

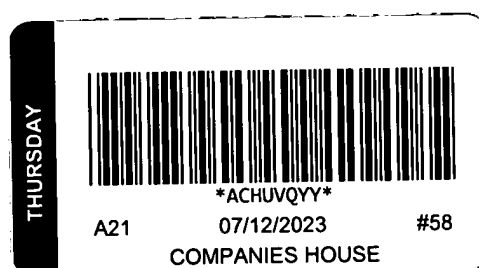
CHARITY NO: SC014413
COMPANY NO: SC396128

PARKHEAD CITIZENS ADVICE BUREAU

(A company limited by guarantee)

REPORT AND FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2023



PARKHEAD CITIZENS ADVICE BUREAU

(A company limited by guarantee)

**REPORT AND FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH
2023**

	PAGE
Reference and Administrative Information	1
Report of the Trustees	2 – 8
Independent Auditor's Report	9-12
Statement of Financial Activities	13
Balance Sheet	14
Cashflow Statement	15
Notes to the financial statements	16 – 30

PARKHEAD CITIZENS ADVICE BUREAU

(A company limited by guarantee)

REPORT AND FINANCIAL STATEMENTS

REFERENCE AND ADMINISTRATIVE INFORMATION

Charity Trustees

Office Bearers

Gil Long	Chair
Monica McKerlie	Vice Chair
Ann Ayre	Treasurer

Board Members

Gil Long	
Ann Ayre	
Liz Hammond	Resigned 28 th July 2022
Paul Wishart	
Annmarie Rocks	
Janet Bain	
Christopher Rae	
Margaret Ann Stewart	
Laurence Bayston	
Monica McKerlie	
Jade Wilkie	
Sam McCormack	
Oluwadare Adegunloye	Joined 28 th July 2022

Company Secretary

Elizabeth Willis

Senior Staff Member

Elizabeth Willis

Principal Office

1361 Gallowgate
Glasgow
G31 4DN

Charity Number:

SC014413

Company Number:

SC396128

Auditors:

Wylie & Bisset (Audit) Limited
168 Bath Street
Glasgow
G2 4TP

Bankers

Virgin Money
47 Main Street
Glasgow G69 6SQ

PARKHEAD CITIZENS ADVICE BUREAU

(A company limited by guarantee)

REPORT OF THE TRUSTEES FOR THE YEAR ENDED 31 MARCH 2023

The Trustees present their annual report and financial statements of the charity for the year ended 31 March 2023.

The financial statements 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 Charities and Trustee Investment (Scotland) Act 2005, the Charities Accounts (Scotland) Regulations 2006 (as amended), the Companies Act 2006 and 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).

The legal and administrative information on page one forms part of this report.

Principal activities

The principal activities of the bureau are to provide information, advice and assistance to the public on a wide range of social issues, including welfare benefits, debt, financial capability, housing, legal and employment. The service includes advice, negotiation and formal representation at tribunals. The bureau also provides training and workplace experience to local volunteers in information, advice, assistance and representation services, and to support outreach services for residents within the East End of Glasgow. Fundraising and development support to local third sector organisations continues to be provided on a chargeable consultancy basis.

Structure, Governance and Management

Parkhead Citizens Advice Bureau is recognised by the Office of the Scottish Charity Regulator (OSCR) as a charity (Scottish Charity Number SC014413) and is established for the purpose of benefiting the community in the East End of Glasgow, by advancing the education of the public in matters relating to mental, physical and social welfare and by assisting in the relief of poverty. The charity is incorporated as a company limited by guarantee without a share capital (SC396128).

Parkhead Citizens Advice Bureau is managed by a Board of Directors, made up of members who are trustees of the charity, appointed annually at the Annual General Meeting. The Board aim to attract a diverse group of trustees, broadly representative of the community served, through an open recruitment process. The trustees who served during the year are as noted on page 1. The trustees are provided with induction training on their appointment to the Board which includes structured visits to the bureau offices. The Board normally meet 6 times each year to consider all aspects of the charity's activities and to monitor progress against the strategic and operational plans.

PARKHEAD CITIZENS ADVICE BUREAU

(A company limited by guarantee)

REPORT OF THE TRUSTEES FOR THE YEAR ENDED 31 MARCH 2023

Structure, Governance and Management (continued)

The Board delegate day-to-day management of the charity to the Chief Executive Officer, Elizabeth Willis. Key management personnel comprise the trustees, the Chief Executive Officer, Assistant Manager, Development Officer and Training Support Officer. Key management salaries are set and agreed by the Board taking into account market comparisons in the advice field, funding income and sustainability and with regard to fluctuating responsibilities. Over the year the charity trustees employed 12 full-time and 6 part-time members of staff and provided unpaid work opportunities, training and experience for around 37 new and qualified volunteer adviser. The contribution made by the qualified volunteers who provide front-line advice services cannot be quantified financially, however a conservative estimate based on the average weekly wage of a paid adviser equivalent working a minimum of 6 hours volunteering would amount to £61,193.50 per annum. In addition, the charity trustees continued to provide an estimated amount of £5,025 per annum of strategic management support. The total value of in-kind support throughout the year is therefore £66,218,50.

Hybrid working post Covid Pandemic

The Board continued to meet via zoom throughout 2022-23 with the public event and AGM being face to face. Going forward we are able to use hybrid meeting opportunities on zoom and face to face and our Articles of Association were changed to allow this.

Service delivery has continued both face to face and online depending on the needs of the client. Emergency drop in clients are seen at our office daily, outreaches have been running and appointments booked in the office and elsewhere. Our outreaches include venues at churches, community groups, recovery cafes and at Gp surgeries. We also take direct referrals from a wide variety of stakeholders in the public sector and third sector. These include, Health services, social work, council tax, mental health and carers organisations, community link workers, youth centres and the prison.

Financial Review

The principal funding sources during the year comprised charitable and voluntary income of £544,416 (2022: £496,638).

The bureau received a Transitional core grant of £115,895 and a small amount for interpreting costs from Glasgow Council City to deliver advice services in the East End of Glasgow. This is a reduction from our previous grant of around £173,000 annually. Grants were also received from the Robertson Trust of £36,800 for advice services delivery. We also received specific funding for a money adviser from the Bank of Scotland of £34,375 and funding from the Scottish Legal Aid Board for our helping hands buddy of £33,932.

PARKHEAD CITIZENS ADVICE BUREAU

(A company limited by guarantee)

REPORT OF THE TRUSTEES FOR THE YEAR ENDED 31 MARCH 2023

Financial Review (continued)

Other funds received included:

- Citizens Advice Scotland funding totalling £169,455 including funding from the Scottish Government to assist clients to mitigate the effects of changes in the social security system, part-funding for youth advice services, a grant to support money/energy advice, funding to deliver Pension Wise service, the Help to Claim service, to complete Financial Health Checks to maximise people's income, EU Transition Fund to advise those affected by changes in the immigration rules. Also, Energy Best Deal and BESN for energy advice and some small grants for campaigning and research activity and for advice line delivery.
- GCVS Grant of £3,500
- Donations of £11,503 from fundraising.

Parkhead Citizens Advice Bureau applies the principle of full cost recovery aiming to secure funding for all the costs involved in running a project, activity or service. The costs of a project, activity or service comprise the direct costs, including salaries and operating costs which relate directly to the project, service or activity, in addition to an appropriate share of overheads which partly support the project, service or activity. These shared costs include rent, heat and light, stationery, telephone, legal and audit fees as well as management and support staff costs. The method of apportioning shared costs is based on staff time.

Review of Activities for the year

Over the last year

- Advisers dealt with 8106 case contacts not including initial call contacts. There were 2,560 individual clients dealt with on various cases for them and not including family member numbers dealt with over the year of which 1797 were new clients. Over 16833 issues were dealt with for clients on a wide variety of topics. For example one client can be assisted with debt and benefits and this may include different benefits and assisting with the claim, a review and possibly an appeal. Every client is offered a benefit check and our mantra is you don't know what you don't know. Many clients have no idea they are entitled to some benefits or how to find out. We believe in quality not just quantity.
- Our admin staff also dealt with around 2,000 calls.
- There was some fluctuation in the types of cases dealt with over the year. Benefits remained fairly consistent accounting for around 53% of issues. Debt increased to 13% as mitigations put in place during the pandemic continued to end and the Cost of Living crisis kicked in. However, employment began dropping again from 3.6% the previous year to 1% reflecting our client demographic. Finance and Charitable support accounted for 5%, Council Tax 4%, Housing 7% and Utilities 4%. Legal including appeals increased to 7%.
- Due to DWP making less review decisions only 26 appeals went ahead this year. The DWP paused reassessments for benefits during the pandemic and this is still having an effect on the number of appeals required.

PARKHEAD CITIZENS ADVICE BUREAU

(A company limited by guarantee)

REPORT OF THE TRUSTEES FOR THE YEAR ENDED 31 MARCH 2023

Review of Activities for the year (continued)

- Around £2.4 million was secured in additional income an increase of around £1million on the previous year for clients as a result of the services provided and the additional money in the pockets of local people is spent locally which benefits the local economy and helps to create and sustain jobs. This is an underestimate of actual gains as it is known gains only. We also don't count other benefits already received or automatically received as some organisations do.
- 413 clients were given face-to-face financial guidance and energy sessions covering topics including budgeting and money management, benefits and tax credits, borrowings, savings and insurance, cheaper energy deals and how to be energy efficient and cut bills.
- We worked with 37 volunteers this year including supporting our current advisers and starting new trainee advisers. Training was delivered both face to face and online. We also took part in a pilot using a Volunteering app to allow volunteers to sign up for rota sessions or notify of holidays and this is proving really successful. Our training course lasted 11 weeks and there were 17 sessions. Our volunteers and trainees also completed 1003 online advice modules on our service, advice and information, safeguarding and other key topics.
- Consultancy support/training to other 3rd sector organisations is provided by our staff. In 2022-23 they assisted other organisations with identifying funding opportunities and assisting with applications which brought in around £400,000 for these organisations and clients.
This demonstrates that Parkhead CAB continues to contribute to the wider sustainability of the 3rd Sector and to the economy of Glasgow.
- Our Pension Guidance Specialist provided advice to 245 clients and also assisted with training and auditing new Specialists over the year for other CAB across Scotland.
- Our Youth Training Officer (YTO) who covers the Eastend in partnership with Bridgeton and Easterhouse CAB reached 534 young people with information on the Youth peer advice project and CAB services. Our YTO works with a wide variety of stakeholders over the year, last year these included; FARE, Celtic, Rangers, Kelvin College, the Princes Trust, St Andrews Secondary School and Polmont Young offenders.

Feedback from clients is collated through feedback forms, comments made and 'thank you' cards

Below is a sample over the last year from clients and stakeholders:

"Client said that the money is life changing and said she is more grateful than we can ever imagine. She said she is still in shock about it all but can't thank us enough."

"Can't thank you enough for your care and compassion advising me as to what my steps are. You're a treasure."

PARKHEAD CITIZENS ADVICE BUREAU

(A company limited by guarantee)

REPORT OF THE TRUSTEES FOR THE YEAR ENDED 31 MARCH 2023

Review of Activities for the year (continued)

Regarding our Youth Project : "This is such a valuable life skill for our youngsters - not only that it is helping educate other people and the work that you do to support the local community in helping them understand their finances is amazing."

Pension Guidance – "Very good service! It has given me the confidence to tackle the next steps in planning my pension arrangements. Your adviser was excellent and was very patient with my deafness".

Client – "the country couldn't do without citizens advice you should get more funding, you all have helped so many over the years, I have found other organisations tend to be very intimidating, but you are part of the community and so easy to speak with about any problems I have"

"Great support and feedback with regular follow-up contact. Seemed genuinely interested in my issue"

"He said he cannot thank us enough for our advice, particularly as we kept contacting him during the period when he was just burying his head in the sand. Everything is falling into place at the moment"

"I felt like a massive weight has been lifted off me by discussing these issues with someone who is actually listening as I can't speak to family about my money worries because I don't want to worry them, It's just nice to finally talk to someone about it"

"if any of you in your office go home at night wondering if you are doing a good job please think of me and know you most certainly are, if it wasn't for your organisation I would still be paying this debt back and you have no idea how much difference this has made to our lives, how many other people are out there who don't know about this service and are paying back money they don't owe? Thank you so much"

Future Plans

The charity trustees are aware of the additional needs that the pandemic and now the rapid rise in the Cost of Living and high interest rates mean that demand for advice services will be higher than ever. There is also been a continuing reduction in the funding from Glasgow City Council, but the trustees are actively pursuing contingency planning and looking for alternative sources of funding. They are committed to the continued development of the activities of the bureau and its associated projects to meet those needs and emerging demands. The organisation operates within an area which is affected by a multiplicity of problems. The trustees have 5 strategic aims for the organisation's activities:

- Tackling poverty
- Promoting social justice
- Supporting volunteering
- Encouraging learning and development
- Strengthening the third sector

PARKHEAD CITIZENS ADVICE BUREAU

(A company limited by guarantee)

REPORT OF THE TRUSTEES FOR THE YEAR ENDED 31 MARCH 2023

Future Plans (continued)

The charity trustees continue to seek sources of funds to finance relevant activities within the framework of the strategic plan. Over the next year we plan to:

- Continue to provide a holistic advice service which is accessible and effective and meets the changing needs of users.
- Provide benefits advice to clients, assisting clients to maximise their incomes by claiming the benefits due to them and challenging decisions where appropriate.
- Remain flexible in light of the pandemic and any future variants and be able to deliver services online and by telephone where required, but also take steps to continue to safely deliver face-to-face advice to our vulnerable clients who are unable to access advice and support digitally.
- Identify issues relating to the social security benefits system and to report on these both locally and nationally through the Scottish Association of Citizens Advice Bureaux (Citizens Advice Scotland).
- Provide a debt advice service to assist clients to stabilise their financial situation and reduce their indebtedness and in addition provide financial guidance through one-to-one face-to-face sessions as well as groupwork.
- Provide advice, negotiation and representation services which assist clients to remain in their home and to prevent homelessness.
- Continue to provide an advice service targeted at the families of prisoners and an outreach service for prisoners at HMP Barlinnie.
- Provide a range of volunteering opportunities within the organisation, particularly for specific groups – black and minority ethnic individuals, people who are long term sick, long term unemployed and those without formal qualifications. Provide ongoing training, coaching, support and supervision for volunteers which enables them to maximise their potential within the organisation and to gain transferable skills and remain flexible in light of the pandemic and be able to deliver this online and by telephone where required.
- Continue to develop and implement training and development plans for all voluntary and paid staff within the organisation.
- Provide development support to third sector organisations.
- Continue training to young volunteers and peer advice via our Youth Project and in partnership with Easterhouse and Bridgeton Citizens Advice Bureaux.
- Deliver Pension guidance with our Pensionwise Service Specialist.
- Continue supporting our staff and clients to be digitally confident and access information and financial assistance and options safely online.
- Continue to look at efficiencies in service delivery, including multi-channel options, whilst ensuring we still maintain a face-to-face service for the vulnerable in our community who need more intensive support to enable long-term and lasting solutions

PARKHEAD CITIZENS ADVICE BUREAU

(A company limited by guarantee)

REPORT OF THE TRUSTEES FOR THE YEAR ENDED 31 MARCH 2023

Reserves Policy

The charity trustees have reviewed the reserves policy and consider it prudent to work towards establishing a reserve fund sufficient to cover three months' operating costs of £137,056, a fund for the replacement of essential equipment as part of a programme of maintenance and renewal/upgrading, together with a salary reserve. The trustees aim to add to the reserves when the funds become available to do so. The charity currently holds general unrestricted reserves of £78,707 and £137,987 of designated funds for future purposes.

Risk Management

The charity trustees have undertaken a review of the risks to which the charity is exposed and have identified and assessed the risks and appropriate steps are being taken to manage the risk profile of the charity. The trustees are conscious of the difficult financial situation in which our funders are operating, with the corresponding risks this presents to our ability to continue our activities. The trustees consider the financial position of the organisation at every governance meeting and take appropriate measures. The trustees have developed a sustainability strategy and are confident that the actions they have taken will secure the financial viability of the organisation for the foreseeable future and consider it appropriate to continue to prepare the accounts on a going concern basis

Trustees' responsibilities in relation to the financial statements

The charity trustees (who are also the directors of the Parkhead Citizens Advice Bureau for the purposes of company law) are responsible for preparing a trustees' annual report and financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

Company law requires the charity trustees to prepare financial statements for each 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 the financial statements, the trustees are required to:

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charities SORP;
- make judgements and estimates that are reasonable and prudent;
- state whether applicable UK accounting standards have been followed, subject to any material departures disclosed and explained in the financial statements;
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charity will continue in business.

The trustees are responsible for keeping adequate accounting records that disclose with reasonable accuracy at any time the financial position of the charity 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 charity and the group and hence taking reasonable steps for the prevention and detection of fraud and other irregularities.

PARKHEAD CITIZENS ADVICE BUREAU

(A company limited by guarantee)

REPORT OF THE TRUSTEES FOR THE YEAR ENDED 31 MARCH 2023

Trustees' responsibilities in relation to the financial statements (continued)

The trustees are responsible for the maintenance and integrity of the corporate and financial information included on the charitable company's website. Legislation in the United Kingdom governing the preparation and dissemination of financial statements may differ from legislation in other jurisdictions.

Statement of disclosure to auditor

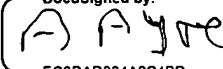
So far as each person who was a director at the date of approving this report is aware, there is no relevant audit information of which the company's auditors are unaware. Additionally, the directors individually have taken all the necessary steps that they ought to have taken as directors in order to make themselves aware of all relevant audit information and to establish that the company's auditors are aware of that information

This report has been prepared in accordance with 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) and in accordance with the special provisions of Part 15 of the Companies Act 2006 relating to small companies.

Approved by the trustees and signed on their behalf by:

DocuSigned by:

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Name: Gillian Long

DocuSigned by:

EC3DAD334A2C4BD...
Name: Ann Ayre

Date: 30 November 2023

INDEPENDENT AUDITOR'S REPORT TO THE TRUSTEES AND MEMBERS OF PARKHEAD CITIZENS ADVICE BUREAU FOR THE YEAR ENDED 31 MARCH 2023

Opinion

We have audited the financial statements of Parkhead Citizens Advice Bureau (the 'charitable company') for the year ended 31st March 2023 which comprise the Statement of Financial Activities, the Balance Sheet, the Cash Flow Statement and the 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, including Financial Reporting Standard 102 *The Financial Reporting Standard applicable in the UK and Republic of Ireland* (United Kingdom Generally Accepted Accounting Practice).

In our opinion the financial statements:

- give a true and fair view of the state of the charitable company's affairs as at 31st March 2023, and of its incoming resources and application of resources, including its income and expenditure, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006, the Charities and Trustee Investment (Scotland) Act 2005 and regulation 8 of the Charities Accounts (Scotland) Regulations 2006.

Basis for opinion

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the Auditor's 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 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 other information comprises the information included in the Report and Financial Statements other than the financial statements and our auditor's report thereon. The trustees are responsible for the other information contained within the Report and Financial Statements. 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.

INDEPENDENT AUDITOR'S REPORT TO THE TRUSTEES AND MEMBERS OF PARKHEAD CITIZENS ADVICE BUREAU FOR THE YEAR ENDED 31 MARCH 2023

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 course of 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.

Opinions on other matters prescribed by the Companies Act 2006

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

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

Matters on which we are required to report by exception

In the light of the knowledge and understanding of the charitable company and its environment obtained in the course of the audit, we have not identified material misstatements in the Directors' Report included within the Report of the Trustees.

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

- adequate accounting records have not been kept, or returns adequate for our audit have not been received from branches not visited by us; or
- the financial statements are not in agreement with the accounting records and returns; or
- certain disclosures of directors' 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 and take advantage of the small companies' exemptions in preparing the directors' report and from the requirement to prepare a strategic report.

Responsibilities of trustees

As explained more fully in the trustees' responsibilities statement set out on page 7 and 8, the trustees (who are also the directors of the charitable company for the purposes of company law) are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, 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.

INDEPENDENT AUDITOR'S REPORT TO THE TRUSTEES AND MEMBERS OF PARKHEAD CITIZENS ADVICE BUREAU FOR THE YEAR ENDED 31 MARCH 2023

Auditor's 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 regulations made under those Acts.

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 an auditor's report 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 specific procedures for this engagement and the extent to which these are capable of detecting irregularities, including fraud is detailed below:

Extent to which the audit was considered capable of detecting irregularities including fraud

We identify and assess the risks of material misstatement of the financial statements, whether due to fraud or error, and then design and perform audit procedures response to those risks, including obtaining audit evidence that is sufficient and appropriate to provide a basis for our opinion.

In identifying and assessing the risks or material misstatements in respect of irregularities, including fraud and non-compliance with laws and regulations we considered the following;

- The nature of the charity, the environment in which it operates and the control procedures implemented by management and the trustees; and
- Our enquiries of management and trustees about their identification and assessment of the risks of irregularities.

Based on our understanding of the charity and the sector we identified that the principal risks of non-compliance with laws and regulations related to, but were not limited to;

- Regulations and legislation pertinent to the charity's operations

We considered the extent to which non-compliance might have a material impact on the financial statements. We also considered those laws and regulations which have a direct impact on the preparation of the financial statements, such as the Companies Act 2006, the Charities and Trustee Investment (Scotland) Act 2005, and the Charities Accounts (Scotland) Regulations 2006. We evaluated management and trustees' incentives and opportunities for fraudulent manipulation of the financial statements (including the risk of management override of controls), and determined that the principal risks were related to;

- Posting inappropriate journal entries.

Audit response to the risks identified;

Our procedures to respond to the risks identified included the following;

- Gaining an understanding of the legal and regulatory framework applicable to the charity and the sector in which it operates;

INDEPENDENT AUDITOR'S REPORT TO THE TRUSTEES AND MEMBERS OF PARKHEAD CITIZENS ADVICE BUREAU FOR THE YEAR ENDED 31 MARCH 2023

- Reviewing financial statement disclosures and testing to supporting documentation to assess compliance with provisions of relevant laws and regulations described as having a direct effect on the financial statements;
- Enquiring of management, trustees and legal advisors concerning actual and potential litigation and claims;
- Reading minutes of meetings of those charged with governance;
- In addressing the risk of fraud as a result of management override of controls, testing the appropriateness of journal entries and other adjustments; evaluating rationale of any significant transactions that are unusual or outside the normal course of business.

We also communicated relevant identified laws and regulations and potential fraud risks to all engagement team members, and remained alert to any indications of fraud or non-compliance with laws and regulations throughout the audit.

Because of the inherent limitations of an audit, there is a risk that we will not detect all irregularities, including those leading to a material misstatement in the financial statements or non-compliance with regulation. This risk increases the more that compliance with a law or regulation is removed from the events and transactions reflected in the financial statements, as we will be less likely to become aware of instances of non-compliance. The risk is also greater regarding irregularities occurring due to fraud rather than error, as fraud involves intentional concealment, forgery, collusion, omission or misrepresentation.

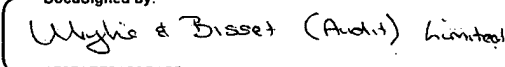
A further description of our responsibilities for the audit of the financial statements is located on the Financial Reporting Council's website at www.frc.org.uk/auditorsresponsibilities. This description forms part of our auditor's report.

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

The prior year financial statements were unaudited.

DocuSigned by:

A76FAEF21C0C4C5...

Claire Dalrymple FCCA

Senior Statutory Auditor

For and on behalf of Wylie & Bisset (Audit) Limited, Statutory Auditor

Date: 30 November 2023

168 Bath Street

Glasgow

G2 4TP

Wylie & Bisset (Audit) Limited is eligible to act as an auditor in terms of section 1212 of the Companies Act 2006

PARKHEAD CITIZENS ADVICE BUREAU**(A company limited by guarantee)****STATEMENT OF FINANCIAL ACTIVITIES FOR THE YEAR ENDING 31 MARCH 2023**

(Including an Income and Expenditure account)

	Note	Unrestricted Funds 2023 £	Restricted Funds 2023 £	Total Funds 2023 £	Unrestricted Funds 2022 £	Restricted Funds 2022 £	Total Funds 2022 £
Income and endowments from:							
Donations and legacies	4	11,503	-	11,503	13,290	44,032	57,322
Charitable activities	5	38,669	494,244	532,913	81,835	357,481	439,316
Total Income		50,172	494,244	544,416	95,125	401,513	496,638
Expenditure on:							
Charitable activities	6	12,344	535,881	548,225	67,320	435,132	502,452
Total Expenditure		12,344	535,881	548,225	67,320	435,132	502,452
Net income/(expenditure)		37,828	(41,637)	(3,809)	27,805	(33,619)	(5,814)
Transfer between funds	16	10,211	(10,211)	-	-	-	-
Net Movement in Funds		48,039	(51,848)	(3,809)	27,805	(33,619)	(5,814)
Funds reconciliation							
Total funds brought forward	16	168,655	80,960	249,615	140,850	114,579	255,429
Total Funds carried forward	16	216,694	29,112	245,806	168,655	80,960	249,615

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

All income and expenditure derive from continuing activities.

PARKHEAD CITIZENS ADVICE BUREAU**(A company limited by guarantee)****BALANCE SHEET AS AT 31 MARCH 2023**

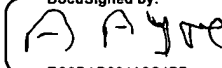
	Note	Total Funds 2023 £	Total Funds 2022 £
Fixed assets:			
Tangible assets	10	20,844	21,027
Total Fixed Assets		20,844	21,027
Current assets:			
Debtors	11	10,085	5,227
Cash at bank and in hand	19	291,877	258,115
Total Current Assets		301,962	263,342
Liabilities:			
Creditors falling due within one year	12	(77,000)	(34,754)
Net Current assets		224,962	228,588
Net assets		245,806	249,615
The funds of the charity:			
Unrestricted funds	16	216,694	168,655
Restricted funds	16	29,112	80,960
Total charity funds		245,806	249,615

These accounts are prepared in accordance with the special provisions of Part 15 of the Companies Act relating to small companies and constitute the annual accounts required by the Companies Act 2006 and are for circulation to the members of the company.

Approved by the trustees and signed on their behalf by:

DocuSigned by:

 47351C9BEA19486...
 Name: Gillian Long

DocuSigned by:

 EC3DAD334A2C4BD...
 Name: Ann Ayre

Date: 30 November 2023

Company No. SC396128

PARKHEAD CITIZENS ADVICE BUREAU**(A company limited by guarantee)****STATEMENT OF CASH FLOWS
FOR THE YEAR ENDED 31 MARCH 2023**

	Note	Total Funds 2023 £	Total Funds 2022 £
<i>Cash flows from operating activities:</i>			
Net cash provided by/(used in) operating activities	18	40,870	(27,044)
<hr/>			
<i>Cash flows from investing activities:</i>			
Purchase of plant and equipment		(7,108)	(5,243)
Net cash (used in) investing activities		(7,108)	(5,243)
<hr/>			
Change in cash and cash equivalents in the year		33,762	(32,287)
Cash and cash equivalents brought forward	19	258,115	290,402
Cash and cash equivalents carried forward	19	291,877	258,115
<hr/>			

PARKHEAD CITIZENS ADVICE BUREAU

(A company limited by guarantee)

NOTES TO THE ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2023

1. Accounting Policies

(a) Basis of preparation and assessment of going concern

The accounts (financial statements) have been prepared under the historical cost convention with items recognised at cost or transaction value unless otherwise stated in the relevant note(s) to these accounts.

The financial statements have been prepared in accordance with the Statement of Recommended Practice: Accounting and Reporting by 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), the Charities and Trustee Investment (Scotland) Act 2005 and the Charities Accounts (Scotland) Regulations 2006 (as amended).

The charity constitutes a public benefit entity as defined by FRS 102.

The trustees consider that there are no material uncertainties about the charity's ability to continue as a going concern.

The financial statements are prepared in sterling, which is the functional currency of the charity. Monetary amounts in these financial statements are rounded to the nearest £.

(b) Funds structure

Unrestricted income funds comprise those funds which the trustees are free to use for any purpose in furtherance of the charitable objects. Unrestricted funds include designated funds where the trustees, at their discretion, have created funds for specific purposes.

Restricted funds are funds which are to be used in accordance with specific restrictions imposed by the donor or trust deed, or through the terms of an appeal.

Designated funds are unrestricted funds earmarked by the charity trustees for specific purposes. The charity trustees retain the right to utilise these funds as they see fit.

Further details of each fund are disclosed in note 16.

(c) Income recognition

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

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.

PARKHEAD CITIZENS ADVICE BUREAU

(A company limited by guarantee)

NOTES TO THE ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2023

1. Accounting Policies (continued)

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.

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

(d) Pension scheme

The charity was previously an admitted body to the Strathclyde Pension Fund which operates a defined benefit pension scheme. The charity negotiated an exit from Strathclyde Pension Fund on 31 December 2016 and an exit fee which was then payable over six years in full and final settlement of all obligations and liabilities to the defined benefit scheme. The liability had been paid in full by the Balance Sheet date.

From 1 January 2017 and throughout the financial year 2022-23 the charity provided a defined contribution pension scheme for all employees. The pension costs charged in the financial statements in respect of this scheme represent the contributions payable by the charity during the year.

(e) Resources expended

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 settlement will be required, and the amount of the obligation can be measured reliably.

All expenditure is accounted for on an accruals basis. All expenses including support costs and governance costs are allocated or apportioned to the applicable expenditure headings. For more information on this attribution refer to note (g) below.

- Expenditure on charitable activities includes expenditure on activities undertaken to further the purposes of the charity and their associated support costs;

Irrecoverable VAT is charged as a cost against the activity for which the expenditure is incurred.

(f) Tangible fixed assets and depreciation

All assets costing more than £500 are capitalised and valued at historical cost. Depreciation is charged as follows:

	Basis
Building improvements	10% straight line
Furniture & fittings	10% straight line
Office equipment	25% straight line

PARKHEAD CITIZENS ADVICE BUREAU

(A company limited by guarantee)

NOTES TO THE ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2023

1. Accounting Policies (continued)

(g) Allocation of governance costs

Support costs have been allocated between governance costs and other support costs. Governance costs comprise all costs involving the public accountability of the charity and its compliance with regulation and good practice. These costs include costs related to external scrutiny and legal fees together with an apportionment of overhead and support costs.

Governance costs and support costs relating to charitable activities have been apportioned based on staff time spent. The allocation of support and governance costs is analysed in note 7.

(h) Debtors

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

(i) Cash at bank and in hand

Cash at bank and cash in hand includes cash and short term highly liquid investments with a short maturity of three months or less from the date of acquisition or opening of the deposit or similar account.

(j) Creditors and provisions

Creditors and provisions are recognised where the charity has a present obligation resulting from a past event that will probably result in the transfer of funds to a third party and the amount due to settle the obligation can be measured or estimated reliably. Creditors and provisions are normally recognised at their settlement amount after allowing for any trade discounts due.

(k) Taxation

The company is a charitable company with the meaning of Section 467 of the Corporation Tax Act 2010. Accordingly, the company is potentially exempt from taxation in respect of income or capital gains received within categories covered by Chapter 3 of Part 11 of the Corporation Tax Act 2010 and section 256 of the Taxation of Chargeable Gains Act 1992 to the extent that such income or gains are applied for charitable purposes only.

(l) Operating leases

The charity classifies the lease of property and equipment as operating leases. The title to the property and equipment remains with the lessor.

(m) Financial instruments

The charity has a financial instrument in relation to the pension liability which is held at amortised cost. With the exception of this liability, the charity only has financial assets and financial liabilities of a kind that qualify as basic financial instruments. Basic financial instruments are initially recognised at transaction value and subsequently measured at their settlement value.

PARKHEAD CITIZENS ADVICE BUREAU

(A company limited by guarantee)

NOTES TO THE ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2023

1. Accounting Policies (continued)

(n) Employee Benefit Policy

The costs of short-term employee benefits are recognised as a liability and an expense, unless those costs are required to be recognised as part of the cost of stock or fixed assets. The cost of any unused holiday entitlement is recognised in the period in which the employee's services are received. Termination benefits are recognised immediately as an expense when the charity is demonstrably committed to terminate the employment of an employee or to provide termination benefits.

(o) Judgements and Estimates

In the application of the company's accounting policies, the trustees are required to make judgements, estimates and assumptions about the carrying amount 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. Revisions to accounting estimates are recognised in the period in which the estimate is revised, if the revision affects only that period, or in the period of the revision and future periods if the revision affects both current and future periods.

Depreciation – fixed assets are depreciated over the useful life of the asset. The useful lives of fixed assets are based on the knowledge of senior management, with reference to assets expected life cycle.

Allocation of expenditure between activities – Support costs are allocated between charitable activities and governance based on the time spent by senior management on undertaking the charity's activities.

2. Legal status of the charity

The charity is a registered Scottish 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.

3. Related party transactions and trustees' expenses and remuneration

Citizens Advice Scotland is a related party by association. Gil Long was elected to the Membership Committee and Board of Trustees of Citizens Advice Scotland last year. Janet Bain was elected on to the Development Committee of Citizens Advice Scotland. The charity received £169,455 (2022: £176,622) of income from Citizens Advice Scotland during the year.

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 (2022: None)

Expenses were waived by the trustees during the year amounting to Nil (2022: £Nil). Travel costs amounting to Nil (2022: Nil) were reimbursed to Nil (2022: £Nil) trustees.

No donations were made by a Trustee during the year (2022: £Nil).

PARKHEAD CITIZENS ADVICE BUREAU

(A company limited by guarantee)

NOTES TO THE ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2023

4. Income from donations and legacies

	Unrestricted £	Restricted £	2023 £
Donations	11,503	-	11,503
	<u>11,503</u>	<u>-</u>	<u>11,503</u>

	Unrestricted £	Restricted £	2022 £
Grants	6,720	44,032	50,752
Donations	6,570	-	6,570
	<u>13,290</u>	<u>44,032</u>	<u>57,322</u>

5. Income from charitable activities

	Unrestricted £	Restricted £	2023 £
Advice & Support Services	38,669	494,244	532,913
	<u>38,669</u>	<u>494,244</u>	<u>532,913</u>

	Unrestricted £	Restricted £	2022 £
Advice & Support Services	81,835	357,481	439,316
	<u>81,835</u>	<u>357,481</u>	<u>439,316</u>

PARKHEAD CITIZENS ADVICE BUREAU**(A company limited by guarantee)****NOTES TO THE ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2023****6. Charitable activities expenditure**

	Advice & Support Services	2023	2022
	£	£	£
Salaries	477,317	477,317	432,863
Rent, rates and insurance	14,802	14,802	16,289
Repairs & maintenance	4,471	4,471	9,546
Heating and lighting	3,888	3,888	3,997
Cleaning	40	40	-
Equipment lease/contract	3,904	3,904	3,668
Depreciations	7,291	7,291	6,236
Training expenses	211	211	2,019
Travel expenses	4,398	4,398	3,438
Postages	2,517	2,517	1,718
Stationery & office supplies	3,788	3,788	3,379
Telephone	2,605	2,605	1,543
Interpretation & Translation	180	180	237
Membership/subscriptions	2,325	2,325	1,259
Sundries	1,217	1,217	1,149
Fundraising & Promotion	460	460	887
Interest Charged	51	51	199
Legal and professional fees	25	25	387
Software	-	-	1,353
Storage	2,051	2,051	2,049
Governance (Note 7)	16,684	16,684	10,236
	548,225	548,225	502,452

7. Allocation of governance costs

The breakdown of governance costs and how these were allocated are shown in the table below:

	Advice & Support Services	2023
	£	£
Professional Fees	7,500	7,500
Payroll Fee	2,269	2,269
Audit Fee	6,915	6,915
	16,684	16,684

PARKHEAD CITIZENS ADVICE BUREAU**(A company limited by guarantee)****NOTES TO THE ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2023****7. Allocation of governance costs (continued)**

	Advice & Support Services	2022
	£	£
Professional fees	7,482	7,482
Independent Examination Fee	2,754	2,754
	<u>10,236</u>	<u>10,236</u>

8. Analysis of staff costs and remuneration of key management personnel

	2023	2022
	£	£
Salaries and wages	424,779	386,135
Social security costs	32,458	28,283
Pension costs	20,080	18,445
Total staff costs	<u>477,317</u>	<u>432,863</u>
Key Management Personnel Remuneration	<u>104,822</u>	<u>104,067</u>

No employees had employee benefits in excess of £60,000 (2022: Nil).

	2023	2022
	No.	No.
Average number of persons, by headcount, employed by the charity during the year was:	<u>18</u>	<u>18</u>

9. Net income/(expenditure) for the year

This is stated after charging:	2023	2022
	£	£
Auditor's fees	6,915	-
Independent Examination Fees	-	2,754
Depreciation	<u>7,291</u>	<u>6,236</u>

PARKHEAD CITIZENS ADVICE BUREAU**(A company limited by guarantee)****NOTES TO THE ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2023****10. Tangible Fixed Assets**

	Fixtures & Fittings £	Office Equipment £	Building Improvements £	Total £
Cost or valuation				
At 1 April 2022	22,490	25,000	101,214	148,704
Additions	-	1,406	5,702	7,108
Disposals	-	-	-	-
At 31 March 2023	<u>22,490</u>	<u>26,406</u>	<u>106,916</u>	<u>155,812</u>
Depreciation				
At 1 April 2022	22,490	13,584	91,603	127,677
Charge for the year	-	5,371	1,920	7,291
Eliminated on disposal	-	-	-	-
At 31 March 2023	<u>22,490</u>	<u>18,955</u>	<u>93,523</u>	<u>134,968</u>
Net book Value				
At 31 March 2023	<u>-</u>	<u>7,451</u>	<u>13,393</u>	<u>20,844</u>
At 31 March 2022	<u>-</u>	<u>11,416</u>	<u>9,611</u>	<u>21,027</u>

11. Debtors

	2023 £	2022 £
Accrued income	9,163	4,226
Other Debtors	922	1,001
	<u>10,085</u>	<u>5,227</u>

12. Creditors: amounts falling due within one year

	2023 £	2022 £
Accrued charges	15,130	2,754
PAYE/NIC	9,410	-
Deferred income (Note 13)	52,000	32,000
Other Creditors	460	-
	<u>77,000</u>	<u>34,754</u>

PARKHEAD CITIZENS ADVICE BUREAU**(A company limited by guarantee)****NOTES TO THE ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2023****13. Deferred income**

	2023	2022
	£	£
Balance at 1 April 2022	32,000	51,895
Amount released to incoming resources	(32,000)	(51,895)
Amount deferred in year	52,000	32,000
Balance at 31 March 2023	<u>52,000</u>	<u>32,000</u>

Deferred income at 31 March 2023 comprises money received in advance from Robertson Trust (£32,000), Garfield Weston Foundation (£10,000) and GCVS (£10,000) for the financial year 2023/2024.

14. Operating Lease Commitments

The charity has annual commitments under operating leases as follows.

	Property	Copier	Telephones	2023
	£	£	£	£
Due < 1 year	9,450	390	2,570	12,410
Due between 2 to 5 years	-	780	6,426	7,206
	<u>9,450</u>	<u>1,170</u>	<u>8,996</u>	<u>19,616</u>

	Property	Copier	Telephones	2022
	£	£	£	£
Due < 1 year	9,450	740	2,568	12,758
Due between 2 to 5 years	-	185	2,590	2,775
	<u>9,450</u>	<u>925</u>	<u>5,158</u>	<u>15,533</u>

15. Government Grants

Glasgow City Council IGF - Grant of £115,895 (2022: £120,720) towards salary and running costs of the Core Advice Service provided in East End of Glasgow.

Glasgow City Council IGF - Grant of £Nil (2022: £2,040) received in the year to cover the costs of interpreting services for clients.

The National Lottery Community Fund – Improving Lives - Grant of £63,826 (2022: £Nil) to provide regular outreach services including home visits, pop up advice clinics, and public events to vulnerable groups in Parkhead and surrounding areas.

PARKHEAD CITIZENS ADVICE BUREAU

(A company limited by guarantee)

NOTES TO THE ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2023

15. Government Grants (continued).

Scottish Legal Aid Board – Debt Advice Journey Programme – Grant in 2023 £33,932 (2022: £31,245) towards project employs a helping Hand Money Advice Buddy to help clients through to case resolution. The model tests whether intensive help for debt advice clients will lead to a reduction in the amount of time debt cases take to reach resolution; reduce the number of repeat contacts and test the effectiveness of different methods of communication.

Glasgow City Council Area Partnership Fund in 2023 £5,000 (2022: £Nil) towards Staff, volunteers and events costs to deliver advice and information in the local community.

Glasgow City Council North West CAB Fund in 2023 £4,728 (2022: £Nil) towards the delivery of advice in GP practices.

National Health Service Anti-Stigma project in 2023 £5,000 (2022: £Nil) towards reducing stigma and discrimination among ethnic minority communities with a focus on women with children.

PARKHEAD CITIZENS ADVICE BUREAU**(A company limited by guarantee)****NOTES TO THE ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2023****16. Analysis of charitable funds****2023 Analysis of
Fund movements**

	Balance b/fwd £	Income £	Expenditure £	Transfers £	Balance c/fwd £
Unrestricted funds					
General funds	147,628	50,172	5,053	(114,040)	78,707
Salary fund review				23,640	23,640
Redundancy fund				93,503	93,503
Fixed Assets	21,027	-	7,291	7,108	20,844
Total unrestricted funds	168,655	50,172	12,344	10,211	216,694
Restricted funds					
Bank of Scotland Foundation Invest Grant	7,686	34,375	34,375	(7,686)	-
Citizens Advice Scotland - Pensionwise	2,525	2,018	2,018	(2,525)	-
Citizens Advice Scotland – Energy Crisis	-	3,014	3,014	-	-
Citizens Advice Scotland – Money Talks	-	8,430	8,430	-	-
Citizens Advice Scotland – Gambling	-	2,393	2,393	-	-
Support					
Citizens Advice Scotland – Money Talk	-	28,607	28,607	-	-
Plus					
Citizens Advice Scotland – Pension Wise	-	52,449	52,449	-	-
Level 2					
Citizens Advice Scotland – Welfare Reform	-	13,733	13,733	-	-
Citizens Advice Scotland – Debt Work	-	2,740	2,740	-	-
Citizens Advice Scotland – Specialist Debt	-	6,398	6,398	-	-
Citizens Advice Scotland – UC HTC	-	35,984	35,984	-	-
Citizens Advice Scotland- EU Tranistion	2,000	-	-	-	2,000
Citizens Advice Scotland - EBD	32,570	9,363	41,933	-	-
Citizens Advice Scotland - CASH	18,785	-	18,785	-	-
Glasgow City Council IGF Core	-	115,898	115,898	-	-
Glasgow City Council Money Advice	-	22,250	22,250	-	-
Trainee					
Glasgow City Council – Area Partnership	-	5,000	5,000	-	-
GCVS	9,500	3,500	13,000	-	-
Glasgow City Council – NW CAB	-	8,000	4,000	-	4,000
Lanarkshire Enterprise Digital Boost	-	534	534	-	-
National Lottery	-	63,826	40,714	-	23,112
NHS Anti-Stigma Grant	-	5,000	5,000	-	-
Robertson Trust	-	36,800	36,800	-	-
Scottish Legal Aid Board	7,894	33,932	41,826	-	-
Total restricted funds	80,960	494,244	535,881	(10,211)	29,112
TOTAL FUNDS	249,615	544,416	548,225	-	245,806

PARKHEAD CITIZENS ADVICE BUREAU**(A company limited by guarantee)****NOTES TO THE ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2023****16. Analysis of charitable funds (continued)**

2022 Analysis of Fund movements	Balance b/fwd £	Income £	Expenditure £	Transfers £	Balance c/fwd £
Unrestricted funds					
General funds	118,830	95,125	(61,084)	(5,243)	147,628
Fixed Assets	22,020	-	(6,236)	5,243	21,027
Total unrestricted funds	140,850	95,125	(67,320)	-	168,655
Restricted funds					
Arnold Clark	-	2,000	(2,000)	-	-
Bonnetmakers	-	1,000	(1,000)	-	-
Bank of Scotland Foundation Invest Grant	16,669	34,375	(43,358)	-	7,686
Citizens Advice Scotland - Pensionwise	-	53,239	(50,714)	-	2,525
Citizens Advice Scotland - FHC	-	15,455	(15,455)	-	-
Citizens Advice Scotland – Welfare Reform	-	28,577	(28,577)	-	-
Citizens Advice Scotland - Room For Improvement	644	-	(644)	-	-
Citizens Advice Scotland – Debt Work	-	21,113	(21,113)	-	-
Citizens Advice Scotland – UC HTC	-	41,790	(41,790)	-	-
Citizens Advice Scotland- EU Transition	2,000	-	-	-	2,000
Citizens Advice Scotland - EBD	30,045	2,525	-	-	32,570
Citizens Advice Scotland - CASH	25,000	-	(6,215)	-	18,785
Citizens Advice Scotland- Research Foundation Scotland	4,376	-	(4,376)	-	-
Garfield Weston Foundation	-	4,895	(4,895)	-	-
Garfield Weston Foundation	15,000	-	(15,000)	-	-
Glasgow City Council IGF Core	-	122,820	(122,820)	-	-
GCVS	-	24,809	(15,309)	-	9,500
Lanarkshire Enterprise Digital Boost	-	2,670	(2,670)	-	-
Robertson Trust-Youth CASH	7,404	15,000	(22,404)	-	-
Scottish Legal Aid Board	13,441	31,245	(36,792)	-	7,894
Total restricted funds	114,579	401,513	(435,132)	-	80,960
TOTAL FUNDS	255,429	496,638	(502,452)	-	249,615

PARKHEAD CITIZENS ADVICE BUREAU

(A company limited by guarantee)

NOTES TO THE ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2023

16. Analysis of charitable funds (continued)

- a) The general funds are available to be spent for any of the purposes of the charity.
- b) Tangible fixed assets represent the net book value of charity's tangible fixed assets.
- c) Restricted funds comprise:

Glasgow City Council IGF - Core Service Delivery of advice services in the East End of Glasgow through drop-in, appointments.

Bank of Scotland Foundation Invest Grant – towards cost of money advice service.

The National Lottery Community Fund – Awards For All grant towards project to provide regular outreach services including home visits, pop up advice clinics, and public events to vulnerable groups in Parkhead and surrounding areas.

Garfield Weston Foundation - grant towards project to provide regular outreach services including home visits, pop up advice clinics, and public events to vulnerable groups in Parkhead and surrounding areas.

Citizens Advice Scotland - Welfare Reform - grant funding from the Scottish Government to provide advice and assistance to the public to mitigate the effects of changes to the social security benefits system.

Citizens Advice Scotland- Room For Improvement for repairs and improvements. Transfer of funds due to capitalisation of asset purchased with funds.

Citizens Advice Scotland – EU Transition Fund to provide information and support to clients to understand how they are affected by changes in the immigration rules as a result of leaving the EU. Also, to provide training to staff and volunteers to enable them to deal with enquiries from clients.

Scottish Legal Aid Board – Debt Advice Journey Programme – Grant towards project employs a helping Hand Money Advice Buddy to help clients through to case resolution. The model tests whether intensive help for debt advice clients will lead to a reduction in the amount of time debt cases take to reach resolution; reduce the number of repeat contacts and test the effectiveness of different methods of communication.

Citizens Advice Scotland EBD to provide energy advice service for clients.

Citizens Advice Scotland Research Project – project to promote access to justice for remand prisoners, through contributing to the current policy debate. Project will research on the main issues (e.g. benefits, housing and debt) facing remand prisoners and by ensuring that prisoners have access to information that will help them cope with these issues on entering prison.

Bank of Scotland Foundation grant to provide money, debt and financial capability workshops to vulnerable people including those experiencing mental health issues and men in HMP Barlinnie

PARKHEAD CITIZENS ADVICE BUREAU

(A company limited by guarantee)

NOTES TO THE ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2023

16. Analysis of charitable funds (continued)

Citizens Advice Scotland - Pensionwise is a project providing guidance for people 50 years and over who wish to understand their options under the new pensions' freedom legislation. The project is run in partnership with Citizens Advice Scotland and funded by Her Majesty's Treasury and the post covers Greater Glasgow.

The Robertson Trust – Pathfinders grant towards the cost of a Volunteer Support Worker post supporting volunteer training, mentoring and workplace experience in advice.

Citizens Advice Scotland- CASH project is to develop advice services for young people and encouraging young people to access the service and increase volunteer opportunities.

The Robertson Trust – Youth CASH grant towards project to develop advice services for young people and encouraging young people to access the service and increase volunteer opportunities.

Arnold Clark grant to assist with recruiting and training volunteers.

Bonnetmakers grant to assist with fitting smoke alarms.

Citizens Advice Scotland debt work grant to assist with money advice to clients.

Citizens Advice Scotland UC HTC grant to deliver advice and assist initial claims for Universal Credit.

GCVS grant to support volunteering and improve health and wellbeing for the local community.

Lanarkshire Enterprise Digital Boost grant to support digital advice delivery through training and equipment.

Citizens Advice Scotland – Energy Crisis to provide additional capacity for energy advice in the ongoing cost of living crisis.

Citizens Advice Scotland – Money Talks – money advice and welfare rights.

Citizens Advice Scotland – Gambling Support – support and advice for gambling addictions.

Citizens Advice Scotland – Money Talk Plus – advice for identified groups on money advice and welfare rights.

Citizens Advice Scotland – Specialist Debt – funding provided to deliver a specialised debt project.

Glasgow City Council Money Advice Trainee – funding towards employing a money advice trainee.

Glasgow City Council Area Partnership Fund towards Staff, volunteers and events costs to deliver advice and information in the local community.

PARKHEAD CITIZENS ADVICE BUREAU**(A company limited by guarantee)****NOTES TO THE ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2023****16. Analysis of charitable funds (continued)**

Glasgow City Council North West CAB Fund towards the delivery of advice in GP practices.

National Health Service Anti-Stigma project towards reducing stigma and discrimination among ethnic minority communities with a focus on women with children.

17. Net assets over funds

2023	Unrestricted Funds £	Restricted Funds £	Total 2023 £
Fixed assets	20,844	-	20,844
Debtors	10,085	-	10,085
Bank & Cash	262,765	29,112	291,877
Creditors due < 1 year	(77,000)	-	(77,000)
	<u>216,694</u>	<u>29,112</u>	<u>245,806</u>

2022	Unrestricted Funds £	Restricted Funds £	Total 2022 £
Fixed assets	21,027	-	21,027
Debtors	1,001	4,226	5,227
Bank & Cash	181,381	76,734	258,115
Creditors due < 1 year	(34,754)	-	(34,754)
	<u>168,655</u>	<u>80,960</u>	<u>249,615</u>

18. Reconciliation of net (expenditure) to net cash flow from operating activities

	2023 £	2022 £
Net (expenditure) for the year (as per the Statement of Financial Activities)	(3,809)	(5,814)
Adjustments for:		
Depreciation charges	7,291	6,236
(Increase)/Decrease in debtors	(4,858)	15,424
Increase/(Decrease) in creditors	42,246	(42,890)
Net cash provided by/(used in) operating activities	<u>40,870</u>	<u>(27,044)</u>

19. Analysis of cash and cash equivalents

	2023 £	2022 £
Cash in hand	291,877	258,115
Total cash and cash equivalents	<u>291,877</u>	<u>258,115</u>