COMPANY REGISTRATION NUMBER: SC173195

CHARITY REGISTRATION NUMBER: SC023356

Nairn Citizens Advice Bureau Limited
Company Limited by Guarantee
Unaudited Financial Statements
31 March 2022



RITSON YOUNG

Chartered accountants 28 High Street Nairn IV12 4AU

Company Limited by Guarantee

Financial Statements

Year ended 31 March 2022

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Company Limited by Guarantee

Directors' Annual Report (Incorporating the Director's Report)

Year ended 31 March 2022

The directors, who are also the directors for the purposes of company law, present their report and the unaudited financial statements of the charity for the year ended 31 March 2022.

Reference and administrative details

Registered charity name

Nairn Citizens Advice Bureau Limited

Charity registration number

SC023356

Company registration number SC173195

Principal office and registered 6 High Street

office

Nairn IV12 4BJ

The directors

Mr F Clark Mrs L Clark Mr J Dolan Mr L Dyson Mr A Nicolson Mrs J Tunstall Mrs B Waterfield Mr P Saggers Mr P Mcivor

Mr I McDonald Ms C May Mr D Flynn

(Resigned 11 June 2022)

Independent examiner

Ritson Young

Chartered accountants

28 High Street

Nairn **IV12 4AU**

Bankers

Bank of Scotland 73 High Street

Nairn **IV12 4BS**

Company Limited by Guarantee

Directors' Annual Report (Incorporating the Director's Report) (continued)

Year ended 31 March 2022

Structure, governance and management

The charity is a company limited by guarantee governed by its Memorandum and Articles of Association dated 25 February 1997. Revised Articles of Association were introduced in March 2011 to bring the constitution of the bureau into line with current Charity Law, Companies Law and Citizens Advice Scotland guidelines.

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. 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. There are currently 12 board members who attend 5 board meetings throughout the year. The board meetings are also attended by the bureau manager, 1 volunteer representative and 1 staff representative. Day-to-day management of the bureau is delegated to a team of 3 full-time and 10 part-time staff led by Gillian MacLean, bureau manager. Generalist advice is supplied by 27 volunteer advisors.

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, consumer and utilities 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.

Company Limited by Guarantee

Directors' Annual Report (Incorporating the Director's Report) (continued)

Year ended 31 March 2022

Achievements and performance

Nairn Citizens Advice Bureau has returned to offering face to face advice, although the majority of the advice and support in 2020 was given by telephone/email/video conference. 1,642 people were assisted with advice on 9,467 occasions. Clients were better off by £1,632,013. This is money brought into the local community in the last finance year and benefits the client, their family and also the community as a whole.

During this year, the bureau has seen an increase in clients presenting with debt and housing issues and we are grateful for continued funding from the Scottish Legal Aid Board, in conjunction with Moray CAB, as this enabled us to offer specialist Housing and Debt case work to mitigate repossession and eviction.

Another noticeable increase was in requests for help with utility issues and Nairn CAB is grateful for funding received from Energy Best Deal and Best Energy Saving Network which has supported us to assist with 873 energy specific enquiries this year, a third of which related to charges and billing. We anticipate, and are preparing for, an increased need for help in this area in the coming year.

The shift towards digital first – or digital only – in the provision of public services, risks excluding the most vulnerable. Channel choice is vital. Research undertaken by Nairn CAB, in partnership with Citizens Advice Scotland, in spring 2022, demonstrated that the digital by default design of online services has resulted in significant detriment. Participants in the research highlighted the essential nature of free, local face-to-face advice provision. For many of the participants, the advice and support offered by Nairn CAB has been essential in assisting them to navigate and access online services. Participants were clear that having access to data or a device on its own was not enough to allow them to go online. Many needed consistent, 1:1 support, to help them access online services.

Nairn CAB's new premises, with a digital hub, will allow advisers to help clients navigate the digital first world and mitigate the challenges faced by those who are digitally excluded.

Financial Position

The trustees report incoming resources for the year of £329,723. Of this £188,027 related to project restricted activities. The charity does not carry out any significant public fundraising activities.

Net incoming resources in the year amounted to £98,450. At 31st March 2022 reserves were £831,239 of which £149,531 represented restricted funds.

Accountants

Are deemed to be re-appointed under section 44(1)(c) of the Charities and Trustee Investment (Scotland) Act 2005.

Small company provisions

This report has been prepared in accordance with the provisions applicable to companies entitled to the small companies exemption.

The directors' annual report was approved on 2814 Sect 2021 and signed on behalf of the board of trustees by:

Mrs B Waterfield
Director

Company Limited by Guarantee

Statement of Financial Activities (including income and expenditure account)

31 March 2022

			2022		2021
		Unrestricted	Restricted		
		funds	funds	Total funds	Total funds
	Note	£	£	£	£
Income and endowments	_	00.057	400.007	000 004	200 652
Donations and legacies	5	38,657	188,027	226,684	392,653
Charitable activities	6	103,007	_	103,007	106,368
Investment income	1	32	_	32	84
Other income	8				
Total income		141,696	188,027	329,723	499,105
Expenditure					
Expenditure on charitable activities	9,10	92,440	138,833	231,273	260,794
** ** ** * * * * * * * * * * * * * * *		00.440	400.000	024 072	260.704
Total expenditure		92,440	138,833	231,273	260,794
Net income		49,256	49,194	98,450	238,311
Net income		49,230		30,430	200,011
Transfers between funds		(3,248)	3,248	-	_
Net movement in funds		46,008	52,442	98,450	238,311
Reconciliation of funds Total funds brought forward		635,700	97,089	732,789	494,478
Total funds carried forward		681,708	149,531	831,239	732,789

The statement of financial activities includes all gains and losses recognised in the year. All income and expenditure derive from continuing activities.

Company Limited by Guarantee

Statement of Financial Position

31 March 2022

		2022		2021	
		£	£	£	
Fixed assets Tangible fixed assets	14		43,378	39,879	
Current assets					
Debtors Cash at bank and in hand	15	9,113 787,027		5,621 721,168	
		796,140		726,789	
Creditors: amounts falling due within one year	16	8,279		33,879	
Net current assets		-	787,861	692,910	
Total assets less current liabilities			831,239	732,789	
Net assets			831,239	732,789	
Funds of the charity					
Restricted funds			149,531	97,089	
Unrestricted funds			681,708	635,700	
Total charity funds	17		831,239	732,789	

For the year ending 31 March 2022 the charity was entitled to exemption from audit under section 477 of the Companies Act 2006 relating to small companies.

Directors' responsibilities:

- The shareholders have not required the charity to obtain an audit of its financial statements for the year in question in accordance with section 476;
- The directors acknowledge their responsibilities for complying with the requirements of the Act with respect to accounting records and the preparation of financial statements.

These financial statements have been prepared in accordance with the provisions applicable to companies subject to the small companies' regime and with FRS 102.

These financial statements were approved by the board of trustees and authorised for issue on 28. 2. 22......, and are signed on behalf of the board by:

Received
Mrs B Waterfield
Director

Company Limited by Guarantee

Notes to the Financial Statements

Year ended 31 March 2022

1. General information

The charity is a private company limited by guarantee, registered in Scotland and a registered charity in Scotland. The address of the registered office is 6 High Street, Nairn, IV12 4BJ.

2. Statement of compliance

These financial statements have been prepared in compliance with FRS 102, 'The Financial Reporting Standard applicable in the UK and the Republic of Ireland', the 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) (Charities SORP (FRS 102)) and the Charities and Trustee Investment (Scotland) Act 2005 and the Charity Accounts (Scotland) Regulations 2006 (as amended).

3. Accounting policies

Basis of preparation

The financial statements have been prepared on the historical cost basis, as modified by the revaluation of certain financial assets and liabilities and investment properties measured at fair value through income or expenditure.

The financial statements are prepared in sterling, which is the functional currency of the entity.

Going concern

There are no material uncertainties about the charity's ability to continue.

Fund accounting

Unrestricted funds are available for use at the discretion of the trustees to further any of the charity's purposes.

Designated funds are unrestricted funds earmarked by the directors for particular future project or commitment.

Restricted funds are subjected to restrictions on their expenditure declared by the donor or through the terms of an appeal, and fall into one of two sub-classes: restricted income funds or endowment funds.

Company Limited by Guarantee

Notes to the Financial Statements (continued)

Year ended 31 March 2022

3. Accounting policies (continued)

Incoming resources

All incoming resources are included in the statement of financial activities when entitlement has passed to the charity; it is probable that the economic benefits associated with the transaction will flow to the charity and the amount can be reliably measured. The following specific policies are applied to particular categories of income:

- income from donations or grants is recognised when there is evidence of entitlement to the gift, receipt is probable and its amount can be measured reliably.
- legacy income is recognised when receipt is probable and entitlement is established.
- income from donated goods is measured at the fair value of the goods unless this is impractical to measure reliably, in which case the value is derived from the cost to the donor or the estimated resale value. Donated facilities and services are recognised in the accounts when received if the value can be reliably measured. No amounts are included for the contribution of general volunteers.
- income from contracts for the supply of services is recognised with the delivery of the contracted service. This is classified as unrestricted funds unless there is a contractual requirement for it to be spent on a particular purpose and returned if unspent, in which case it may be regarded as restricted.

Resources expended

Expenditure is recognised on an accruals basis as a liability is incurred. Expenditure includes any VAT which cannot be fully recovered, and is classified under headings of the statement of financial activities to which it relates:

- expenditure on raising funds includes the costs of all fundraising activities, events, non-charitable trading activities, and the sale of donated goods.
- expenditure on charitable activities includes all costs incurred by a charity in undertaking
 activities that further its charitable aims for the benefit of its beneficiaries, including those
 support costs and costs relating to the governance of the charity apportioned to charitable
 activities.
- other expenditure includes all expenditure that is neither related to raising funds for the charity nor part of its expenditure on charitable activities.

All costs are allocated to expenditure categories reflecting the use of the resource. Direct costs attributable to a single activity are allocated directly to that activity. Shared costs are apportioned between the activities they contribute to on a reasonable, justifiable and consistent basis.

Tangible assets

All fixed assets are initially recorded at cost.

Company Limited by Guarantee

Notes to the Financial Statements (continued)

Year ended 31 March 2022

3. Accounting policies (continued)

Depreciation

Depreciation is calculated so as to write off the cost or valuation of an asset, less its residual value, over the useful economic life of that asset as follows:

Land and building

2% straight line

Fixtures, fitting & equipment

- 33% straight line

Impairment of fixed assets

A review for indicators of impairment is carried out at each reporting date, with the recoverable amount being estimated where such indicators exist. Where the carrying value exceeds the recoverable amount, the asset is impaired accordingly. Prior impairments are also reviewed for possible reversal at each reporting date.

For the purposes of impairment testing, when it is not possible to estimate the recoverable amount of an individual asset, an estimate is made of the recoverable amount of the cash-generating unit to which the asset belongs. The cash-generating unit is the smallest identifiable group of assets that includes the asset and generates cash inflows that largely independent of the cash inflows from other assets or groups of assets.

For impairment testing of goodwill, the goodwill acquired in a business combination is, from the acquisition date, allocated to each of the cash-generating units that are expected to benefit from the synergies of the combination, irrespective of whether other assets or liabilities of the charity are assigned to those units.

Financial instruments

A financial asset or a financial liability is recognised only when the charity becomes a party to the contractual provisions of the instrument.

Basic financial instruments are initially recognised at the amount receivable or payable including any related transaction costs.

Current assets and current liabilities are subsequently measured at the cash or other consideration expected to be paid or received and not discounted.

Debt instruments are subsequently measured at amortised cost.

Where investments in shares are publicly traded or their fair value can otherwise be measured reliably, the investment is subsequently measured at fair value with changes in fair value recognised in income and expenditure. All other such investments are subsequently measured at cost less impairment.

Other financial instruments, including derivatives, are initially recognised at fair value, unless payment for an asset is deferred beyond normal business terms or financed at a rate of interest that is not a market rate, in which case the asset is measured at the present value of the future payments discounted at a market rate of interest for a similar debt instrument.

Company Limited by Guarantee

Notes to the Financial Statements (continued)

Year ended 31 March 2022

3. Accounting policies (continued)

Financial instruments (continued)

Other financial instruments are subsequently measured at fair value, with any changes recognised in the statement of financial activities, with the exception of hedging instruments in a designated hedging relationship.

4. Limited by guarantee

Nairn Citizens Advice Bureau Limited is a company limited by guarantee and accordingly does not have a share capital.

Every member of the company undertakes to contribute such amount as may be required not exceeding £1 to the assets of the charitable company in the event of its being wound up while he or she is a member, or within one year after he or she ceases to be a member.

5. Donations and legacies

	Unrestricted Funds £	Restricted Funds £	Total Funds 2022 £
Donations			
Scottish Citizen's Advice Bureau	34,835	188,027	222,862
HM Revenue and Customs	2,480	. –	2,480
Highland Council	_	_	_
Other donations	1,342	_	1,342
	38,657	188,027	226,684

Company Limited by Guarantee

Notes to the Financial Statements (continued)

Year ended 31 March 2022

5. Donations and legacies (continued)

	Donations Scottish Citizen's Advice Bureau HM Revenue and Customs Highland Council Other donations		Unrestricted Funds £ 180,948 3,563 11,956 7,964 204,431	Restricted Funds £ 188,222 188,222	Total Funds 2021 £ 369,170 3,563 11,956 7,964 392,653
6.	Charitable activities				
	Highland Council - Core funding Moray Citizen's Advice Bureau - SLAB	Unrestricted Funds £ 99,687 3,320 103,007	Total Funds 2022 £ 99,687 3,320 103,007	Unrestricted Funds £ 99,587 6,781 106,368	Total Funds 2021 £ 99,587 6,781 106,368
7.	Investment income				
	Bank interest receivable	Unrestricted Funds £ 32	Total Funds 2022 £ 32	Unrestricted Funds £ 84	Total Funds 2021 £ 84
8.	Other income				
	Reimbursement of expenses	Restricted Funds £	Total Funds 2022 £	Restricted Funds £	Total Funds 2021 £

Company Limited by Guarantee

Notes to the Financial Statements (continued)

Year ended 31 March 2022

9. Expenditure on charitable activities by fund type

Unrestricted	Restricted	Total Funds
Funds	Funds	2022
£	£	£
57,675	135,523	193,198
33,126	908	34,034
1,639	2,402	4,041
92,440	138,833	231,273
Unrestricted	Restricted	Total Funds
Funds	Funds	2021
£	£	£
23,415	197,489	220,904
34,824	1,479	36,303
3,587	_	3,587
61,826	198,968	260,794
pe		
support	Total funds	Total fund
costs	2022	2021
	Funds £ 57,675 33,126 1,639 92,440 Unrestricted Funds £ 23,415 34,824 3,587 61,826 pe Support	Funds £ £ 57,675 135,523 33,126 908 1,639 2,402 92,440 138,833 Unrestricted Restricted Funds £ £ 23,415 197,489 34,824 1,479 3,587 — 61,826 198,968 pe Support Total funds

Governance costs include accountant's fee of £2,059 (2020 - £2,309). And professional fees of £1,982 (2021 - £1,278).

£

193,198

193,198

£

34,034

4,041

38,075

£

227,232

231,273

4,041

£

257,207

260.794

3,587

Included in Activities undertaken directly are cleaning and maintenance costs of £1,578 (2021 - £9,721), electrical and oil costs of £1,779 (2021 - £2,277), rates £970 (2021 - £1,064), Insurance £1,394 (2021 - £1,203), Advertising £133 (2021 - £38), Travel costs £345 (2021 - £770), Telephone £915 (2021 - £7,006), general expenses (including recruitment costs) £nil (2021 - £205), subscriptions and memberships £1,762 (2021 - £1,963), room hire £nil (2021 - £nil) and management costs £4,300 (2021 - £10,517).

Included in other support costs are travel & welfare expenses of £345 (2021 - £772), general expenses of £13 (2021 - £205) and office supplies of £1,787 (2021 - £1,823).

11. Net income

Charitable activities

Governance costs

10.

Net income is stated after charging/(crediting):

3 3 (2022	2022	2021
		£	£
Depreciation of tangible fixed assets		4,325	1,716

Company Limited by Guarantee

Notes to the Financial Statements (continued)

Year ended 31 March 2022

12. Staff costs

The total staff costs and employee benefits for the reporting period are analysed as follows:

	2022	2021
	£	£
Wages and salaries	207,554	217,927

The average head count of employees during the year was 12 (2021: 10). The average number of full-time equivalent employees during the year is analysed as follows:

	2022	2021
	No.	No.
Manager	1	1
Money Advisor	2	1
EU Support	1	2
Welfare Officer	2	2
Volunteer Support Worker	2	1
Project Worker	4	3
•		
	12	10
	===	====

No employee received employee benefits of more than £60,000 during the year (2021: Nil).

13. Trustee remuneration and expenses

For the year to 31 March 2022 there has been no remuneration paid to any trustee of the company.

14. Tangible fixed assets

14.	rangible fixed assets			
		Land and buildings	Fixtures and fittings	Total
		£	£	£
	Cost	_		
	At 1 April 2021	61,916	15,296	77,212
	Additions	_	7,824	7,824
	At 31 March 2022	61,916	23,120	85,036
	Depreciation			
	At 1 April 2021	23,009	14,324	37,333
	Charge for the year	1,238	3,087	4,325
	At 31 March 2022	24,247	17,411	41,658
	Carrying amount			
	At 31 March 2022	37,669	5,709	43,378
	At 31 March 2021	38,907	972	39,879
15.	Debtors	' 		
13.	Deptors	`	2022	2021
			£	£
	Trade debtors		2,389	_
	Prepayments and accrued income		1,235	972
	Other debtors		5,489	4,649
			9,113	5,621

Company Limited by Guarantee

Notes to the Financial Statements (continued)

Year ended 31 March 2022

16. Creditors: amounts falling due within one year

	2022	2021
	£	£
Trade creditors	1,319	146
Accruals and deferred income	3,671	3,783
Social security and other taxes	3,289	3,001
Other creditors	_	26,949
	8,279	33,879
	 .	

17. Analysis of charitable funds

Unrestricted funds

	At				At
	1 April 2021	Income £	Expenditure £	Transfers £	31 March 2022 £
Unrestricted fund	154,258	141,696	(92,440)	(4,248)	199,266
Premises Fund	476,442	. –	` _	1,000	477,442
IT Fund	5,000	-	_	-	5,000
	635,700	141,696	(92,440)	(3,248)	681,708
Restricted funds	At				At
	1 April 2021	Income	Expenditure	Transfers :	31 March 2022
Destricted Fund	1. 07.000	<u></u> 100 በ27	(138,833)	₹ 3.248	149,531
Restricted Fund	97,089	188,027	(130,033)	3,240	

18. Analysis of net assets between funds

	Tangible fixed assets £	Net current assets/ (liabilities)	Total £
Restricted Income Funds: Restricted fund	38,162	111,369	149,531
			
Unrestricted Income Funds			
Unrestricted fund	5,216	194,050	199,266
Designated fund	_	482,442	482,442
			
	5,216	676,492	681,708
Total Funds	43,378	787,861	831,239

Company Limited by Guarantee

Management Information

Year ended 31 March 2022

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

Company Limited by Guarantee

Independent examiners report to the directors of Nairn Citizens Advice Bureau Limited

Year ended 31 March 2022

I report on the accounts of the company for the year ended 31 March 2022 which are set out on pages 4 to 13.

RESPECTIVE RESPONSIBILITIES OF DIRECTORS AND EXAMINER

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

BASIS OF INDEPENDENT EXAMINER'S STATEMENT

My examination is carried out in accordance with the Regulation 11 of the 2006 Accounts Regulations. An examination includes a review of the accounting records kept by the company 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 trustees 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:

- (1) which gives me reasonable cause to believe that in any material respect the requirements:
 - to keep accounting records in accordance with section 44(1)(a) of the 2005 Act and Regulation 4 of the 2006 Accounts Regulations; and
 - to prepare accounts which accord with the accounting records and comply with the accounting requirements of regulation 8 of the 2006 Accounts Regulations

have not been met; or

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

ICAS

Ritson Young Independent examiner

28 High Street Nairn IV12 4AU

7/10/22

Company Limited by Guarantee

Detailed Statement of Financial Activities

31 March 2022

	2022 £	2021 £
Income and endowments	~	~
Donations and legacies Scottish Citizen's Advice Bureau	222,862	369,170
HM Revenue and Customs	2,480	3,563
Highland Council		11,956
Other donations	1,342	7,964
	226,684	392.653
Charitable activities		
Highland Council - Core funding	99,687	99,587
Moray Citizen's Advice Bureau - SLAB	3,320	6,781
	103,007	106,368
Investment income		
Bank interest receivable	32	
Other income		
Reimbursement of expenses		
Total income	329,723	499,105
Total Involine	=====	

Company Limited by Guarantee

Detailed Statement of Financial Activities (continued)

31 March 2022

5 · · · · · · · · · · · · · · · · · · ·	2022	2021
	£	£
Expenditure		
Charitable activity	207 554	217.027
Wages/salaries	207,554 970	217,927 1,064
Rates & water	1,779	2,277
Light & heat	1,779	9,721
Cleaning and repairs	1394	1,203
Insurance	133	38
Advertising	690	1,542
Travel, welfare and training	915	7,006
Telephone	4,300	10,517
Non Nairn management costs Depreciation	4,325	1,716
Printing, stationery and postage	1,787	1,823
Subscriptions and memberships	1,762	1,963
Sundry expenses	13	410
Room hire	-	-
Bank charges	32	_
	227,232	257,207
Governance costs		
Governance costs - accountancy fees	2,059	2,309
Governance costs - legal and other professional fees	1,982	1,278
	4,041	3,587
Total expenditure	231,273	260,794
Net income	98,450	238,311
	, ———	