

NAIRN CITIZENS ADVICE BUREAU LIMITED
(A COMPANY LIMITED BY GUARANTEE)
DIRECTORS' REPORT AND UNAUDITED ACCOUNTS
FOR THE YEAR ENDED 31 MARCH 2012

Charity Number SC023356

Company registration No.SC173195



RITSON YOUNG
Chartered Accountants
28 High Street
Nairn
IV12 4AU

**NAIRN CITIZENS ADVICE BUREAU LIMITED
(A COMPANY LIMITED BY GUARANTEE)**

**FINANCIAL STATEMENTS
YEAR ENDED 31 MARCH 2012**

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**NAIRN CITIZENS ADVICE BUREAU LIMITED
(A COMPANY LIMITED BY GUARANTEE)**

LEGAL AND ADMINISTRATIVE INFORMATION

Charity number	SC023356
Registered office	6 High Street Nairn IV12 4BJ
Directors	Cllr Liz MacDonald (retired 2.07.12) Rick Riley Philip McBride Ian Dickson Brenda Waterfield John Dolan (appointed 1.11.11) Helena Harcourt-Robinson (appointed 29.03.12) Elizabeth Barron Majerik (appointed 29.03.12) Cllr Michael Green (to be appointed)
Secretary	Gillian Maclean
Accountants	Ritson Young Chartered Accountants 28 High Street Nairn IV12 4AU
Bankers	Bank of Scotland 73 High Street Nairn IV12 4BS

NAIRN CITIZENS ADVICE BUREAU LIMITED (A COMPANY LIMITED BY GUARANTEE)

DIRECTORS REPORT

YEAR ENDED 31 MARCH 2012

The directors have pleasure in presenting their report and accounts for the year ended 31 March 2012.

The accounts have been prepared in accordance with the accounting policies set out in note 1 to the accounts and comply with the charity's Memorandum and Articles of Association, the Companies Act 2006 and the Statement of Recommended Practice, "Accounting and Reporting by Charities", issued in March 2005.

STRUCTURE, GOVERNANCE AND MANAGEMENT

The charity is a company limited by guarantee governed by its Memorandum and Articles of Association dated 25 February 1997. In the event of the company being wound up, members are required to contribute an amount not exceeding £1.

Directors of the company are appointed by the members at the AGM and are responsible for the general management, control and direction of the bureau. Directors are also able to opt members to be directors should a vacancy arise during the year. Officers of the company are appointed by directors at the first board meeting after the AGM. Directors are also charity trustees for the purposes of charity law. Recruitment procedures are in place to ensure that new trustees appointed meet certain conditions and criteria and constitute the widest possible representation of the community served by the bureau. Induction procedures are also in place to ensure that new directors participate fully in bureau affairs. The current 8 Board members meet on a regular basis. In addition the bureau manager, 2 volunteer representatives and 1 staff representative also attend the board meetings. Day-to-day management of the bureau is delegated to a team of 4 full-time and 3 part-time staff led by Gillian MacLean, bureau Manager. Generalist advice is supplied by 35 volunteer advisors with 5 volunteers offering part time admin support.

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

The directors have assessed the major risks to which the charity is exposed, and are satisfied that systems are in place to mitigate exposure to the major risks.

OBJECTIVES AND ACTIVITIES

The aims of the Citizens Advice service are firstly to ensure that individuals do not suffer through ignorance of their rights and responsibilities, or of the services available, or through an inability to express their needs effectively and secondly to exercise a responsible influence on the development of social policies, both locally and nationally.

The Charity's objectives are to provide independent, free, confidential and impartial advice, information, and representation services that are readily accessible by and tailored to meet the needs of the local community. During the year the company continued to provide advice on a range of matters including welfare benefits, money advice, employment, housing advice, tax and consumer issues.

A 3 year business plan has been developed and objectives and activities are aligned to achieving the strategic goals of the bureau. Regular monitoring reports are submitted to the board to assess the achievement of the organisation's objectives.

**NAIRN CITIZENS ADVICE BUREAU LIMITED
(A COMPANY LIMITED BY GUARANTEE)**

DIRECTORS REPORT

YEAR ENDED 31 MARCH 2012

ACHIEVEMENTS AND PERFORMANCE

This year has seen a further rise in the number of clients accessing our service. We have had almost 6,000 contacts addressing almost 13,000 issues. In order to meet this demand we have recruited 12 new advisers. More than £1.9 million has been brought into the local community through Client Financial Gain across the service.

Thanks to stringent budget planning and successful bids for funding we have been able to increase Money Advice provision to 32 hours per week: a much need additional service for the people of Nairn and surrounding district. This has proved essential as the levels of debt continue to rise and the Money Advice Team have dealt with more than £2 million worth of debt in the last year.

Early intervention by specialist housing and employment advisors has been shown to reduce the number of clients facing eviction, repossession and employment tribunals. Not only does this have a huge economic benefit for the country as a whole, it reduces the anxiety of the clients. Through the joint project with Moray CAB, funded by the Scottish Legal Aid Board (SLAB), we have been able to continue to provide a specialist employment adviser who is able to represent clients at Employment Tribunals or through the new Judicial Mediation process. SLAB is also funding a Housing Specialist post which again enhances the service we can offer to the people of Nairn and district.

A successful bid for funding, to Citizens Advice Scotland, has enabled Nairn CAB to deliver Best Energy Deal session: information and signposting sessions to 75 energy customers and front line workers.

Funding for the Armed Services Advice Project, originally a two year project funded across three Highland bureaux by Poppy Scotland, has been extended until June 2013. In excess of 200 clients have been helped by this project.

Highland Council were once again our core funders and funding continues to be received from NHS Highland for IASS until March 2012.

May I take this opportunity to thank both main and project funders for their generous support throughout the year.

**NAIRN CITIZENS ADVICE BUREAU LIMITED
(A COMPANY LIMITED BY GUARANTEE)**

DIRECTORS REPORT (CONTINUED)

YEAR ENDED 31 MARCH 2012

FINANCIAL REVIEW

The results for the year show an overall surplus of £1,610 (2011 - £37,440). At the end of the year unrestricted funds carried forward total £37,368 and restricted funds stand at £75,922. In addition to the unrestricted surplus there is a one off payment of £15,000 from Highland Council which is held in restricted reserves to cover a significant drop in funding and will cover in emergency three to six months current activity expenditure.

In these uncertain times to maintain our current service levels a proportion of the unrestricted funds have been incorporated into use for the 2011/2012 budget year. The directors consider that the current level of reserves ensure that, in the event of a drop of funding, they will be able to continue the charity's current activities while consideration is given to ways in which additional funding may be raised.

PLANS FOR FUTURE PERIODS

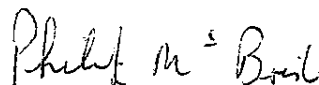
Moving forward, Nairn Citizens Advice Bureau Ltd has core funding secure until the end of March 2013. Project funding will continue to be sought to continue current projects and to add to our existing services.

The Highland Council have still to reach a final decision on whether the current CAB services across the Highlands are to be put out to tender or negotiated on a mutually agreeable basis. The contractual structure in which the services are provided may therefore change, however, the directors are committed to maintaining the current service and are of the opinion that any new structure will not affect the services provided.

Many thanks to my fellow Directors for their support. Their expertise and tireless effort has built firm foundations for the future of the bureau as we face the challenging times ahead. Thanks also to the staff and volunteers who continue to work hard to deliver an excellent service to the people of Nairn and surrounding areas.

6 High Street
Nairn
IV12 4BJ

Signed by order of the directors



Philip McBride
Director

**NAIRN CITIZENS ADVICE BUREAU LIMITED
(A COMPANY LIMITED BY GUARANTEE)**

**INDEPENDENT EXAMINER'S REPORT
TO THE DIRECTORS OF NAIRN CITIZENS ADVICE BUREAU LIMITED**

YEAR ENDED 31 MARCH 2012

I report on the accounts of the charity for the year ended 31 March 2012, which are set out on pages 6 to 13.

The report is made to the charity's board of directors, as a body, in accordance with the terms of engagement. My work has been undertaken to enable me to undertake an independent examination of the charity's accounts on behalf of the charity's board of directors and for no other purposes. To the fullest extent permitted by law, I do not accept or assume responsibility to anyone other than the charity and the charity's board of directors as a body, for my work or for this report.

Respective responsibilities of directors and examiner

The charity's directors are responsible for the preparation of the accounts in accordance with the terms of the Charities and Trustee Investment (Scotland) Act 2005 and the Charities Accounts (Scotland) regulations 2006. The Charity's directors consider that the audit requirement of regulation 10(1)(a) to (c) of the Accounts Regulations does not apply. It is my responsibility to examine the accounts as required under section 44(1)(c) of the Act and to State whether particular matters have come to my attention.

Basis of independent examiner's report

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

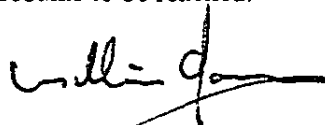
Independent examiner's statement

In the course of my examination, no matter has come to my attention:

- (a) Which gives me reasonable cause to believe that in any material respect the requirements:
- (i) to keep accounting records in accordance with section 44(1)(a) of the 2005 Act and regulation 4 of the 2006 Accounting Regulations; and
 - (ii) to prepare accounts which accord with the accounting records and comply with the Regulation 8 of the 2006 Accounting Regulations;
- have not been met; or

- (b) to which, in my opinion, attention should be drawn in order to enable a proper understanding of the accounts to be reached.

28 High Street
Nairn
IV12 4AU


6/4/12
William Young CA.

RITSON YOUNG
Chartered Accountants

NAIRN CITIZENS ADVICE BUREAU LIMITED
(A COMPANY LIMITED BY GUARANTEE)

STATEMENT OF FINANCIAL ACTIVITIES
INCLUDING INCOME AND EXPENDITURE ACCOUNT
YEAR ENDED 31 MARCH 2012

	Note	Unrestricted Funds £	Restricted Funds £	Total Funds 2012 £	Total Funds 2011 £
INCOMING RESOURCES					
Incoming resources from generating funds:					
Voluntary income	2	1,741	48,622	50,363	56,034
Investment income	3	1,366	—	1,366	587
Incoming resources from charitable activities	4	104,539	—	104,539	154,020
Other incoming resources	5	—	—	—	—
TOTAL INCOMING RESOURCES		107,646	48,622	156,268	210,641
RESOURCES EXPENDED					
Charitable activities	6	(104,200)	(49,331)	(153,531)	(171,839)
Governance costs	6	(1,127)	—	(1,127)	(1,362)
TOTAL RESOURCES EXPENDED		(105,327)	(49,331)	(154,658)	(173,201)
NET INCOMING RESOURCES BEFORE TRANSFERS					
		2,319	(709)	1,610	37,440
Transfer between funds		11,103	(11,103)	—	—
NET INCOMING RESOURCES FOR THE YEAR		13,422	(11,812)	1,610	37,440
RECONCILIATION OF FUNDS					
Total funds brought forward		38,946	87,734	126,680	89,240
TOTAL FUNDS CARRIED FORWARD		52,368	75,922	128,290	126,680

The Statement of Financial Activities also complies with the requirements for an income and expenditure account under the companies act 2006.

The notes on pages 8 to 13 form part of these financial statements.

NAIRN CITIZENS ADVICE BUREAU LIMITED
(A COMPANY LIMITED BY GUARANTEE)

BALANCE SHEET

31 MARCH 2012

	Note	2012 £	2011 £
FIXED ASSETS			
Tangible assets	10	50,522	42,634
CURRENT ASSETS			
Debtors	11	2,664	1,297
Cash at bank and in hand		80,412	94,684
		<u>83,076</u>	<u>95,981</u>
CREDITORS: Amounts falling due within one year	12	<u>(5,308)</u>	<u>(11,935)</u>
NET CURRENT ASSETS		77,768	84,046
TOTAL ASSETS LESS CURRENT LIABILITIES		<u>128,290</u>	<u>126,680</u>
FUNDS			
Restricted funds	13	75,922	87,734
Unrestricted funds		52,368	38,946
TOTAL FUNDS		<u>128,290</u>	<u>126,680</u>

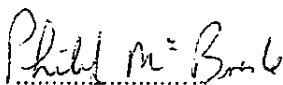
The directors are satisfied that the company is entitled to exemption from the provisions of the Companies Act 2006 (the Act) relating to the audit of the financial statements for the year by virtue of section 477, and that no member or members have requested an audit pursuant to section 476 of the Act.

The directors acknowledge their responsibilities for:

- (i) ensuring that the company keeps adequate accounting records which comply with section 386 of the Act, and
- (ii) preparing financial statements which give a true and fair view of the state of affairs of the company as at the end of the financial year and of its profit or loss for the financial year in accordance with the requirements of section 393, and which otherwise comply with the requirements of the Act relating to financial statements, so far as applicable to the company.

These financial statements have been prepared in accordance with the special provisions for small companies under Part 15 of the Companies Act 2006 and with the Financial Reporting Standard for Smaller Entities (effective April 2008).

These financial statements were approved by the directors and authorised for issue on, and are signed on their behalf by:



PHILIP MCBRIDE

The notes on pages 8 to 13 form part of these financial statements.

**NAIRN CITIZENS ADVICE BUREAU LIMITED
(A COMPANY LIMITED BY GUARANTEE)**

NOTES TO THE ACCOUNTS

YEAR ENDED 31 MARCH 2012

1. ACCOUNTING POLICIES

Basis of preparation

The accounts have been prepared under the historical cost convention.

The accounts have been prepared in accordance with applicable accounting standards, The Statement of Recommended Practice, "Accounting and Reporting by Charities", issued in March 2005 and the Companies Act 2006.

Incoming resources

All Incoming resources including grants are included in the SOFA when the charity is legally entitled to the income and the amount can be qualified with reasonable accuracy.

There were no donated assets received by the charity. No amounts included in the financial statements and for services donated by volunteers.

Resources expended

All expenditure is accounted for on an accruals basis and has been classified under 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.

Governance costs are those incurred in connection with the administration of the charity and compliance with constitutional and statutory requirements. As the charity is not registered for VAT all expenditure includes irrecoverable VAT where appropriate.

Tangible fixed assets and depreciation

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

Freehold land is not depreciated	
Freehold building	- 2% straight line
Fixtures, fittings & equipment	- 33% straight line

Fund accounting

Unrestricted funds are available for use at the discretion of the trustees in the furtherance of the general objectives of the charity.

Restricted funds are subject to restrictions on their expenditure imposed by the donor or through the terms of an appeal.

NAIRN CITIZENS ADVICE BUREAU LIMITED
(A COMPANY LIMITED BY GUARANTEE)

NOTES TO THE ACCOUNTS (CONTINUED)

YEAR ENDED 31 MARCH 2012

2. VOLUNTARY INCOME

	Unrestricted Funds	Restricted Funds	Total Funds 2012	Total Funds 2011
	£	£	£	£
Donations				
Scottish Citizen's Advice Bureaux	707	44,533	45,240	54,821
Rotary Club, Nairn	734	1,250	1,984	1,050
Nairn CAB Social Group	300	—	300	163
Highland Council	—	2,839	2,839	—
	<u>1,741</u>	<u>48,622</u>	<u>50,363</u>	<u>56,034</u>

3. INVESTMENT INCOME

	Unrestricted Funds	Total Funds 2012	Total Funds 2011
	£	£	£
Bank interest receivable	<u>1,366</u>	<u>1,366</u>	<u>587</u>

4. INCOMING RESOURCES FROM CHARITABLE ACTIVITIES

	Unrestricted Funds	Restricted Funds	Total Funds 2012	Total Funds 2011
	£	£	£	£
Highland Council - Core funding	93,322	—	93,322	93,322
IASS funding	7,390	—	7,390	7,390
Moray Citizen's Advice Scotland	3,827	—	3,827	3,200
HM Revenue and Customs	—	—	—	42,659
Scottish Citizen's Advice Bureaux - EMPSW	—	—	—	7,449
	<u>104,539</u>	<u>—</u>	<u>104,539</u>	<u>154,020</u>

5. OTHER INCOMING RESOURCES

	Total Funds 2012	Total Funds 2011
	£	£
Reimbursement of expenses	<u>—</u>	<u>—</u>

NAIRN CITIZENS ADVICE BUREAU LIMITED
(A COMPANY LIMITED BY GUARANTEE)

NOTES TO THE ACCOUNTS (CONTINUED)

YEAR ENDED 31 MARCH 2012

6. TOTAL RESOURCES EXPENDED

	Staff costs £	Depreciation £	Other costs £	Total 2012 £
<u>Charitable activities</u>				
Activities undertaken directly	96,287	2,241	21,692	120,220
Support costs	28,025	—	5,286	33,311
	<hr/>	<hr/>	<hr/>	<hr/>
Total	124,312	2,241	26,978	153,531
 Governance costs	 —	 —	 1,127	 1,127
	<hr/>	<hr/>	<hr/>	<hr/>
	124,312	2,241	28,105	154,658

Governance costs include accountant's fee of £1,127 (2011 - £1,218)

Included in Activities undertaken directly are cleaning and maintenance costs of £7,432 (2011 - £6,821), electrical and oil costs of £1,294 (2011 - £2,482), rates £188 (2011 - £305), Insurance £816 (2011 - £704), Advertising £499 (2011 - £1,816), Travel costs £1,781 (2011 - £2,989), Telephone £3,034 (2011 - £2,989), general expenses (including recruitment costs) £1,300 (2011 - £2,277), room hire £181 (2011 - £110) and management costs £5,167 (2011 - £3,458).

7. Support costs

	2012 £	2011 £
Other support costs	5,286	9,441
Staff costs	28,025	29,649
	<hr/>	<hr/>
	33,311	39,090

Included in other support costs are travel expenses of £1,781 (2011 - £2,989), general expenses (including recruitment costs) of £1,300 (2011 - £2,277) and office supplies of £2,205 (2011 - £4,175)

8. Directors

During the year no directors received any reimbursement of expenses or remuneration.

NAIRN CITIZENS ADVICE BUREAU LIMITED
(A COMPANY LIMITED BY GUARANTEE)

NOTES TO THE ACCOUNTS (CONTINUED)

YEAR ENDED 31 MARCH 2012

9. STAFF COSTS AND EMOLUMENTS

Total staff costs were as follows:

	2012	2011
	£	£
Wages and salaries	115,922	124,769
Social security costs	8,390	10,019
	<u>124,312</u>	<u>134,788</u>

Particulars of employees:

The average number of employees during the year, calculated on the basis of full-time equivalents, was as follows:

	2012	2011
	No	No
Manager	1	2
Money Advisor	2	1
Welfare Officer	1	1
Volunteer Support Worker	1	0
General Assistant	1	2
Part Time Project Worker	4	3
	<u>10</u>	<u>9</u>

No employee received remuneration of more than £60,000 during the year (2011 - Nil).

NAIRN CITIZENS ADVICE BUREAU LIMITED
(A COMPANY LIMITED BY GUARANTEE)

NOTES TO THE ACCOUNTS (CONTINUED)

YEAR ENDED 31 MARCH 2012

10. TANGIBLE FIXED ASSETS

	Land and buildings £	Fixtures, fittings & equipment £	Total £
COST			
At 1 April 2011	51,787	20,081	71,868
Additions	10,129	—	10,129
At 31 March 2012	<u>61,916</u>	<u>20,081</u>	<u>81,997</u>
DEPRECIATION			
At 1 April 2011	10,630	18,604	29,234
Charge for the year	1,239	1,002	2,241
At 31 March 2012	<u>11,869</u>	<u>19,606</u>	<u>31,475</u>
NET BOOK VALUE			
At 31 March 2012	<u>50,047</u>	<u>475</u>	<u>50,522</u>
At 31 March 2011	<u>41,157</u>	<u>1,477</u>	<u>42,634</u>

The fixed asset additions of £10,129 were subsidised by grants and donations of £6,040 from Scottish Citizen's Advice Bureaux, £1,250 from the Rotary Club and £2,839 from the Highland Council in connection to work on renovating the property. These amounts are shown in the restricted funds in the Statement of financial activities.

11. DEBTORS

	2012 £	2011 £
Prepayments and accrued income	<u>2,664</u>	<u>1,297</u>

12. CREDITORS: Amounts falling due within one year

	2012 £	2011 £
Trade creditors	806	149
PAYE and social security	2,198	2,107
Other creditors	420	7,538
Accruals	<u>1,884</u>	<u>2,141</u>
	<u>5,308</u>	<u>11,935</u>

NAIRN CITIZENS ADVICE BUREAU LIMITED
(A COMPANY LIMITED BY GUARANTEE)

NOTES TO THE ACCOUNTS (CONTINUED)

YEAR ENDED 31 MARCH 2012

13. RESTRICTED FUNDS

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

	Balance at 1 Apr 2011 £	Incoming resources £	Outgoing resources £	Transfers £	Balance at 31 Mar 2012 £
Assets fund	<u>87,734</u>	<u>48,622</u>	<u>(49,331)</u>	<u>(11,103)</u>	<u>75,922</u>

14. ANALYSIS OF ASSETS BETWEEN FUNDS

	Tangible fixed assets £	Current assets £	Current liabilities £	Total £
Restricted Funds	50,522	25,400	–	75,922
Unrestricted Funds	–	<u>57,676</u>	<u>(5,308)</u>	<u>52,368</u>
Total Funds	<u>50,522</u>	<u>83,076</u>	<u>(5,308)</u>	<u>128,290</u>

The restricted fund represents the centre building and equipment £50,522 (2011 - £42,634), £15,000 reserves held in accordance with the Special Delivery Contracts with Highland Council and £10,400 in the bank for five projects in the financial year.

15. CONTROL

The charity is controlled by the directors on behalf of the members of the charity.

**NAIRN CITIZENS ADVICE BUREAU LIMITED
(A COMPANY LIMITED BY GUARANTEE)**

MANAGEMENT INFORMATION

YEAR ENDED 31 MARCH 2012

The following pages do not form part of the statutory financial statements.

**NAIRN CITIZENS ADVICE BUREAU LIMITED
COMPANY LIMITED BY GUARANTEE**

DETAILED STATEMENT OF FINANCIAL ACTIVITIES

YEAR ENDED 31 MARCH 2012

	2012 £	2011 £
INCOMING RESOURCES		
VOLUNTARY INCOME		
Scottish Citizen's Advice Bureaux	45,240	54,821
Rotary Club, Nairn	1,984	1,050
Nairn CAB Social Group	300	163
Highland Council	2,839	–
	<u>50,363</u>	<u>56,034</u>
INVESTMENT INCOME		
Bank interest receivable	1,366	587
	<u>1,366</u>	<u>587</u>
INCOMING RESOURCES FROM CHARITABLE ACTIVITIES		
Highland Council - Core funding	93,322	93,322
HM Revenue and Customs	–	42,659
Scottish Citizen's Advice Bureaux - EMPSW	–	7,449
Moray Citizen's Advice Bureaux – SLAB	3,827	3,200
IASS funding	7,390	7,390
	<u>104,539</u>	<u>154,020</u>
TOTAL INCOMING RESOURCES	<u>156,268</u>	<u>210,641</u>
RESOURCES EXPENDED		
CHARITABLE ACTIVITIES		
Wages & salaries	124,312	134,788
Rates & water	188	305
Light & heat	1,294	2,482
Cleaning and repairs	7,432	6,821
Insurance	816	704
Advertising	499	1,816
Non Nairn management costs	5,167	3,458
Recruitment	–	2,155
Travel, welfare and training	3,562	5,978
Telephone	3,034	2,989
Depreciation	2,241	3,659
Printing, stationery and postage	2,205	4,175
Sundry expenses	2,600	2,399
Room hire	181	110
	<u>153,531</u>	<u>171,839</u>
GOVERNANCE COSTS		
Independent Examination report	1,127	1,362
	<u>1,127</u>	<u>1,362</u>
TOTAL RESOURCES EXPENDED	<u>154,658</u>	<u>173,201</u>
NET INCOMING RESOURCES FOR THE YEAR	<u>1,610</u>	<u>37,440</u>