

Chairpersons Report 2023/2024 – Steve Rowan

I'm pleased to report that Inverness Badenoch & Strathspey Citizens Advice Bureau (IBSCAB) has experienced a strong, positive year both as a Limited Company and as a Scottish Charity. Since the last AGM, we've improved our financial resilience, adapted to market challenges, and ended with greater capacity to serve our clients.

This is in no small part down to the skill and dedication of our volunteers and staff, particularly at managerial level. Simply put, the Bureau would be nothing without our people and together we continue to change lives for the better.

We've dealt with a broad range of challenges on behalf of our clients who came to us with complex problems – some critical, some longstanding – and in many cases, we've managed to turn things around in their favour. However, not everyone can be helped, and I admire our colleagues who must accept what we can't change and aim to at least soften the impact of hardship for people who've run out of options.

I'm concerned about the pressure on our staff and volunteers due to increasing demand and it must remain a high priority for your Board to ensure we look after our own folk. There's no point in repeating here the statistics of how many we've helped or how much financial gain we've brought for our clients if we lose sight of the human cost in time, energy and emotions on everyone involved. So please be assured your trustees will continue to keep a close eye on volunteer and staff well-being in 2024-25 and beyond.

The political changes in the UK, global and national economic trends, and particularly the new demographics of an older, less able population with fewer economically productive adults and even fewer children are factors we cannot influence. The need for suitable, stable long-term and affordable accommodation, the burden of personal debt, child & family poverty, and the growing need for social care are also outside our gift to remedy.

Yet our Bureau's staff and volunteers, in Union Street, Aviemore, and Raigmore offices do what we can on behalf of our clients. And our efforts don't go unnoticed. I recently saw a letter of thanks from The Highland Council expressing appreciation for what we've achieved through the Service Level Agreement, in conjunction with our colleagues from the other Highland Bureaux. We're one of the largest, most influential Bureaux within the 59 throughout the country

who make up Citizens Advice Scotland. I'm privileged as a trustee of CAS as well as your chair to be reminded about our impact at a national level.

So, we've all done well in 23-24 and 24-25 is looking strong for IBSCAB. We can't rest on our laurels and there's bound to be challenges ahead. I can only promise that your Board will continue to make strategic decisions and to work with Alasdair and his leadership team to safeguard our future.

Finally, my thanks to Board colleagues and lastly to everyone in IBSCAB – you're amazing.

COMPANY REGISTRATION NUMBER: SC136118
CHARITY REGISTRATION NUMBER: SC003951

**Inverness Badenoch and
Strathspey Citizens
Advice Bureau**

**Company Limited
by Guarantee**

Financial Statements

31 March 2024

RITSONS

**Chartered Accountants & Statutory Auditor
Forbes House
36 Huntly Street
Inverness
IV3 5PR**

Inverness Badenoch and Strathspey Citizens Advice Bureau

Company Limited by Guarantee

Financial Statements

Year ended 31 March 2024

	Page
Trustees' annual report (incorporating the director's report)	1
Independent auditor's report to the members	8
Statement of financial activities (including income and expenditure account)	13
Statement of financial position	14
Statement of cash flows	15
Notes to the financial statements	16
The following pages do not form part of the financial statements	
Detailed statement of financial activities	38
Notes to the detailed statement of financial activities	41

Inverness Badenoch and Strathspey Citizens Advice Bureau

Company Limited by Guarantee

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

Year ended 31 March 2024

The trustees, who are also the directors for the purposes of company law, present their report and the financial statements of the charity for the year ended 31 March 2024.

Reference and administrative details

Registered charity name	Inverness Badenoch and Strathspey Citizens Advice Bureau
Charity registration number	SC003951
Company registration number	SC136118
Principal office and registered office	29-31 Union Street Inverness IV1 1QA Scotland

The trustees

S Rowan
G Carter
A Jarvie
M Cockburn
K Derrick
R Fraser
D Gregg
L Newton

Company secretary	A Christie
Deputy managers	M MacDonald (resigned 14 December 2023) M Fraser (appointed 4 September 2023) M Conroy (appointed 10 November 2023)

Auditor	Ritsons Chartered Accountants & Statutory auditor Forbes House 36 Huntly Street Inverness IV3 5PR
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Bankers	The Royal Bank of Scotland 29 Harbour Road Inverness IV1 1NU
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Solicitor	Wright, Johnston & Mackenzie LLP The Green House Beechwood Park North Inverness IV2 3BL
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Investment advisor	LGT Wealth Management One Lochrin Square 92 Fountainbridge Edinburgh EH3 9QA
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Inverness Badenoch and Strathspey Citizens Advice Bureau

Company Limited by Guarantee

Trustees' Annual Report (Incorporating the Director's Report) *(continued)*

Year ended 31 March 2024

Structure, governance and management

Governing Document

The organisation is a charitable company limited by guarantee, incorporated on 21 January 1992. The company was established under a Memorandum of Association which established the objects and powers of the charitable company and is governed under its Articles of Association. In the event of the company being wound up members are required to contribute an amount not exceeding £1.

Appointment of Board of Directors

The directors of the company are also charity trustees for the purpose of charity law. Under the requirements of the Memorandum and Articles of Association the members of the board are re-elected at each Annual General Meeting.

Trustee Induction and Training

Most of the Trustees are familiar with the aims and principles of the service and have been encouraged to visit the bureaux. In addition, the Scottish Association of Citizens Advice Bureaux organises specific courses and training sessions covering:-

- The obligations of Trustees and Directors Annual Training
- Employment Procedures
- Financial Management
- Future Planning

The Board ensures that part of its regular executive meetings have a training element attached to the proceedings.

Organisational Structure

The Board meets approximately every 6 weeks and is responsible for the strategic direction and policy of the charity.

Operational services are conducted from 3 main sites as well as through home visiting or telephone.

Operational matters are delegated to paid staff and performance and results reviewed by the Board.

Risk Management

The Board reviews at regular intervals all aspects of its exposure including:-

- Governance risks - e.g. inappropriate organisational structure, difficulties recruiting trustees with relevant skills, conflict of interest;
- Operational risks- e.g. service quality and development, contract pricing, employment issues; health and safety issues; fraud and misappropriation;
- Financial risks- e.g. accuracy and timeliness of financial information, adequacy of reserves and cash flow, diversity of income sources, investment management;
- External risks- e.g. public perception and adverse publicity, demographic changes, government policy.
- Compliance with law and regulation- e.g. breach of trust law, employment law, and regulative requirements of particular activities such as fund-raising or the running of care facilities.

Principal Risks and Uncertainties

The organisation is fully dependent on grants and contracts for income and the reduction in funding from Trusts, Central and Local Government to the Bureau resulted in the Board and Chief Officer taking necessary action to plan for financial stability and sustainability. On an ongoing basis the main risk facing the organisation will be reductions in incoming revenue streams.

Inverness Badenoch and Strathspey Citizens Advice Bureau

Company Limited by Guarantee

Trustees' Annual Report (Incorporating the Director's Report) *(continued)*

Year ended 31 March 2024

The Board meets every 6 weeks and reviews the financial sustainability of all projects taking appropriate steps to ensure that there is no financial exposure or risk. We have established timelines for all projects and engage with funders early in the process for extension funding.

Coronavirus

In the year 2023/24 there has been no residual impact from the coronavirus pandemic on the organisation.

Related Parties

The Company is a member of Citizens Advice Scotland and follows their procedures and is audited to ensure that it follows recognised procedures and that the quality of the service is satisfactory.

Objectives and activities

The Inverness Badenoch and Strathspey Citizens Advice Bureau is a fully independent registered charity with its own Trustee Board. The bureau is a member of the Scottish Association of Citizens Advice Bureaux. The Network has two aims which are equally important:

- We provide free, independent, impartial and confidential advice and information to ensure that people are not disadvantaged by lack of knowledge of their rights and responsibilities, or through difficult in expressing their needs effectively.
- We campaign and influence to tackle the root cause of the problems people face, and to work to strengthen their rights.

The Citizens Advice service is independent and provides free, confidential and impartial advice to everybody regardless of race, sex, disability or sexuality.

The main objectives and activities for the year continued to focus upon the giving of advice, empowering clients to solve their issues and acting as advocates or negotiators for those more vulnerable clients.

In the year ended 31st March 2024 the organisation distributed grants of £719,740 (2023 - £856,847) - Note 11 to other Citizens Advice Bureaux and Citizens Advice Scotland. These grants were distributed as the Charity was the Lead Bureau in consortiums with Funders and this represented those institutions share of the Grant award.

Achievements and performance

Advice and Information

The Citizens Advice service acts both as a first point of contact and a last resort for people. There would be a greater call on Government and other services for assistance without it, and those who need help to negotiate their way through the complex systems and processes of modern life would be at greater risk of poverty and social exclusion.

The Citizens Advice service helps people to resolve their:

- Legal Problems
- Discrimination Issues
- Money or Debt Problems
- Benefit Issues
- Family Law Matters
- Employment Issues and Disputes

Inverness Badenoch and Strathspey Citizens Advice Bureau

Company Limited by Guarantee

Trustees' Annual Report (Incorporating the Director's Report) *(continued)*

Year ended 31 March 2024

An indication of the volume and type of advice given in the year is shown below.

Advice Area	COUNT	OVERALL (%)
Benefits	13758	46.53%
Consumer	140	0.47%
Debt	3175	10.74%
Discrimination	32	0.11%
Education	60	0.20%
Employment	1411	4.77%
Finance and Charitable Support	1792	6.06%
Health and community care	675	2.28%
Housing	2442	8.26%
Immigration, Asylum and Nationality	221	0.75%
Legal Proceedings	930	3.15%
NHS Concern or Complaint	350	1.18%
Relationship	527	1.78%
Tax	1022	3.46%
Travel, transport and holidays	969	3.28%
Utilities and communications	2064	6.98%
Number of Issues	29568	100%
Number of Issues Previous Year	32097	

The Bureaux, through its trained staff can inform clients using our vast resource of literature, leaflets, computerised reference system or specialist caseworkers to ensure that the client receives all the information and options to enable them to make decisions.

Access to the service is either through emergency drop in, appointment, telephone, letter or email. The Bureaux also has a very close relationship with other professional services and accepts referrals from these organisations. The Board is continually reviewing improving access to the service.

Financial review

Against the backdrop of limited resources and insecurities over funding it has been increasingly difficult to plan and develop future services. The main funding is received from the Highland Council and the existing contract covers the period 1/4/23 to 31/3/26 with the option to extend for a further two years. This present contract is for Advice and Information services across Highland Council regional area and resulted in subcontracts being issued to other Citizens Advice Bureaux across Highlands.

Throughout these challenging times the charity, with the support of the Board, Volunteers and Staff has ensured that Bureaux is in a healthy financial position.

Inverness Badenoch and Strathspey Citizens Advice Bureau

Company Limited by Guarantee

Trustees' Annual Report (Incorporating the Director's Report) *(continued)*

Year ended 31 March 2024

Principal Funding Sources

The Bureau is solely dependent upon Grants from Organisations and it is the ability to retain these income streams that will affect the charity going forward. The details of the Income are shown later on in the Accounts. The Board records its gratitude to the Highland Council, Macmillan Cancer, NHS Highland, the Scottish Government and all other funders for their support. Without these grants the service would not exist.

Investment Policy

In 2021/22 as a result of review by the Board, excess cash funds are managed and invested by ABRDN PLC, now LGT Wealth Management. During the prior year the Board also decided to invest further excess cash funds in fixed term deposit accounts with the Royal Bank of Scotland which has continued throughout the current year.

The LGT Wealth Management investment is a long term investment strategy. The investment has increased in value by £55,672 (2023 - reduction in value of £31,636) due to the current market conditions, it is hoped that the portfolio will continue to make gains going forward.

Reserves Policy

The Board has examined the charity's requirements for reserves in light of the risks to the organisation. It has established a policy whereby the unrestricted funds not committed or invested in tangible fixed assets held by the charity should be 6 months of the expenditure.

Budgeted unrestricted and non-grant funding expenditure for 2024/25 is £546,256 (2023 - £516,123) and therefore the target is £273,128 (2023 - £258,062) in general funds. These reserves are needed to meet the working capital requirements of the charity. The present level of unrestricted reserves available to the charity is £1,682,551 (2023 - £1,558,565) and therefore meets this policy.

In addition to this the charity deems it prudent to hold provisions amounting to £1,000,000 in relation to the possibility of reduction or cessation of core funding, redundancies, business continuation, pay awards and price pressure (the main contract from the Council contains no provision for any uplift and is flat cash across potentially four more years) and building renovation repairs. Whilst the organisation owns the ground floor of the property in Inverness the remaining 3 floors are owned by a hotel who have confirmed it is their intention to replace the roof and associated infrastructure within 3 years - This organisation will be expected to contribute to this large renovation. This leaves £409,423 of unrestricted free reserves which we are looking at how best to utilise to further the charity's purposes.

Results

The results for the year and the charity's financial position are shown in the attached financial statements. The charity has achieved a surplus £130,832 (2023 - £255,049), of which £149,213 (2023 - £208,596) surplus relates to unrestricted funds and £18,381 deficit (2023 - £46,453 surplus) relates to restricted funds before transfers between funds.

At 31 March 2024, total reserves amounted to £2,731,774 (2023 - £2,600,942) of which £2,467,173 (2023 - £2,326,923) are unrestricted and £264,601 (2023 - £274,019) are restricted. Of the unrestricted reserves £1,682,551 (2023 - £1,558,565) are not tied up in fixed assets or long term liabilities.

Inverness Badenoch and Strathspey Citizens Advice Bureau

Company Limited by Guarantee

Trustees' Annual Report (Incorporating the Director's Report) *(continued)*

Year ended 31 March 2024

Plans for future periods

These are detailed in the Charity's Business Plan but can be summarised as follows:-

Staffing Levels

1. Increase volunteer adviser numbers to 90 and maintain at this level through general and targeted recruitment.

55 By Target Date: 31/3/25

70 By Target Date: 31/3/26

90 By Target Date: 31/3/27

2. Increase Specialist Advisers in Money Advice, Welfare Rights, Employment and Housing Matters from the starting point of 1/4/2024.

3. Sustain dedicated Training and Development Manager

4. Sustain In-House IT

Service Consolidation

1. Sustain Raigmore Outreach Advice Service - recognising the financial pressures on NHS Highland.

2. Sustain the Aviemore bureau service and outreach services whilst looking to reduce costs via co-location with a partner agency.

3. Migrate to a new Macmillan Partnership Contract commencing in 2026 and lasting for 3 years.

4. Successfully retain the Highland Council Contract for Advice and Information Services at end of current contract period 31/3/26.

Service Development

1. Ensure continuous improvement in service delivery - The landscape for advice services over the past 20 years is unrecognisable. The need to evidence quality of advice and meeting quality standards is now part of the day to day operation. The Organisation needs to continually drive forward and meet quality criteria and benchmarks.

2. Maintain quality standards in accordance with CAS criteria to retain Membership of Citizens Advice.

3. Ensure Staff and volunteers maintain necessary skills to undertake work both advice and business support services.

Partnership Working

1. Sustain Existing Partnerships. The establishment, sustainability and infrastructure of the organisation depend upon strong positive working relationships with all funders.

Inverness Badenoch and Strathspey Citizens Advice Bureau

Company Limited by Guarantee

Trustees' Annual Report (Incorporating the Director's Report) *(continued)*

Year ended 31 March 2024

Trustees' responsibilities statement

The trustees, who are also directors for the purposes of company law, are responsible for preparing the trustees' report and the 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 the incoming resources and application of resources, including the income and expenditure, for that period.

In preparing these financial statements, the trustees are required to:

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the applicable Charities SORP;
- make judgments and accounting estimates that are reasonable and prudent;
- 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 are sufficient to show and explain the charity's transactions and disclose with reasonable accuracy at any time the financial position of the charity and 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 hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

Auditor

Each of the persons who is a trustee at the date of approval of this report confirms that:

- so far as they are aware, there is no relevant audit information of which the charity's auditor is unaware; and
- they have taken all steps that they ought to have taken as a trustee to make themselves aware of any relevant audit information and to establish that the charity's auditor is aware of that information.

The auditor is deemed to have been re-appointed in accordance with section 487 of the Companies Act 2006.

Small company provisions

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

The trustees' annual report was approved on 21 June 2024 and signed on behalf of the board of trustees by:



A Christie
Charity Secretary

Inverness Badenoch and Strathspey Citizens Advice Bureau

Company Limited by Guarantee

Independent Auditor's Report to the Members of Inverness Badenoch and Strathspey Citizens Advice Bureau

Year ended 31 March 2024

Opinion

We have audited the financial statements of Inverness Badenoch and Strathspey Citizens Advice Bureau (the 'charity') for the year ended 31 March 2024 which comprise the statement of financial activities (including income and expenditure account), statement of financial position, statement of cash flows and the related notes, 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 FRS 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 charity's affairs as at 31 March 2024 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;
- have been prepared in accordance with the requirements of the Companies Act 2006, the Charities and Trustee Investment (Scotland) Act 2005 and regulation 8 of the Charities Accounts (Scotland) Regulations 2006 (as amended).

Basis for opinion

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the auditor's responsibilities for the audit of the financial statements section of our report. We are independent of the charity in accordance with the ethical requirements that are relevant to our audit of the financial statements in the UK, including the FRC's Ethical Standard, and the provisions available for small entities, in the circumstances set out in note 31 to the financial statements, and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Conclusions relating to going concern

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

Based on the work we have performed, we have not identified any material uncertainties relating to events or conditions that, individually or collectively, may cast significant doubt on the charity'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.

Inverness Badenoch and Strathspey Citizens Advice Bureau

Company Limited by Guarantee

Independent Auditor's Report to the Members of Inverness Badenoch and Strathspey Citizens Advice Bureau *(continued)*

Year ended 31 March 2024

Other Information

The other information comprises the information included in the annual report, other than the financial statements and our auditor's report thereon. The trustees are responsible for the other information. Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon.

In connection with our audit of the financial statements, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the audit or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether there is a material misstatement in the financial statements or a material misstatement of the other information. 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 trustees' report for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the trustees' report 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 charity and its environment obtained in the course of the audit, we have not identified material misstatements in the trustees' report.

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 (as amended) 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 trustees' remuneration specified by law are not made; or
- we have not received all the information and explanations we require for our audit; or
- the trustees were not entitled to prepare the financial statements in accordance with the small companies regime and take advantage of the small companies' exemptions in preparing the directors' report and from the requirement to prepare a strategic report.

Inverness Badenoch and Strathspey Citizens Advice Bureau

Company Limited by Guarantee

Independent Auditor's Report to the Members of Inverness Badenoch and Strathspey Citizens Advice Bureau *(continued)*

Year ended 31 March 2024

Responsibilities of trustees

As explained more fully in the trustees' responsibilities statement, the trustees (who are also the directors 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 charity'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 charity or to cease operations, or have no realistic alternative but to do so.

Auditor's responsibilities for the audit of the financial statements

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 extent to which our procedures are capable of detecting irregularities, including fraud is detailed below:

As part of the audit planning process, the engagement partner and the engagement team obtained an understanding and discussed the legal and regulatory frameworks that are applicable, focusing on those laws and regulations that had a direct effect on the financial statements or that had a fundamental effect on the operations of the company. The key laws and regulations we considered in this context included Companies Act 2006, Financial Reporting Standard 102 (FRS 102), employment and tax laws and health and safety legislation.

The engagement partner and the engagement team discussed non-compliance with laws and regulations at the audit team planning meeting. The engagement partner made enquiries of management regarding their assessment of the likelihood of fraud or error or non-compliance with laws and regulations which could lead to material misstatements in the financial statements and whether they were aware of any instances of fraud or non-compliance. The engagement partner was satisfied that the engagement team had the appropriate competence and capabilities to identify or recognise non-compliance with laws and regulations during the audit.

The engagement team also enquired of management as part of the audit, including obtaining and reviewing supporting documentation and reading minutes of meetings of those charged with governance. The engagement team did not identify any key audit matters relating to irregularities, including fraud.

Part of the engagement team's assessment of non-compliance with laws and regulations included a review of the risk of management override of controls. This was carried out by reviewing journals posted to the financial records and reviewing accounting estimates identify any material misstatement which may be due to fraud.

Inverness Badenoch and Strathspey Citizens Advice Bureau

Company Limited by Guarantee

Independent Auditor's Report to the Members of Inverness Badenoch and Strathspey Citizens Advice Bureau *(continued)*

Year ended 31 March 2024

The audit team also considered whether there could be fraudulent revenue recognition. This was carried out by reviewing the revenue recognition policies, testing of material revenue streams and testing cut off at the year end date.

The disclosures in the financial statements were reviewed and tested to supporting documentation to assess compliance with applicable laws and regulations. A Disclosure Check was carried out to confirm that the financial statements comply with current accounting requirements.

As part of an audit in accordance with ISAs (UK), we exercise professional judgment and maintain professional scepticism throughout the audit. We also:

- Identify and assess the risks of material misstatement of the financial statements, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for our opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.
- Obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the internal control.
- Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by the trustees.
- Conclude on the appropriateness of the trustees' use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the charity's ability to continue as a going concern. If we conclude that a material uncertainty exists, we are required to draw attention in our auditor's report to the related disclosures in the financial statements or, if such disclosures are inadequate, to modify our opinion. Our conclusions are based on the audit evidence obtained up to the date of our auditor's report. However, future events or conditions may cause the charity to cease to continue as a going concern.
- Evaluate the overall presentation, structure and content of the financial statements, including the disclosures, and whether the financial statements represent the underlying transactions and events in a manner that achieves fair presentation.

We communicate with those charged with governance regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that we identify during our audit.

Inverness Badenoch and Strathspey Citizens Advice Bureau

Company Limited by Guarantee

Independent Auditor's Report to the Members of Inverness Badenoch and Strathspey Citizens Advice Bureau *(continued)*

Year ended 31 March 2024

Use of our report

This report is made solely to the charity's members, 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 charity's members 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 charity and the charity's members as a body, for our audit work, for this report, or for the opinions we have formed.



Daniel Palombo MA, CA (Senior Statutory Auditor)

**For and on behalf of
Ritsons
Chartered accountants & statutory auditor**

**Forbes House
36 Huntly Street
Inverness
IV3 5PR**

21 June 2024

Inverness Badenoch and Strathspey Citizens Advice Bureau

Company Limited by Guarantee

Statement of Financial Activities (Including income and expenditure account)

Year ended 31 March 2024

	Note	Unrestricted funds £	2024 Restricted funds £	Total funds £	2023 Total funds £
Income and endowments					
Donations and legacies	5	188,001	884,836	1,072,837	1,131,620
Charitable activities	6	1,089,624	82,655	1,172,279	1,306,578
Investment income	7	36,642	91	36,733	3,889
Total income		<u>1,314,267</u>	<u>967,582</u>	<u>2,281,849</u>	<u>2,442,087</u>
Expenditure					
Expenditure on raising funds:					
Investment management costs	8	4,424	–	4,424	4,346
Expenditure on charitable activities	9,10	1,216,302	985,963	2,202,265	2,151,056
Total expenditure		<u>1,220,726</u>	<u>985,963</u>	<u>2,206,689</u>	<u>2,155,402</u>
Net gains/(losses) on investments	12	55,672	–	55,672	(31,636)
Net income		<u>149,213</u>	<u>(18,381)</u>	<u>130,832</u>	<u>255,049</u>
Transfers between funds		(8,963)	8,963	–	–
Net movement in funds		<u>140,250</u>	<u>(9,418)</u>	<u>130,832</u>	<u>255,049</u>
Reconciliation of funds					
Total funds brought forward		2,326,923	274,019	2,600,942	2,345,893
Total funds carried forward		<u>2,467,173</u>	<u>264,601</u>	<u>2,731,774</u>	<u>2,600,942</u>

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

The notes on pages 16 to 36 form part of these financial statements.

Inverness Badenoch and Strathspey Citizens Advice Bureau

Company Limited by Guarantee

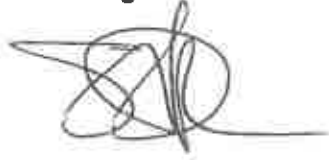
Statement of Financial Position

31 March 2024

	Note	2024 £	£	2023 £
Fixed assets				
Tangible fixed assets	17		926,864	925,946
Current assets				
Debtors	18	492,883		292,830
Investments	19	672,432		821,181
Cash at bank and in hand		1,020,933		1,229,585
		<u>2,186,248</u>		<u>2,143,596</u>
Creditors: amounts falling due within one year	20	<u>378,803</u>		<u>465,242</u>
Net current assets			<u>1,807,445</u>	<u>1,678,354</u>
Total assets less current liabilities			<u>2,734,309</u>	<u>2,604,300</u>
Creditors: amounts falling due after more than one year	21		<u>2,535</u>	<u>3,358</u>
Net assets			<u>2,731,774</u>	<u>2,600,942</u>
Funds of the charity				
Restricted funds			264,601	274,019
Unrestricted funds			2,467,173	2,326,923
Total charity funds	25		<u>2,731,774</u>	<u>2,600,942</u>

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

These financial statements were approved by the board of trustees and authorised for issue on 21 June 2024, and are signed on behalf of the board by:



S Rowan
Trustee

Company registration number: SC136118

The notes on pages 16 to 36 form part of these financial statements.

Inverness Badenoch and Strathspey Citizens Advice Bureau

Company Limited by Guarantee

Statement of Cash Flows

Year ended 31 March 2024

	2024 £	2023 £
Cash flows from operating activities		
Net income	130,832	255,049
<i>Adjustments for:</i>		
Depreciation of tangible fixed assets	30,750	30,349
Net gains/losses on investments	(55,672)	31,836
Dividends, interest and rents from investments	(36,639)	(3,831)
Other interest receivable and similar income	(94)	(59)
Interest payable and similar charges	255	101
Accrued (income)/expenses	(37,866)	45,248
<i>Changes in:</i>		
Trade and other debtors	(200,613)	12,358
Trade and other creditors	(48,065)	49,553
Cash generated from operations	(217,112)	420,404
Interest paid	(255)	(101)
Interest received	94	59
Net cash (used in)/from operating activities	(217,273)	420,362
Cash flows from investing activities		
Dividends, interest and rents from investments	36,639	3,831
Purchase of tangible assets	(31,668)	(55,168)
Proceeds from sale of tangible assets	-	425
Proceeds from sale of other investments	4,421	4,345
Net cash from/(used in) investing activities	9,392	(46,567)
Cash flows from financing activities		
Payments of finance lease liabilities	(771)	3,289
Net cash (used in)/from financing activities	(771)	3,289
Net (decrease)/increase in cash and cash equivalents	(208,652)	377,084
Cash and cash equivalents at beginning of year	1,229,585	852,501
Cash and cash equivalents at end of year	1,020,933	1,229,585

The notes on pages 16 to 36 form part of these financial statements.

Inverness Badenoch and Strathspey Citizens Advice Bureau

Company Limited by Guarantee

Notes to the Financial Statements

Year ended 31 March 2024

1. General information

The charity is a public benefit entity and a private company limited by guarantee, registered in Scotland and a registered charity in Scotland. The address of the registered office is 29-31 Union Street, Inverness, IV1 1QA, Scotland.

2. Statement of compliance

These financial statements have been prepared in compliance with FRS 102, 'The Financial Reporting Standard applicable in the UK and the Republic of Ireland', the Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (Charities SORP (FRS 102)) and the Companies Act 2006.

3. Accounting policies

Basis of preparation

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

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

Going concern

Due to confirmed funding agreements and the charity's strong financial position there are no material uncertainties about the charity's ability to continue.

Judgements and key sources of estimation uncertainty

The preparation of the financial statements requires management to make judgements, estimates and assumptions that affect the amounts reported. These estimates and judgements are continually reviewed and are based on experience and other factors, including expectations of future events that are believed to be reasonable under the circumstances.

Fund accounting

Funds held by charity are either

Unrestricted general funds -

General funds - General funds are unrestricted funds which are available for use at the discretion of the directors in furtherance of the general objectives of the charity and which have not been designated for other purposes.

Designated funds - Designated funds comprise unrestricted funds that have been set aside by the directors for particular purposes.

Restricted funds - these are funds which can 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 purposes.

Inverness Badenoch and Strathspey Citizens Advice Bureau

Company Limited by Guarantee

Notes to the Financial Statements *(continued)*

Year ended 31 March 2024

3. Accounting policies *(continued)*

Incoming resources

All incoming resources are included in the Statement of Financial Activities when the charity is legally entitled to the income and the amount can be quantified with reasonable accuracy. The following specific policies are applied to particular categories of income:

Voluntary income is received by way of grants, donations and gifts and is included in full in the Statement of Financial Activities when receivable. Grants that provide funding of a general nature are recognised where there is an entitlement, certainty of receipt and the amount can be measured with sufficient reliability. Investment income is recognised on a receivable basis. Income from charitable activities includes income recognised as earned (as the related goods or services are provided) under contract or where entitlement to grant funding is subject to specific performance conditions. Grant income included in this category provides funding to support programme activities and is recognised where there is entitlement, certainty of receipt and the amount can be measured with sufficient reliability.

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

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

Inverness Badenoch and Strathspey Citizens Advice Bureau

Company Limited by Guarantee

Notes to the Financial Statements *(continued)*

Year ended 31 March 2024

3. Accounting policies *(continued)*

Resources expended

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

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

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

Tangible assets

All fixed assets are initially recorded at cost. The directors set the threshold for the capitalisation of assets at £200.

Depreciation

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

Land and buildings	-	2% straight line
Plant and Machinery	-	33% straight line
Fixtures and Fittings	-	33% straight line
Office Equipment	-	33% straight line

Impairment of fixed assets

A review for indicators of impairment is carried out at each reporting date, with the recoverable amount being estimated where such indicators exist. Where the carrying value exceeds the recoverable amount, the asset is impaired accordingly. Prior impairments are also reviewed for possible reversal at each reporting date. For the purposes of impairment testing, when it is not possible to estimate the recoverable amount of an individual asset, an estimate is made of the recoverable amount of the cash-generating unit to which the asset belongs. The cash-generating unit is the smallest identifiable group of assets that includes the asset and generates cash inflows that largely independent of the cash inflows from other assets or groups of assets.

Inverness Badenoch and Strathspey Citizens Advice Bureau

Company Limited by Guarantee

Notes to the Financial Statements *(continued)*

Year ended 31 March 2024

3. Accounting policies *(continued)*

Financial instruments

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

Basic financial instruments, which include debtors, bank and cash balances and creditors are initially recognised at the transaction price, unless the arrangement constitutes a financing transaction, where it is recognised at the present value of the future payments discounted at a market rate of interest for a similar debt instrument.

Where investments in shares or preference shares are publicly traded or their fair value can otherwise be measured reliably, the investment is subsequently measured at fair value with changes in fair value recognised in income and expenditure. All other such investments are subsequently measured at cost less impairment. Financial assets that are measured at cost or amortised cost are reviewed for objective evidence of impairment at the end of each reporting date. If there is objective evidence of impairment, an impairment loss is recognised under the appropriate heading in the statement of financial activities in which the initial gain was recognised. Any reversals of impairment are recognised immediately, to the extent that the reversal does not result in a carrying amount of the financial asset that exceeds what the carrying amount would have been had the impairment not previously been recognised.

Defined contribution plans

Contributions to defined contribution plans are recognised as an expense in the period in which the related service is provided. Prepaid contributions are recognised as an asset to the extent that the prepayment will lead to a reduction in future payments or a cash refund.

When contributions are not expected to be settled wholly within 12 months of the end of the reporting date in which the employees render the related service, the liability is measured on a discounted present value basis. The unwinding of the discount is recognised as an expense in the period in which it arises.

4. Limited by guarantee

The company is limited by guarantee and has no share capital. The liability of each member in event of the company being wound up is restricted to £1.