

**REGISTERED COMPANY NUMBER: SC229160 (Scotland)**  
**REGISTERED CHARITY NUMBER: SC022578**

Report of the Trustees and  
Unaudited Financial Statements for the Year Ended 31 March 2017  
for  
Skye & Lochalsh Citizen's Advice Bureau

Donald Rankin Business Services  
Tigh an Oisean  
Bridge Road  
PORTREE  
Isle of Skye  
Highland  
IV51 9ER

Skye & Lochalsh Citizen's Advice Bureau

Contents of the Financial Statements  
for the Year Ended 31 March 2017

	Page
Report of the Trustees	1 to 4
Independent Examiner's Report	5
Statement of Financial Activities	6
Balance Sheet	7
Notes to the Financial Statements	8 to 10
Reconciliation of Income and Expenditure	11
Reconciliation of Funds	12 to 13
Detailed Statement of Financial Activities	14 to 15

## Skye & Lochalsh Citizen's Advice Bureau

### Report of the Trustees for the Year Ended 31 March 2017

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 2017. 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 2015).

#### **ACHIEVEMENT AND PERFORMANCE**

The Bureau has had a very rewarding year, surpassing a range of operational targets to which the staff can be justifiably proud. We review our aims, objectives and activities each year. This review looks at what we achieved and the outcomes of our work in the previous 12 months. The review looks at the success of each key activity and the benefits they have brought to those groups of people we are set up to help. The review also helps us ensure our aim, objectives and activities remained focused on our stated purposes.

#### **The focus of our work**

Our main objectives for the year continued to be the provision of information and advice.

The strategies we used to meet these objectives included:

- Providing a range of services which are reflective of relevant quality advice standards;
- Extending the range of support provided to meet increased demand;
- Working on identified social policy issues;
- Developing a strong infrastructure to support advisers;
- Ensuring current best practices are reflected in our policies and procedures; and
- Ensuring the bureau complies with the 12 principles of the CAB service.

All of our objectives are in line without mission, vision and values. They are planned to enhance services, ensure community accountability, increase accessibility, and respond to identify client need and to increase proactive work. Our planning process will be subject to continual review to ensure that we monitor our progress toward these objectives within the relevant timescale.

Training remains vital to the quality of advice work and we make every effort to ensure that both our trainees and experienced staff receive the appropriate levels of training to ensure that they give the best possible service possible to our clients.

#### **FINANCIAL REVIEW**

##### **Reserves policy**

The trustees believe that the bureau should hold reserves in order to ensure that the charity can continue to operate and meet the needs of clients in the event of unforeseen and potentially financially damaging circumstances arising. The trustees consider that reserves of £85,000 equivalent to three months' operating expenditure, is required to continue to run the bureau for the forthcoming year. The sum of £30,000 has been signed off the general account as a Designated Reserve under the purpose heading of Premises and Equipment.

Therefore, a general fund of £114,000 carried forward is sufficient to satisfy this requirement.

This reserves policy is monitored and reviewed by the trustees annually.

## Skye & Lochalsh Citizen's Advice Bureau

### Report of the Trustees for the Year Ended 31 March 2017

#### **FINANCE, RESOURCES AND FUNDRAISING STRATEGY**

##### **Financial Management**

Written reports are prepared by the treasurer and delivered at each board meeting. These cover income and expenditure against projected budgets and fully outline the current and projected future financial positions. The budget is agreed annually by the full board and an independent accountant audits the books annually.

The role of the treasurer is to draw up the annual budget, prepare cash flow projections, check books and prepare the books for audit. These tasks are to be completed with the assistance of the bureau manager. A firm of accountants administers the payroll. Disposal of the budget is determined by the full board. Audited accounts are sent to core funders, companies' house, OSCR and project funders.

##### **Resource Management**

The bureau rents its premises from The Highland Council. The premises are fully furnished to general office standards. They are equipped with fourteen computers, one main printer and one server.

##### **Fundraising Strategy**

The Board is aware of the importance of the fundraising strategy in the process of business planning for the bureau. A key aim of this strategy is to ensure that strategic funding is secure for the core generalist advice services of the Bureau.

While the bureau appreciates the funding received from Highland Council, it recognises the need to source additional resources to fund service developments.

The fundraising strategy ensures that:

- Fundraising focuses on meeting the needs of the Bureau's clients;
- Fundraising is a planned part of the Bureau's development strategy;
- Planning and development strategies include all stakeholders and assists the development of joint working opportunities;
- It meets the reporting requirements of funders;
- It provides a mechanism for feedback from service users;
- It provides clear criteria for service evaluation;
- Regular review of the business plan;
- Funders are aware of the impact of funding;
- Members of the public are aware of our charitable status;
- Vital investment in diverse fundraising strategies;
- Continues to retain PASS (Patient Advice Support Service) funding;
- We work with other bureaux on pan-Highland fundraising;
- We seek funds to develop our money advice service; and
- We seek funds to develop the welfare rights service

#### **STRUCTURE, GOVERNANCE AND MANAGEMENT**

##### **Governing document**

The charity is controlled by its governing document, a deed of trust, and constitutes a limited company, limited by guarantee, as defined by the Companies Act 2006.

##### **Recruitment and appointment of new trustees**

All of the Association's trustees are appointed or reappointed by the members at our AGM which is held in September each year.

Skye & Lochalsh Citizen's Advice Bureau

Report of the Trustees  
for the Year Ended 31 March 2017

**STRUCTURE, GOVERNANCE AND MANAGEMENT**

**Charitable purposes**

Our purposes, as recorded in our constitution, is to promote any charitable purposes for the benefit of the community in Skye & Lochalsh by the achievement of education, the protection of health and the relief of poverty, sickness and distress. This includes the provision of a bureau for the supply of information, advice and such practical assistance as is requested by individuals who consult the bureau, where available and appropriate.

**Mission statement**

To provide information, advice and representation to the citizens of Skye and Lochalsh within the aims and to ensure that our resources are used to meet the twin aims of the organisation.

**Vision Statement**

To maintain existing CAB services and resources and to investigate ways of delivering services to meet any increased demand. To find effective ways to deal with potential changes to legislation and to protect and support our volunteers.

**Value statement**

The bureau will abide by the 12 principles of the service which are:

- A free service - Clients are not charged for advice;
- Accountable - Open and democratic, responsible to the community;
- Confidentiality - Clients' details are not disclosed to anyone;
- The Clients right to Decide - We offer advice; the client makes the decision;
- Impartial - Workers do not make judgements about clients;
- Independent - No outside agency influences the services offered;
- Voluntary - The Service is mainly provided by unpaid staff from the community;
- Empowerment - We help clients to help themselves;
- Accessible - We aim to make the services available to all;
- Information retrieval - We use client experience to influence change;
- Effectiveness - We will meet the clients' needs to the fullest extent possible; and
- A Generalist Service - We do not restrict the topics we are prepared to give advice on

Services will be delivered and suitable volunteers recruited regardless of gender, age, race, nationality, disability, religion, colour or sexual orientation.

**REFERENCE AND ADMINISTRATIVE DETAILS**

**Registered Company number**

SC229160 (Scotland)

**Registered Charity number**

SC022578

**Registered office**

The Green  
Portree  
Isle of Skye  
IV51 9BT

Skye & Lochalsh Citizen's Advice Bureau

Report of the Trustees  
for the Year Ended 31 March 2017

**REFERENCE AND ADMINISTRATIVE DETAILS**

**Trustees**

Mrs J Turkington

I Renwick

M Dunworth

Miss C MacDonald

I McIvor

D Owen

R Hill

Ms G Harrington

- appointed 29.7.16

- appointed 29.7.16

- appointed 29.7.16

- resigned 18.1.17

**Independent examiner**

Jacqueline Smith CPFA

Donald Rankin Business Services

Tigh an Oisean

Bridge Road

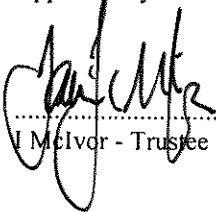
PORTREE

Isle of Skye

Highland

IV51 9ER

Approved by order of the board of trustees on ..... 6th September 2017 ..... and signed on its behalf by:

  
.....  
I McIvor - Trustee

Independent Examiner's Report to the Trustees of  
Skye & Lochalsh Citizen's Advice Bureau

I report on the accounts for the year ended 31 March 2017 set out on pages six to thirteen.

**Respective responsibilities of trustees and examiner**

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

**Basis of the independent examiner's report**

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

**Independent examiner's statement**

In connection with my examination, no matter has come to my attention:

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

have not been met; or

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



Jacqueline Smith CPFA  
Donald Rankin Business Services  
Tigh an Oisean  
Bridge Road  
PORTREE  
Isle of Skye  
Highland  
IV51 9ER

Date: 7<sup>th</sup> August 2017

Skye & Lochalsh Citizen's Advice Bureau

Statement of Financial Activities  
for the Year Ended 31 March 2017

	Notes	Unrestricted funds £	Restricted funds £	31.3.17 Total funds £	31.3.16 Total funds £
<b>INCOME AND ENDOWMENTS FROM</b>					
Donations and legacies		226,711	-	226,711	228,809
Other trading activities	2	<u>366</u>	<u>-</u>	<u>366</u>	<u>132</u>
<b>Total</b>		<b>227,077</b>	<b>-</b>	<b>227,077</b>	<b>228,941</b>
<b>EXPENDITURE ON</b>					
Raising funds		147	-	147	-
<b>Charitable activities</b>					
Wages		152,792	-	152,792	169,541
Pension		9,303	-	9,303	14,394
Telephone		4,588	-	4,588	4,815
Post, stationery and computer supplies		5,299	-	5,299	7,578
Advertising		223	-	223	310
Travel, accommodation and subsistence		13,583	-	13,583	15,772
Lease of equipment		1,301	-	1,301	999
Repairs and renewals		2,571	-	2,571	614
Subscriptions		2,677	-	2,677	1,943
Training		692	-	692	6,151
Insurance		438	-	438	415
Sundry		3,696	-	3,696	1,027
Depreciation of fixtures and fittings		612	-	612	801
Publications		81	-	81	722
Governance		<u>2,327</u>	<u>-</u>	<u>2,327</u>	<u>2,088</u>
<b>Total</b>		<b>200,330</b>	<b>-</b>	<b>200,330</b>	<b>227,170</b>
<b>NET INCOME</b>		<b>26,747</b>	<b>-</b>	<b>26,747</b>	<b>1,771</b>
<b>RECONCILIATION OF FUNDS</b>					
Total funds brought forward		<u>117,253</u>	<u>-</u>	<u>117,253</u>	<u>115,482</u>
<b>TOTAL FUNDS CARRIED FORWARD</b>		<b><u>144,000</u></b>	<b><u>-</u></b>	<b><u>144,000</u></b>	<b><u>117,253</u></b>

**CONTINUING OPERATIONS**

All income and expenditure has arisen from continuing activities.



Skye & Lochalsh Citizen's Advice Bureau

Balance Sheet  
At 31 March 2017

	Notes	Unrestricted funds £	Restricted funds £	31.3.17 Total funds £	31.3.16 Total funds £
<b>FIXED ASSETS</b>					
Tangible assets	6	2,077	-	2,077	2,689
<b>CURRENT ASSETS</b>					
Cash at bank and in hand		143,291	-	143,291	115,860
<b>CREDITORS</b>					
Amounts falling due within one year	7	(1,368)	-	(1,368)	(1,296)
<b>NET CURRENT ASSETS</b>		<u>141,923</u>	<u>-</u>	<u>141,923</u>	<u>114,564</u>
<b>TOTAL ASSETS LESS CURRENT LIABILITIES</b>		<u>144,000</u>	<u>-</u>	<u>144,000</u>	<u>117,253</u>
<b>NET ASSETS</b>		<u>144,000</u>	<u>-</u>	<u>144,000</u>	<u>117,253</u>
<b>FUNDS</b>	8				
Unrestricted funds				<u>144,000</u>	<u>117,253</u>
<b>TOTAL FUNDS</b>				<u>144,000</u>	<u>117,253</u>

The charitable company is entitled to exemption from audit under Section 477 of the Companies Act 2006 for the year ended 31 March 2017.

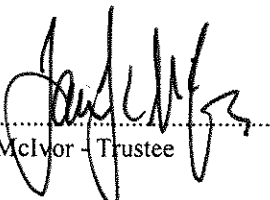
The members have not required the charitable company to obtain an audit of its financial statements for the year ended 31 March 2017 in accordance with Section 476 of the Companies Act 2006.

The trustees acknowledge their responsibilities for:

- (a) ensuring that the charitable company keeps accounting records that comply with Sections 386 and 387 of the Companies Act 2006; and
- (b) preparing financial statements which give a true and fair view of the state of affairs of the charitable company as at the end of each financial year and of its surplus or deficit for each financial year in accordance with the requirements of Sections 394 and 395 and which otherwise comply with the requirements of the Companies Act 2006 relating to financial statements, so far as applicable to the charitable company.

These financial statements have been prepared in accordance with the special provisions of Part 15 of the Companies Act 2006 relating to small charitable companies.

The financial statements were approved by the Board of Trustees on ..... 6 September 2017 ..... and were signed on its behalf by:

  
.....  
I McIvor - Trustee

The notes form part of these financial statements

Notes to the Financial Statements  
for the Year Ended 31 March 2017

**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 2015)', Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland' EFA, the and the Companies Act 2006. The financial statements have been prepared under the historical cost convention.

**Income**

All income is recognised in the Statement of Financial Activities once the charity has entitlement to the funds, it is probable that the income will be received and the amount can be measured reliably.

**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.

**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	- 15% on reducing balance
Computer equipment	- 25% on reducing balance

**Taxation**

The charity is exempt from corporation tax on its charitable activities.

**Fund accounting**

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

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.

**2. OTHER TRADING ACTIVITIES**

	31.3.17	31.3.16
	£	£
Fundraising events	<u>366</u>	<u>132</u>

Notes to the Financial Statements - continued  
for the Year Ended 31 March 2017

**3. NET INCOME/(EXPENDITURE)**

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

	31.3.17	31.3.16
	£	£
Depreciation - owned assets	<u>612</u>	<u>801</u>

**4. TRUSTEES' REMUNERATION AND BENEFITS**

There were no trustees' remuneration or other benefits for the year ended 31 March 2017 nor for the year ended 31 March 2016.

**Trustees' expenses**

Travel expenses were paid as follows:

Mrs J Turkington	£120.00
Mr D Owen	£57.60

**5. STAFF COSTS**

	31.3.17	31.3.16
	£	£
Wages and salaries	152,792	127,138
Other pension costs	<u>9,303</u>	<u>13,080</u>
	<u>162,095</u>	<u>140,218</u>

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

31.3.17	31.3.16
<u>8</u>	<u>9</u>

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

**6. TANGIBLE FIXED ASSETS**

	Fixtures and fittings £	Computer equipment £	Totals £
<b>COST</b>			
At 1 April 2016 and 31 March 2017	<u>3,561</u>	<u>11,106</u>	<u>14,667</u>
<b>DEPRECIATION</b>			
At 1 April 2016	2,957	9,021	11,978
Charge for year	<u>91</u>	<u>521</u>	<u>612</u>
At 31 March 2017	<u>3,048</u>	<u>9,542</u>	<u>12,590</u>
<b>NET BOOK VALUE</b>			
At 31 March 2017	<u>513</u>	<u>1,564</u>	<u>2,077</u>
At 31 March 2016	<u>604</u>	<u>2,085</u>	<u>2,689</u>

Notes to the Financial Statements - continued  
for the Year Ended 31 March 2017

7. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	31.3.17	31.3.16
	£	£
Accrued expenses	<u>1,368</u>	<u>1,296</u>

8. MOVEMENT IN FUNDS

	At 1.4.16	Net movement in funds	At 31.3.17
	£	£	£
<b>Unrestricted funds</b>			
General fund	87,253	26,747	114,000
Designated: Premises and Equipment	<u>30,000</u>	-	<u>30,000</u>
	117,253	26,747	144,000
	-----	-----	-----
<b>TOTAL FUNDS</b>	<u>117,253</u>	<u>26,747</u>	<u>144,000</u>

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

	Incoming resources	Resources expended	Movement in funds
	£	£	£
<b>Unrestricted funds</b>			
General fund	227,077	(200,330)	26,747
	-----	-----	-----
<b>TOTAL FUNDS</b>	<u>227,077</u>	<u>(200,330)</u>	<u>26,747</u>

9. RELATED PARTY DISCLOSURES

There were no related party transactions for the year ended 31 March 2017.

Skye & Lochalsh Citizen's Advice Bureau

Reconciliation of Income and Expenditure  
for the Year Ended 31 March 2016

	Notes	UK GAAP £	Effect of transition to FRS 102 £	FRS 102 £
<b>INCOME AND ENDOWMENTS FROM</b>				
Donations and legacies		228,809	-	228,809
Other trading activities		<u>132</u>	<u>-</u>	<u>132</u>
<b>Total</b>		228,941	-	228,941
<b>EXPENDITURE ON</b>				
Charitable activities		225,082	2,088	227,170
OBSOLETE Governance costs		<u>2,088</u>	<u>(2,088)</u>	<u>-</u>
<b>NET INCOME</b>		<u><u>1,771</u></u>	<u><u>-</u></u>	<u><u>1,771</u></u>

Skye & Lochalsh Citizen's Advice Bureau

Reconciliation of Funds

At 1 April 2015

(Date of Transition to FRS 102)

	Notes	UK GAAP £	Effect of transition to FRS 102 £	FRS 102 £
<b>FIXED ASSETS</b>				
Tangible assets		<u>2,903</u>	-	<u>2,903</u>
		2,903	-	2,903
<b>CURRENT ASSETS</b>				
Cash at bank and in hand		113,768	-	113,768
<b>CREDITORS</b>				
Amounts falling due within one year		<u>(1,188)</u>	-	<u>(1,188)</u>
<b>NET CURRENT ASSETS</b>		<u>112,580</u>	-	<u>112,580</u>
<b>TOTAL ASSETS LESS CURRENT LIABILITIES</b>		<u>115,483</u>	-	<u>115,483</u>
		<u>115,483</u>	-	<u>115,483</u>
<b>FUNDS</b>				
Unrestricted funds		<u>115,483</u>	-	<u>115,483</u>
<b>TOTAL FUNDS</b>		<u>115,483</u>	-	<u>115,483</u>

Skye & Lochalsh Citizen's Advice Bureau

Reconciliation of Funds  
At 31 March 2016

	Notes	UK GAAP £	Effect of transition to FRS 102 £	FRS 102 £
<b>FIXED ASSETS</b>				
Tangible assets		2,689	-	2,689
<b>CURRENT ASSETS</b>				
Cash at bank and in hand		115,860	-	115,860
<b>CREDITORS</b>				
Amounts falling due within one year		(1,296)	-	(1,296)
<b>NET CURRENT ASSETS</b>		<u>114,564</u>	<u>-</u>	<u>114,564</u>
<b>TOTAL ASSETS LESS CURRENT LIABILITIES</b>		117,253	-	117,253
<b>NET ASSETS</b>		<u>117,253</u>	<u>-</u>	<u>117,253</u>
<b>FUNDS</b>				
Unrestricted funds		<u>117,253</u>	<u>-</u>	<u>117,253</u>
<b>TOTAL FUNDS</b>		<u>117,253</u>	<u>-</u>	<u>117,253</u>

Skye & Lochalsh Citizen's Advice Bureau

Detailed Statement of Financial Activities  
for the Year Ended 31 March 2017

	31.3.17	31.3.16
	£	£
<b>INCOME AND ENDOWMENTS</b>		
<b>Donations and legacies</b>		
Donations	284	335
Grants	226,427	228,391
Other income	-	83
	<u>226,711</u>	<u>228,809</u>
<b>Other trading activities</b>		
Fundraising events	<u>366</u>	<u>132</u>
<b>Total incoming resources</b>	<b>227,077</b>	<b>228,941</b>
<b>EXPENDITURE</b>		
<b>Other trading activities</b>		
Fundraising expenses	147	-
<b>Charitable activities</b>		
Trustees' expenses	178	289
Wages	152,792	127,138
Pensions	9,303	13,080
Insurance	438	415
Telephone	4,588	4,815
Post, stationery and computer supplies	5,299	6,632
Advertising	223	40
Sundries	3,696	1,027
Travel, accommodation and subsistence	13,405	10,734
Lease of equipment	1,301	999
Repairs and renewals	2,571	614
Subscriptions	2,677	1,943
Training	692	5,751
Publications and reference mats	81	722
Money Advice Service	-	2,763
SLAB Stream 1	-	9,380
SLAB Stream 2	-	9,998
Pension Wise	-	17,148
Money Matters	-	10,793
Fixtures and fittings	91	107
Computer equipment	<u>521</u>	<u>694</u>
	<b>197,856</b>	<b>225,082</b>
<b>Support costs</b>		
<b>Governance costs</b>		
Accountancy fees	2,220	2,028
Companies House Filing	13	60
AGM Expenses	<u>94</u>	<u>-</u>
	<u>2,327</u>	<u>2,088</u>
<b>Total resources expended</b>	<b>200,330</b>	<b>227,170</b>

This page does not form part of the statutory financial statements



Skye & Lochalsh Citizen's Advice Bureau

Detailed Statement of Financial Activities  
for the Year Ended 31 March 2017

	31.3.17 £	31.3.16 £
<b>Net income</b>	<u>26,747</u>	<u>1,771</u>