

REGISTERED COMPANY NUMBER: SC202642 (Scotland)
REGISTERED CHARITY NUMBER: SC005641



**GLASGOW NORTH WEST CITIZENS ADVICE
SERVICE LTD**

AUDITED FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2022



Martin Aitken & Co Ltd
Statutory Auditor
Chartered Accountants
Caledonia House
89 Seaward Street
Glasgow
G41 1HJ

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FOR THE YEAR ENDED 31 MARCH 2022**

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GLASGOW NORTH WEST CITIZENS ADVICE SERVICE LTD

REPORT OF THE TRUSTEES FOR THE YEAR ENDED 31 MARCH 2022

The trustees who are also directors of the charity for the purposes of the Companies Act 2006, present their report with the financial statements of the charity for the year ended 31 March 2022. The trustees have adopted the provisions of Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019).

OBJECTIVES AND ACTIVITIES

Objectives and aims

Our mission is to end poverty and inequality in our communities, by ensuring that people from all backgrounds are empowered through access to advice and support that helps them affect positive change in their lives and the lives of those around them.

GNWCAB will continue to deliver advice and information services and be a leading light in terms of Covid recovery in the north-west of Glasgow through delivering relevant and responsive advice services. We will contribute locally and nationally to the development of services and policies that address issues that existed pre-Covid, and emerging issues faced by people across the country including, but not limited to:

- o Debt
- o Financial inclusion
- o Housing
- o Employment and employability
- o Health inequality
- o Immigration and rights to residency

ACHIEVEMENT AND PERFORMANCE

Charitable activities

In what has been another challenging year, our work continues to be innovative and we have built on our partnership working across the Citizens Advice Bureau network, and beyond. Our strategy of developing additional channels for delivering advice, has positioned us fortuitously for the rapid changes in demand for our services. Like many of our partners, we find that demand is greatly in excess of our capacity, and we are all very conscious that this will likely exacerbate as in the months ahead. Also, like many of our partners and other charitable organisations, we face the challenge of delivering our services with costs that are rising, and income that is little better than static. Having built a prudent level of reserves, we are able to continue to deliver for our community and our staff, but nonetheless are seeking opportunities to add to and diversify our funding.

Over the last year, we provided support for over 6,000 clients across Northwest Glasgow. The shape of demand continues to evolve. It is clear that there is an increase in people seeking support with energy related issues, and that this will accelerate in the months ahead. It is worth mentioning that we are witnessing a significant increase in instances where we assess the level of distress of the person presenting is such that they may be a risk to themselves - this has an ongoing impact on the welfare of our staff, and we continue to place their wellbeing as priority. We continue to innovate in providing flexible employment opportunities in an effort to offset some of the impacts of a challenging and evolving working environment.

We are immensely grateful for the support and flexibility of our funders, stakeholders and partners without whom we simply could not provide the services we do. Thanks also go to our elected members, MPs, MSPs and Councillors who provide support and advocacy.

FINANCIAL REVIEW

Financial position

The charity's total income for the year amounted to £977,037 (2021: £995,936). The charity incurred total expenditure of £1,052,901 (2021: £936,716) and had a surplus on restricted funds of £1,759 (2021: £nil) and a deficit on unrestricted funds of £77,594 (2021: surplus of £59,220), giving an overall deficit of £75,864 (2021: surplus of £59,220). Unrestricted reserves at the year end were £284,888 (2021: £362,482), of which £40,000 (2021: £40,000) was designated for future development costs and £28,617 (2021: £43,088) being a designated fixed asset reserve representing the net book value of the charity's fixed assets. Restricted funds at the year end were £19,348 (2021: £17,619).

**GLASGOW NORTH WEST CITIZENS ADVICE
SERVICE LTD**

**REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2022**

FINANCIAL REVIEW

Reserves policy

The GNWCAB Board has reviewed the circumstances of the charity and considers adequate resources to continue to be able to fund the activities of GNWCAB for the foreseeable future. The GNWCAB Board is of the view that the charity is a going concern in light of inevitable changes to the structure of our core funding and with other major funding streams running on a twelve-month basis. The GNWCAB Board is committed to preserving reserves of at least three months' expenditure, which includes redundancies and notice costs, and other binding financial and legal obligations. Based on the current level, this would equate to approx £250,000. At 31 March 2022, the charity's unrestricted reserves were £216,272 (2021: £279,394) after making allowance for £40,000 (2021: £40,000) of funds designated for future spending as described above and £28,617 (2021: £43,088) tied up in fixed assets.

Comparing 2022 to 2021, a significant contributor to the £63,212 reduction in unrestricted reserves is an increase in premises-related costs of approx. £48,000 (rent and water; light and heat; cleaning). A large part of this is an above-inflation (and in our view unreasonable) increase in rent and service charges. GNWCAB is currently in discussions with the landlord in an attempt to ensure that these costs are held at a more sustainable level, so that it does not impact the organisation's ability to meet the rising demand for its services.

The Trustees operate a policy of not committing the charity to any expenditure unless this is matched by either grants received or receivable or could be met by unrestricted reserves and is within the aims of the organisation.

STRUCTURE, GOVERNANCE AND MANAGEMENT

Governing document

The charity is controlled by its governing document, the Memorandum & Articles of Association, and constitutes a limited company, limited by guarantee, as defined by the Companies Act 2006.

Recruitment and appointment of new trustees

As set out in the GNWCAB Articles of Association, the Chair of the Trustees is nominated by the Board along with the Vice Chair, and the Company Secretary. Trustees have the power to co-opt up to eight further Directors to the GNWCAB Board.

Organisational structure

The Board of Trustees, which can have up to ten Directors, administers GNWCAB. The Board meets five times per year and there is the Finance, Risk & Audit sub-committee (FRAC) that also meets five times per year and for which the Vice Chair is also the Chair. A CEO is appointed by the Trustees to manage the day to day operations of the charity. To facilitate effective operations the CEO has delegated authority, within terms of a Scheme of Delegation approved by the Trustees, for the strategic direction of operational matters including finance, HR and employment.

Induction and training of new trustees

New Trustees undergo orientation to brief them on their legal obligations under charity and company law, the content of the GNWCAB Memorandum and Articles of Association, the Committee and decision making process, the GNWCAB business plan (2020-23) and recent financial performance of the charity. During the induction process, new Trustees will meet with the key employees and Trustees.

Related parties

GNWCAB is a member of CAS (more specifically the Scottish Association of Citizens Advice Bureaux, SACAB). SACAB governs GNWCAB membership and there is a regular quality assurance audit of advice and operational inspection to ensure that CAB membership can be retained.

Risk management

As stated above, a FRAC group has been established and oversees, with the CEO, the accounts and risk issues. GNWCAB now keeps a robust risk register covering all major areas of internal and external risk. FRAC meets 5 times per year, approx. 2 weeks ahead of Board meetings, and reports to the Board on any issues of concern and the strategic options available to the Board in their broad remit. The Board is then able to make a fully informed decision in relation to any issues regarding finance and risk. A financial report is also delivered at each Board meeting by the FRAC chair.

**GLASGOW NORTH WEST CITIZENS ADVICE
SERVICE LTD**

**REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2022**

STRUCTURE, GOVERNANCE AND MANAGEMENT

Key Current Risks

Financial sustainability: GNWCAB continually monitors accounts to ensure that income is sufficient for planned expenditure month to month, and on a longer term 3 year business planning basis. GNWCAB has recruited a Business Development Manager as part of the senior management team with a specific remit to undertake fundraising and income generation. Our reserves policy set out above underscores our commitment to prudent financial management against the turbulent backdrop of third sector and public services funding whilst ensuring we invest in the right resources to generate income on an ongoing basis.

Operations and business continuity: GNWCAB has developed processes that ensure its operations are sustainable in the event of significant shock or event. These processes were effectively put into action after the nationwide lockdown due to Covid-19 in March 2020. GNWCAB's senior management team oversee the rollout of a new web chat platform, and redistribution of phone lines allow for remote working across the paid staff team.

Quality of advice and liability: GNWCAB through its training, membership and quality of advice audits through Citizens Advice Scotland, accreditation of Scottish National Standards, and registration with the Financial Conduct Authority adheres to strict practices that ensure quality of advice is consistently high and risk of liabilities relating to incorrect or insubstantial advice are low. During 2020/21, GNWCAB significantly reviewed its own internal quality of advice framework to ensure consistent case checking and support for paid staff and volunteers undertaking financial casework

Covid-19

As refers above, GNWCAB through both business continuity planning and our strategic objective to move towards more digitalised services reducing the need for face to face, has been well positioned to meet the operation challenges that Covid-19 has presented to organisations across the charitable sectors. GNWCAB has invested in telecommunications and a support infrastructure across its paid team that ensures we are able to continue to advance the objects of the organisation and provide our vital services to those most in need.

In broad, keeping with other organisations in the sector, we are continually reviewing the shape and scope of our services as society adjusts to an altered socio-economic landscape over the coming years, and our business development strategy has been shaped to ensure that we are responsive to need and ready to consider new opportunities across funding streams, partnerships and new ways of working. GNWCAB notes the flexibility of its key funders during this period in allowing us to make quick financial decisions responsive to the needs of continuing our services without interruption.

REFERENCE AND ADMINISTRATIVE DETAILS

Registered Company number
SC202642 (Scotland)

Registered Charity number
SC005641

Registered office
2nd Floor
1455 Maryhill Road
Glasgow
G20 9AA

**GLASGOW NORTH WEST CITIZENS ADVICE
SERVICE LTD**

**REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2022**

Trustees

A MacKenzie (Chair)
A Keachie (Vice Chair)
E W Gray
S P Benton
L Lovatt - resigned 30 November 2021
S Shahid
V Anderson
E Vanderhoven
G Hamilton - appointed 21 April 2022
J V Poppenbeck - appointed 21 June 2022

Company Secretary

A Forsyth

Auditors

Martin Aitken & Co Ltd
Statutory Auditor
Chartered Accountants
Caledonia House
89 Seaward Street
Glasgow
G41 1HJ

Banker

TSB
Glasgow North Branch
1105 Maryhill Road
Glasgow
G20 9AY

Key management personnel

R Gallagher	-	CEO and Company Secretary	(Until 23 August 2021)
A Forsyth	-	CEO and Company Secretary	(From 24 August 2021)
A Cully	-	Advice and Projects Manager	
R Tracy	-	Business Development Manager	

STATEMENT OF TRUSTEES' RESPONSIBILITIES

The trustees (who are also the directors of Glasgow North West Citizens Advice Service Ltd for the purposes of company law) are responsible for preparing the Report of the Trustees and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice) including Financial Reporting Standard 102 "The Financial Reporting Standard applicable in the UK and Republic of Ireland"

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

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

**GLASGOW NORTH WEST CITIZENS ADVICE
SERVICE LTD**

**REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2022**

STATEMENT OF TRUSTEES' RESPONSIBILITIES - continued

The trustees are responsible for keeping proper accounting records which disclose with reasonable accuracy at any time the financial position of the charitable company and to enable them to ensure that the financial statements comply with the Companies Act 2006. They are also responsible for safeguarding the assets of the charitable company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

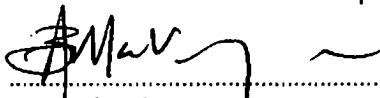
In so far as the trustees are aware:

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

AUDITORS

The auditors, Martin Aitken & Co Ltd, will be proposed for re-appointment at the forthcoming Annual General Meeting.

Approved by order of the board of trustees on 09/12/22 and signed on its behalf by:


A J Mackenzie - Trustee

REPORT OF THE INDEPENDENT AUDITORS TO THE TRUSTEES AND MEMBERS OF GLASGOW NORTH WEST CITIZENS ADVICE SERVICE LTD

Opinion

We have audited the financial statements of Glasgow North West Citizens Advice Service Ltd (the 'charitable company') for the year ended 31 March 2022 which comprise the Statement of Financial Activities, the Balance Sheet, the Cash Flow Statement and notes to the financial statements, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice), including Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland'.

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 2022 and of 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 (as amended).

Basis for opinion

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the Auditors' responsibilities for the audit of the financial statements section of our report. We are independent of the charitable company in accordance with the ethical requirements that are relevant to our audit of the financial statements in the UK, including the FRC's Ethical Standard, and the provisions available for small entities, in the circumstances set out in note 21 to the financial statements, and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Conclusions relating to going concern

In auditing the financial statements, we have concluded that the trustees' use of the going concern basis of accounting in the preparation of the financial statements is appropriate.

Based on the work we have performed, we have not identified any material uncertainties relating to events or conditions that, individually or collectively, may cast significant doubt on the charitable company's ability to continue as a going concern for a period of at least twelve months from when the financial statements are authorised for issue.

Our responsibilities and the responsibilities of the trustees with respect to going concern are described in the relevant sections of this report.

Other information

The trustees are responsible for the other information. The other information comprises the information included in the Annual Report, other than the financial statements and our Report of the Independent Auditors thereon.

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

In connection with our audit of the financial statements, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the audit or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether this gives rise to a material misstatement in the financial statements themselves. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact. We have nothing to report in this regard.

**REPORT OF THE INDEPENDENT AUDITORS TO THE TRUSTEES AND MEMBERS OF
GLASGOW NORTH WEST CITIZENS ADVICE
SERVICE LTD**

Opinions on other matters prescribed by the Companies Act 2006

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

- the information given in the Directors' Report, prepared for the purposes of company law and included in the Report of the Trustees for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- The Directors' Report, included in the Report of the Trustees, has been prepared in accordance with applicable legal requirements.

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, the Charities and Trustees Investment (Scotland) Act 2005 and the Charities Accounts (Scotland) Regulations 2006 (as amended) requires us to report to you if, in our opinion:

- adequate and proper accounting records have not been kept; or
- 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 prepare the financial statements in accordance with the small companies regime to take advantage of the small companies exemption in preparing the Directors' Report included within the Report of the Trustees and from the requirement to prepare a Strategic Report.

Responsibilities of trustees

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

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

**REPORT OF THE INDEPENDENT AUDITORS TO THE TRUSTEES AND MEMBERS OF
GLASGOW NORTH WEST CITIZENS ADVICE
SERVICE LTD**

Our responsibilities for the audit of the financial statements

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

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

Irregularities, including fraud, are instances of non-compliance with laws and regulations. We design procedures in line with our responsibilities, outlined above, to detect material misstatements in respect of irregularities, including fraud. The extent to which our procedures are capable of detecting irregularities, including fraud is detailed below:

Our approach to identifying and assessing the risks of material misstatement in respect of irregularities, including fraud and non-compliance with laws and regulations, was as follows:

- the engagement partner ensured that the engagement team collectively had the appropriate competence, capabilities and skills to identify or recognise non-compliance with applicable laws and regulations;
- we identified the laws and regulations applicable to the company through discussions with directors and other management, and from our knowledge and experience of the charitable sector;
- we focused on specific laws and regulations which we considered may have a direct material effect on the financial statements or the operations of the charity, including the Companies Act 2006, taxation legislation, data protection, anti-bribery, employment, environmental and health and safety legislation;
- we assessed the extent of compliance with the laws and regulations identified above through making enquiries of management and inspecting legal correspondence; and
- identified laws and regulations were communicated within the audit team regularly and the team remained alert to instances of non-compliance throughout the audit.

We assessed the susceptibility of the charity's financial statements to material misstatement, including obtaining an understanding of how fraud might occur, by:

- making enquiries of management as to where they considered there was susceptibility to fraud, their knowledge of actual, suspected and alleged fraud; and
- considering the internal controls in place to mitigate risks of fraud and non-compliance with laws and regulations.

To address the risk of fraud through management bias and override of controls, we:

- performed analytical procedures to identify any unusual or unexpected relationships;
- tested journal entries to identify unusual transactions;
- assessed whether judgements and assumptions made in determining the key accounting estimates set out in note 1 were indicative of potential bias; and
- investigated the rationale behind significant or unusual transactions.

In response to the risk of irregularities and non-compliance with laws and regulations, we designed procedures which included, but were not limited to:

- agreeing financial statement disclosures to underlying supporting documentation;
- enquiring of management as to actual and potential litigation and claims; and
- reviewing correspondence with HMRC and the company's legal advisors.

There are inherent limitations in our audit procedures described above. The more removed that laws and regulations are from financial transactions, the less likely it is that we would become aware of non-compliance. Auditing standards also limit the audit procedures required to identify non-compliance with laws and regulations to enquiry of the directors and other management and the inspection of regulatory and legal correspondence, if any.

Material misstatements that arise due to fraud can be harder to detect than those that arise from error as they may involve deliberate concealment or collusion.

**REPORT OF THE INDEPENDENT AUDITORS TO THE TRUSTEES AND MEMBERS OF
GLASGOW NORTH WEST CITIZENS ADVICE
SERVICE LTD**

A further description of our responsibilities for the audit of the financial statements is located on the Financial Reporting Council's website at www.frc.org.uk/auditorsresponsibilities. This description forms part of our Report of the Independent Auditors.

Use of our report

This report is made solely to the charitable company's members, as a body, in accordance with Chapter 3 of Part 16 of the Companies Act 2006, and to the charitable company's trustees, as a body, in accordance with Regulation 10 of the Charities Accounts (Scotland) Regulations 2006. Our audit work has been undertaken so that we might state to the charitable company's members and the trustees those matters we are required to state to them in an auditors' report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charitable company and the charitable company's members as a body, for our audit work, for this report, or for the opinions we have formed.



Mark McRae CA (Senior Statutory Auditor)
for and on behalf of Martin Aitken & Co Ltd
Statutory Auditor
Chartered Accountants
Eligible to act as an auditor in terms of Section 1212 of the Companies Act 2006
Caledonia House
89 Seaward Street
Glasgow
G41 1HJ

Date:15/12/22.....

**GLASGOW NORTH WEST CITIZENS ADVICE
SERVICE LTD**

**STATEMENT OF FINANCIAL ACTIVITIES
(INCORPORATING AN INCOME AND EXPENDITURE ACCOUNT)
FOR THE YEAR ENDED 31 MARCH 2022**

	Notes	Unrestricted funds £	Restricted funds £	2022 Total funds £	2021 Total funds £
INCOME FROM					
Donations and legacies	2	8,265	-	8,265	159,075
Charitable activities					
Advice services		15,916	926,996	942,912	814,095
Other income	4	25,860	-	25,860	22,766
Total		50,041	926,996	977,037	995,936
EXPENDITURE ON					
Raising funds	5	2,381	-	2,381	-
Direct charitable costs	6				
Advice services		148,109	902,411	1,050,520	936,716
Total		150,490	902,411	1,052,901	936,716
NET INCOME/(EXPENDITURE)		(100,449)	24,585	(75,864)	59,220
Transfers between funds	18	22,856	(22,856)	-	-
Net movement in funds		(77,593)	1,729	(75,864)	59,220
RECONCILIATION OF FUNDS					
Total funds brought forward		362,482	17,619	380,101	320,881
TOTAL FUNDS CARRIED FORWARD		284,889	19,348	304,237	380,101

CONTINUING OPERATIONS

All income and expenditure has arisen from continuing activities.

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

The notes form part of these financial statements

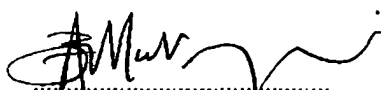
**GLASGOW NORTH WEST CITIZENS ADVICE
SERVICE LTD (REGISTERED NUMBER: SC202642)**


**BALANCE SHEET
31 MARCH 2022**

	Notes	2022 £	2021 £
FIXED ASSETS			
Tangible assets	13	28,617	43,088
CURRENT ASSETS			
Debtors	14	92,892	184,102
Cash at bank and in hand		439,636	241,607
		<u>532,528</u>	<u>425,709</u>
CREDITORS			
Amounts falling due within one year	15	(256,908)	(88,696)
NET CURRENT ASSETS		<u>275,620</u>	<u>337,013</u>
TOTAL ASSETS LESS CURRENT LIABILITIES		<u>304,237</u>	<u>380,101</u>
NET ASSETS		<u>304,237</u>	<u>380,101</u>
FUNDS	18		
Unrestricted funds		284,889	362,482
Restricted funds		19,348	17,619
TOTAL FUNDS		<u>304,237</u>	<u>380,101</u>

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

The financial statements were approved by the Board of Trustees and authorised for issue on 09/12/22 and were signed on its behalf by:


A J Mackenzie - Trustee


A Keachie - Trustee

**GLASGOW NORTH WEST CITIZENS ADVICE
SERVICE LTD**

**CASH FLOW STATEMENT
FOR THE YEAR ENDED 31 MARCH 2022**

	Notes	2022 £	2021 £
Cash flows from operating activities			
Cash generated from operations	1	204,012	(60,907)
Net cash provided by/(used in) operating activities		204,012	(60,907)
Cash flows from investing activities			
Purchase of tangible fixed assets		(5,983)	(29,640)
Net cash used in investing activities		(5,983)	(29,640)
Change in cash and cash equivalents in the reporting period		198,029	(90,547)
Cash and cash equivalents at the beginning of the reporting period		241,607	332,154
Cash and cash equivalents at the end of the reporting period		439,636	241,607

The notes form part of these financial statements

**GLASGOW NORTH WEST CITIZENS ADVICE
SERVICE LTD**

**NOTES TO THE CASH FLOW STATEMENT
FOR THE YEAR ENDED 31 MARCH 2022**

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

	2022	2021
	£	£
Net (expenditure)/income for the reporting period (as per the Statement of Financial Activities)	(75,864)	59,220
Adjustments for:		
Depreciation charges	20,454	16,232
Decrease/(increase) in debtors	91,210	(135,108)
Increase/(decrease) in creditors	168,212	(1,251)
Net cash provided by/(used in) operations	204,012	(60,907)

2. ANALYSIS OF CHANGES IN NET FUNDS

	At 1/4/21	Cash flow	At 31/3/22
	£	£	£
Net cash			
Cash at bank and in hand	241,607	198,029	439,636
	<u>241,607</u>	<u>198,029</u>	<u>439,636</u>
Total	<u>241,607</u>	<u>198,029</u>	<u>439,636</u>

The notes form part of these financial statements

**GLASGOW NORTH WEST CITIZENS ADVICE
SERVICE LTD**

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2022**

1. ACCOUNTING POLICIES

Basis of preparing the financial statements

The financial statements of the charitable company, which is a public benefit entity under FRS 102, have been prepared in accordance with the Charities SORP (FRS 102) 'Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019)', Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland', the Charities and Trustee Investment (Scotland) Act 2005 and the Companies Act 2006.

Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy notes.

The financial statements are presented in Sterling (£).

Going concern

The Trustees and Key Management Personnel have assessed the potential future of Glasgow North West Citizens Advice Service Ltd and whether it can continue as a going concern. The budget for 2022/23 has been prepared to include all approved funding in place for next year and any funding pending approval is being tracked.

After assessing all potential impacts and future commitments, the Trustees have a reasonable expectation that the charity has adequate resources and reserves to continue in operational existence for the foreseeable future. The charity therefore continues to adopt the going concern basis in preparing its financial statements.

Legal status of the Charity

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

Judgements

The company considers on an annual basis the judgements that are made by management when applying its significant accounting policies that would have the most significant effect on amounts that are recognised in the financial statements. The directors consider there are no such significant judgements.

Information and key sources of estimation uncertainty

In the application of the company's accounting policies, the directors are required to make estimates and assumptions about the carrying amounts of assets and liabilities that are not readily apparent from other sources. The estimates and associated assumptions are based on historical experience and other factors that are considered to be relevant. Actual results may differ from these estimates. The estimates and underlying assumptions are reviewed on an ongoing basis.

The company does not have any key assumptions concerning the future, or other key sources of estimation uncertainty in the reporting year that may have a significant risk of causing a material adjustment to the carrying amounts of assets and liabilities within the next financial year.

Income

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

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

**GLASGOW NORTH WEST CITIZENS ADVICE
SERVICE LTD**

**NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2022**

1. ACCOUNTING POLICIES - continued

Income

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

Donated services and facilities

Donated professional services and donated facilities are recognised as income when the charity has control over the item, any conditions associated with the donated item have been met, the receipt of economic benefit from the use by the charity of the item is probable and that economic benefit can be measured reliably.

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

Expenditure

Liabilities are recognised as expenditure as soon as there is a legal or constructive obligation committing the charity to that expenditure, it is probable that a transfer of economic benefits will be required in settlement and the amount of the obligation can be measured reliably. Expenditure is accounted for on an accruals basis and has been classified under headings that aggregate all cost 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 resources.

Charitable activities

Costs of the charitable activity are incurred on developing and delivering advice and information services, including the support costs and costs relating to the governance of the charity apportioned to charitable activities.

Allocation and apportionment of costs

Support costs are those functions that assist the work of the charity but do not directly undertake charitable activities. Support costs are governance costs which support the charity's programmes and activities. These costs have been allocated to charitable activities.

Tangible fixed assets

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

Fixtures and fittings	- 25% on cost
Computer equipment	- 25% on cost

Tangible fixed assets are included at cost less accumulated depreciation and accumulated impairment losses.

All assets costing more than £1,000 are capitalised and valued at historical cost.

Impairment of tangible fixed assets

At each reporting date non-financial assets not carried at fair value, like plant and equipment, are reviewed to determine whether there is an indication that an asset may be impaired. If there is an indication of possible impairment, the recoverable amount which is the higher of value in use and the fair value less cost to sell, is estimated and compared with the carrying amount. If the recoverable amount is lower, the carrying amount of the asset is reduced to its recoverable amount and an impairment loss is recognised immediately in profit and loss.

**NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2022**

1. ACCOUNTING POLICIES - continued

Taxation

The company is a charitable company within the meaning of Paragraph 1 Schedule 6 of the Finance Act 2010. Accordingly, the company is potentially exempt from taxation in respect of income or capital gains received within categories covered by Chapter 3 or Part 11 of the Corporation Tax Act 2010 and section 256 of the Taxation of Chargeable Gains Act 1991 to the extent that some income or gains are applied for charitable purposes only.

Fund accounting

Unrestricted funds can be used in accordance with the charitable objectives at the discretion of the trustees.

Unrestricted designated funds are funds which have been placed in reserves by the trustees to meet the future specified costs or projects.

Restricted funds can only be used for particular restricted purposes within the objects of the charity. Restrictions arise when specified by the donor or when funds are raised for particular restricted purposes.

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

Pension costs and other post-retirement benefits

The charitable company operates a defined contribution pension scheme. Contributions payable to the charitable company's pension scheme are charged to the Statement of Financial Activities in the period to which they relate.

Financial instruments

The company only enters into basic financial instruments transactions that result in the recognition of financial assets and liabilities like trade and other accounts receivable and payable.

Debt instruments like other accounts receivable and payable are initially measured at present value of the future payments and subsequently at amortised cost using the effective interest method. Debt instruments that are payable or receivable within one year, typically trade debtors and trade creditors, are measured, initially and subsequently, at the undiscounted amount of cash or other consideration expected to be paid or received.

Financial assets measured at cost and amortised cost are assessed at the end of each reporting period for evidence of impairment and if found, an impairment loss is recognised in profit or loss.

Financial liabilities are derecognised when the liability is extinguished, that is when the contractual obligation is discharged, cancelled or expires.

Cash and cash equivalents includes cash in hand, deposits held at call with banks, other short-term highly liquid investments with original maturities of three months or less and bank overdrafts. Bank overdrafts, when applicable, are shown within borrowings in current liabilities.

Provisions

Provisions are recognised when the company has a legal or constructive obligation at the reporting date as a result of a past event, it is probable that the company will be required to settle the obligation and the amount of the obligation can be reliably estimated. Provisions are recognised at the best estimate of the amount required to settle the obligation at the reporting date.

**GLASGOW NORTH WEST CITIZENS ADVICE
SERVICE LTD**

**NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2022**

2. DONATIONS AND LEGACIES

	2022	2021
	£	£
Grants	7,901	159,075
Donations	364	-
	<u>8,265</u>	<u>159,075</u>

3. INCOME FROM CHARITABLE ACTIVITIES

	2022	2021
	£	£
Grants	942,912	814,095
Activity Advice services		

4. OTHER INCOME

	2022	2021
	£	£
Other income	3,060	1,616
Rental income	22,800	21,150
	<u>25,860</u>	<u>22,766</u>

5. RAISING FUNDS

Raising donations and legacies

	2022	2021
	£	£
Sundries	2,381	-

6. CHARITABLE ACTIVITIES COSTS

	Direct Costs £	Support costs (see note 7) £	Totals £
Advice services	1,035,792	14,728	1,050,520

**GLASGOW NORTH WEST CITIZENS ADVICE
SERVICE LTD**

**NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2022**

7. SUPPORT COSTS

	Governance costs £
Advice services	14,728

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

Governance costs

	2022 Advice services £	2021 Total activities £
Auditors' remuneration	6,000	6,000
Auditors' remuneration for non audit work	1,100	1,800
Accountancy fees	6,630	12,038
Legal and professional fees	998	3,000
	14,728	22,838

8. NET INCOME/(EXPENDITURE)

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

	2022 £	2021 £
Auditors' remuneration	6,000	6,000
Auditors' remuneration for non audit work	1,100	1,800
Depreciation - owned assets	20,454	16,232

9. TRUSTEES' REMUNERATION AND BENEFITS

There were no trustees' remuneration or other benefits for the year ended 31 March 2022 nor for the year ended 31 March 2021.

Trustees' expenses

There were no trustees' expenses paid for the year ended 31 March 2022 nor for the year ended 31 March 2021.

No trustee or other person related to the charity had any personal interest in any contract or transaction entered into by the charity during the year (2021: Nil).

**GLASGOW NORTH WEST CITIZENS ADVICE
SERVICE LTD**

**NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2022**

10. STAFF COSTS

	2022	2021
	£	£
Wages and salaries	656,895	632,331
Social security costs	53,915	50,127
Other pension costs	38,960	35,515
	<u>749,770</u>	<u>717,973</u>

During the year under review, 4 (2021: 3) members of the charity's key management personnel, as noted on page 4, received employee benefits of £107,103 (2021: £107,103).

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

	2022	2021
	29	27
Staff	<u>29</u>	<u>27</u>

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

11. COMPARATIVES FOR THE STATEMENT OF FINANCIAL ACTIVITIES

	Unrestricted funds £	Restricted funds £	Total funds £
INCOME FROM			
Donations and legacies	22,112	136,963	159,075
Charitable activities			
Advice services	44,128	769,967	814,095
Other income	22,766	-	22,766
Total	<u>89,006</u>	<u>906,930</u>	<u>995,936</u>
EXPENDITURE ON			
Direct charitable costs			
Advice services	29,786	906,930	936,716
NET INCOME	59,220	-	59,220
RECONCILIATION OF FUNDS			
Total funds brought forward	303,262	17,619	320,881
TOTAL FUNDS CARRIED FORWARD	<u>362,482</u>	<u>17,619</u>	<u>380,101</u>

**GLASGOW NORTH WEST CITIZENS ADVICE
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**NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2022**

12. GOVERNMENT GRANTS

	2022 £	2021 £
Glasgow City Council - Integrated Grant Fund	-	136,963
Glasgow City Council - NHS	64,092	106,313
Glasgow City Council - Gain Helpline	61,852	61,852
Glasgow City Council - Glasgow Community Fund	203,055	132,849
Glasgow City Council - Covid Helpline	30,000	20,000
Glasgow City Council - Financial Inclusion Support Officer	106,200	26,250
Glasgow City Council - WAHP Service	21,481	-
	<u>486,680</u>	<u>484,227</u>

13. TANGIBLE FIXED ASSETS

	Fixtures and fittings £	Computer equipment £	Totals £
COST			
At 1 April 2021	82,346	60,624	142,970
Additions	-	5,983	5,983
	<u>82,346</u>	<u>66,607</u>	<u>148,953</u>
At 31 March 2022	82,346	66,607	148,953
DEPRECIATION			
At 1 April 2021	47,735	52,147	99,882
Charge for year	16,143	4,311	20,454
	<u>63,878</u>	<u>56,458</u>	<u>120,336</u>
At 31 March 2022	63,878	56,458	120,336
NET BOOK VALUE			
At 31 March 2022	<u>18,468</u>	<u>10,149</u>	<u>28,617</u>
At 31 March 2021	<u>34,611</u>	<u>8,477</u>	<u>43,088</u>

14. DEBTORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	2022 £	2021 £
Trade debtors	52,773	11,463
Other debtors	-	1,765
Prepayments	18,248	25,347
Accrued income	21,871	145,527
	<u>92,892</u>	<u>184,102</u>

**GLASGOW NORTH WEST CITIZENS ADVICE
SERVICE LTD**

**NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2022**

15. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	2022	2021
	£	£
Trade creditors	41,265	7,509
Social security and other taxes	12,919	15,138
Other creditors	5,122	6,649
Accrued expenses	49,886	31,071
Deferred income	147,716	28,329
	<u>256,908</u>	<u>88,696</u>

At 31 March 2022, deferred income comprised 2022/23 grants received in advance (at 31/3/21, comprised 2021/22 grants received in advance).

16. LEASING AGREEMENTS

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

	2022	2021
	£	£
Within one year	2,811	2,811
Between one and five years	469	3,280
	<u>3,280</u>	<u>6,091</u>

17. ANALYSIS OF NET ASSETS BETWEEN FUNDS

	Unrestricted funds	Restricted funds	2022 Total funds	2021 Total funds
	£	£	£	£
Fixed assets	28,617	-	28,617	43,088
Current assets	513,181	19,347	532,528	425,709
Current liabilities	(256,909)	1	(256,908)	(88,696)
	<u>284,889</u>	<u>19,348</u>	<u>304,237</u>	<u>380,101</u>

**GLASGOW NORTH WEST CITIZENS ADVICE
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**NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2022**

18. MOVEMENT IN FUNDS

	At 1/4/21 £	Net movement in funds £	Transfers between funds £	At 31/3/22 £
Unrestricted funds				
General fund	279,394	(79,995)	16,873	216,272
Development costs	40,000	-	-	40,000
Fixed Assets	43,088	(20,454)	5,983	28,617
	<u>362,482</u>	<u>(100,449)</u>	<u>22,856</u>	<u>284,889</u>
Restricted funds				
ADG	1,993	-	(1,993)	-
CAS - Universal Credit	15,626	-	(15,626)	-
SCVO	-	(950)	-	(950)
GCC Projects	-	10,961	-	10,961
GCC - Money Advice Trainees	-	13,750	(4,489)	9,261
JP Morgan - Specialist Debt	-	824	(748)	76
	<u>17,619</u>	<u>24,585</u>	<u>(22,856)</u>	<u>19,348</u>
TOTAL FUNDS	<u>380,101</u>	<u>(75,864)</u>	<u>-</u>	<u>304,237</u>

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

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
General fund	50,041	(130,036)	(79,995)
Fixed Assets	-	(20,454)	(20,454)
	<u>50,041</u>	<u>(150,490)</u>	<u>(100,449)</u>
Restricted funds			
CAS Project	241,980	(241,980)	-
GCC - Core	203,055	(203,055)	-
GCC - NHS projects	64,093	(64,093)	-
Impact Funding Partners	40,833	(40,833)	-
SCVO	14,697	(15,647)	(950)
Airdrie CAB - EU Citizen Support	44,989	(44,989)	-
GCC Projects	230,158	(219,197)	10,961
Robertson Trust	15,500	(15,500)	-
Bank of Scotland Foundation	26,455	(26,455)	-
GCC - Money Advice Trainees	13,750	-	13,750
JP Morgan - Specialist Debt	19,204	(18,380)	824
SSE	12,282	(12,282)	-
	<u>926,996</u>	<u>(902,411)</u>	<u>24,585</u>
TOTAL FUNDS	<u>977,037</u>	<u>(1,052,901)</u>	<u>(75,864)</u>

**GLASGOW NORTH WEST CITIZENS ADVICE
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**NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2022**

18. MOVEMENT IN FUNDS - continued

Comparatives for movement in funds

	At 1/4/20 £	Net movement in funds £	Transfers between funds £	At 31/3/21 £
Unrestricted funds				
General fund	233,582	75,452	(29,640)	279,394
Development costs	40,000	-	-	40,000
Fixed Assets	29,680	(16,232)	29,640	43,088
	<u>303,262</u>	<u>59,220</u>	<u>-</u>	<u>362,482</u>
Restricted funds				
ADG	1,993	-	-	1,993
CAS - Universal Credit	15,626	-	-	15,626
	<u>17,619</u>	<u>-</u>	<u>-</u>	<u>17,619</u>
TOTAL FUNDS	<u>320,881</u>	<u>59,220</u>	<u>-</u>	<u>380,101</u>

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

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
General fund	89,006	(13,554)	75,452
Fixed Assets	-	(16,232)	(16,232)
	<u>89,006</u>	<u>(29,786)</u>	<u>59,220</u>
Restricted funds			
CAS Project	294,027	(294,027)	-
GCC - Core	269,812	(269,812)	-
GCC - NHS projects	106,313	(106,313)	-
Impact Funding Partners	90,777	(90,777)	-
SCVO	15,405	(15,405)	-
Airdrie CAB - EU Citizen Support	22,494	(22,494)	-
GCC Projects	108,102	(108,102)	-
	<u>906,930</u>	<u>(906,930)</u>	<u>-</u>
TOTAL FUNDS	<u>995,936</u>	<u>(936,716)</u>	<u>59,220</u>

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

The Trustees have created the following designated funds:

Development Costs: to cover the salary/overheads and materials required for GNWCAB to invest in the development of the charity to increase and diversify new income streams, which will significantly ensure the sustainability of the charity's core holistic advice services for the future.

**GLASGOW NORTH WEST CITIZENS ADVICE
SERVICE LTD**

**NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2022**

18. MOVEMENT IN FUNDS - continued

Fixed Assets: the fixed assets fund represents the net book value of the charity's fixed assets, distinguishing their value from the charity's unrestricted general fund immediately available for use.

Restricted funds comprise:

ADG: funds were specifically granted to cover the costs of work of the local area development group.

Citizens Advice Scotland (CAS Projects): CAS provides a number of funds for advice services delivery through UK and Scottish Government including Universal Credit Help to Claim (UK); EU Citizens Support (UK); Money Talks (Scottish); Welfare Reform and Short-term Debt. CAS funding contributes to employee and operating costs across these services.

Glasgow City Council IGF: Core funding for employee and operating costs associated across GNWCAB advice services through the Glasgow Communities Fund.

NHS Health and Social Care Partnership: Directly funds outreach and embedded services in health centres across North-West Glasgow in high SIMD areas including Possil, Milton and Maryhill. Focusses on improved outcomes in health inequality and correlation of poverty.

Impact Funding Partners: provides direct delivery and overhead costs through Promoting Equalities and Cohesion Fund (PECF) and Workplace Equalities Fund (WEF) both of which funds employers and operating costs for widening access projects at GNWCAB.

Robertson Trust: Equalities Project: to train and recruit volunteers from diverse backgrounds and support into education, employment and training.

SCVO: Provides employers costs for supported employment project - Youth Employability Project.

GCC - Help To Claim: to provide support to individuals making new Universal Credit claims or moving from a legacy benefit to Universal Credit.

GCC - Gain Helpline

GCC - Covid Helpline

GCC - Financial Inclusion Support Officer

GCC - WAHP Service

GCC - Money Advice Trainees

Bank of Scotland Foundation: contribution towards the salary and running costs of the company

JP Morgan - Specialist Debt: to fund a specialist debt helpline

**GLASGOW NORTH WEST CITIZENS ADVICE
SERVICE LTD**

**NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2022**

19. EMPLOYEE BENEFIT OBLIGATIONS

The charity operates a defined contribution pension scheme for employees. The amount paid in the year and charged to the Statement of Financial Activities amounted to £38,960 (2021: £35,515). At the year-end, the balance due to be paid over to the pension scheme amounted to £5,022 (2021: £6,649).

20. RELATED PARTY DISCLOSURES

There were no related party transactions for the year ended 31 March 2022 nor for the year ended 31 March 2021 other than the trustees' expenses reimbursed as detailed at note 9.

21. FRC ETHICAL STANDARD - PROVISIONS AVAILABLE FOR SMALL ENTITIES

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

22. RESTATEMENT OF COMPARATIVE FIGURES

Rental income of £21,150 and other income of £1,616 had been allocated to grant income in the financial statements to 31 March 2021 and these amounts have been reallocated to other income. This restatement has no impact on the total income reflected in the prior year financial statements.