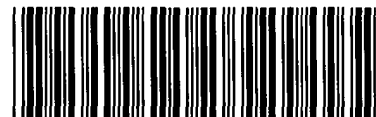


Registered number: SC126241
Charity number: SC007270

STIRLING DISTRICT CITIZENS ADVICE BUREAU LIMITED
(A Company Limited by Guarantee)

TRUSTEES' REPORT AND FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2017

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STIRLING DISTRICT CITIZENS ADVICE BUREAU LIMITED
(A Company Limited by Guarantee)

CONTENTS

	Page
Reference and Administrative Details of the Charity, its Trustees and Advisers	1
Trustees' Report	2 - 9
Independent Auditors' Report	10 - 11
Statement of Financial Activities	12
Balance Sheet	13
Statement of Cash Flows	14
Notes to the Financial Statements	15 - 26

STIRLING DISTRICT CITIZENS ADVICE BUREAU LIMITED
(A Company Limited by Guarantee)

**REFERENCE AND ADMINISTRATIVE DETAILS OF THE COMPANY, ITS TRUSTEES AND ADVISERS
FOR THE YEAR ENDED 31 MARCH 2017**

Trustees

Susan Duke, Chair
Gerry Power (resigned 18 November 2016)
Julietta Carmichael
Norma Campbell
Priscilla Maramba (resigned 18 November 2016)
Gary Sutherland
Eric Clark
David Wood (resigned 21 September 2016)
James Roche
Alexander Mitchell
Robert Graham (resigned 1 April 2016)
Robert Hough (appointed 6 April 2017)
Matthew Pybus (appointed 24 February 2017)
Lillian Beaton (appointed 18 November 2016)

Company registered number

SC126241

Charity registered number

SC007270

Registered office

The Norman MacEwan Centre
3 Cameronian Street
Stirling
FK8 2DX

Company secretary

Eric Clark

Bureau manager

Craig Anderson

Independent auditors

French Duncan LLP
Statutory Auditors and Chartered Accountants
Macfarlane Gray House
Castlecraig Business Park
Springbank Road
Stirling
FK7 7WT

STIRLING DISTRICT CITIZENS ADVICE BUREAU LIMITED
(A Company Limited by Guarantee)

TRUSTEES' REPORT
FOR THE YEAR ENDED 31 MARCH 2017

The Trustees (who are also directors of the charity for the purposes of the Companies Act) present their annual report together with the audited financial statements of Stirling District Citizens Advice Bureau Limited (the company) for the year ended 31 March 2017. The Trustees confirm that the Annual report and financial statements of the company comply with the current statutory requirements, the requirements of the company's governing document and the provisions of the Statement of Recommended Practice (SORP), 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 2015).

Since the company qualifies as small under section 383, the strategic report required of medium and large companies under The Companies Act 2006 (Strategic Report and Director's Report) Regulations 2013 is not required.

Objectives and Activities

• **Objectives and principal activities**

The purpose and objects of Stirling District CAB are:

- The advancement of education - by providing clients with information, clarification and understanding of legislation and their legal rights and responsibilities.
- The relief of those in need by assessing clients' entitlement to welfare benefits, by providing assistance in claiming benefits and by assisting them to appeal against refusal to benefits and by doing so ensure they do not suffer from poverty.
- The advancement of civil and human rights - by ensuring that people do not suffer through ignorance of their civil and human rights and by taking such actions as are intended to redress the situation and redress wrongs and restore justice.
- Advancement of health - by providing a comprehensive advice service which deals with all aspects of clients problems and alleviates the injury, stress and anxiety caused by unsolved problems.
- Advancement of community development - by recruiting, training and developing local citizens to be volunteers in and for the Citizens Advice Bureau who in turn assist members of the public in their community and in doing so contribute to the development of their community. Where the objects are being promoted out with the defined area of local benefit the company may work with organisations with similar aims but shall at all times adhere to the agreed principles for the operation of Citizens Advice Bureau set out from time to time by the Scottish Association of Citizens Advice Bureau.

Stirling District CAB delivers a general information and advice service, based on trained volunteers which dealt with 5,629 issues for 3,558 clients in the year. It provides advice and assistance in areas such as benefits, debt, consumer issues, employment, housing, legal issues, relationships, tax, and utilities. It also delivers a range of specialist services, including money advice and fuel poverty advice, and provides support to veterans, to vulnerable adults involved within the Criminal Justice system and to those experiencing mental health issues, domestic abuse, and drug and alcohol abuse. It also provides advice to clients whom it has referred to food banks, and those attending food banks. Inherent within its activities is a commitment to provide support and to highlight the value of professional volunteering, to assist those disadvantaged in the labour market to find future employment. Services are delivered regardless of age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex or sexual orientation. The vision that shapes our activities remains the need to develop and maintain a high quality, Best Value advice service within Stirling Council area that works co-operatively with new and existing partner organisations to improve quality of life for Stirling Council area residents.

STIRLING DISTRICT CITIZENS ADVICE BUREAU LIMITED
(A Company Limited by Guarantee)

TRUSTEES' REPORT (continued)
FOR THE YEAR ENDED 31 MARCH 2017

• **Main activities undertaken to further the charity's purposes for the public benefit**

Stirling District CAB has provided a range of generalist information and advice services, up to Type II advice work and, in specific areas, assistance in Type III, i.e. the preparation and presentation for tribunal. The services were available to clients primarily through the walk-in referral service at the Norman MacEwan Centre, or by telephone, letter, fax or email. Our clients reported a total financial gain of £1,019,400. In addition, the Bureau dealt with new debt to the value of £1,151,900. Specific focus areas were:

- Benefits, Tax Credits & National Insurance remain the most prevalent category of client issues, comprising some 38% of the total addressed by the Bureau. This has increased from 33% in the past year. Within this category Employment & Support Allowance, Jobseekers Allowance, Housing Benefit, Working Tax Credit, Child Tax Credit and Personal Independence Payment feature most strongly.
- Employment at 13% is the second most prevalent category and remains steady. Within this category Pay and Entitlements features most strongly, followed by Dismissal and Terms & Condition of Employment.
- Debt issues at 6% show a 50% drop over the past 5 years but lack of funding for specialists in this category has limited our capacity and may be skewing the data.
- This reduction has been balanced by a steady rise in housing issues which had doubled until last year but have now flattened.

Together, the top 4 categories now comprise some 65.7% of all client queries, similar to 2015/16 but reduced from the 73% peak of earlier years. This reduction has been matched by a steady rise in other issues, particularly in the areas of Financial Products & Services, Legal and Consumer. The main sub-categories which feature are: Charities (primarily Food Bank); Pensions; Solicitors/Advocates; Private Sector Rented Property; Local Authority Housing; Fuel Regulated (gas, electricity); Divorce/Separation; and Council Tax.

Clients make contact in person (77%), by telephone (14%), by letter (4%) and by fax or e-mail (5%). Adviser workload in 2016/17 involved, primarily, Advice (72%) and Negotiation (25%), with Representation, Listening Ear and Signposting making up the remaining 3%.

Achievements and performance

• **Review of activities**

Within the financial year the Bureau has:

- Continued to build and develop the volunteer base with the aim of expanding existing service provision, including further outreach activity.
- Specifically, provided advice and information services that strategically link with relevant national and local policies which seek to address local and national outcomes, e.g. through the single outcome agreement.
- Participated in the Tackling Poverty and Inequalities working group.
- Continued to deliver a debt advice service providing clients with advice on debt issues and income maximisation.
- As part of the Mental Health Outreach Project: continued to provide guidance and support to individuals who suffer from Mental Health problems in order to help them integrate, whilst promoting social inclusion.
- Continued to develop outreach services in the Eastern villages.
- Participated in giving advice to individuals attending food banks.
- Reviewed the recruitment, training and retention of volunteers and developed a recruitment plan to match the increased numbers assessed as necessary to deliver the projected services and activities.

STIRLING DISTRICT CITIZENS ADVICE BUREAU LIMITED
(A Company Limited by Guarantee)

TRUSTEES' REPORT (continued)
FOR THE YEAR ENDED 31 MARCH 2017

- Continued to develop the training and development programme for volunteers, in accordance with the CAS programme and the requirements of Scottish National Standards for Information and Advice Providers, to ensure that they have all the necessary skills and competencies, and remain current in their role.
- Maintained the value of volunteering, particularly for those disadvantaged in the labour market.
- Continued to strengthen the Bureau's relationship with the Stirling multi-cultural partnership to ensure inclusive volunteering and ethnic community involvement.

Financial review

- **Going concern**

After making appropriate enquiries, the trustees have a reasonable expectation that the company has adequate resources to continue in operational existence for the foreseeable future. For this reason they continue to adopt the going concern basis in preparing the financial statements. Further details regarding the adoption of the going concern basis can be found in the Accounting Policies.

- **Reserves policy**

It is the policy of Stirling District Citizens Advice Bureau to maintain unrestricted funds, which are the free reserves of the charity, at a level which equates to at least three months unrestricted expenditure. This provides sufficient funds to maintain service delivery and comply with Employment legislation in the event of loss of funding and to respond to emergencies which may arise from time to time.

- **Financial review**

The Statement of Financial Activities shows a net surplus for the year of £65,097 (2016 - £40,680). The reserves stand at £182,540 in total, (2016 - £117,443). The surplus for the year was £35,776 in respect of unrestricted funds, and £29,321 in respect of restricted funds. The restricted funds relate to the short term projects that have been funded in advance, always for one year or less.

It must be noted that despite the financial pressure placed upon all Local Authorities, Stirling Council continues to recognise the excellent work that the CAB carry out on their behalf, by continuing to contribute to funding the service.

The present level of income is adequate to support the continuation of the Bureau and the directors consider the financial position of the charity to be satisfactory. As always the Bureau, like other similar charities, is dependent on the availability of other organisations' funds. By far the largest proportion of funds received is in respect of specific projects.

- **Principal funding**

Project expenditure is met with specific grant funding and other forms of income generation.

STIRLING DISTRICT CITIZENS ADVICE BUREAU LIMITED
(A Company Limited by Guarantee)

TRUSTEES' REPORT (continued)
FOR THE YEAR ENDED 31 MARCH 2017

Structure, governance and management

- **Constitution**

The company, which is a recognised charity in Scotland, is registered as a charitable company limited by guarantee and was set up by a Memorandum of Association on 22/12/2011. Registered charity number SC007270.

- **Method of appointment or election of Trustees**

The administration of the company is the responsibility of the Trustees who are elected and co-opted under the terms of the Memorandum and Articles of Association. Before recruiting new members to the Board of Trustees, Stirling District CAB identifies and prioritises those skills which would benefit the Board of Trustees. In undertaking this task the Board has regard to its Governance role in setting and achieving the charity's strategic objectives, as well as seeking to represent the community both geographically and in terms of community interest.

- **Policies adopted for the induction and training of Trustees**

Potential members of the Board of Trustees receive information (recruitment) packs with the details they need to determine whether they wish to pursue their interest and are able to offer the required level of commitment. The recruitment pack aims to allow the potential member a full understanding of the charity and what Stirling District CAB expects of its Board members.

Following selection as a member of the Board of Trustees, a full induction process is followed. New trustees undergo an orientation process to brief them on: their legal obligations under charity and company law; the Scottish Charity Regulator's guidance on trustee duties; the content of the Memorandum and Articles of Association; the committee and decision making process; the business plan; and the recent financial performance of the charity. During induction, they meet key employees and other trustees. Trustees are encouraged to attend appropriate external training events where these will facilitate the undertaking of their role.

- **Pay policy for senior staff**

The Directors, who are the Trustees of Stirling District CAB Ltd, give of their time freely and no director received remuneration in the year.

The pay of senior staff is reviewed annually and normally increased in accordance with average earnings, benchmarked against salaries of similar roles in the local authority. If recruitment has proven difficult for a particular specialist post, a market addition may also be paid.

- **Organisational structure and decision making**

Stirling District Citizens Advice Bureau was established in 1938 as a voluntary organisation and is registered as a Scottish charity. The organisation was incorporated on 22nd December 2011 as a company limited by guarantee and is therefore governed by a memorandum and articles of association.

STIRLING DISTRICT CITIZENS ADVICE BUREAU LIMITED
(A Company Limited by Guarantee)

TRUSTEES' REPORT (continued)
FOR THE YEAR ENDED 31 MARCH 2017

The Board of Trustees meets on at least 6 occasions per year. Meetings of the Board are attended by the Chief Executive Officer/Bureau Manager. The Board is responsible for overseeing all aspects of the organisation, including strategic direction, and ensuring that it complies with all relevant rules and regulations. It is given regular reports on operating and financial performance.

The CEO/Bureau Manager is responsible for the overall management of the day to day operations of Stirling CAB and reports to the Chair of the Board of Trustees. The organisation is also supported by a small employed staff team and a pool of volunteers that are recruited from the local community.

Stirling District CAB Ltd operates according to a number of agreed principles that guide the organisation's service delivery. These operating principles are based on the 12 principles for membership of Citizens Advice Scotland.

The Board of Trustees regularly reviews:

- How it organises itself with regard to board meetings
- Whether these meetings are at times which restrict those who can attend
- Whether meetings are held at venues which are readily accessible
- Whether materials for trustees are available in alternative formats.

The Board further considers specific issues for decision which have been brought through the Sub-committee structure.

Stirling District CAB operates 4 Sub-committees, each of which are formed from the membership of the Board of Trustees. Certain Sub-committees may have additional Co-opted members who have particular expertise in the areas being considered by the relevant Sub-committees.

The Sub-committees, which meet as required but generally quarterly, are:-

- the Human Resources Sub-committee which has responsibility for all personnel and training related issues;
- the Quality and Risk Management Sub-committee which has responsibility for overseeing the quality assurance and risk management programmes and conducting internal audits;
- the Strategy & Planning Sub-committee which oversees the funding and financial operations of the organisation which includes project development oversight.
- the Marketing and Fundraising Sub-committee which has specific responsibilities to raise charitable funds.

● **Financial procedures**

The Bureau has detailed financial procedures in place. The directors must approve all lease or hire purchase commitments. The Bureau Manager has authority to order goods and services up to the value of £500 after seeking approval from the Treasurer or other office bearer.

STIRLING DISTRICT CITIZENS ADVICE BUREAU LIMITED
(A Company Limited by Guarantee)

TRUSTEES' REPORT (continued)
FOR THE YEAR ENDED 31 MARCH 2017

● **Risk management**

The Trustees have assessed the major risks to which the company is exposed, in particular those related to the operations and finances of the company, and are satisfied that systems and procedures are in place to mitigate our exposure to the major risks.

The risk management strategy comprises:

- an annual review of the principal risks and uncertainties that the charity faces;
- the establishment of policies, systems and procedures to mitigate those risks identified in the annual review; and
- the implementation of procedures designed to minimise or manage any potential impact on the charity should those risks arise.

This work has identified financial sustainability as the major risk for the charity and the Board has focussed efforts on reinforcing funding for the core advice service business, including the development of enhanced fundraising activity. Attention has also been focussed on *non-financial risks arising from fire and health and safety of volunteers and paid staff*. These risks are managed by having robust policies and procedures in place and by regular awareness training.

● **Volunteers**

Without the contribution and commitment made by the volunteers the service would not have developed to offer such a wide range of advice. The volunteers give freely of their time to attend, not only their advice day rotas, but social policy meetings, development days and external/internal training opportunities. Our core advice service is delivered by volunteers. Our 93 volunteers come from a wide range of backgrounds, ethnicities and ages, they work in Admin, Reception, Fundraising, Social Policy, as Trustees and as Advisers (who all go through a rigorous training programme before qualifying).

During 2016/17 our volunteer team demonstrated a huge and innovative contribution to the welfare of the people of Stirling District. Last year we dealt with 14,000 issues. Our charity has recruited even more volunteers and encouraged much greater community participation.

Stirling CAB is by-far the best accredited CAB in mid Scotland and Fife and one of the best in Scotland. We are accredited to high levels for advice by the Scottish National Standards for Information and Advice Providers. We can support clients up to representation in Court; indeed our oldest volunteer is a former Employment Tribunal judge.

We achieved Investing in Volunteers (IiV) accreditation in April 2017 with the highest scores and negligible suggestions for improvement.

During another accreditation exercise in June 2017, our Volunteer's advice files were audited by CAS and we achieved an unprecedented score of 96% for accuracy and quality of advice.

The volunteer base continues to grow each year, currently 93 local residents volunteer, and we continue to meet our target of providing 2-3 training courses each year, to sustain the continuing growth in enquiries whilst still limiting our waiting time for clients.

STIRLING DISTRICT CITIZENS ADVICE BUREAU LIMITED
(A Company Limited by Guarantee)

TRUSTEES' REPORT (continued)
FOR THE YEAR ENDED 31 MARCH 2017

Plans for future periods

• **Future developments**

Stirling Citizens Advice Bureau aims 'to develop and maintain a high quality, Best Value advice service within Stirling Council area that works co-operatively with new and existing partner organisations to improve quality of life for Stirling Council area residents'. Thus, collaboration and partnership are at the core of our plans for the future. Current partners include Action in Mind, Stirling Women's Aid and Start-Up Stirling. Our future plans envisage joint bids and collaboration with partners including Stirling Council and the NHS.

In particular, Stirling CAB will focus on the following priority areas over the next three years:

- Developing Generalist Advice Services to meet the core ongoing demand for Types I and II advice and support, part-funded by Stirling Council
- Retaining Outreach/Satellite Bureau to provide local access in the more remote areas of deprivation
- Acknowledging Volunteering as key to delivering our service with the development of volunteer capacity and skill
- Supporting Specialist Services to deliver extensions of core services to meet identified local needs
- Enhancing Corporate Development, both to develop and implement a coherent marketing & fundraising strategy and to enhance the governance process

Members' liability

The Members of the company guarantee to contribute an amount not exceeding £1 to the assets of the charity in the event of winding up.

Trustees' responsibilities statement

The Trustees (who are also directors of Stirling District Citizens Advice for the purposes of company law) are responsible for preparing the Trustees' Report 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. Under company law the Trustees must not approve the financial statements unless they are satisfied that they 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 these financial statements, the Trustees are required to:

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charities SORP;
- make judgments and accounting 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 operation.

The Trustees are responsible for keeping adequate accounting records that are sufficient to show and explain the charitable company's transactions and disclose with reasonable accuracy at any time the financial position of the charitable company and enable them to ensure that the financial statements comply with the Companies Act 2006, the Charities and Trustee Investment (Scotland) Act 2005 and the Charities Accounts (Scotland) Regulations 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.

STIRLING DISTRICT CITIZENS ADVICE BUREAU LIMITED
(A Company Limited by Guarantee)

TRUSTEES' REPORT (continued)
FOR THE YEAR ENDED 31 MARCH 2017

Disclosure of information to auditors

Each of the persons who are Trustees at the time when this Trustees' Report is approved has confirmed that:

- so far as that Trustee is aware, there is no relevant audit information of which the charitable company's auditors are unaware, and
- that Trustee has taken all the steps that ought to have been taken as a Trustee in order to be aware of any relevant audit information and to establish that the charitable company's auditors are aware of that information.

Auditors

The auditors, French Duncan LLP, have indicated their willingness to continue in office. The Trustees will propose a motion re-appointing the auditors at a meeting of the Trustees.

This report was approved by the Trustees, on 17.11.2017 and signed on their behalf by:



Susan Duke, Chair

STIRLING DISTRICT CITIZENS ADVICE BUREAU LIMITED
(A Company Limited by Guarantee)

**INDEPENDENT AUDITORS' REPORT TO THE TRUSTEES AND MEMBERS OF STIRLING DISTRICT
CITIZENS ADVICE BUREAU LIMITED**

We have audited the financial statements of Stirling District Citizens Advice Bureau Limited for the year ended 31 March 2017 set out on pages 12 to 26. 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).

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 section 44(1)(c) of the Charities and Trustee Investment (Scotland) Act 2005 and 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 charitable company's 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 its members, as a body, for our audit work, for this report, or for the opinion we have formed.

Respective responsibilities of Trustees and auditors

As explained more fully in the Trustees' Responsibilities Statement, the Trustees (who are also the directors of the charitable company for the purposes of company law) are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view.

We have been appointed auditors under the Companies Act 2006 and section 44(1)(c) of the Charities and Trustee Investment (Scotland) Act 2005 and report to you in accordance with regulations made under those Acts.

Our responsibility is to audit and express an opinion on the financial statements in accordance with applicable law and International Standards on Auditing (UK and Ireland). Those standards require us to comply with the Auditing Practices Board's Ethical Standards for Auditors.

Scope of the audit of the financial statements

An audit involves obtaining evidence about the amounts and disclosures in the financial statements sufficient to give reasonable assurance that the financial statements are free from material misstatement, whether caused by fraud or error. This includes an assessment of: whether the accounting policies are appropriate to the company's circumstances and have been consistently applied and adequately disclosed; the reasonableness of significant accounting estimates made by the Trustees; and the overall presentation of the financial statements. In addition, we read all the financial and non-financial information in the Trustees' Report to identify material inconsistencies with the audited financial statements and to identify any information that is apparently materially incorrect based on, or materially inconsistent with, the knowledge acquired by us in the course of performing the audit. If we become aware of any apparent material misstatements or inconsistencies we consider the implications for our report.

STIRLING DISTRICT CITIZENS ADVICE BUREAU LIMITED
(A Company Limited by Guarantee)

**INDEPENDENT AUDITORS' REPORT TO THE TRUSTEES AND MEMBERS OF STIRLING DISTRICT
CITIZENS ADVICE BUREAU LIMITED**

Opinion on financial statements

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 2017 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.

Opinion on other matter 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 Trustees' Report for the financial year for which the financial statements are prepared is consistent with those financial statements and such reports have been prepared in accordance with applicable legal requirements.

In the light of our 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 Trustee's Report.

Matters on which we are required to report by exception

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:

- the company has not kept proper and adequate accounting records, 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.


Antony J. Sinclair (Senior Statutory Auditor)

for and on behalf of

French Duncan LLP

Statutory Auditors and Chartered Accountants

Macfarlane Gray House
Castle Craig Business Park
Springbank Road
Stirling
FK7 7WT

Date: 28/11/2017

French Duncan LLP are eligible to act as auditors in terms of section 1212 of the Companies Act 2006.

STIRLING DISTRICT CITIZENS ADVICE BUREAU LIMITED
(A Company Limited by Guarantee)

**STATEMENT OF FINANCIAL ACTIVITIES INCORPORATING INCOME AND EXPENDITURE ACCOUNT
FOR THE YEAR ENDED 31 MARCH 2017**

	Note	Unrestricted funds 2017 £	Restricted funds 2017 £	Total funds 2017 £	Total funds 2016 £
Income from:					
Donations and grants	2	103,689	483,503	587,192	545,198
Charitable activities		4,107	-	4,107	3,000
Investments		977	-	977	1,030
Other income		-	-	-	5,000
Total income		108,773	483,503	592,276	554,228
Expenditure on:					
Charitable activities	3,4	72,997	454,182	527,179	513,548
Total expenditure		72,997	454,182	527,179	513,548
Net income before other recognised gains and losses		35,776	29,321	65,097	40,680
Net movement in funds		35,776	29,321	65,097	40,680
Reconciliation of funds:					
Total funds brought forward		72,556	44,887	117,443	76,763
Total funds carried forward		108,332	74,208	182,540	117,443

The notes on pages 15 to 26 form part of these financial statements.

STIRLING DISTRICT CITIZENS ADVICE BUREAU LIMITED
(A Company Limited by Guarantee)
REGISTERED NUMBER: SC126241

BALANCE SHEET
AS AT 31 MARCH 2017

	Note	£	2017 £	£	2016 £
Fixed assets					
Tangible assets	9		432		1,050
Current assets					
Debtors	10	35,772		32,424	
Cash at bank and in hand		157,672		92,515	
		<u>193,444</u>		<u>124,939</u>	
Creditors: amounts falling due within one year	11	<u>(11,336)</u>		<u>(8,546)</u>	
Net current assets			<u>182,108</u>		<u>116,393</u>
Net assets			<u>182,540</u>		<u>117,443</u>
Charity Funds					
Restricted funds (due within one year)	12		74,208		44,887
Unrestricted funds	12		108,332		72,556
Total funds			<u>182,540</u>		<u>117,443</u>

The company's financial statements have been prepared in accordance with the provisions applicable to companies subject to the small companies regime.

The financial statements were approved and authorised for issue by the Trustees on 17.11.2017 and signed on their behalf, by:



Susan Duke, Chair

The notes on pages 15 to 26 form part of these financial statements.

STIRLING DISTRICT CITIZENS ADVICE BUREAU LIMITED
(A Company Limited by Guarantee)

STATEMENT OF CASH FLOWS
FOR THE YEAR ENDED 31 MARCH 2017

	Note	2017 £	2016 £
Cash flows from operating activities			
Net cash provided by/(used in) operating activities	15	<u>64,180</u>	<u>(5,753)</u>
Cash flows from investing activities:			
Dividends, interest and rents from investments		977	1,030
Purchase of tangible fixed assets		-	(1,668)
Net cash provided by/(used in) investing activities		<u>977</u>	<u>(638)</u>
Change in cash and cash equivalents in the year		65,157	(6,391)
Cash and cash equivalents brought forward		<u>92,515</u>	<u>98,906</u>
Cash and cash equivalents carried forward	16	<u><u>157,672</u></u>	<u><u>92,515</u></u>

The notes on pages 15 to 26 form part of these financial statements.

STIRLING DISTRICT CITIZENS ADVICE BUREAU LIMITED
(A Company Limited by Guarantee)

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2017

1. Accounting Policies

1.1 Basis of preparation of financial statements

The financial statements have been prepared in accordance with 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 2015) - (Charities SORP (FRS 102)), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Companies Act 2006.

Stirling District Citizens Advice Bureau Limited meets the definition of a public benefit entity under FRS 102. Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy.

1.2 Company status

The company is a company limited by guarantee. The members of the company are the Trustees named on page 1. In the event of the company being wound up, the liability in respect of the guarantee is limited to £1 per member of the company.

1.3 Fund accounting

General funds are unrestricted funds which are available for use at the discretion of the Trustees in furtherance of the general objectives of the company and which have not been designated for other purposes.

Restricted funds are funds which are to be used in accordance with specific restrictions imposed by donors or which have been raised by the company for particular purposes. The costs of raising and administering such funds are charged against the specific fund. The aim and use of each restricted fund is set out in the notes to the financial statements.

1.4 Income

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

Income tax recoverable in relation to donations received under Gift Aid or deeds of covenant is recognised at the time of the donation.

STIRLING DISTRICT CITIZENS ADVICE BUREAU LIMITED
(A Company Limited by Guarantee)

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2017

1. Accounting Policies (continued)

1.5 Expenditure

Expenditure is recognised once there is a legal or constructive obligation to transfer economic benefit to a third party, it is probable that a transfer of economic benefits will be required in settlement and the amount of the obligation can be measured reliably. Expenditure is classified by activity. The costs of each activity are made up of the total of direct costs and shared costs, including support costs involved in undertaking each activity. Direct costs attributable to a single activity are allocated directly to that activity. Shared costs which contribute to more than one activity and support costs which are not attributable to a single activity are apportioned between those activities on a basis consistent with the use of resources. Central staff costs are allocated on the basis of time spent.

Governance costs are those incurred in connection with administration of the company and compliance with constitutional and statutory requirements.

All resources expended are inclusive of irrecoverable VAT.

1.6 Going concern

In common with other charitable organisations, Stirling District Citizens Advice Bureau Limited is dependent on income from its grant givers and other supporters to ensure its objectives continue to be achieved for the longer term. The accounts have been prepared on the basis that the charity has the continued support of its funders in the current and future years.

1.7 Tangible fixed assets and depreciation

All assets costing more than £1,000 are capitalised.

Tangible fixed assets are carried at cost, net of depreciation and any provision for impairment. Depreciation is provided at rates calculated to write off the cost of fixed assets, less their estimated residual value, over their expected useful lives on the following bases:

Fixtures and fittings	- 20% on straight line
Computer equipment	- 50% on straight line

1.8 Interest receivable

Interest on funds held on deposit is included when receivable and the amount can be measured reliably by the company; this is normally upon notification of the interest paid or payable by the Bank.

1.9 Operating leases

Rentals under operating leases are charged to the Statement of Financial Activities incorporating Income and Expenditure Account on a straight line basis over the lease term.

1.10 Debtors

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

STIRLING DISTRICT CITIZENS ADVICE BUREAU LIMITED
(A Company Limited by Guarantee)

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2017**

1. Accounting Policies (continued)

1.11 Cash at Bank and in hand

Cash at bank and 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.

1.12 Liabilities and provisions

Liabilities are recognised when there is an obligation at the Balance Sheet date as a result of a past event, it is probable that a transfer of economic benefit will be required in settlement, and the amount of the settlement can be estimated reliably. Liabilities are recognised at the amount that the company anticipates it will pay to settle the debt or the amount it has received as advanced payments for the goods or services it must provide. Provisions are measured at the best estimate of the amounts required to settle the obligation.

1.13 Financial instruments

The company 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.

1.14 Pensions

The company operates a defined contribution pension scheme and the pension charge represents the amounts payable by the company to the fund in respect of the year.

2. Income from donations and legacies

	Unrestricted funds 2017 £	Restricted funds 2017 £	Total funds 2017 £	Total funds 2016 £
Donations	6,324	-	6,324	1,229
Stirling Council	76,995	-	76,995	67,495
Big Lottery	-	233,066	233,066	256,510
Armed Forces Project	-	35,451	35,451	35,011
The Robertson Trust	-	30,000	30,000	25,460
Citizens Advice Scotland	20,370	72,417	92,787	120,362
Alcohol and Drug Partnership	-	56,722	56,722	36,581
Bank of Scotland Trust	-	24,999	24,999	-
Clackmannanshire Council	-	30,848	30,848	2,550
Total donations and grants	103,689	483,503	587,192	545,198
Total 2016	85,048	460,150	545,198	

STIRLING DISTRICT CITIZENS ADVICE BUREAU LIMITED
(A Company Limited by Guarantee)

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2017**

3. Direct costs

	Unrestricted funds £	Restricted funds £	Total 2017 £	Total 2016 £
Recruitment costs	-	-	-	230
Staff subsistence	358	284	642	1,126
Training and seminars	-	1,660	1,660	4,121
Staff travel	-	3,331	3,331	4,384
Volunteers training	-	300	300	315
Volunteers expenses	-	2,729	2,729	3,540
Legal and professional fees	-	4,978	4,978	-
Outreach costs	-	2,095	2,095	1,224
Equipment maintenance	389	387	776	1,160
Office equipment	310	-	310	2,179
Insurances	920	-	920	795
Postages	587	273	860	1,395
Stationery and printing	926	3,702	4,628	4,558
Annual fees and subscriptions	2,705	549	3,254	2,430
Telephone and fax	7,489	263	7,752	7,404
Sundries	-	2,849	2,849	2,783
Rent and services	5,190	2,875	8,065	6,198
Property upkeep	166	-	166	700
Heat, light and water	4,985	186	5,171	4,540
Cleaning	2,837	29	2,866	3,566
Bank charges	-	273	273	431
Wages and salaries	33,855	371,495	405,350	404,915
National insurance	2,792	30,032	32,824	32,544
Pension cost	1,571	25,274	26,845	17,042
Depreciation	-	618	618	618
	<u>65,080</u>	<u>454,182</u>	<u>519,262</u>	<u>508,198</u>
Total 2016	<u>73,054</u>	<u>435,143</u>	<u>508,197</u>	

4. Governance costs

	Unrestricted funds 2017 £	Restricted funds 2017 £	Total funds 2017 £	Total funds 2016 £
Auditors' remuneration	5,800	-	5,800	2,982
Professional fees	1,433	-	1,433	1,651
Other expenses	684	-	684	717
	<u>7,917</u>	<u>-</u>	<u>7,917</u>	<u>5,350</u>

STIRLING DISTRICT CITIZENS ADVICE BUREAU LIMITED
(A Company Limited by Guarantee)

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2017**

5. Analysis of Expenditure by expenditure type

	Staff costs 2017 £	Depreciation 2017 £	Other costs 2017 £	Total 2017 £	Total 2016 £
Restricted	426,801	618	26,763	454,182	508,198
Unrestricted	38,218	-	26,862	65,080	-
Charitable activities	465,019	618	53,625	519,262	508,198
Governance	-	-	7,917	7,917	5,350
	465,019	618	61,542	527,179	513,548
<i>Total 2016</i>	<i>454,501</i>	<i>618</i>	<i>58,429</i>	<i>513,548</i>	

6. Net income/(expenditure)

This is stated after charging:

	2017 £	2016 £
Depreciation of tangible fixed assets:		
- owned by the charity	618	618
Auditors' remuneration - audit	5,800	2,982

During the year, no Trustees received any remuneration (2016 - £NIL).

During the year, no Trustees received any benefits in kind (2016 - £NIL).

During the year, 3 Trustees received reimbursement of expenses amounting to £718 in the current year (2016 - £804).

During the year, 1 Trustee was paid for services to the Charity amounting to £216 (2016 - £NIL).

STIRLING DISTRICT CITIZENS ADVICE BUREAU LIMITED
(A Company Limited by Guarantee)

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2017

7. Staff costs

Staff costs were as follows:

	2017 £	2016 £
Wages and salaries	405,350	404,915
National insurance	32,824	32,544
Pension cost	26,845	17,042
	<u>465,019</u>	<u>454,501</u>

The average number of persons employed by the company during the year was as follows:

	2017 No.	2016 No.
Staff	17	17
Management Staff	1	1
	<u>18</u>	<u>18</u>

No employee received remuneration amounting to more than £60,000 in either year.

The charity considers its key management personnel comprise the trustees and the Bureau manager. The total employment benefits including employer pension contributions of the key management personnel were £41,811 (2016 - £41,787)

8. Gifts in kind

Stirling Council provides rent free accommodation in order to assist the charity in furthering its objectives and has done so since they first occupied the premises in the 1950's. The approximate value of this gift in kind is unknown and for that reason no cost or donation has been included in the accounts to reflect this transaction.

STIRLING DISTRICT CITIZENS ADVICE BUREAU LIMITED
(A Company Limited by Guarantee)

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2017**

9. Tangible fixed assets

	Fixtures and fittings £	Computer equipment £	Total £
Cost			
At 1 April 2016 and 31 March 2017	720	948	1,668
Depreciation			
At 1 April 2016	144	474	618
Charge for the year	144	474	618
At 31 March 2017	288	948	1,236
Net book value			
At 31 March 2017	432	-	432
At 31 March 2016	576	474	1,050

10. Debtors

	2017 £	2016 £
Other debtors	565	300
Prepayments and accrued income	35,207	32,124
	<u>35,772</u>	<u>32,424</u>

11. Creditors: Amounts falling due within one year

	2017 £	2016 £
Other taxation and social security	-	1,680
Pension creditor	1,826	560
Other creditors	67	1,537
Accruals	9,443	4,769
	<u>11,336</u>	<u>8,546</u>

STIRLING DISTRICT CITIZENS ADVICE BUREAU LIMITED
(A Company Limited by Guarantee)

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2017**

12. Statement of funds

Statement of funds - current year

	Balance at 1 April 2016 £	Income £	Expenditure £	Balance at 31 March 2017 £
Unrestricted funds				
Advice and Representation Services	72,556	108,773	(72,997)	108,332
Restricted funds				
Advice in Food Banks	-	24,999	(12,056)	12,943
Pension Wise	-	17,336	(17,336)	-
PASS / IASS	-	2,523	(2,523)	-
Criminal Justice Alliance	10,940	28,326	(39,266)	-
Money Advice Service	-	12,531	(12,531)	-
CAS Local Energy Project	13,243	42,550	(36,108)	19,685
NHS Forth Valley (Mental Health Project)	-	30,000	(19,920)	10,080
Domestic Abuse Transitions Advice Project	20,704	122,055	(111,259)	31,500
Forth Valley Addiction Advice	-	56,722	(56,722)	-
Armed Services Advice Project	-	35,450	(35,450)	-
Financial Capability	-	111,011	(111,011)	-
	44,887	483,503	(454,182)	74,208
Total of funds	117,443	592,276	(527,179)	182,540

Statement of funds - prior year

	Balance at 1 April 2015 £	Income £	Expenditure £	Transfers In/Out £	Balance at 31 March 2016 £
Unrestricted funds					
Advice and Representation Services	39,435	94,078	(78,404)	17,447	72,556
	39,435	94,078	(78,404)	17,447	72,556

STIRLING DISTRICT CITIZENS ADVICE BUREAU LIMITED
(A Company Limited by Guarantee)

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2017**

12. Statement of funds (continued)

Statement of funds - prior year (continued)

Restricted funds

Other restricted funds	17,447	-	-	(17,447)	-
Pension Wise	-	44,145	(44,145)	-	-
PASS	-	2,550	(2,550)	-	-
Criminal Justice/Alliance	-	43,172	(32,232)	-	10,940
Money Advice Service	9,569	12,693	(22,262)	-	-
CAS Local Energy Project	-	47,200	(33,957)	-	13,243
NHS Forth Valley (Mental Health Project)	-	25,460	(25,460)	-	-
Domestic Abuse Transitions Advice Project	-	105,541	(84,837)	-	20,704
Forth Valley Addiction Advice	-	36,581	(36,581)	-	-
Ethnic Minority	10,312	-	(10,312)	-	-
Armed Services Advice Project	-	35,011	(35,011)	-	-
Financial Capability	-	107,797	(107,797)	-	-
	<u>37,328</u>	<u>460,150</u>	<u>(435,144)</u>	<u>(17,447)</u>	<u>44,887</u>
Total of funds	<u>76,763</u>	<u>554,228</u>	<u>(513,548)</u>	<u>-</u>	<u>117,443</u>

Summary of funds - current year

	Balance at 1 April 2016 £	Income £	Expenditure £	Balance at 31 March 2017 £
General funds	72,556	108,773	(72,997)	108,332
Restricted funds	44,887	483,503	(454,182)	74,208
	<u>117,443</u>	<u>592,276</u>	<u>(527,179)</u>	<u>182,540</u>

Summary of funds - prior year

	Balance at 1 April 2015 £	Income £	Expenditure £	Transfers In/Out £	Balance at 31 March 2016 £
General funds	39,435	94,078	(78,404)	17,447	72,556
Restricted funds	37,328	460,150	(435,144)	(17,447)	44,887
	<u>76,763</u>	<u>554,228</u>	<u>(513,548)</u>	<u>-</u>	<u>117,443</u>

STIRLING DISTRICT CITIZENS ADVICE BUREAU LIMITED
(A Company Limited by Guarantee)

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2017

13. Project Information

Other restricted funds

The balance brought forward has been transferred to unrestricted funds as the charity is able to use the balance of the funds for unrestricted purposes.

Financial Capability

Developed the capacity of the community concerning financial capacity, literacy and resilience via the Financial Capability Advice Project. Extended the service progressively to the rural communities.

PASS

This is a Scotland wide initiative to provide independent advice and support to assist clients to take forward any complaint or concern that they may have about the services provided by the NHS.

Pension Wise

The provision of a free and impartial service to help people understand the new options introduced by the government, with regards to their pensions.

Armed Services Advice Project

The provision of enhanced support for service personnel, veterans and their families in Stirlingshire.

Criminal Justice/Alliance Project

The provision of advice and financial education services to those involved in the Criminal Justice system, in accordance with contract requirements.

Money Advice Service

The provision of money advice and related services throughout the Stirling District.

Domestic Abuse Transitions Advice (DATA) Project

The provision of collaborative advice services with Stirling Women's Aid to benefit those experiencing domestic abuse, in accordance with contract requirements.

Forth Valley Addiction Advice Project

The provision of advice, information and representation to vulnerable individuals engaged in alcohol or substance recovery, in addition to offering 2nd tier consultancy support to specialists within the FV Alcohol and Drug Partnership.

CAS Local Energy Project

The provision of rural access to Fuel Debt/Energy advice the capacity of the rural community to cope with Fuel Poverty and related matters.

NHS Forth Valley (Mental Health Project)

As part of the Mental Health Outreach Project, continued to provide guidance and support to individuals who suffer from Mental Health problems in order to help them integrate, whilst promoting social inclusion.

Advice in Food Banks

The provision of advice to people attending food banks, to lessen their dependence on repeat visits to food banks.

STIRLING DISTRICT CITIZENS ADVICE BUREAU LIMITED
(A Company Limited by Guarantee)

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2017**

14. Analysis of net assets between funds

Analysis of net assets between funds - current year

	Unrestricted funds 2017 £	Restricted funds 2017 £	Total funds 2017 £
Tangible fixed assets	432	-	432
Current assets	112,755	80,689	193,444
Creditors due within one year	(4,855)	(6,481)	(11,336)
	<u>108,332</u>	<u>74,208</u>	<u>182,540</u>

Analysis of net assets between funds - prior year

	Unrestricted funds 2016 £	Restricted funds 2016 £	Total funds 2016 £
Tangible fixed assets	1,050	-	1,050
Current assets	80,052	44,887	124,939
Creditors due within one year	(8,546)	-	(8,546)
	<u>72,556</u>	<u>44,887</u>	<u>117,443</u>

15. Reconciliation of net movement in funds to net cash flow from operating activities

	2017 £	2016 £
Net income for the year (as per Statement of Financial Activities)	65,097	40,680
Adjustment for:		
Depreciation charges	618	618
Dividends, interest and rents from investments	(977)	(1,030)
Increase in debtors	(3,348)	(7,443)
Increase/(decrease) in creditors	2,790	(38,578)
Net cash provided by/(used in) operating activities	<u>64,180</u>	<u>(5,753)</u>

STIRLING DISTRICT CITIZENS ADVICE BUREAU LIMITED
(A Company Limited by Guarantee)

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2017**

16. Analysis of cash and cash equivalents

	2017 £	2016 £
Cash at bank	63,922	9,414
National income savings bond	93,400	81,400
Cash in hand	350	1,701
Total	<u>157,672</u>	<u>92,515</u>

17. Pension commitments

The company operates a defined contributions pension scheme. The assets of the scheme are held separately from those of the company in an independently administered fund. The pension cost charge represents contributions payable by the company to the fund and amounted to £26,845 (2016 - £17,042). Contributions totaling £3,826 (2016 - £560) were payable to the fund at the balance sheet date and are included in creditors.

18. Operating lease commitments

At 31 March 2017 the total of the Charity's future minimum lease payments under non-cancellable operating leases was:

	2017 £	2016 £
Amounts payable:		
Within 1 year	5,353	5,808
Between 1 and 5 years	433	588
Total	<u>5,786</u>	<u>6,396</u>