Service**

In partnership with the 5 North Lanarkshire CABx, we were delighted to receive funding from Scottish Government to continue the much needed Welfare Tribunal service from January 2020. A crucial part of our service provision which remained in high demand in the local area. Funded until March 2021.

#### **Pension Wise**

Following changes to pension legislation in April 2015, PensionWise was developed to ensure people were fully informed about the new pension freedoms. Free guidance is provided for those retiring or accessing their pension and eligible clients are offered guidance via phone or face to face appointments. The service offers free and impartial information and guidance to retirees on the options available to them. Clients are referred to the service via our CAB partnership network, pension providers, DWP, wide range of pension advisory services or can self-refer. Funded until March 2022.

#### **Reach Out for Advice**

Funded by Robertson Trust, this project supported residents of Wishaw and Shotts to access free, confidential, effective, high quality advice and build capacity for volunteering, training opportunities to increase skills, knowledge and confidence. We recruited, trained and supported members of our community who felt excluded to become CAB Volunteers to deliver advice sessions in the local community. Funded until March 2021.

#### **Unforgotten Forces**

In partnership with 13 Veteran organisations and funded by a consortium led by Poppy Scotland, UF provides advice and support to veterans aged 65+. The service provides home visits where required and covers all advice areas including guardianship, power of attorney, housing, money advice as examples. Funding has been extended until September 2020.

#### **MacMillan Project**

In partnership with North Lanarkshire Advice Network, the bureau continued to support clients diagnosed with cancer via home visits. This service is unfunded.

#### **Welfare Advice Reform Matters**

Funded via CAS, the aim is to build capacity of the bureau to deal with government Welfare Reforms, via partnership working and delivery of outreach clinics. Funded until March 2021.

## **MOTHERWELL AND WISHAW CITIZENS ADVICE BUREAU**

### **Report of the Trustees for the year ended 31 March 2020**

#### **Energy Projects**

##### **Big Energy Savings Network**

One of only a few Scottish organisations to be selected by the Department of Energy and Climate Change to deliver Big Energy Savings Network (BESN) programme in 2019. BESN is a government funded programme to: educate energy consumers, support them to switch tariff or supplier, access grants, deal with fuel debts, and carry out training to frontline advisers of other organisations. Funding is granted for a specific time period based on number of clients and groups supported.

##### **Energy Best Deal**

For the eighth year MWCAB successfully delivered the Energy Best Deal (EBD) project. Project aims include: improve the confidence of people to shop around, reduce their bills and get help if they are falling behind, understand energy bills and improve energy efficiency. The bureau aimed to develop ability of frontline staff to best advise fuel poor and vulnerable consumers on how to reduce their energy costs. The Training sessions were also delivered to members of the public to help empower them to switch suppliers, change tariffs and identify energy efficiency measures which could help them to reduce their bills. The bureau actively participated in the Big Energy Savings Week to help mitigate the effect of rising energy bills. Funding is via a consortium of energy providers and is granted for a specific time period based on number of clients and groups supported.

#### **Planning for the Future**

##### **Opportunities**

The charity will continue to deliver our core services, complemented by AFTAR, ASAP, Energy projects, Help to Claim, Money Talk, North Lanarkshire CABx Money Advice Project, North Lanarkshire Community Legal Service, North Lanarkshire Tribunal Service, PensionWise, Reach Out for Advice, Unforgotten Forces and Welfare Advice Reform Matters

The company moving forward into 2020/2021 is strong operationally, financially and in governance. In the next year we will seek to enhance our existing services with a number of new and exciting projects in prospect in the year ahead.

- Working with Bank of Scotland to secure funding for continuation of key elements of AFTAR and AIM.
- Developing a new model of multi-channel energy advice with the support of Energy Redress Fund in response to rising fuel poverty and complex energy markets
- Developing our training centre to provide young people and veterans with vocational qualifications with the support of Baird Watson and the Covenant Fund
- Continuing to improve employability skills for local people via placements, training and qualifications.
- Developing our new Business Plan with the organisation's strategic aims for 2021-24

## **MOTHERWELL AND WISHAW CITIZENS ADVICE BUREAU**

### **Report of the Trustees for the year ended 31 March 2020**

#### **Challenges**

The current grant from North Lanarkshire Council is due to end in March 2021. COVID 19 has delayed the competitive grant application process that was anticipated to commence during the last quarter of 2020. At the time of writing it is not clear what model NLC will adopt in securing external advice services which leads to uncertainty about future service provision. We will work closely with our partners in NLC to understand what this means for bureau services and continue to try and ensure we meet the challenges posed and provide valuable services to often the most vulnerable of our communities.

#### **COVID 19**

In response to COVID 19, the bureau swiftly moved all paid staff and volunteers to home working. Within a two week period every member of the team was fully operational and had all of the necessary equipment and support functions in place to continue to support clients via a combination of phone, email and webchat. All home visits and outreach work was postponed in line with Scottish Government guidance. People worked tirelessly to establish new protocols and referral processes in order to ensure that clients were still able to access high quality advice at a time when it was most needed. The bureau benefitted from having already implemented a degree of multi-channel advice delivery and was able to share this expertise with other bureaux.

We quickly engaged with statutory and voluntary partners to ensure that we understood the changes to services in our community and how we could best support clients in this new landscape. Regular updates were established as everyone adapted to the changing landscape.

While we have demonstrated that we can support a significant proportion of our clients remotely, this can be challenging for both clients and advisers. Paid staff and volunteer welfare has been a key focus throughout and we introduced a range of measures to keep people feeling connected and supported.

In line with Scottish Government guidelines, we will re-introduce face to face appointments for clients in situations where we cannot effectively support using remote channels. All precautions will be taken and the health and safety of clients and staff remains our first priority.

In addition to reviewing advice services, the organisation has had to adapt all paid staff and volunteer recruitment and training processes for digital delivery, to ensure future, ongoing delivery of high quality advice. In agreement with funders, the launch of three new projects was postponed until September 2020: Energy Redress; Covenant Fund and Baird Watson. The delay provides time and space to rethink what was proposed as a predominately face to face service.

We have remained in regular contact with funders throughout, keeping them updated with any proposed changes to service delivery. We have been incredibly well supported by our funders throughout the crisis, with no funder withdrawing grants already committed. We are very grateful for this support and are delighted that this allows us to continue to support the often most vulnerable during these incredible times. This commitment ensures that there are no financial risks during the reporting period. In order to better understand the longer term advice funding landscape, we will engage the services of a consultant to apprise the Board of Directors of potential risks and opportunities and allow them to make positive, informed longer term funding and financial decisions.

## **MOTHERWELL AND WISHAW CITIZENS ADVICE BUREAU**

### **Report of the Trustees for the year ended 31 March 2020**

Moving forward we will continue to review and adapt our service provision in line with Scottish Government guidelines and in conjunction with key stakeholders and funders. We will work with funders to demonstrate the ongoing impact and effectiveness of our service for local people during these times, demonstrating resilience and adaptability. Future funding bids will undoubtedly include a blend of multi-channel offerings that can be adapted depending on the length and extent of the control measures, in line with the aims and activities of the charity.

### **FINANCIAL REVIEW**

#### **Investment policy and objectives**

In accordance with the charity's Memorandum and Articles of Association, the directors have the power to invest in such stocks, shares, investments and property as they see fit. The policy is to adopt a low risk investment strategy based on maximising income. Full details of the year's activities and key achievements are highlighted in the Annual Report accompanying these financial statements.

The directors consider that the performance of the charity this year has been highly satisfactory.

#### **Reserves policy**

The Board of Directors agreed the following reserves policy:

1. The Board of Motherwell & Wishaw Citizens Advice Bureau has agreed that it should seek to maintain working reserves of up to a minimum of six months of its annual core operating costs and other liabilities such as staff redundancy costs, notice costs and other binding financial and legal obligations. Based on the current level this would equate to £112,094. The total unrestricted funds at 31 March 2020 total £182,736 with £61,584 held in designated fixed assets fund and £71,081 designated for future redundancy costs. After the designated funds the general free reserves of the charity are £50,071. A decision was made last year to establish a designated fund for future redundancies and this fund has been maintained in the current year.
2. The Board believes that this is necessary in order to protect the Bureau from the risk that it will become liable to occasional operational contingencies for which no provision is normally made within the annual budget.
3. To this end, the Board intends to include a proposal to its funders to identify sufficient financial resources to secure reserves as part of its application for funding for the financial year 2020-2021.

### **FUNDS AVAILABLE**

The directors' fundraising successes and their exemplary financial management has enabled them to sustain a reserves fund.

### **TANGIBLE FIXED ASSETS FOR USE BY THE CHARITY**

The business premises of the charity are leased.

### **TAXATION**

The company is a charity and is recognised as such by HM Revenue and Customs for taxation purposes.

## **MOTHERWELL AND WISHAW CITIZENS ADVICE BUREAU**

### **Report of the Trustees for the year ended 31 March 2020**

#### **STRUCTURE, GOVERNANCE AND MANAGEMENT**

##### **Governing document**

The charity is controlled by its governing document, a deed of trust, and constitutes a limited company, limited by guarantee, as defined by the Companies Act 2006.

The charity is constituted as a company limited by guarantee, and is therefore governed by its Memorandum and

Articles of Association. The directors of the company are also charity trustees for the purpose of charity law and under the company's Articles are known as members of the Board of Directors. The members of the Board are elected to serve for a period of one year, after which they must be re-elected annually at the Annual General Meeting. There are 11 directors.

##### **Directors**

The directors who served during the year under review are set out under the reference and administrative details. The liability of the members is limited by guarantees from the members and not exceeding £1. There are currently 11 members.

##### **Key management remuneration**

The directors consider the board of trustees as comprising the key management personnel of the charity in charge of directing and controlling the charity and running and operating the charity on a day to day basis. All trustees give their time freely and no trustee received remuneration or expenses. The Board delegate day to day management of the charity to the Executive Manager. Key management personnel comprise of the trustees, the Executive Manager, Business Development Manager, Finance, HR & Facilities Manager and General Services Advice Coordinator. Key management personnel are appointed by the Board of Directors and their remuneration is reviewed and set on an annual basis by the Board.

##### **Risk management**

The trustees have a duty to identify and review the risks to which the charity is exposed and to ensure appropriate controls are in place to provide reasonable assurance against fraud and error.

While risk management can limit risk, it does not eliminate risk. The trustees have assessed the major risks to which the charity is exposed, in particular those related to the operation and finances of the charity and are satisfied that the systems in place to mitigate exposure to these risks are operating efficiently.

The 2015-20 Business Plan includes the financial strategy of the company to resource the activities. The interim Business Plan for 2020-21 will include key findings of a PESTLE and SWOT analysis, highlighting possible weaknesses and threats, paying particular attention to the funding uncertainties as a result of COVID 19. From this analysis the Board will set new priorities in order to maintain standards, manage risk and ensure continued compliance with Citizens Advice Scotland's quality assurance framework, as well as adherence to Scottish National Standards.

In recognition of the additional funding uncertainty as a result of COVID 19, the Board have commissioned a paper on the current funding landscape in the charity sector. This will support the Board to make informed decisions on future funding and financial strategy. Additionally, the Board have engaged the services of a property consultant to advise on our future premises requirements in light of the changing service delivery model in response to COVID 19.

## **MOTHERWELL AND WISHAW CITIZENS ADVICE BUREAU**

### **Report of the Trustees for the year ended 31 March 2020**

#### **STRUCTURE, GOVERNANCE AND MANAGEMENT**

Frequent reviews of the charity's financial position as well as a robust financial accounting system ensures the management of the finances is efficient and effective. The Board has allocated one of its member as company finance director and they monitor the accounting system along with the Executive Manager. Management accounts are presented at each meeting of the Board. An annual review of the company's affairs is carried out and the financial strategy is adjusted to meet the requirements of the forthcoming year's activities. An annual budget is agreed by the Board of Directors in March preceding the new fiscal year

#### **STATEMENT OF TRUSTEES RESPONSIBILITIES**

The trustees (who are also the directors of Motherwell And Wishaw Citizens Advice Bureau for the purposes of company law) are responsible for preparing the Report of the Trustees and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

Company law requires the trustees to prepare financial statements for each financial year which give a true and fair view of the state of affairs of the charitable company and of the incoming resources and application of resources, including the income and expenditure, of the charitable company for that period. In preparing those financial statements, the trustees are required to

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charity SORP;
- make judgements and estimates that are reasonable and prudent;
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in business.

The trustees are responsible for keeping proper accounting records which disclose with reasonable accuracy at any time the financial position of the charitable company and to enable them to ensure that the financial statements comply with the Companies Act 2006, the Charities and Trustee Investment (Scotland) Act 2005, the Charities Accounts (Scotland) Regulations 2006 and the provisions of the charity's constitution. They are also responsible for safeguarding the assets of the charitable company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

The trustees are responsible for the maintenance and integrity of the corporate and financial information included on the charitable company's website. Legislation in the United Kingdom governing the preparation and dissemination of financial statements may differ from legislation in other jurisdictions.

In so far as the trustees are aware:

- there is no relevant audit information of which the charitable company's auditors are unaware;
- and the trustees have taken all steps that they ought to have taken to make themselves aware of any relevant audit information and to establish that the auditors are aware of that information.


## MOTHERWELL AND WISHAW CITIZENS ADVICE BUREAU

### Report of the Trustees for the year ended 31 March 2020

#### AUDITORS

The auditors, Wylie & Bisset (Audit) Limited, Chartered Accountants, reappointment will be proposed at the Annual General Meeting (AGM) and will be subject to a final approval by the directors at their first Board of Directors' meeting after the AGM.

Report of the trustees approved by order of the board of trustees, as the company directors, on 28 October 2020 and signed on the board's behalf by:

 Chairperson

**M Cushley**



# **INDEPENDENT AUDITOR'S REPORT TO THE TRUSTEES AND MEMBERS OF MOTHERWELL AND WISHAW CITIZENS ADVICE BUREAU FOR THE YEAR ENDED 31 MARCH 2020**

## **Opinion**

We have audited the financial statements of Motherwell and Wishaw Citizens Advice Bureau (the "charitable company") for the year ended 31 March 2020 which comprise the Statement of Financial Activities, the Balance Sheet, the Cash Flow Statement and the notes to the financial statements, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including Financial Reporting Standard 102 The Financial Reporting Standard applicable in the UK and Republic of Ireland (United Kingdom Generally Accepted Accounting Practice).

In our opinion the financial statements:

- give a true and fair view of the state of the charitable company's affairs as at 31 March 2020, and of its incoming resources and application of resources including its income and expenditure, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice;
- have been prepared in accordance with the requirements of the Companies Act 2006; Charities and Trustee Investment (Scotland) Act 2005 and regulation 8 of the Charities Accounts (Scotland) Regulations 2006.

## **Basis for opinion**

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the Auditor's responsibilities for the audit of the financial statements section of our report. We are independent of the charitable company in accordance with the ethical requirements that are relevant to our audit of the financial statements in the UK, including the FRC's Ethical Standard, and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

## **Conclusions relating to going concern**

We have nothing to report in respect of the following matters in relation to which the ISAs (UK) require us to report to you where:

- the trustees' use of the going concern basis of accounting in the preparation of the financial statements is not appropriate; or
- the trustees have not disclosed in the financial statements any identified material uncertainties that may cast significant doubt about the charity's ability to continue to adopt the going concern basis of accounting for a period of at least twelve months from the date when the financial statements are authorised for issue.

## **Other information**

The other information comprises the information included in the report and financial statements, other than the financial statements and our auditor's report thereon. The trustees are responsible for the other information.

Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon.

# **INDEPENDENT AUDITOR'S REPORT TO THE TRUSTEES AND MEMBERS OF MOTHERWELL AND WISHAW CITIZENS ADVICE BUREAU FOR THE YEAR ENDED 31 MARCH 2020**

## **Other information (continued)**

In connection with our audit of the financial statements, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the audit or otherwise appears to be materially misstated.

If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether there is a material misstatement in the financial statements or a material misstatement of the other information. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact.

We have nothing to report in this regard.

## **Opinions on other matters prescribed by the Companies Act 2006**

In our opinion, based on the work undertaken in the course of the audit:

- the information given in the report of the trustees, which includes the directors' report prepared for the purposes of company law, for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the directors' report included within the trustees' report has been prepared in accordance with applicable legal requirements.

## **Matters on which we are required to report by exception**

In the light of the knowledge and understanding of the charitable company and its environment obtained in the course of the audit, we have not identified material misstatements in the directors' report included within the trustees' report.

We have nothing to report in respect of the following matters in relation to which the Companies Act 2006 and the Charity Accounts (Scotland) Regulations 2006 require us to report to you if, in our opinion:

- adequate and proper accounting records have not been kept; or
- the financial statements are not in agreement with the accounting records; or
- certain disclosures of trustees' remuneration specified by law are not made; or
- we have not received all the information and explanations we require for our audit; or
- the trustees were not entitled to take advantage of the small companies' exemptions in preparing the trustees' report and from the requirement to prepare a strategic report.

## **Responsibilities of trustees**

As explained more fully in the Trustees' Responsibilities Statement set out on page 13, the trustees (who are also the directors of the charitable company for the purposes of company law) are responsible for the preparation of financial statements and for being satisfied that they give a true and fair view, and for such internal control as the trustees determine necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

**INDEPENDENT AUDITOR'S REPORT TO THE TRUSTEES AND MEMBERS OF  
MOTHERWELL AND WISHAW CITIZENS ADVICE BUREAU FOR THE YEAR ENDED 31  
MARCH 2020**

**Responsibilities of trustees (continued)**

In preparing the financial statements, the trustees are responsible for assessing the charity's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the trustees either intend to liquidate the charity or to cease operations, or have no realistic alternative but to do so.

**Auditor's responsibilities for the audit of the financial statements**

We have been appointed as auditor under section 44(1)(c) of the Charities and Trustee Investment (Scotland) Act 2005 and under the Companies Act 2006 and report in accordance with the Act and relevant regulations made or having effect thereunder.

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with ISAs (UK) will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

A further description of our responsibilities for the audit of the financial statements is located on the Financial Reporting Council's website at [www.frc.org.uk/auditorsresponsibilities](http://www.frc.org.uk/auditorsresponsibilities). This description forms part of our auditor's report.

**Use of our report**

This report is made solely to the charitable company's members, as a body, in accordance with Chapter 3 of part 16 of the Companies Act 2006, and to the charitable company's trustees, as a body, in accordance with regulation 10 of the Charities Accounts (Scotland) Regulations 2006.

Our audit work has been undertaken so that we might state to the charitable company's members and trustees those matters we are required to state to them in an auditor's report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charitable company, the charitable company's members as a body and the charitable company's trustees as a body, for our audit work, for this report, or for the opinions we have formed.



Jenny Simpson  
Senior statutory auditor

For and on behalf of Wylie & Bisset (Audit) Limited, Statutory Auditor

168 Bath Street  
Glasgow

G2 4TP

Wylie & Bisset (Audit) Limited is eligible to act as an auditor in terms of section 1212 of the Companies Act 2006

Date: 28 October 2020

**MOTHERWELL AND WISHAW CITIZENS ADVICE BUREAU**  
**STATEMENT OF FINANCIAL ACTIVITIES FOR THE YEAR ENDING 31 MARCH 2020**  
(Including an Income and Expenditure account)

	Note	Unrestricted Funds 2020 £	Restricted Funds 2020 £	Total Funds 2020 £	Restated Unrestricted Funds 2019 £	Restated Restricted Funds 2019 £	Restated Total Funds 2019 £
<b>Income and endowments from:</b>							
Donations and legacies	5	-	-	-	-	96	96
Charitable activities	6	-	886,271	886,271	-	836,375	836,375
Investments	7	150	-	150	166	-	166
<b>Total Income</b>		<b>150</b>	<b>886,271</b>	<b>886,421</b>	<b>166</b>	<b>836,471</b>	<b>836,637</b>
<b>Expenditure on:</b>							
Charitable activities	8	-	906,462	906,462	25,371	806,361	831,732
<b>Total Expenditure</b>		<b>-</b>	<b>906,462</b>	<b>906,462</b>	<b>25,371</b>	<b>806,361</b>	<b>831,732</b>
<b>Net income/(expenditure) for the year</b>		<b>150</b>	<b>(20,191)</b>	<b>(20,041)</b>	<b>(25,205)</b>	<b>30,110</b>	<b>4,905</b>
Transfers between funds		36,329	(36,329)	-	-	-	-
<b>Net movement in funds</b>		<b>36,479</b>	<b>(56,520)</b>	<b>(20,041)</b>	<b>(25,205)</b>	<b>30,110</b>	<b>4,905</b>
<b>Funds reconciliation</b>							
Total Funds brought forward (as previously reported)	18	146,257	452,503	598,760	171,462	430,780	602,242
Prior year adjustment	23	-	26,347	26,347	-	17,960	17,960
Total funds brought forward (as restated)	18	146,257	478,850	625,107	171,462	448,740	620,202
<b>Total Funds carried forward</b>	<b>18</b>	<b>182,736</b>	<b>422,330</b>	<b>605,066</b>	<b>146,257</b>	<b>478,850</b>	<b>625,107</b>

The Statement of Financial Activities includes all gains and losses recognised in the year.

All income and expenditure derive from continuing activities.

# MOTHERWELL AND WISHAW CITIZENS ADVICE BUREAU

## BALANCE SHEET AS AT 31 MARCH 2020

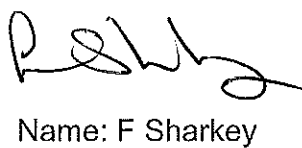
	Note	Total Funds 2020 £	Restated Total Funds 2019 £
<b>Fixed assets:</b>			
Tangible assets	14	61,584	63,501
<b>Total fixed assets</b>		<u>61,584</u>	<u>63,501</u>
<b>Current assets:</b>			
Debtors	15	27,629	63,820
Cash at bank and in hand	22	610,034	530,541
<b>Total current assets</b>		<u>637,663</u>	<u>594,361</u>
<b>Liabilities:</b>			
Creditors falling due within one year	16	(94,181)	(32,755)
<b>Net current assets</b>		<u>543,482</u>	<u>561,606</u>
<b>Net assets</b>		<u>605,066</u>	<u>625,107</u>
<b>The funds of the charity:</b>			
Restricted income funds	18	182,736	146,257
Unrestricted funds	18	422,330	478,850
<b>Total charity funds</b>		<u>605,066</u>	<u>625,107</u>

These accounts are prepared in accordance with the special provisions of Part 15 of the Companies Act relating to small companies and constitute the annual accounts required by the Companies Act 2006 and are for circulation to the members of the company.

Approved by the Trustees and signed on their behalf.



Name: M Cushley



Name: F Sharkey

Date: 28 October 2020

Company No: SC173485

**MOTHERWELL AND WISHAW CITIZENS ADVICE BUREAU**

**STATEMENT OF CASH FLOWS  
FOR THE YEAR ENDING 31 MARCH 2020**

	Note	Total Funds 2020 £	Restated Total Funds 2019 £
<b><i>Cash flows from operating activities:</i></b>			
<b>Net cash provided by/(used in) operating activities</b>	<b>20</b>	85,473	(53,403)
<b><i>Cash flows from investing activities:</i></b>			
Purchase of property, plant and equipment		(6,130)	(68,037)
Interest received		150	166
<b>Net cash (used in) investing activities</b>		(5,980)	(67,871)
<b>Change in cash and cash equivalents in the year</b>		79,493	(121,274)
Cash and cash equivalents brought forward	<b>22</b>	530,541	651,815
<b>Cash and cash equivalents carried forward</b>	<b>22</b>	610,034	530,541

## **MOTHERWELL AND WISHAW CITIZENS ADVICE BUREAU**

### **NOTES TO THE ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2020**

#### **1. Accounting Policies**

##### **(a) Basis of preparation and assessment of going concern**

The accounts (financial statements) have been prepared under the historical cost convention with items recognised at cost or transaction value unless otherwise stated in the relevant note(s) to these accounts.

The financial statements have been prepared in accordance with the Statement of Recommended Practice: Accounting and Reporting by Charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102), the Charities and Trustee Investment (Scotland) Act 2005 and the Charities Accounts (Scotland) Regulations 2006.

These 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 charity constitutes a public benefit entity as defined by FRS 102.

The trustees consider that there are no material uncertainties about the charity's ability to continue as a going concern.

##### **(b) Funds structure**

Unrestricted income funds comprise those funds which the trustees are free to use for any purpose in furtherance of the charitable objects. Unrestricted funds include designated funds where the trustees, at their discretion, have created funds for specific purposes.

Restricted funds are funds which are to be used in accordance with specific restrictions imposed by the donor or trust deed, or through the terms of an appeal.

Further details of each fund are disclosed in note 18.

##### **(c) Income recognition**

Income is recognised once the charity has entitlement to the income, it is probable that the income will be received and the amount of income receivable can be measured reliably.

Donations, are recognised when the charity has been notified in writing of both the amount and settlement date. In the event that a donation is subject to conditions that require a level of performance before the charity is entitled to the funds, the income is deferred and not recognised until either those conditions are fully met, or the fulfilment of those conditions is wholly within the control of the charity and it is probable that those conditions will be fulfilled in the reporting period.

Income from government and other grants, whether 'capital' or 'revenue' grants, is recognised when the charity has entitlement to the funds, any performance conditions attached to the grants have been met, it is probable that the income will be received and the amount can be measured reliably and is not deferred.

Income received in advance of the provision of a specified service is deferred until the criteria for income recognition are met (see note 17).

## MOTHERWELL AND WISHAW CITIZENS ADVICE BUREAU

### NOTES TO THE ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2020

#### 1. Accounting Policies (continued)

##### (d) Expenditure recognition

Liabilities are recognised as expenditure as soon as there is a legal or constructive obligation committing the charity to that expenditure, it is probable that settlement will be required and the amount of the obligation can be measured reliably.

All expenditure is accounted for on an accruals basis. All expenses including support costs and governance costs are allocated or apportioned to the applicable expenditure headings. For more information on this attribution refer to note (f) below.

- Expenditure on charitable activities includes those costs incurred by the charity in the delivery of its activities and services for its beneficiaries and other activities undertaken to further the purposes of the charity and their associated support costs;

Irrecoverable VAT is charged as a cost against the activity for which the expenditure is incurred.

##### (e) Donated services and facilities

Donated professional services and donated facilities are recognised as income when the charity has control over the item, any conditions associated with the donated item have been met, the receipt of economic benefit from the use by the charity of the item is probable and that economic benefit can be measured reliably. In accordance with the Charities SORP (FRS 102), the contribution by volunteers is not recognised. Refer to the trustees' annual report for more information about their contribution.

On receipt, donated professional services and donated facilities are recognised on the basis of the value of the gift to the charity which is the amount the charity would have been willing to pay to obtain services or facilities of equivalent economic benefit on the open market; a corresponding amount is then recognised in expenditure in the period of receipt.

##### (f) Allocation of support and governance costs

Support costs have been allocated between governance costs and other support costs. Governance costs comprise all costs involving the public accountability of the charity and its compliance with regulation and good practice. These costs include costs related to statutory audit and legal fees together with an apportionment of overhead and support costs.

Governance costs and support costs relating to charitable activities have been apportioned based on the time spent by management. The allocation of support and governance costs is analysed in note 10.

##### (g) Tangible fixed assets and depreciation

All assets costing more than £500 are capitalised and valued at historical cost. Depreciation is provided at the following annual rates in order to write off each asset over its estimated useful life.

	<b>Basis</b>
Long leasehold	- Over term of lease
Fixtures and equipment	- 33% on cost and 25% on cost
Motor Vehicles	- 25% on cost



## **MOTHERWELL AND WISHAW CITIZENS ADVICE BUREAU**

### **NOTES TO THE ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2020**

#### **1. Accounting Policies (continued)**

##### **(h) Debtors**

Trade and other debtors are recognised at the settlement amount due after any trade discount offered. Prepayments are valued at the amount prepaid net of any trade discounts due.

##### **(i) Cash at bank and in hand**

Cash at bank and cash in hand includes cash and short term highly liquid investments with a short maturity of three months or less from the date of acquisition or opening of the deposit or similar account.

##### **(j) Creditors and provisions**

Creditors and provisions are recognised where the charity has a present obligation resulting from a past event that will probably result in the transfer of funds to a third party and the amount due to settle the obligation can be measured or estimated reliably. Creditors and provisions are normally recognised at their settlement amount after allowing for any trade discounts due.

##### **(k) Pensions**

The Charitable company operates a defined contribution pension scheme. Contributions payable for the year are charged in the Statement of Financial Activities.

##### **(l) Contingent liabilities**

A contingent liability is identified and disclosed for those grants resulting from:

- a possible obligation which will only be confirmed by the occurrence of one or more uncertain future events not wholly within the trustees' control; or
- a present obligation following a grant offer where settlement is either not considered probable; or
- the amount has not been communicated in the grant offer and that amount cannot be estimated reliably.

##### **(m) Operating leases**

Rentals paid under operating leases are charged to the statement of financial activities. The obligation to pay future rentals on operating leases is shown at note 21.

##### **(n) Financial instruments**

The charity only has financial assets and financial liabilities of a kind that qualify as basic financial instruments. Basic financial instruments are initially recognised at transaction value and subsequently measured at their settlement value with the exception of bank loans which are subsequently measured at amortised cost using the effective interest method.

##### **(o) Taxation**

The company is a charitable company within the meaning of Paragraph 1 Schedule 6 of the Finance Act 2010. Accordingly, the company is potentially exempt from taxation in respect of income or capital gains received within categories covered by Chapter 3 of Part 11 of the Corporation Tax Act 2010 and section 256 of the Taxation of Chargeable Gains Act 1992 to the extent that such income or gains are applied for charitable purposes only.

## MOTHERWELL AND WISHAW CITIZENS ADVICE BUREAU

### NOTES TO THE ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2020

#### 1. Accounting Policies (continued)

##### (p) Employee benefits

The cost of short-term employee benefits are recognised as a liability and an expense, unless those costs are required to be recognised as part of the cost of stock or fixed assets.

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 when the charity is demonstrably committed to terminate the employment of an employee or to provide termination benefits.

#### 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 not 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 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. Legal status of the Charity

The charity is a company limited by guarantee and has no share capital. The liability of each member in the event of winding up is limited to £1.

#### 4. Related party transactions and trustees' expenses and remuneration

The trustees all give freely their time and expertise without any form of remuneration or other benefit in cash or kind (2019: £nil). No expenses were paid to any trustee in the year (2019: £nil). No expenses were waived by trustees during the year (2019: £nil). Waived expenses in the year comprised of £153 (2019: £109).

During the year no trustees had any personal interest in any contract or transaction entered into by the charity (2019: none).

#### 5. Income from donations and legacies

	2020 £	2019 £
Donations	-	96
	-	96

#### 6. Income from charitable activities

	2020 £	2019 £
Advice Services	886,271	836,375
	886,271	836,375

**MOTHERWELL AND WISHAW CITIZENS ADVICE BUREAU**

**NOTES TO THE ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2020**

**7. Investments**

	<b>2020</b>	<b>2019</b>
	<b>£</b>	<b>£</b>
Interest on cash deposits	150	166
	<u>150</u>	<u>166</u>

**8. Expenditure on charitable activities**

	<b>Direct Costs £</b>	<b>Support Costs £</b>	<b>2020 £</b>
Advice Services	814,185	92,277	906,462
	<u>814,185</u>	<u>92,277</u>	<u>906,462</u>

	<b>Direct Costs £</b>	<b>Support Costs £</b>	<b>Restated 2019 £</b>
Advice Services	743,614	88,118	831,732
	<u>743,614</u>	<u>88,118</u>	<u>831,732</u>

**9. Analysis of expenditure on charitable activities – Advice Services**

	<b>2020 £</b>	<b>Restated 2019 £</b>
Staff costs	691,502	570,840
Rent	44,175	38,743
Insurance	1,740	2,041
Light and heat	9,700	9,032
Telephone	4,812	7,900
Post and stationery	5,633	7,808
Advertising and marketing	3,209	7,138
General office expenses	4,807	5,404
Subscriptions	3,202	2,671
Staff travel and motor expenses	10,338	15,078
Volunteer travel and expenses	3,769	5,859
Property costs	12,804	42,826
Staff training and conferences	7,158	7,342
Consultancy and professional fees	-	11,996
Computer and IT costs	2,599	3,391
AGM expenses	690	854
Depreciation	8,047	4,691
Governance costs (note 10)	10,789	9,765
Support costs (note 10)	81,488	78,353
	<u>906,462</u>	<u>831,732</u>

# MOTHERWELL AND WISHAW CITIZENS ADVICE BUREAU

## NOTES TO THE ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2020

### 10. Allocation of governance and support costs

The breakdown of support costs and how these were allocated between governance and other support costs is shown in the table below:

Cost type	Total 2020 allocated £	Governance related £	Other support costs £	Basis of apportionment
Staff costs	87,277	5,789	81,488	Staff time
	<u>87,277</u>	<u>5,789</u>	<u>81,488</u>	

Cost type	Total 2019 allocated £	Governance related £	Other support costs £	Basis of apportionment
Staff costs	83,858	5,505	78,353	Staff time
	<u>83,858</u>	<u>5,505</u>	<u>78,353</u>	

#### Governance costs:

	2020 £	2019 £
Auditor's remuneration	5,000	4,260
Support costs (see above)	<u>5,789</u>	<u>5,505</u>
	<u>10,789</u>	<u>9,765</u>

#### Allocation of governance and support costs:

	Support Costs £	Governance £	2020 £
Advice Services	81,488	10,789	92,277
Total allocated	<u>81,488</u>	<u>10,789</u>	<u>92,277</u>

#### Allocation of governance and support costs:

	Support Costs £	Governance £	2019 £
Advice Services	78,353	9,765	88,118
Total allocated	<u>78,353</u>	<u>9,765</u>	<u>88,118</u>

### 11. Analysis of staff costs and remuneration of key management personnel

	2020 £	Restated 2019 £
Salaries and wages	713,587	607,248
Social security costs	51,385	40,226
Pension costs	<u>13,807</u>	<u>7,224</u>
Total staff costs	<u>778,779</u>	<u>654,698</u>

No employees had employee benefits in excess of £60,000 (2019: £Nil).

## MOTHERWELL AND WISHAW CITIZENS ADVICE BUREAU

### NOTES TO THE ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2020

#### 11. Analysis of staff costs and remuneration of key management personnel (continued)

During the year under review the charity's key management personnel received employee benefits totalling £136,207 (2019: £132,371).

Settlement payments of £2,759 were made in the year (2019: £Nil).

	2020 No.	2019 No.
The average weekly number of persons, by headcount, employed by the charity during the year was:	39	38

#### 12. Net income/(expenditure) for the year

	2020 £	2019 £
This is stated after charging:		
Depreciation	8,047	4,691
Auditor's remuneration:		
Audit fees	5,000	4,260

#### 13. Government Grants

	2020 £	2019 £
North Lanarkshire Council	139,596	144,668
NHS	6,000	6,000
European Community Fund	24,374	23,761
Big Lottery	69,186	274,644
	239,156	449,073

There are no unfulfilled conditions and contingencies attaching to the grants or any indications of other forms of government assistance.

**MOTHERWELL AND WISHAW CITIZENS ADVICE BUREAU**

**NOTES TO THE ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2020**

**14. Tangible Fixed Assets**

	Long Leasehold £	Fixtures and fittings £	Motor Vehicles £	Total £
<b>Cost or valuation</b>				
At 1 April 2019	68,037	1,121	12,013	81,171
Additions	-	6,130	-	6,130
Disposals	-	-	-	-
At 31 March 2020	68,037	7,251	12,013	87,301
<b>Depreciation</b>				
At 1 April 2019	4,536	1,121	12,013	17,670
Charge for the year	4,536	3,511	-	8,047
Eliminated on disposals	-	-	-	-
At 31 March 2020	9,072	4,632	12,013	25,717
<b>Net book value</b>				
At 31 March 2020	58,965	2,619	-	61,584
At 31 March 2019	63,501	-	-	63,501

**15. Debtors**

	2020 £	2019 £
Trade debtors	19,591	19,904
Other debtors	8,038	43,916
	27,629	63,820

**16. Creditors: amounts falling due within one year**

	2020 £	Restated 2019 £
Trade creditors	13,536	5,025
Other creditors and accruals	7,522	27,730
Deferred income (Note 17)	60,881	-
Taxation and social security costs	12,242	-
	94,181	32,755

**17. Deferred income**

	2020 £	2019 £
Balance as at 1 April 2019	-	-
Amount released to income earned from charitable activities	-	-
Amount deferred in year	60,881	-
Balance as at 31 March 2020	60,881	-

At 31 March 2020 deferred income comprised 2020/21 grants received in advance.

# MOTHERWELL AND WISHAW CITIZENS ADVICE BUREAU

## NOTES TO THE ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2020

### 18. Analysis of charitable funds

#### Year end 31 March 2020

Analysis of Fund movements	Restated Balance b/fwd £	Income £	Expenditure £	Transfers £	Fund c/fwd £
<b>Unrestricted funds</b>					
Designated property fund	59,211	-	-	(59,211)	-
Designated fixed asset fund	-	-	8,047	69,631	61,584
Designated redundancy fund	-	-	-	71,081	71,081
<b>Total designated funds</b>	59,211	-	8,047	81,501	132,665
General funds	87,046	150	(8,047)	(45,172)	50,071
<b>Total unrestricted funds</b>	146,257	150	-	36,329	182,736
<b>Restricted funds</b>					
Generalist advice	15,329	257,987	213,991	(28,236)	31,089
Money Debt Advice	1,278	85,501	74,731	(7,180)	4,868
Helplines	16,654	235,643	213,676	(19,884)	18,737
Energy Advice Services	36,844	56,644	11,293	(43,309)	38,886
Training Delivery	73,105	10,602	11,570	-	72,137
Other Specialist Projects	132,350	232,448	249,054	(28,972)	86,772
Bureau	203,290	7,446	132,147	91,252	169,841
<b>Total restricted funds</b>	478,850	886,271	906,462	(36,329)	422,330
<b>TOTAL FUNDS</b>	625,107	886,421	906,462	-	605,066

#### Year end 31 March 2019

Analysis of Fund movements	Restated Balance b/fwd £	Income £	Restated Expenditure £	Transfers £	Restated Fund c/fwd £
<b>Unrestricted funds</b>					
Designated property fund	84,582	-	25,371	-	59,211
Designated fixed asset fund	-	-	-	-	-
Designated redundancy fund	-	-	-	-	-
<b>Total designated funds</b>	84,582	-	25,371	-	59,211
General funds	86,880	166	-	-	87,046
<b>Total unrestricted funds</b>	171,462	166	25,371	-	146,257
<b>Restricted funds</b>					
Generalist advice	18,997	195,878	181,563	(17,983)	15,329
Money Debt Advice	-	63,140	58,196	(3,666)	1,278
Helplines	4,509	57,178	40,223	(4,810)	16,654
Energy Advice Services	26,396	48,595	15,398	(22,749)	36,844
Training Delivery	71,010	35,544	33,449	-	73,105
Other Specialist Projects	139,281	423,468	370,659	(59,740)	132,350
Bureau	188,547	12,668	106,873	108,948	203,290
<b>Total restricted funds</b>	448,740	836,471	806,361	-	478,850
<b>TOTAL FUNDS</b>	620,202	836,637	831,732	-	625,107

## MOTHERWELL AND WISHAW CITIZENS ADVICE BUREAU

### NOTES TO THE ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2020

#### 18. Analysis of charitable funds (continued)

- a) The unrestricted funds are available to be spent for any of the purposes of the charity.

The Trustees have created the following designated funds:

**Designated property fund** - A designated property fund which was created to provide for potential costs of renting out a Wishaw office in the near future. A decision has been made not to do this and therefore, the funds have been transferred back to general.

**Designated Fixed Assets fund** - A designated fund equal to the NBV of the fixed assets held.

**Designated Redundancy Fund** - A designated fund to meet the costs of possible redundancies from reductions in future funding levels

- b) Restricted funds comprise:

**Generalist Advice** - Funding to provide Generalist, Benefit and Welfare Rights Service for public in Motherwell & Wishaw localities. Building the capacity of the bureau to deal with government Welfare Reforms, by recruitment, training and support of volunteers. Provide Tribunal representation to clients challenging benefit claims/decisions. Provide holistic information and advice service with a main focus on proactive income maximisation and Universal Credit advice, application support face to face.

**Money Debt Advice** - Debt advice services to increase the number of people who can be helped with managing their debts, financial advice and negotiation with creditors with the aim of improving the client's situation in the long term.

**Helplines** - Government funding via CAS to provide Helpline support to people age 50+ in relation to their Defined Contribution pensions over the telephone. Offer priority advice services for Money Talk & Universal Credit advice to target groups plus application support via telephone and web chat.

**Energy Advice Service** - Provide information and guidance on Energy efficiency and providers to help eradicate fuel poverty across Lanarkshire.

**Training Delivery** - Training and Support delivery with placements via Community Job Scotland, No one Left Behind, Wage Incentive Programmes, SQA and Internships.

**Other Specialist Projects** - Provide Money and Debt Advice for Armed Forces Serving/ Ex-serving, Veterans 65+ and their families across Lanarkshire face to face and via telephone/web chat. Energy Advice and Digital Inclusion Workshops and one to one support for vulnerable Tenants/Residents of 5 RSL's and for those affected by Mental Health Conditions across Lanarkshire. Mitigate effects of prison on prisoners, ex-prisoners and their families across Lanarkshire. Provide general advice and support to in-patients in Wishaw General Psychiatric Wards.

**Bureau** - Management and Governance for Motherwell & Wishaw CAB Equalities Project



# MOTHERWELL AND WISHAW CITIZENS ADVICE BUREAU

## NOTES TO THE ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2020

### 18. Analysis of charitable funds (continued)

**Transfers** - The transfers are to account for the 10% management fee used to pay core management staff salaries.

### 19. Net assets over funds

#### As at 31 March 2020

	Unrestricted Funds £	Restricted Funds £	Total 2020 £
Fixed assets	61,584	-	61,584
Debtors	27,629	-	27,629
Cash at bank and in hand	187,704	422,330	610,034
Creditors < 1 year	(94,181)	-	(94,181)
	<u>182,736</u>	<u>422,330</u>	<u>605,066</u>

#### As at 31 March 2019

	Unrestricted Funds £	Restricted Funds £	Restated Total 2019 £
Fixed assets	63,501	-	63,501
Debtors	63,820	-	63,820
Cash at bank and in hand	23,484	507,057	530,541
Creditors < 1 year	(4,548)	(28,207)	(32,755)
	<u>146,257</u>	<u>478,850</u>	<u>625,107</u>

### 20. Reconciliation of net (expenditure)/income to net cash flow from operating activities

	2020 £	Restated 2019 £
Net income/(expenditure) for the year (as per the Statement of Financial Activities)	(20,041)	4,905
Adjustments for:		
Depreciation charges	8,047	4,691
Interest received	(150)	(166)
Decrease/(Increase) in debtors	36,191	(61,154)
Increase/(Decrease) in creditors	61,426	(1,679)
<b>Net cash provided by/(used in) operating activities</b>	<u>85,473</u>	<u>(53,403)</u>

# MOTHERWELL AND WISHAW CITIZENS ADVICE BUREAU

## NOTES TO THE ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2020

### 21. Operating lease commitments

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

	2020	2019
	£	£
Under 1 year	41,261	41,261
Within 2-5 years	155,289	159,390
Over 5 years	309,666	331,343
	<u>506,216</u>	<u>531,994</u>

### 22. Analysis of cash and cash equivalents

	2020	2019
	£	£
Cash at bank and in hand	610,034	530,541
Total cash and cash equivalents	<u>610,034</u>	<u>530,541</u>

### 23. Prior year adjustment

During the preparation of these accounts it became apparent that at 31 March 2018 & 2019 the accounts included an accrual in relation to potential redundancy payments which did not meet the criteria for recognition as a liability. Accordingly, a prior year adjustment has been made to remove this from the accounts. The effect of the prior year adjustment is as follows:

	£
<b>Reconciliation of reported net deficit:</b>	
2019 net movement in funds	(3,482)
Effect of reversal of redundancy accrual	8,387
2019 net movement in funds as restated	<u>4,905</u>

	At 1 April 2019 £	At 1 April 2018 £
<b>Reconciliation of funds</b>		
Funds as previously stated:	598,760	602,242
Effect of reversal of redundancy accrual	26,347	17,960
	<u>625,107</u>	<u>620,202</u>