

ScotcashTM
approachable finance

2017-18

annual report
and financial accounts

Contents

3. Welcome and report from Chair
4. Scotcash Edinburgh Office Launch
5. Scotcash Expands to Inverclyde
6. Michael Sheen Visits Scotcash
8. BLF Evaluation
9. Credit Awards
10. New Partnership – Bank of Scotland
11. Responsible Finance: The Industry in 2017

Report by Chair Steven Henderson

Welcome to the 11th Annual Scotcash Report

We have consistently delivered crucial financial inclusion services to excluded communities and 2017/18 has seen us continue to build on our success. We are proud to say we have saved low-income households over £6 million in financial gains cumulatively over the last 11 years.



Our comprehensive range of financial products and services mean we are able to look back on 2017/18 as a year where we not only improved our customer's financial health, but successfully retained money in our local communities. During 2017/18 we provided 3587 affordable loans for £1.6 million, ensuring a fairer deal on credit for those who have little choice in their borrowing and who are excluded from low mainstream interest rates.

We also:

- Opened 150 bank accounts;
- Helped 59 customer's access savings accounts, bring our cumulative total number of savings accounts opened to almost 900;
- Assisted 127 customers to get money and debt advice when they most needed it; and
- Enabled 194 households save money on their fuel bills and access fuel discounts.

12. Staff Spotlight
13. Staff Appointments and Leavers
14. Customer Survey
15. Facts and Figures
16. Auditors Report
18. Balance Sheet
19. Company Information and Acknowledgements



HIGHLIGHTS FROM 2017/18

- Scotcash Edinburgh Branch opened
- New outlet opened in Greenock in partnership with Inverclyde Council
- New banking partnership announced with Lloyds (Bank of Scotland)
- First Scotcash television advert aired in Scotland
- Big Lottery Fund 'Financial Inclusion in the Community' Programme Evaluation
- Expansion across Scotland and the UK
- Hosted Scotcash visits – Leader of Edinburgh City Council, MPs, MSPs, Chair of Poverty Commission, actor and activist Michael Sheen



During 2017/18 we provided 3587 affordable loans for £1.6 million, ensuring a fairer deal on credit for those who have little choice in their borrowing and who are excluded from low mainstream interest rates.



New Edinburgh Scotcash Office Opens

Scotcash celebrated the opening of the new office on Leith Walk with a launch event at the Virgin Money Lounge in Edinburgh. The day was attended by many of our supporters and partner organisations who came together to celebrate this step forward for Scotcash.

Supporters, staff, and partners came together to welcome the expansion of Scotcash, supported by the Virgin Money Foundation and the Oak Foundation. The event included a number of key speeches facilitated by Scotcash CEO Sharon MacPherson. Ben Macpherson MSP opened the discussions with his praise for Scotcash and the possibilities that the service would bring to his constituents of Leith, and Edinburgh as a whole.

This was followed by positive remarks from Stephen Pearson, Advisor to the CEO at Virgin Money, and Nancy Doyle-Hall, Executive Director of the Virgin Money Foundation.

The event was closed by the very Reverend John Chalmers, the Chair of Carnegie Trust UK, who remarked on the possibilities that Scotcash's presence will provide to the city of Edinburgh.

Discussing the opportunity to open the new office in Edinburgh, Sharon MacPherson, Chief Executive, Scotcash said:

"We are delighted to be awarded funding from Virgin Money Foundation and the Oak Foundation. This will go a long way towards helping financially excluded citizens in Edinburgh access the financial products and services they need to make the most of their money. This award has allowed Scotcash to expand out already successful services to Edinburgh, and promote financial inclusion across local areas where these services and products are needed most."



Nancy Doyle-Hall said:

"Tackling the root causes of disadvantage is key in the goal of regenerating communities across the UK. Financial Exclusion is one such issue that holds people back, keeping them in a cycle of poverty. Scotcash have proved over the last decade that they can help people gain control of their finances. We are excited to see the sphere of their impact ripple out into Edinburgh and are proud to be supporting their new initiative."

Scotcash Expands to Inverclyde

Shortly after the launch of the new Edinburgh office, Scotcash was pleased to announce that through support from Inverclyde Council, and the Inverclyde Delivering Effective Advice and Support project (I:DEAS), a member of staff would be positioned at the Cultural Hub in Greenock to provide Scotcash services to those living in the area.



This partnership under the I:DEAS project consists of a number of organisations working to provide supportive practices for those who are struggling financially within Inverclyde. The organisations involved were: CVS, Future Skills, HSCP Advice First, Barnardo's, The Wise Group, Financial Fitness, and Community Learning Development. The organisations work alongside each other to provide routes of referral for each individual who receives support from the project, to ensure that their needs are being fully met and supported.

The physical expansion of services for Scotcash has complimented the online expansion which also took place during this time. Through the development of online services, Scotcash was able to open its online loan application process to everyone living within Scotland. This is a significant development for the organisation, as traditionally most applications have been conducted face to face. Scotcash, in reflecting online demand from customers saw the opportunity that would lie in providing this virtual service, which allows individuals to access affordable credit like never before.



Michael Sheen visits Scotcash

On Monday 19th of March 2018 there was a buzz about the Scotcash Glasgow office as the team prepared to welcome actor and activist Michael Sheen to discuss the work that Scotcash do in the battle against high-cost credit.

Whilst at the office, Michael Sheen took the time to meet some of our loyal customers, and the staff behind the work we do here providing affordable credit across the UK.





Michael Sheen was in Glasgow to deliver a speech at the Responsible Finance conference on the 20th of March – during which he announced the launch of the End High Cost Credit Alliance. The Alliance is a new movement founded by Michael, aimed at creating a fairer playing field for organisations like Scotcash by providing support, a platform to keep this conversation going, and a network of similar organisations all working towards the same goal – fairer credit.

The visit on the 19th of March was covered on BBC's The One Show, and features including Scotcash CEO Sharon MacPherson, and Scotcash customers Lynn Mullan, and Andrina Dickson were aired on STV news at 6 on Tuesday night, followed by BBC's Reporting Scotland.

The conversation which took place over the week, at both Scotcash and the Responsible Finance Conference – continue to provide vital to the health and wellbeing of the UK's public, and so must continue.

Reflecting upon the visit, Scotcash CEO Sharon MacPherson said:

"It is so encouraging to receive support from such a high profile individual who is bringing not only press coverage to the affordable credit sector, but also a deep knowledge and passion to better the lives of those who are experiencing financial exclusion. It was great to meet Michael Sheen, and we look forward to working with the End High Cost Credit Alliance in the future to deliver essential services across the UK to those who need them."

Big Lottery Fund Evaluation – Financial Inclusion in the Community

Since 2013 Scotcash has been supported by the BLF to expand our award winning services to local communities across Glasgow in a number of new locations in the city. Our 'Financial Inclusion in the Community' Programme was the start of our new approach to engaging at a local level with the people who need our services most and allowed us to test models that we thought would work best. The four year project ended in 2017, and the positive results of the project are displayed in our Big Lottery Fund Evaluation.

At the core of this project was the focus on partnerships and collaboration, ensuring that when excluded households engaged with service providers, there was a clear and effective referral mechanism to Scotcash. These service providers ranged from local authorities, housing providers, Job Centres, advice centres and credit unions, all of which have a keen interest in improving the financial circumstances of their customers.

Over the 4 years of the BLF project, we built on our track record of collaboration and we began to really understand what a local presence could bring in terms of raising awareness of financial exclusion and the solutions available. And so the rationale for us to incorporate new ways of working became stronger, as a way of driving new customer engagement channels and becoming a sustainable social enterprise that could weather the economic challenges ahead. Through an independent evaluation of the project, we have been able to demonstrate that we have an effective and life changing model that over the next 10 years will create a ripple effect on our most disadvantaged communities.

As a result of the programme, Scotcash customers have absorbed key messages about affordability, reduced their reliance on credit, improved their financial resilience and now have greater access and



choice regarding the financial products and services they wish to use and which they feel will help them most in improving their financial situation.

In this time the results can be shown in the 1,537 affordable loans which were granted. The total amount lent totalled £680,000, and saved our customers nearly half a million pounds in like for like interest, had they gone to a sub-prime lender.

The Scotcash experience demonstrates we have a proven and successful model that can make a valuable contribution towards improving the financial wellbeing of our most disadvantaged communities.

<https://www.scotcash.net/news/2017/11/big-lottery-fund-evaluation/>

Scotcash wins ‘Responsible Lender of the Year’ and ‘Alternative Lender of the Year’ at the Credit Awards 2018

After celebrations in London on the 17th of May 2018, Scotcash brought home the Small Business Responsible Lender of the Year Award, and the Alternative Lender of the Year Award at the Credit Awards.

The event was attended by Scotcash CEO Sharon MacPherson, and Scotcash Board Member Megan Peat who were delighted by the evening’s outcome.

The awards are a credit to the hard work that the team at Scotcash does, as well as a great win for the Responsible Finance Sector as a whole.

The Responsible Lender of the Year Award sponsored by Freedom Finance recognises Scotcash’s ability to level the playing field in the credit sector for those who cannot access mainstream sources of credit.

The Alternative Lender of the Year Award sponsored by Lending Metrics recognises Scotcash in the differences that our wrap around service creates for our customers. The combination of our financially inclusive services show that we are not just another loan company, and we continue to actively provide financial alternatives to those who find themselves excluded from mainstream services.

Sharon MacPherson Scotcash CEO said: “we are absolutely delighted to be recognised by such prominent industry figures in not only one, but two areas of the financial sector. As a responsible lender with a comprehensive wrap around service, it is important that the positive impact of our work is shared and acknowledged.”

Scotcash were happy to share the spotlight with Zopa and iwoca who each won awards for responsible lending at the event.



New Partnership with the Bank of Scotland

At the beginning of 2017, Scotcash was delighted to announce a new partnership with the Bank of Scotland.

This development results in Scotcash holding partnerships with four major banks in Scotland - including Virgin Money, RBS and Barclays - which allows the company to drive its aim of providing accessible financial services to the financially excluded.

Sharon MacPherson, CEO said:

I am delighted to announce this partnership between Scotcash and the Bank of Scotland. The inclusion of their services and support to Scotcash's Basic Bank Account service will help us to offer our customers more options, and therefore more control over their finances.

It is suggested by a report written by Birmingham University that 1.52 million adults in the UK are still unbanked, with reasons constituting of fears relating to charges, costs and becoming overdrawn, and seeing no reason to have one due to being on benefits.

Through the partnerships between Scotcash and the listed banks, the basic bank accounts do not include any set up charges or costs, and there is no overdraft



features available. It is also important for those without a bank account to understand that if they are on benefits, and will be transitioning over to Universal Credit, it is vital to have a bank account of their own as payments can only be made into bank accounts. This will not only give individuals more control over their finances, but it will keep their money safe, and will allow more freedom over purchasing and spending habits.

This service with the Bank of Scotland is available in Glasgow only.

References:

<https://www.birmingham.ac.uk/Documents/news/15518-CHASM-Report-Stage-4.pdf>

Responsible Finance: The Industry in 2017

Scotcash's trade body Responsible Finance works to provide access to fair finance across the UK. The organisation supports a network of finance providers across the UK which share the values of Scotcash to provide financial products to those who are often financially excluded.

2017 was a successful year for the Responsible Finance Industry, and this can be seen outlined in their report Responsible Finance: The Industry in 2017. The report is based on a survey conducted by Responsible Finance, which was completed by 43 responsible finance providers. The reporting period is 1st April 2016 until 31st March 2017. The survey has been conducted annually since 2003 and was previously known as Inside Community Finance.

It was reported that in 2017 £235 million was lent to over 61,163 customers through responsible finance providers. This included £22 million to 55,348 individuals, whilst helping customers to deposit over £3 million into savings accounts.

The report highlights the continued need for accessible financial products and high cost credit alternatives:

"With fairness and behaviour in financial services still under scrutiny and continued regulatory intervention into the high cost credit market, consumers need access to affordable credit more than ever. Unsecured



consumer credit grew by 10% in the year to June 2017, and over 4 million people have either failed to pay domestic bills or meet credit commitments in 3 or more of the last 6 months. More than 8 million individuals rely on credit to pay for essential household bills, often in the form of credit cards, overdrafts, or using high cost lenders or illegal loan sharks.

Economic instability, squeezed household budgets, and living costs outstripping incomes have exacerbated the precarious position of many in the UK. The responsible finance industry is committed to supporting this market, often providing wraparound services to promote financial wellbeing and literacy and encouraging saving."

Spotlight on Staff Member



Lea O'Neill, Debt Intervention Officer

- **Describe your role at Scotcash:**

As the current Debt Intervention Officer at Scotcash, my main responsibilities surround contacting customers through various communication methods to discuss any issues they may be having with their loan, and any arrears which may be on their account. Through my contact with customers, my main aim is to try and establish the cause of any arrears or defaults, to then be able to assist the customer however Scotcash can to allow them to get back on track with regular and manageable payments.

- **What aspect of the role do you enjoy the most?:**

Working with Scotcash customers who have defaulted can be difficult at times, but the positive of the role is when I am able to assist someone financially by providing a space for them to discuss their current issue or reason for default, which leads me to be able to provide a more manageable payment scheme. Sometimes a discussion makes all the difference when a customer is confused or struggling to manage their repayments.

- **What are the challenges of your role?:**

As Debt Intervention Officer, I can be faced with customers who are reluctant to discuss their finances, or any financial issues they are having. This can sometimes lead to customers hanging up the phone, or being stressed or upset when I get in touch with them. This could possibly be because some customers may have had dealings with previous credit companies who are less sympathetic to their situation. This is when it is important to explain to the customer the individual Scotcash approach in dealing with such instances.

- **What changes have you seen in the organisation?:**

Since I started with Scotcash in 2016, a number of changes have taken place as the organisation has continued to expand and grow. One of the main differences I have noticed is the increased number of applications as a result of the television advert campaign before Christmas 2017.

- **What has been a memorable moment during your time with Scotcash?:**

The most memorable moment for me was when we welcomed Hollywood actor and activist Michael Sheen to the Scotcash High Street office in Glasgow. It was great to see such an esteemed individual interacting with our customers in a genuine and educated way.

- **Where do you see Scotcash in 5 years' time:**

Due to the growth of Scotcash over the last couple of years and the success that was seen from the Big Lottery Funded outreach initiative, I could see Scotcash opening new offices further afield. Offices in towns which would need them the most such as Ayr and Dundee would be a great asset to the public.

Board Member Announcements

It was with great pleasure that Scotcash appointed Steven Henderson as the new Scotcash Chair.

Steven has a wealth of knowledge and experience to bring to Scotcash. As a Chartered Accountant, Steven has specialised in housing and regeneration finance throughout his career. Working as the Group Director of Finance of the Wheatley Group, his experience within the UK social housing sector is invaluable to Scotcash.

The Scotcash Board also welcomed new member, Megan Peat from RBS. Megan joined the Royal Bank of Scotland in 2007 from a US investment bank. She has a background in both credit underwriting and front line origination across the international financial institutions sector. Megan joined the team in 2014 as a Social & Community Capital Loans Officer, supporting Charities, Social Enterprises, Community Interest Companies, Co-Operatives and Entrepreneurs who find it difficult to get sufficient mainstream finance.

As Scotcash was delighted to welcome new members to the Board, the departure of three long serving Board members was also announced: Jim Gray, David Fletcher and Eric Munro. Scotcash wish them well with their future endeavours, along with a heartfelt thank you for the time they spent with the company.



Staff Appointments and Leavers

As Scotcash continues to move forward as a company, there have been a number of changes within the staffing to cater to our changes services and needs.

Scotcash continued to build upon our staff team with a further seven new members of staff joining us this year. Caron Murray, Colin Hope, Leeann Kitchener and Jeanette Hardie were appointed as our new Edinburgh team whilst Margaret Docherty joined as our Inverclyde Loan Officer. Eden Morrison and Yaa Nipah both joined and complemented our Head Office team.

Throughout the year our Big Lottery Programme ended and saw the departure of Brian Little, Katie Clarke Kirsty Woods and Louise McGilp, who all moved onto new pastures. Scotcash is grateful for their positive contribution to this Programme. We also bid a fond farewell to Rachel Simpson, Colin Hope and Jeannette Hardie. We will all of them the very best of luck in their new career paths.

Customer Survey

Scotcash ask customers to undertake annual surveys to ensure we are receiving honest views and opinions to enable us to keep improving our services and products. This year our survey was sent out to customers who had taken a loan within the year.

A total of 65 customers completed the survey. They told us:

- **61% heard of Scotcash through friends/family/word of mouth, and 12% found out about our services through their Housing Association**
- **89% said that Scotcash has helped to improve their overall financial circumstances**
- **The average score out of 10 for service was 9.4**

We asked what customers would change. They told us:

- **More frequent updates on the status of customers loans**
- **A quicker response for returning customers**
- **New financial products to expand upon our services**

They said the best things about the service were:

- **Staff were friendly and helpful**
- **It helped to improve credit ratings and money management**
- **Gave customers more control over their finances**
- **Provided lower interest rates than other short term loan organisations**
- **Manageable repayment schedules and flexibility with payment holidays**

How Scotcash customers said we helped them:

"It allowed me to pay for what I needed without having to pay lump sums out of my benefits."

"We considered a payday loan but going with Scotcash helped us to budget better."

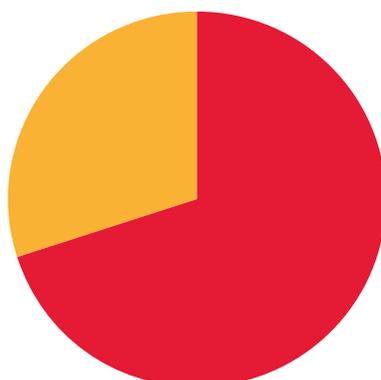
"I was able to decorate using my Scotcash loan which left me with my wages to pay bills so I wasn't getting into debt."

Scotcash Facts & Figures 2017/18

SCOTCASH AT A GLANCE FOR 2017/18

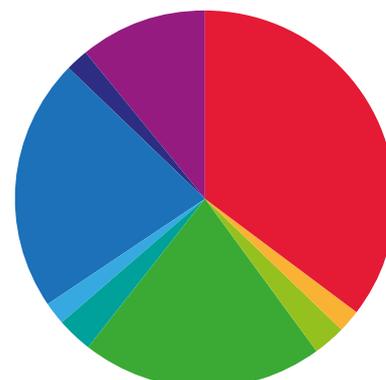
Number of loans:	3,587	Bank accounts opened:	150
Average term:	40 weeks	Help with fuel advice:	194
Value of all loans:	£1,614,712	Referrals to money advice:	127
Average loan amount:	£450	Client financial gains:	£210,000
Savings on 'like for like' loans:	£852,010		

GENDER



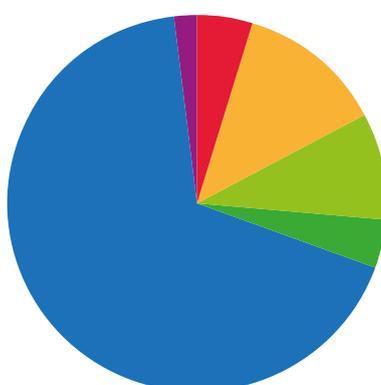
Female Male

HOW DID YOU HEAR ABOUT US?



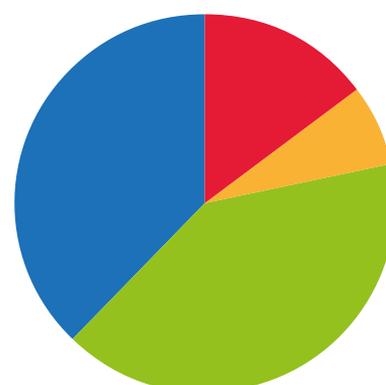
Existing Customer Press
 GHA Key Magazine Word of Mouth
 Housing Association Other
 Internet No Response
 Leaflet

MARITAL STATUS



Divorced Separated
 Living Together Single
 Married Widowed

HOUSEHOLD STATUS



Couple with children Lone parent with children
 Couple with no children Single adult

Independent auditors' report to the members of Scotcash CIC

Opinion

We have audited the financial statements of Scotcash CIC (the 'company') for the year ended 31 March 2018 set out on pages 6 to 14. 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 company's affairs as at 31 March 2018 and of its profit 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.

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 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

We have nothing to report in respect of the following matters in relation to which the ISAs (UK) require us to report to you where:

- the directors' use of the going concern basis of accounting in the preparation of the financial statements is not appropriate; or
- the directors have not disclosed in the financial statements any identified material uncertainties that may cast significant doubt about the company's ability to continue to adopt the going concern basis of accounting for a period of at least twelve months from the date when the financial statements are authorised for issue.

Other information

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

In connection with our audit of the financial statements, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the

financial statements or our knowledge obtained in the audit or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether 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 our audit:

- the information given in the Directors' Report for the financial year for which the financial statements are prepared is consistent with the financial statements; and

- the Directors' 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 company and its environment obtained in the course of the audit, we have not identified material misstatements in the Directors' Report.

We have nothing to report in respect of the following matters where the Companies Act 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 directors were not entitled to prepare the financial statements in accordance with the small companies regime and take advantage of the small companies' exemption in preparing the Directors' Report and take advantage of the small companies exemption from the requirement to prepare a Strategic Report.

Responsibilities of directors

As explained more fully in the Directors' Responsibilities Statement set out on page 2, the directors 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 directors 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 directors are responsible for assessing the 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 directors either intend to liquidate the company 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.

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

This report is made solely to the company's members, as a body, in accordance with Chapter 3 of Part 16 of the Companies Act 2006. Our audit work has been undertaken so that we might state to the company'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 company and the company's members as a body, for our audit work, for this report, or for the opinions we have formed.

Jenny Simpson (Senior Statutory Auditor)
for and on behalf of Wylie & Bisset LLP
29th August 2018

Chartered Accountants Statutory Auditor
168 Bath Street Glasgow, G2 4TP

Balance Sheet

Statement of total comprehensive income for the year ended 31 March 2018

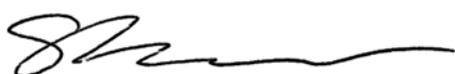
	Notes	2018 £	2017 £
Turnover	4	564,517	527,033
Administrative expenses		(1,112,047)	(916,912)
Other operating income		678,661	416,348
Operating profit	3	131,131	26,469
Interest receivable and similar income	5	191	1,978
Profit before taxation		131,322	28,447
Taxation	6	(13,651)	(396)
Profit/total comprehensive income for the year		117,671	28,051

The statement of total comprehensive income has been prepared on the basis that all operations are continuing operations.

Balance Sheet at 31 March 2018

	Notes	2018 £	2017 £
Fixed assets			
Tangible assets	7	104,647	89,310
Current assets			
Debtors	8	1,047,029	913,318
Cash at bank and in hand		1,067,844	1,388,971
		2,114,873	2,302,289
Creditors: amounts falling due within one year	9	(229,270)	(532,635)
Net current assets		1,885,603	1,769,654
Total assets less current liabilities		1,990,250	1,858,964
Provision for liabilities	11	(13,615)	
		1,976,635	1,858,964
Capital and reserves			
Profit and loss account		1,976,635	1,858,964

The financial statements have been prepared in accordance with the special provisions of Part 15 of the Companies Act 2006 relating to small companies. They were approved and authorised for issue by the Board of Directors on 29th August 2018 and were signed on its behalf by:



Steven Henderson
Director



Morag Johnstone
Director

Registered number SC309656

Company Information and Acknowledgements

Directors:	Steven Henderson - Chair Morag Johnston Eric Munro Hugh Kelly Jim Gray Kate Willis Robert Tamburrini Ann Marie Devlin Megan Peat	Auditors:	Wylie Bisset LLP, 168 Bath Street, Glasgow, G2 4TP
Secretary:	Burness Paul LLP	Bankers:	Royal Bank of Scotland plc, 10 Gordon Street, Glasgow, G1 3PL
Registered Office:	55 High Street, Glasgow, G1 1LX	Solicitors:	Burness Paul & Williamsons LLP, 120 Bothwell Street, Glasgow

The board, management and staff thanks the following people and organisations for their support and assistance over the past year.

ACCESS	Edinburgh City Council	Lloyds Banking Group
Affordable Lending Limited	Efniti	Michael Sheen
Bank of Scotland	GAIN	Money Advice Scotland
Barclays	Glasgow City Council	Money Advice Service
Big Lottery Fund Scotland	Glasgow Credit Union	Ng Homes
Burness Paull LLP	Glasgow Housing Association	One Parent Families Scotland
Call Credit	Glasgow Caledonian University	Pollok Credit Union
Carnegie Trust UK	Henderson Loggie	Responsible Finance
City Building	Home Energy Scotland	Royal Bank of Scotland
City Property	INCUTO	Screenmedia
City of Glasgow College	i.s.4	Scottish Government
Creanor Consultants	Improvement Service	Scotwest Credit Union
Department for Work and Pensions	Inverclyde Council	The Oak Foundation
DRS Graphics	John Galloway	The Spark
G-Heat	Jobs & Business Glasgow	Virgin Money
Glasgow Central CAB	JobCentre Plus	Virgin Money Foundation
DSL	Joseph Rowntree Foundation	Welcom Digital
End High Cost Credit Alliance	Lending Metrics	Wylie & Bisset



How to contact us:

Scotcash
55 High Street
GLASGOW
G1 1LX
Tel: 0141 276 0525

Visit: www.scotcash.net