



East Ayrshire Citizens Advice Bureau

Annual Report

Reporting Period: 1 April 2023 – 31 March 2025

Charity Name:

East Ayrshire Citizens Advice Bureau

Charity Number:

SC028740

Company Number:

SC198420

Registered Address:

66 Portland Street Kilmarnock KA1 1JG

Independent Examiner:

JRD LLP

11 Portland Road, Kilmarnock, KA1 2BT

Trustees During the Reporting Period

The following individuals served as charity trustees (also company directors) during the reporting period:

Name	Date Appointed	Date Resigned (if applicable)
David Fraser	20/04/2011	Ongoing – Chairperson
Fiona Robson	10/05/2017	Ongoing
Bradley Johnstone	10/02/2025	Ongoing
Nicki Beveridge	23/04/2025	Ongoing
Marylin Clarke	09/09/2013	Resigned 09/04/2025
Graham Michie	13/04/2016	Resigned 07/04/2025
John Kelly	13/04/2016	Resigned 07/11/2024
Donald Lees	07/08/2007	Resigned 16/09/2024
David Thompson	09/03/2022	Resigned 13/05/2024
Joe Morton	24/06/1999	Resigned 07/04/2024

All staff, volunteers and the board would like to pay special tribute to Joe Morton who passed away in October 2024.

Manager

Sarah Hammond – left 31 March 2025

Chief Executive

Yvonne Stevenson – Appointed 2 June 2025 (after the reporting period)

Structure, Governance and Management

East Ayrshire Citizens Advice Bureau is a company limited by guarantee and a registered Scottish charity governed by its Memorandum and Articles of Association. The board of trustees (the directors of the company) meets regularly to govern the organisation and is responsible for strategy, oversight, and compliance.

Trustees are recruited in line with the constitution, inducted with appropriate training and support, and encouraged to use Citizens Advice Scotland's Learning Management System for ongoing development.

Day-to-day operations are delegated to a senior staff team previously under the leadership of the Manager, and with effect from 02 June 2025 under the Chief Executive Officer.

Objectives and Activities

The charity's purposes align with the principles of the Scottish Citizens Advice network and are set out in our governing documents.

Our objectives are:

- To provide free, independent, confidential, and impartial advice to everyone in East Ayrshire on their rights and responsibilities.
- To use clients' experiences to inform and influence social policy.

Our advice helps people with issues such as welfare benefits, debt, housing, energy, employment, legal rights, consumer protection, and access to services.

Achievements and Performance (April 2023 – March 2025)

The past two years have been extremely challenging and transitional for East Ayrshire CAB. While continuing to deliver essential advice services, we have also experienced:

- The lingering effects of the **COVID-19 pandemic**, particularly on volunteer recruitment and face-to-face service provision.
- The impact of the **cost-of-living crisis**, which significantly increased demand and the complexity of cases.
- **Premises-related disruption** and the successful securing and development of new offices in Kilmarnock and Cumnock.
- Significant **IT and communications upgrades** to support hybrid working and client access.
- The **departure of long-serving staff and trustees**, alongside board rebuilding and governance review.

Despite these challenges, our staff and volunteers remained committed to supporting our communities. Highlights of this **two-year period** include:

- **£7.6 million in financial gains** secured for clients.
- **11,800 unique clients, including 9,300** new to the service across the 2 year period.
- Over **24,000 issues** addressed, covering benefits, debt, housing, employment, and other topics.
- Successful operation of specialist projects including:
 - **Safe and Warm Energy Advice**
 - **Patient Advice and Support Service (PASS)**
 - **Armed Services Advice Project (ASAP)**
 - **Pension Wise Service**
 - **Money/Debt Advice**
 - **Welfare Benefits advice**
 - **Tribunal Representation**

These achievements were possible thanks to the incredible resilience and dedication of our staff and volunteers during a time of significant operational change.

Future Plans

Key future priorities (2025–2026) include:

- Recruitment of a **senior leadership team** to support the new Chief Executive.
- Relaunch of **volunteer recruitment and training**.
- Reintroduction of **face-to-face advice services** across both offices.
- Development of a long-term **funding strategy** to ensure sustainability.
- Launch of an updated **strategic plan** with a focus on outreach, inclusion, and digital access.
- Board development and strengthening of governance processes.

Financial Statements

The charity's financial performance is outlined in two distinct statements covering:

- The period 01 April 2023 – 30 September 2024 (18months)
- The period 01 October 2024 – 31 March 2025

The principal funders during the period were:

- **East Ayrshire Council**
- **Citizens Advice Scotland**

Reserves have been allocated to specific strategic priorities including Premises General Bureau development, IT and communications upgrades, and Contingency/emergency fund.

EAST AYRSHIRE CITIZENS ADVICE BUREAU

SUMMARY OF FINANCIAL POSITION

	6 months to 31.03.25	18 months to 30.09.24	12 months to to 31.03.23
	Per mngmt accounts	Per audited accounts	Per audited accounts
	£	£	£
Income and Expenditure Summary			
Total income	404,205	1,186,788	896,967
Staff costs	(302,197)	(921,721)	(676,839)
Property rent/dilapidations	(29,058)	(130,725)	(17,108)
Other costs	<u>(50,470)</u>	<u>(144,543)</u>	<u>(100,697)</u>
Result for period	<u>22,480</u>	<u>(10,201)</u>	<u>102,323</u>
Balance Sheet Summary			
Bank balances	714,501	691,990	645,373
Other net assets	<u>(68,951)</u>	<u>(68,920)</u>	<u>(12,102)</u>
Total net assets	<u>645,550</u>	<u>623,070</u>	<u>633,271</u>
Funds Summary			
Restricted funds	-	29,208	105,867
Unrestricted funds :			
General unrestricted funds	39,480	36,866	65,497
Designated capital fund	6,070	6,996	11,907
Designated contingency fund	200,000	200,000	175,000
Designated premises fund	150,000	150,000	175,000
Designated Burau Development fund	200,000	150,000	50,000
Designated IT/Communications fund	50,000	50,000	50,000
	<u>645,550</u>	<u>623,070</u>	<u>633,271</u>