

**REGISTERED COMPANY NUMBER: SC209080 (Scotland)**  
**REGISTERED CHARITY NUMBER: SC002558**

**Report of the Trustees and**  
**Audited Financial Statements**  
**for the Year Ended 31 March 2020**  
**for**  
**West Dunbartonshire Citizens Advice**  
**Bureau**

West Dunbartonshire Citizens Advice  
Bureau

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for the Year Ended 31 March 2020

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**West Dunbartonshire 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) (effective 1 January 2019).

**OBJECTIVES AND ACTIVITIES**

**Objectives and aims**

The principal objective of the charity is to promote any charitable purposes for the benefit of the community of West Dunbartonshire by the advancement of education, the protection of health and the relief of poverty, sickness and distress.

West Dunbartonshire Citizens Advice Bureau offers a free, confidential, impartial and independent advice, assistance and representation service. The aim of the service is to ensure that individuals do not suffer through lack of knowledge of their rights and responsibilities or through an inability to express their needs effectively. An equally important objective is to exercise a responsible influence on the development of social policies and services both locally and nationally.

The bureau frontline service, which is delivered from town-centre, full-time premises in Alexandria, Clydebank and Dumbarton, is staffed in the main by a pool of 50 volunteers who are assisted by a team of support staff. These volunteers have all undergone a rigorous training program which lasts a minimum of four months.

The Trustees of West Dunbartonshire Citizens Advice Bureau have overseen a number of difficult restructures in the last few years. West Dunbartonshire regularly fares poorly in the indices of multiple deprivation and the Directors are aware that the current situation is unlikely to improve in the near future. Trustees' thoughts will focus on the extent to which West Dunbartonshire Citizens Advice Bureau can continue to meet high levels of demand. The Trustees recognise the need for development of new working partnerships if current needs and future demands are to be met.

**Public benefit**

The charity meets the definition of a public benefit entity under FRS 102.

**Volunteers**

In accordance with FRS 102 and the Charities SORP (FRS 102), the economic contribution of general volunteers is not recognised in the financial statements as this cannot be reliably measured.

**ACHIEVEMENT AND PERFORMANCE**

**Charitable activities**

The financial statements show the overall position of the charity as at 31 March 2020, its incoming resources and the application of these resources for the year ended that date.

Income received during the year totalled £556,081 (2019 - £515,153) and expenditure totalled £548,101 (2019 - £538,130). A surplus of £7,980 was generated compared to a deficit of £22,977 in 2019. The 2020 surplus can be mainly attributed to an increase in grant income from Citizens Advice Scotland in the year to 31 March 2020.

**Review of activities**

In the year, West Dunbartonshire Citizens Advice Bureau advised and assisted 4,928 clients with just under 29,000 social welfare issues, generating client financial gains of £2.5m.

West Dunbartonshire Citizens Advice Bureau continued to be at the forefront of local activity to mitigate the impact of social security cuts and public sector austerity measures. We continued to lead the local response to the challenges presented to local people by the introduction of Universal Credit, we promoted the Financial Health Check campaign (now the Money Talk Team), our Local Energy Advice Project continues to be successful, our Claimant Support Unit in Alexandria continued to thrive and we continued with our very successful Power of Attorney campaign.

Like many organisations we were confronted by the upheaval wrought by Covid-19. This had a major impact on our way of working, and still does. Our staff had to adjust to working from home, we closed our offices for a period, temporarily withdrew our drop-in service and asked our volunteers to step down. At the time of writing we still all face great uncertainty and we continue to adjust to changing guidance and the changing needs of our clients.

**West Dunbartonshire Citizens Advice  
Bureau**

**Report of the Trustees  
for the Year Ended 31 March 2020**

**FINANCIAL REVIEW**

**Principal funding sources**

The charity is largely dependent on the local authority as a key funder. For the financial year 2020/21, West Dunbartonshire Council/West Dunbartonshire Community Planning Partnership has confirmed there will be a 2% reduction in funding, however, the charity has received some additional help after the year end due to the Covid-19 pandemic.

In addition to core funding, where possible the charity seeks to attract additional funding from trusts and charities. Funding is received from Citizens Advice Scotland to deliver contracts awarded by Scottish and UK Governments. However, the principal funders remain West Dunbartonshire Council, West Dunbartonshire Community Planning Partnership and Scottish Government agencies.

**Reserves policy**

The Trustees believe that the charity should hold financial reserves in order to ensure that the charity can continue to operate and meet the needs of clients in the event of unforeseen, and potentially damaging, financial circumstances arising. The Trustees therefore consider that the present level of reserves is sufficient to meet requirements of the charity. The present level of reserves are as shown on the Balance Sheet.

**Risk management**

The Trustees have assessed the major risks to which the charity is exposed, in particular those related to the operations and finances of the charity, and are satisfied that systems and procedures are in place to mitigate our exposure to the major risks. Risk assessments are made on a regular basis.

**FUTURE PLANS**

Future plans are impacted by the pandemic and the lockdowns which have followed. Although we were forced by circumstances to make major changes as to how we operate, it is apparent that switching to multi-channel service delivery has been of benefit to many clients. The major challenge we face is ensuring that we not only work with clients new to the service but also continue to support clients who have relied on the face to face service over the years.

As always there are a number of key objectives for the charity, but these need to be reconsidered in light of the Covid-19 upheaval:

- consolidating the West Dunbartonshire Citizens Advice Bureau service at a time of major channel shift. We will harness the benefits of technological developments to allow us to continue remote working and delivering remote advice and support;
- the continued recruitment of volunteer Advisors and Trustees;
- retention of high calibre support staff;
- development of new working partnerships in light of changing working arrangements; and
- maintaining a quality service in the new landscape.

**STRUCTURE, GOVERNANCE AND MANAGEMENT**

**Governing document**

West Dunbartonshire Citizens Advice Bureau is a company limited by guarantee, incorporated in Scotland on 13 July 2000, company number SC209080 and registered as a Scottish charity on 13 July 2000, charity number SC002558. The charity was formed under a Memorandum of Association which established its objects and powers and is governed under its Articles of Association.

West Dunbartonshire Citizens Advice  
Bureau

Report of the Trustees  
for the Year Ended 31 March 2020

**STRUCTURE, GOVERNANCE AND MANAGEMENT**

**Recruitment and appointment of new trustees**

The Board of Trustees (also known as Directors for the purpose of the Companies Act) are elected annually from its membership. There are three categories of membership:

- Local Resident Member (eight places) - membership in this category is open to any individual (of age 16 or over) who is resident in the operating area;
- Local Group Member (two places) - membership in this category is open to any individual who is nominated for membership by a voluntary, statutory or other organisation or body operating within the operating area;
- Volunteer Worker Member (four places) - membership in this category is open to any individual who is a member of the volunteer staff of the Bureau.

In addition, there is a place for the Chief Executive and three co-opted Directors.

In addition to the elected places, both West Dunbartonshire Council (the core funder) and Citizens Advice Scotland (the national umbrella organisation) are entitled to nominate observers to attend Board Meetings. West Dunbartonshire Community Planning Partnership is represented by a Monitoring Officer with responsibility for financial and performance monitoring.

**Organisational structure**

The management of the charity is the responsibility of the Trustees who are elected and co-opted under the terms of the Articles of Association. The Chief Executive Officer is responsible for all operational aspects of the organisation.

The Chief Executive Officer provides regular written reports to the Board of Trustees which is responsible largely for the strategic management of the organisation. The Board also focuses on policy-making and the oversight function. In the period covered by this report there were four sub-committees active within the Bureau. These were:

- the Staffing sub-committee
- the Finance sub-committee
- the Governance sub-committee
- the Development Working Group

The nature and composition of these sub-committees can change as a result of external influences and/or changing needs. The powers of Directors are as detailed in the Memorandum and Articles of Association.

**Induction and training of new trustees**

It is a requirement of membership of the Board of Trustees of West Dunbartonshire Citizens Advice Bureau (CAB) that each new trustee agrees to undertake induction training. Induction training for the Trustees includes the following:

- aims and principles of the CAB service
- summary of legal responsibilities of the Board
- trustees' responsibilities
- the role of sub-committees
- responsibilities in relation to staff and volunteers
- how West Dunbartonshire Citizens Advice Bureau services are organised
- quality management issues
- responsibility for planning and finance
- compliance risk issues

Induction training is conducted in-house, with occasional supplementary training for Trustees provided by Citizens Advice Scotland.

**Key management personnel**

The Board of Trustees do not consider any one individual to have responsibility as key management.

**West Dunbartonshire Citizens Advice  
Bureau**

**Report of the Trustees  
for the Year Ended 31 March 2020**

**STRUCTURE, GOVERNANCE AND MANAGEMENT**

**Wider network**

West Dunbartonshire Citizens Advice Bureau is a member of Citizens Advice Scotland and Trustees receive professional advice from Kirsty Noble, CAS Development Officer. West Dunbartonshire Citizens Advice Bureau received core funding from West Dunbartonshire Council which is entitled to be represented at Board meetings. Meetings are also attended by West Dunbartonshire Council's nominated Monitoring Officer.

**Related parties**

One Trustee is employed as the Leader of West Dunbartonshire Council, who are principal funders of the charity. The Trustees have put policies in place to manage any conflict of interest.

**REFERENCE AND ADMINISTRATIVE DETAILS**

**Registered Company number**

SC209080 (Scotland)

**Registered Charity number**

SC002558

**Registered office**

Bridgend House  
179 High Street  
Dumbarton  
G82 1NW

**Trustees**

Mrs A Hemphill (resigned 1.4.20)  
Mrs B Pasquire  
Mrs M Richardson (resigned 21.9.19)  
Ms F Prophet (resigned 1.11.19)  
D Mitchell  
Mrs I MacDonald  
A Rennie  
J McColl  
L O'Neill  
Ms C Rainey  
P Traynor  
Ms H Faye (appointed 11.12.19)  
Ms M Sinclair (appointed 11.12.19)

**Company Secretary**

J McCormack

**Auditors**

Gillespie & Anderson  
Statutory Auditors  
Chartered Accountants  
147 Bath Street  
Glasgow  
G2 4SN

**Bankers**

Bank of Scotland  
94-102 High Street  
Dumbarton  
G82 1PQ

**West Dunbartonshire Citizens Advice  
Bureau**

**Report of the Trustees  
for the Year Ended 31 March 2020**

**REFERENCE AND ADMINISTRATIVE DETAILS**

**Website**

www.wdcab.co.uk

**STATEMENT OF TRUSTEES' RESPONSIBILITIES**

The trustees (who are also the directors of West Dunbartonshire 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. 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.

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.

**AUDITORS**

**Statutory Auditor**

The Statutory Auditor, Alastair Stewart BA(Hons) CA of Gillespie & Anderson, Statutory Auditors, Chartered Accountants, has expressed a willingness to continue in office.

Approved by order of the board of trustees on 23 February 2021 and signed on its behalf by:

Mrs I MacDonald - Trustee

**Report of the Independent Auditors to the Trustees and Members of**  
**West Dunbartonshire Citizens Advice**  
**Bureau**

**Opinion**

We have audited the financial statements of West Dunbartonshire 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 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 (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; and
- have been prepared in accordance with the requirements of the Companies Act 2006, the 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 Auditors' 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 the provisions available for small entities, in the circumstances set out in note 20 to the financial statements, 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 charitable company'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 trustees are responsible for the other information. The other information comprises the information included in the Annual Report, other than the financial statements and our Report of the Independent Auditors thereon.

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.

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 for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the Report of the Trustees has been prepared in accordance with applicable legal requirements.



**Report of the Independent Auditors to the Trustees and Members of**  
**West Dunbartonshire Citizens Advice**  
**Bureau**

**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 Report of the Trustees.

We have nothing to report in respect of the following matters where the Companies Act 2006 and the Charities Accounts (Scotland) Regulations 2006 (as amended) requires us to report to you if, in our opinion:

- adequate and proper accounting records have not been kept or returns adequate for our audit have not been received from branches not visited by us; or
- the financial statements are not in agreement with the accounting records and returns; 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 exemption from the requirement to prepare a Strategic Report or in preparing the Report of the Trustees.

**Responsibilities of trustees**

As explained more fully in the Statement of Trustees' Responsibilities, the trustees are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, the trustees are responsible for assessing the charitable company'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 charitable company or to cease operations, or have no realistic alternative but to do so.

**Our responsibilities for the audit of the financial statements**

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 a Report of the Independent Auditors 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 Report of the Independent Auditors.

**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 the trustees those matters we are required to state to them in an auditors' 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 and the charitable company's members as a body, for our audit work, for this report, or for the opinions we have formed.

Alastair Stewart BA(Hons) CA (Senior Statutory Auditor)  
for and on behalf of Gillespie & Anderson  
Statutory Auditors  
Chartered Accountants  
Eligible to act as an auditor in terms of Section 1212 of the Companies Act 2006  
147 Bath Street  
Glasgow  
G2 4SN

23 February 2021

**West Dunbartonshire Citizens Advice  
Bureau**

**Statement of Financial Activities  
(Incorporating an Income and Expenditure Account)  
for the Year Ended 31 March 2020**

	Notes	Unrestricted fund £	Restricted funds £	2020 Total funds £	2019 Total funds £
<b>INCOME AND ENDOWMENTS FROM</b>					
Donations and legacies	2	355,768	200,313	556,081	515,153
<b>EXPENDITURE ON</b>					
<b>Charitable activities</b>	3				
Charitable activities		347,983	200,118	548,101	538,130
<b>NET INCOME/(EXPENDITURE)</b>		<u>7,785</u>	<u>195</u>	<u>7,980</u>	<u>(22,977)</u>
<b>RECONCILIATION OF FUNDS</b>					
<b>Total funds brought forward</b>		107,106	729	107,835	130,812
<b>TOTAL FUNDS CARRIED FORWARD</b>		<u><u>114,891</u></u>	<u><u>924</u></u>	<u><u>115,815</u></u>	<u><u>107,835</u></u>

The notes form part of these financial statements

**West Dunbartonshire Citizens Advice**  
**Bureau (Registered number: SC209080)**

**Balance Sheet**  
**31 March 2020**

	Notes	2020 £	2019 £
<b>FIXED ASSETS</b>			
Tangible assets	12	4,658	9,877
<b>CURRENT ASSETS</b>			
Debtors	13	9,627	14,599
Cash at bank		128,126	121,095
		<u>137,753</u>	<u>135,694</u>
<b>CREDITORS</b>			
Amounts falling due within one year	14	(26,596)	(37,736)
<b>NET CURRENT ASSETS</b>		<u>111,157</u>	<u>97,958</u>
<b>TOTAL ASSETS LESS CURRENT LIABILITIES</b>		115,815	107,835
<b>NET ASSETS</b>		<u>115,815</u>	<u>107,835</u>
<b>FUNDS</b>	17		
Unrestricted funds		114,890	107,106
Restricted funds		925	729
<b>TOTAL FUNDS</b>		<u>115,815</u>	<u>107,835</u>

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

The financial statements were approved by the Board of Trustees and authorised for issue on 23 February 2021 and were signed on its behalf by:

I MacDonald - Trustee

B Pasquire - Trustee

**West Dunbartonshire Citizens Advice**  
**Bureau**

**Cash Flow Statement**  
**for the Year Ended 31 March 2020**

Notes	2020 £	2019 £
<b>Cash flows from operating activities</b>		
Cash generated from operations 1	7,031	(9,773)
Net cash provided by/(used in) operating activities	<u>7,031</u>	<u>(9,773)</u>
<b>Cash flows from investing activities</b>		
Purchase of tangible fixed assets	-	(10,184)
Net cash provided by/(used in) investing activities	<u>-</u>	<u>(10,184)</u>
<b>Change in cash and cash equivalents in the reporting period</b>	<u>7,031</u>	<u>(19,957)</u>
<b>Cash and cash equivalents at the beginning of the reporting period</b>	<u>121,095</u>	<u>141,052</u>
<b>Cash and cash equivalents at the end of the reporting period</b>	<u><u>128,126</u></u>	<u><u>121,095</u></u>

The notes form part of these financial statements

**West Dunbartonshire Citizens Advice  
Bureau**

**Notes to the Cash Flow Statement  
for the Year Ended 31 March 2020**

**1. RECONCILIATION OF NET INCOME/(EXPENDITURE) TO NET CASH FLOW FROM OPERATING ACTIVITIES**

	2020	2019
	£	£
<b>Net income/(expenditure) for the reporting period (as per the Statement of Financial Activities)</b>	7,980	(22,977)
<b>Adjustments for:</b>		
Depreciation charges	5,219	5,954
Decrease/(increase) in debtors	4,972	(4,911)
(Decrease)/increase in creditors	(11,140)	12,161
	<u>7,031</u>	<u>(9,773)</u>
<b>Net cash provided by/(used in) operations</b>	<u>7,031</u>	<u>(9,773)</u>

**2. ANALYSIS OF CHANGES IN NET FUNDS**

	At 1.4.19	Cash flow	At 31.3.20
	£	£	£
<b>Net cash</b>			
Cash at bank	121,095	7,031	128,126
	<u>121,095</u>	<u>7,031</u>	<u>128,126</u>
<b>Total</b>	<u>121,095</u>	<u>7,031</u>	<u>128,126</u>

**West Dunbartonshire Citizens Advice**  
**Bureau**

**Notes to the Financial Statements**  
**for the Year Ended 31 March 2020**

**1. ACCOUNTING POLICIES**

**Basis of preparing the financial statements**

The financial statements of the charitable company, which is a public benefit entity under FRS 102, have been prepared in accordance with the Charities SORP (FRS 102) '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)', Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland' and the Companies Act 2006. The financial statements have been prepared under the historical cost convention.

**Going concern**

A surplus was noted in the current year, however, the trustees are aware of the deficit that incurred in the prior year and the potential decrease in funding in future years but still consider that there are no material uncertainties about the charity's ability to continue as a going concern.

**Presentation currency**

The financial statements are presented in pound sterling (£), which is the functional currency of the charity.

**Critical accounting judgements and key sources of estimation uncertainty**

The Trustees have made judgements, estimates and assumptions that affect the amounts reported within the financial statements during the year. Actual results may differ from these estimates. Estimates and underlying assumptions are reviewed on an ongoing basis. The Trustees estimates, assumptions and judgements that have a significant risk of causing a material adjustment to the carrying amount of assets and liabilities within the financial statements are addressed and detail is provided in the associated notes.

**Income**

Donations and legacies consists of donations, grants and legacies. Donations are recognised when the charity is entitled to the income, receipt of the income is probable and the amount can be measured reliably. Income from grants is recognised when the charity is entitled 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. Legacy income is recognised when it is probable that it will be received and the amount has been quantified.

**Expenditure**

Expenditure has been classified under the headings that aggregate all costs related to the category. Where costs cannot be directly attributed to particular headings they have been allocated to activities on a basis consistent with the use of the resources.

Expenditure is recognised on an accrual basis when a legal liability is incurred, payment of the liability is probable and the amount can be measured reliably. The amount includes any VAT which cannot be fully recovered. VAT is reported as part of the expenditure to which it relates.

Charitable activities comprise all resources expended undertaking work to meet the charity's charitable objectives. Such costs include the direct costs of charitable activities approved by the charity and all support costs relating to these activities. Governance costs include direct resources expended in the general running of the charity and are primarily associated with constitutional and statutory requirements. These costs are allocated entirely to charitable activities.

**Allocation and apportionment of costs**

Support costs are allocated wholly to charitable activities. Whilst the Trustees recognise that a small part of some items of expenditure included in support costs do relate to indirect governance costs, they are of the opinion that the time and costs involved in performing such an analysis outweigh the potential benefits arising from any such work.

**Tangible fixed assets**

Depreciation is provided at the following annual rates in order to write off each asset over its estimated useful life.

**West Dunbartonshire Citizens Advice**  
**Bureau**

**Notes to the Financial Statements - continued**  
**for the Year Ended 31 March 2020**

**1. ACCOUNTING POLICIES - continued**

**Tangible fixed assets**

Improvements to property	- 25% on cost and 12.5% on cost
Fixtures and fittings	- 20% on cost
Computer equipment	- 33% on cost

All tangible fixed assets having a use by the charity greater than one year are capitalised where the individual cost of the asset is greater than £500.

**Taxation**

The charity is exempt from corporation tax on its charitable activities.

**Fund accounting**

Funds are classified as either unrestricted fund or restricted funds, defined as follows:

Unrestricted funds are expendable at the discretion of the Trustees in furtherance of the objects of the charity. If parts of the unrestricted funds are earmarked at the discretion of the Trustees for a particular purpose, they are designated as a separate fund. This designation has an administrative purpose only and does not legally restrict the Trustees discretion to apply the funds.

Restricted funds are funds subject to specific requirements as to their use which may be declared by the donor or with their authority or created through legal process, but still within the wider objects of the charity.

Further explanation of the nature and purpose of each fund is included in the notes to the financial statements.

**Hire purchase and leasing commitments**

Rentals paid under operating leases are charged to the Statement of Financial Activities on a straight line basis over the period of the lease.

**Pension costs and other post-retirement benefits**

The charity operates a defined contribution pension scheme. Contributions payable to the pension scheme are charged to the statement of financial activities in the period to which they relate.

**Financial instruments**

The charity has no complex financial instruments but does hold basic financial instruments of; cash at bank, debtors and creditors.

Cash and cash equivalents comprise cash at bank and on hand, demand deposits with banks and other short-term highly liquid investments with original maturities of three months or less and bank overdrafts. A bank overdraft would be shown within current liabilities.

Debtors are initially recognised at fair value and subsequently measured at amortised cost using the effective interest method, less losses for bad debts except where the effect of discounting would be immaterial. In such cases, trade and other debtors are stated at cost less losses for bad debts.

Creditors are initially recognised at fair value and subsequently measured at amortised cost using the effective interest rate unless the effect of discounting would be immaterial. In such cases, trade and other creditors are stated at cost.

**Employee benefits**

The total cost of employee benefits to which employees have become entitled as a result of service rendered to the entity during the reporting period are recognised and charged to the statement of financial activities in the period to which they relate.

**West Dunbartonshire Citizens Advice  
Bureau**

**Notes to the Financial Statements - continued  
for the Year Ended 31 March 2020**

**1. ACCOUNTING POLICIES - continued**

**Volunteers**

In accordance with FRS 102 and the Charities SORP (FRS 102), the economic contribution of general volunteers is not recognised in the financial statements as this cannot be reliably measured.

**Provision for liabilities**

A provision is initially recognised when there is an obligation at the balance sheet date as the result of a past event, it is probable that there will be the transfer of funds in settlement and the amount of the obligation can be estimated reliably. The provision is subsequently measured by placing a charge against the provision only for expenditure for which the provision was originally recognised.

**2. DONATIONS AND LEGACIES**

	2020 £	2019 £
Donations	47	247
Legacies	-	30
Grants	556,034	514,876
	<u>556,081</u>	<u>515,153</u>

Grants received, included in the above, are as follows:

	2020 £	2019 £
West Dunbartonshire Council	385,720	392,305
East Dunbartonshire Citizens Advice Bureau	-	798
Knowes Housing Association	2,217	8,869
Citizens Advice Scotland	155,678	109,708
Community Jobs Scotland	10,259	3,196
Argyle & Bute Citizens Advice Bureau	1,814	-
Other grants	346	-
	<u>556,034</u>	<u>514,876</u>

**3. CHARITABLE ACTIVITIES COSTS**

	Direct Costs (see note 4) £	Support costs (see note 5) £	Totals £
Charitable activities	<u>298,547</u>	<u>249,554</u>	<u>548,101</u>



**West Dunbartonshire Citizens Advice**  
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**Notes to the Financial Statements - continued**  
**for the Year Ended 31 March 2020**

**4. DIRECT COSTS OF CHARITABLE ACTIVITIES**

	2020	2019
	£	£
Staff costs	<u>298,547</u>	<u>273,449</u>

**5. SUPPORT COSTS**

	Management	Governance costs	Totals
	£	£	£
Charitable activities	<u>245,212</u>	<u>4,342</u>	<u>249,554</u>

Support costs, included in the above, are as follows:

**Management**

	2020	2019
	Charitable activities	Total activities
	£	£
Wages	103,136	110,570
Social security	14,233	16,166
Pensions	7,918	9,133
Rent	49,960	50,753
Rates and water	2,018	2,275
Insurance	2,424	3,100
Light and heat	8,051	10,341
Post, stationery, telephone	14,711	17,398
Sundries	2,499	1,951
Training & conferences	5,232	3,395
Premises expenses	6,677	3,922
Travel	6,197	6,146
Repairs & renewals	4,673	5,187
Equipment	4,885	5,221
Subscriptions	4,569	4,471
Professional fees	2,372	1,171
Bank charges	102	151
Computer expenses	336	2,613
Depreciation of tangible and heritage assets	5,219	5,954
	<u>245,212</u>	<u>259,918</u>

**Governance costs**

	2020	2019
	Charitable activities	Total activities
	£	£
Auditors' remuneration	2,880	3,240
Auditors' remuneration for non audit work	1,462	1,523
	<u>4,342</u>	<u>4,763</u>

**West Dunbartonshire Citizens Advice  
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**Notes to the Financial Statements - continued  
for the Year Ended 31 March 2020**

**6. NET INCOME/(EXPENDITURE)**

Net income/(expenditure) is stated after charging/(crediting):

	2020	2019
	£	£
Depreciation - owned assets	5,219	5,954
Other operating leases	49,960	50,753
	<u>49,960</u>	<u>50,753</u>

**7. AUDITORS' REMUNERATION**

	2020	2019
	£	£
Fees payable to the charity's auditors for the audit of the charity's financial statements	2,880	3,240
Auditors' remuneration for non audit work	1,462	1,523
	<u>4,342</u>	<u>4,763</u>

**8. TRUSTEES' REMUNERATION AND BENEFITS**

There were no trustees' remuneration or other benefits for the year ended 31 March 2020 nor for the year ended 31 March 2019.

**Trustees' expenses**

There were no trustees' expenses paid for the year ended 31 March 2020 nor for the year ended 31 March 2019.

**9. STAFF COSTS**

	2020	2019
	£	£
Wages and salaries	378,454	365,245
Social security costs	27,676	26,509
Other pension costs	17,704	17,564
	<u>423,834</u>	<u>409,318</u>

The average monthly number of employees during the year was as follows:

	2020	2019
Case workers	13	13
Management & administration	7	6
	<u>20</u>	<u>19</u>

No employees received emoluments in excess of £60,000.

**West Dunbartonshire Citizens Advice  
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**Notes to the Financial Statements - continued  
for the Year Ended 31 March 2020**

<b>10.</b>	<b>COMPARATIVES FOR THE STATEMENT OF FINANCIAL ACTIVITIES</b>	Unrestricted fund £	Restricted funds £	Total funds £
	<b>INCOME AND ENDOWMENTS FROM</b>			
	Donations and legacies	364,183	150,970	515,153
	<b>EXPENDITURE ON</b>			
	<b>Charitable activities</b>			
	Charitable activities	387,160	150,970	538,130
	<b>NET INCOME/(EXPENDITURE)</b>	<u>(22,977)</u>	<u>-</u>	<u>(22,977)</u>
	<b>RECONCILIATION OF FUNDS</b>			
	<b>Total funds brought forward</b>	130,083	729	130,812
	<b>TOTAL FUNDS CARRIED FORWARD</b>	<u>107,106</u>	<u>729</u>	<u>107,835</u>

**11. DEFERRED INCOME**

Deferred income as at 31 March 2020 relates to advance grant income of £15,000 in respect of the LEAP fund which runs until 30 September 2020, £2,349 in respect of the Financial Health Check Fund which is received quarterly and runs to 31 October 2020, and £1,000 in respect of the Brexit Fund which runs for the 2 years to 31 March 2021. The opening balance of £21,803 was released in the year to 31 March 2020, and the closing balance will be released in the year to 31 March 2021.

**12. TANGIBLE FIXED ASSETS**

	Improvements to property £	Fixtures and fittings £	Computer equipment £	Totals £
<b>COST</b>				
At 1 April 2019	8,898	1,359	10,579	20,836
Disposals	(2,195)	-	-	(2,195)
At 31 March 2020	<u>6,703</u>	<u>1,359</u>	<u>10,579</u>	<u>18,641</u>
<b>DEPRECIATION</b>				
At 1 April 2019	6,562	537	3,860	10,959
Charge for year	1,453	272	3,494	5,219
Eliminated on disposal	(2,195)	-	-	(2,195)
At 31 March 2020	<u>5,820</u>	<u>809</u>	<u>7,354</u>	<u>13,983</u>
<b>NET BOOK VALUE</b>				
At 31 March 2020	<u>883</u>	<u>550</u>	<u>3,225</u>	<u>4,658</u>
At 31 March 2019	<u>2,336</u>	<u>822</u>	<u>6,719</u>	<u>9,877</u>

**West Dunbartonshire Citizens Advice  
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**Notes to the Financial Statements - continued  
for the Year Ended 31 March 2020**

**13. DEBTORS: AMOUNTS FALLING DUE WITHIN ONE YEAR**

	2020	2019
	£	£
Other debtors	1,885	5,991
Prepayments	7,742	8,608
	9,627	14,599
	9,627	14,599

**14. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR**

	2020	2019
	£	£
Accrued expenses	26,596	37,736
	26,596	37,736
	26,596	37,736

**15. LEASING AGREEMENTS**

Minimum lease payments under non-cancellable operating leases fall due as follows:

	2020	2019
	£	£
Within one year	58,883	52,094
Between one and five years	138,926	101,197
In more than five years	-	18,000
	197,809	171,291
	197,809	171,291

**16. ANALYSIS OF NET ASSETS BETWEEN FUNDS**

	Unrestricted fund	Restricted funds	2020 Total funds	2019 Total funds
	£	£	£	£
Fixed assets	4,658	-	4,658	9,877
Current assets	116,980	20,773	137,753	135,694
Current liabilities	(6,748)	(19,848)	(26,596)	(37,736)
	114,890	925	115,815	107,835
	114,890	925	115,815	107,835

**17. MOVEMENT IN FUNDS**

	At 1.4.19	Net movement in funds	At 31.3.20
	£	£	£
<b>Unrestricted funds</b>			
Advice and Representation Services	107,106	7,784	114,890
<b>Restricted funds</b>			
Local Energy Advice Project	729	(729)	-
Community Jobs Scotland Fund	-	590	590
Financial Health Check Fund	-	335	335
	729	196	925
<b>TOTAL FUNDS</b>	107,835	7,980	115,815

**West Dunbartonshire Citizens Advice  
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**Notes to the Financial Statements - continued  
for the Year Ended 31 March 2020**

**17. MOVEMENT IN FUNDS - continued**

Net movement in funds, included in the above are as follows:

	Incoming resources £	Resources expended £	Movement in funds £
<b>Unrestricted funds</b>			
Advice and Representation Services	355,768	(347,984)	7,784
<b>Restricted funds</b>			
Welfare Reform Project	41,109	(41,109)	-
Pensionwise Project	8,125	(8,125)	-
Consortium Project	2,217	(2,217)	-
Local Energy Advice Project	30,000	(30,729)	(729)
Community Jobs Scotland Fund	10,259	(9,669)	590
Financial Health Check Fund	30,844	(30,509)	335
Short Term Debt Fund	1,814	(1,814)	-
Universal Credit Fund	73,945	(73,945)	-
Brexit Fund	1,000	(1,000)	-
Flooding Resilience Fund	1,000	(1,000)	-
	<u>200,313</u>	<u>(200,117)</u>	<u>196</u>
<b>TOTAL FUNDS</b>	<u><u>556,081</u></u>	<u><u>(548,101)</u></u>	<u><u>7,980</u></u>

**Comparatives for movement in funds**

	At 1.4.18 £	Net movement in funds £	At 31.3.19 £
<b>Unrestricted funds</b>			
Advice and Representation Services	130,083	(22,977)	107,106
<b>Restricted funds</b>			
Local Energy Advice Project	729	-	729
	<u>130,812</u>	<u>(22,977)</u>	<u>107,835</u>
<b>TOTAL FUNDS</b>	<u><u>130,812</u></u>	<u><u>(22,977)</u></u>	<u><u>107,835</u></u>

**West Dunbartonshire Citizens Advice  
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**Notes to the Financial Statements - continued  
for the Year Ended 31 March 2020**

**17. MOVEMENT IN FUNDS - continued**

Comparative net movement in funds, included in the above are as follows:

	Incoming resources £	Resources expended £	Movement in funds £
<b>Unrestricted funds</b>			
Advice and Representation Services	364,183	(387,160)	(22,977)
<b>Restricted funds</b>			
Welfare Reform Project	41,108	(41,108)	-
Pensionwise Project	8,162	(8,162)	-
Consortium Project	8,869	(8,869)	-
Patient Advice Support Service	798	(798)	-
Local Energy Advice Project	29,999	(29,999)	-
Community Jobs Scotland Fund	3,196	(3,196)	-
Financial Health Check Fund	13,225	(13,225)	-
Power of Attorney	1,205	(1,205)	-
Short Term Debt Fund	5,438	(5,438)	-
Universal Credit Fund	38,970	(38,970)	-
	<u>150,970</u>	<u>(150,970)</u>	<u>-</u>
<b>TOTAL FUNDS</b>	<u>515,153</u>	<u>(538,130)</u>	<u>(22,977)</u>

A current year 12 months and prior year 12 months combined position is as follows:

	At 1.4.18 £	Net movement in funds £	At 31.3.20 £
<b>Unrestricted funds</b>			
Advice and Representation Services	130,083	(15,193)	114,890
<b>Restricted funds</b>			
Local Energy Advice Project	729	(729)	-
Community Jobs Scotland Fund	-	590	590
Financial Health Check Fund	-	335	335
	<u>729</u>	<u>196</u>	<u>925</u>
<b>TOTAL FUNDS</b>	<u>130,812</u>	<u>(14,997)</u>	<u>115,815</u>

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**Notes to the Financial Statements - continued**  
**for the Year Ended 31 March 2020**

**17. MOVEMENT IN FUNDS - continued**

A current year 12 months and prior year 12 months combined net movement in funds, included in the above are as follows:

	Incoming resources £	Resources expended £	Movement in funds £
<b>Unrestricted funds</b>			
Advice and Representation Services	719,951	(735,144)	(15,193)
<b>Restricted funds</b>			
Welfare Reform Project	82,217	(82,217)	-
Pensionwise Project	16,287	(16,287)	-
Consortium Project	11,086	(11,086)	-
Patient Advice Support Service	798	(798)	-
Local Energy Advice Project	59,999	(60,728)	(729)
Community Jobs Scotland Fund	13,455	(12,865)	590
Financial Health Check Fund	44,069	(43,734)	335
Power of Attorney	1,205	(1,205)	-
Short Term Debt Fund	7,252	(7,252)	-
Universal Credit Fund	112,915	(112,915)	-
Brexit Fund	1,000	(1,000)	-
Flooding Resilience Fund	1,000	(1,000)	-
	<u>351,283</u>	<u>(351,087)</u>	<u>196</u>
<b>TOTAL FUNDS</b>	<u><u>1,071,234</u></u>	<u><u>(1,086,231)</u></u>	<u><u>(14,997)</u></u>

**Unrestricted Fund**

Advice & Representation Fund represents funds to operate the core objectives of the charity.

**Restricted Funds**

Consortium Project represents the provision of advice and information outreach service at two separate housing associations - Bellsmyre HA and Cordale HA.

Community Jobs Scotland Fund represents funds received to enable the recruitment of an admin apprentice.

Financial Health Check Fund represents funds received to enable a project to be delivered to support for advice regarding individuals financial affairs.

Local Energy Advice Project (LEAP) represents a project to raise energy awareness and energy efficiency in the area.

Patient Advice Support Service represents advice and support offered to NHS patients concerned or unhappy about the services provided to them by the NHS.

Pensionwise Project represents the provision of a free and impartial service assisting people to understand the new options introduced by the government regarding pensions.

Power of Attorney Fund represents funds received to raise awareness of the purpose and needs for a Power of Attorney to be set up.

Short Term Debt Fund represents funds received to support the provision of advice to individuals in respect of short term debt.

Universal Credit Fund represents funds received to provide support to individuals regarding universal credit.

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**Notes to the Financial Statements - continued**  
**for the Year Ended 31 March 2020**

**17. MOVEMENT IN FUNDS - continued**

Welfare Reform Project represents funds received for recruitment of two Benefit Information Workers. These workers are responsible for assisting and supporting volunteers and vulnerable benefit claimants.

Brexit Fund represents funds received to provide information and support, including immigration advice, to help individuals, particularly for EEA nationals, to understand how they are affected by immigration rules as a result of the UK leaving the EU.

Flooding Resilience Fund represents income received to participate in a national campaign and provide information and support to make individuals aware of how they can prepare for potential flooding and how to deal with the aftermath of a flood.

**18. EMPLOYEE BENEFIT OBLIGATIONS**

The charity operates a defined contribution pension scheme. The assets of the scheme are held separately from those of the charity in an independently administered fund. The pension cost charge represents contributions payable by the charity to the fund and amounted to £17,704 in the year (2019 - £17,564). As at 31 March 2019 and 2020 there were no outstanding pension contributions included in accrued charges.

**19. RELATED PARTY DISCLOSURES**

One trustee, J McColl, is an elected Councillor of West Dunbartonshire Council, who are principal funders of the charity. This trustee holds the position of Leader of West Dunbartonshire Council and therefore holds a position of influence and power over funding allocations. The total amount received from West Dunbartonshire Council in the year to 31 March 2020 was £385,720 (2019 - £392,305). The Trustees are aware of this and have put appropriate policies and safeguards in place to manage the conflict of interest.

There were no donations made to the Charity by Trustees during the year (2019 - £nil).

**20. FRC ETHICAL STANDARD - PROVISIONS AVAILABLE FOR SMALL ENTITIES**

In common with many other businesses of our size and nature we use our auditors to prepare and assist with the preparation of the financial statements.