

annual report and financial accounts

2011/12

ScotcashTM

approachable finance



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Report by Scotcash Chair Steve Inch



Welcome to the fifth Scotcash annual report. The past year has proved to be yet another very successful one for Scotcash as we have continued our year on year growth. We are still in a period clouded by economic uncertainty with many people facing insecurity of employment and continued pressure on disposable income from rising prices. We continue to see growing demand for our services with a 13% increase in the number of enquiries and loans approved over last year.

During 2011/12 we:

- Dealt with 3,508 enquiries
- Approved 1,467 loans totalling £807,192
- Opened 412 basic bank accounts for our customers
- Helped 47 of our customers open Credit Union savings accounts
- Provided money and debt advice to 1076 new clients, generating £1.1 million in financial gains.

We have also had a 65% increase in visits to our website and, with investment from The Big Lottery, are carrying out a feasibility study into how we can better meet customers' needs by providing more ways to access our services. This could include, for example, online applications and a telephone application service. The study is an exciting piece of work which will help Scotcash continue to provide a high quality service, shaped by its customers.

During 2011 Scotcash opened its first outreach in Springburn in partnership with North Glasgow Housing Association. Initially launched as a pilot, the service has been extended as a result of the significant demand for affordable credit from

North Glasgow residents. We are already seeing the impact of taking our services out into the communities who need them most and are able to reach more financially excluded and vulnerable people. We plan to develop this approach further in the coming year.

With the support of Glasgow City Council, we now have a dedicated Business Development Manager to help develop new services and identify new opportunities which will meet the growth ambitions of the Scotcash Board. Our business development plan for the period to 2017 is based on an annual growth rate of 20% in our loan book. To achieve this we intend to develop new partnerships with a range of organisations across the city to improve access to our services and raise awareness of the importance of transactional banking facilities, affordable credit and financial advice for those who are financially excluded.

We have undertaken an extensive programme of activity designed to raise awareness of our services with key stakeholders and are committed to establishing mutually beneficial partnerships which will ultimately contribute to the economic and social wellbeing of our citizens.

Thanks are due to the organisations who continue to support us. Our founding partners, Glasgow City Council, Glasgow Housing Association and RBS, have provided support over the year as have North Glasgow Housing Association, who has given us the opportunity to extend our services.

Our delivery partners, Glasgow Central Citizens Advice Bureau, Glasgow Credit Union and G-Heat should also be thanked for helping Scotcash deliver the comprehensive range of services our customers rely on.

And finally a special thanks to the team who deal on a day-to-day basis with our customers - the Scotcash staff. The Board recognises the growth in the business during 2011/12 has been due, in large part, to the hard work, dedication and loyalty of our Manager, our Loan Officers, Money Advisors and administration staff. Our very high customer satisfaction ratings demonstrate quite clearly that the quality of our services is valued and that, for many people, we really are making a difference.

The Scotcash Board



Steve Inch OBE
Scotcash Chair

Steve Inch retired from Glasgow City Council in 2010 where, as Executive Director for Development and Regeneration Services, he had responsibility for a range of functions, including City Planning and Building Control, Property Development and Management, Economic and Social Initiatives, Transport Policy, Housing Investment and Project Management.

Although he has retired from the Council he has not retired from the city. He has continued to take an interest in local regeneration issues, and remains actively involved in a number of projects.

He is currently an Adviser on “Infrastructure and Investment” to the Glasgow Economic Commission, and prepared the first drafts of the Glasgow City Vision to 2025 and beyond. He currently chairs Scotcash CIC and Developing Strathclyde Ltd, and is a Director of a number of organisations including the Royal Conservatoire Of Scotland, Glasgow Chamber Of Commerce, the EU Jessica Investment Board For Scotland, Glasgow Film Theatre, and the Glasgow Building Preservation Trust. He was formerly Chair of Strathclyde European Partnership, and a Director of the Wise Group, the Glasgow International Jazz Festival, and Clyde Gateway Developments.

In 2010 he was awarded the Lord Provost’s Gold Medal For Public Service, and the Glasgow Chamber of Commerce Award for Lifetime Achievement. In 2011 he was awarded the OBE for Services to Local Government. In 2012 he receive an Honorary Doctorate from Glasgow School Of Art in recognition of his contribution to the creative industries in Glasgow.



Robert Tamburrini
Chief Executive, North Glasgow Housing Association

Robert is Chief Executive of North Glasgow Housing Association. He attained Higher National Diploma in Business Studies in 1977 at Glasgow College of Technology and successfully completed a Post Graduate Diploma in Housing Studies at Glasgow University in 1985. He was subsequently elected as a Member of the Chartered Institute of Housing in 1986.

Prior to joining North Glasgow Housing Association in 1993, Robert was employed by Glasgow City Council between 1987 and 1993 as the Balgrayhill Area Renewal Project Coordinator and then as the Springburn District Development Manager. Robert was born in Springburn and retains a strong affinity with the area as well as Possilpark and the North Glasgow community as a whole.

Robert is a non-executive board member of Scotcash. He is also on the board of the Scottish Federation of Housing Associations.

Scotcash loans:

3083 new enquiries received

1467 loans given

42 weeks is the average term of the loan

£17.12 is the average weekly payment

£807,912 is the total value of all loans given

The average loan is £542

The Scotcash Board



Eric Munro

Director, RBS Community Banking

Eric joined the Royal Bank of Scotland in 1976 and during the ensuing 36 years he has enjoyed a very broad based career in a variety of roles.

His current role, as Director of Community Banking, is to support enterprises with a social purpose and help to promote sustainability in the communities in which the Bank operates, develop the social finance and investment marketplace by working with groups and organisations facing particular challenges in accessing finance and starting up and growing their businesses.

He is a director of a number of organisations promoting community based, community led solutions to encouraging enterprise and tackling poverty.

Eric is a Fellow of the Chartered Institute of Bankers in Scotland and a graduate of Common Purpose.

Reasons for loan:

43% for home decoration / improvement

22% for Christmas

14%
for holiday



Lynn Brown

Executive Director, Financial Services, Glasgow City Council

Lynn Brown is CIPFA qualified and is the Executive Director of Financial Services for Glasgow City Council which is the UK's second largest local authority.

Lynn left her native Belfast to attend Edinburgh University where she gained an MA Honours in History. She then trained with the Government Auditors, the National Audit Office and then moved to work in local government. She has responsibility for an annual revenue budget of £2.5bn and a capital budget of nearly £1 billion. Lynn has responsibility for the Strathclyde Pension Fund which has assets of over £11.4 billion, has 200,000 members and receives contributions from 200 employers.

Lynn was Chair of CIPFA in Scotland for 2004/05, was a member of the CIPFA Institute governing body in 2005/06, Chair of LASAAC (Local Authority (Scotland) Accounts Advisory Committee) in 2009 and is current Chair of CIPFA Directors of Finance Section in Scotland.

The Scotcash Board



Mark Logan

Executive Director of Finance & Business, GHA

Mark Logan, GHA's Depute Chief Executive, oversees a number of areas of GHA's business, including Finance, Internal Audit, Treasury, Business Performance, Quality Assurance and Governance. Mark is also the Company Secretary for GHA, YourPlace (GHA's factoring arm), Lowther Homes and GHA Enterprises.

In his time at GHA, Mark has been responsible for supporting the Second Stage Transfer programme through to its completion.

He works closely with GHA's key stakeholders and partners – building strong relationships with Glasgow City Council, the Scottish Government and other Registered Social Landlords – to ensure GHA can deliver better homes, better lives and a better Glasgow.

Mark, a Chartered Accountant and graduate of Strathclyde University, joined GHA in October 2009 from West of Scotland Housing Association where he was initially Director of Corporate Services and later Deputy Chief Executive. Prior to that, he was Assistant Director of Housing and Regeneration at Ernst & Young for six years where he provided support to clients, including large local authorities and housing organisations, across the UK.



Hugh Kelly

Independent Representative, Scotcash

During a 38-year career in local government (retired April 2007), Hugh undertook roles in Transport, Housing, Finance and latterly managed the Council's Urban Programme. Following reorganisation, Hugh was appointed as Principal Officer of a new Social Initiatives Section and responsible for the development and implementation of policies and strategies to target Social Exclusion across Glasgow.

One of the tasks undertaken by the Team was the development of a Financial Inclusion Strategy for Glasgow. As a part of this initiative, Hugh and a member of Financial Services were the Council's representatives on the Steering Group which resulted in the decision by the Council, Glasgow Housing Association and the Royal Bank of Scotland to launch Scotcash in January 2007. Hugh was invited onto the Board the following year.

Clients assisted to access financial services:

412

bank accounts opened

47

savings accounts opened

The Scotcash Board



David Fletcher

Assistant Director of Regeneration, GHA

David joined Glasgow Housing Association as Neighbourhood Renewal Manager in September 2003. David led GHA's approach to wider community regeneration and developed a comprehensive approach to deliver community benefits from GHA's Investment Programme.

David was appointed Assistant Director of Regeneration in December 2008. He now manages a team of 15 staff covering new build, demolition and community regeneration programmes. David also co-ordinates GHA's work with Glasgow City Council and the Scottish Government to take forward the Transformational Regeneration Area (TRA) programme in a number of neighbourhoods across the city.

Before joining GHA, David worked with the Glasgow Alliance for five years as Partnership Manager of the Greater Easterhouse Social Inclusion Partnership. His previous experience is in local government in a variety of regeneration posts.



John Grant

Tenant Board Member, GHA

John is a Tenant Board Member of the GHA Board, Chair of GHA's West Area Committee and is on the committee of Mossspark Local Housing Organisation (LHO). He has been actively involved in housing since 2005 when he joined the Dumbreck Tenants and Residents' Association. He became a GHA Board member in 2008.

John is a computer technician and enjoys repairing machines and building them from scratch. He is also a keen photographer.

Savings on interest:

Total customer savings on interest on like for like loan is £448,803

Average savings on interest on like for like loan is £311.77



Expanding our services – in partnership



Many tenants and residents in North Glasgow have benefited from affordable loans and access to financial advice thanks to the launch of a partnership with North Glasgow Housing Association.

Originally launched as a six-month pilot in October, the service has now been extended.

Emma Paterson from Scotcash is now a familiar face in the North Glasgow Housing Association office in Springburn and has seen 537 people since the start of the pilot.

Many clients seen at the new NGHA office are single parents dependent on benefits and may have previously had to rely on very expensive forms of credit, paying up to 272% APR or more. Scotcash has made over 100 loans worth almost £55,000. On a like for like loan with an expensive door step lender, this has meant a saving of £3,282 for tenants and residents. Many have also been able to get advice on debt and help with their finances as a result of the new service.

Emma is available at North Glasgow HA to see clients Monday – Friday 10am till 4pm.

“Many people think they have no option but to pay huge amounts of interest to borrow. We are hopefully beginning to raise awareness in North Glasgow that there is a choice and that the more affordable choice is Scotcash”

Emma Paterson
Scotcash

Helping improve services to our customers.

We are always looking for ways to make it easier for existing and future customers to get advice and access our services. That’s why we were delighted to be awarded £8,000 from the Big Lottery Fund to carry out a feasibility study into how best to improve our services. The funding will allow us to investigate how to complement our existing face-to-face service with online and telephone services.

Scotcash has appointed Blake Stevenson Consultants to undertake the study which will gather views from stakeholders, including customers, through focus groups.

“With many more people feeling the effects of the economic downturn and having no option but to turn to high cost credit, Scotcash remains an affordable alternative. It’s important we find innovative ways of dealing with the increase in demand for our services while providing a quality service”

Leah Cameron
General Manager of Scotcash

Customer demographic:

31% renting from GHA

41% renting from other RSL

72% renting from RSL in total

39% are lone parents with dependent children

32% are single person households

35% are aged between 35-49

70% are female

Helping people open bank accounts.

According to the latest Scottish Household Survey, 16% of people in Glasgow don't have a bank account – leaving them excluded from many everyday services.

Helping people open basic bank accounts is one of the services we provide. And thanks to a partnership with Glasgow City Council's section for clothing grants, we've been able to reach more than 15,000 people who qualify for free school meals and/or clothing grants.

The council provides clothing grants to people who qualify to help with the costs of buying school uniforms. The grant is paid directly into a bank account. But for those who don't have a bank account, there is no way of accessing the grant.

All existing clothing grant recipients received letters from the council in June with information on how to reclaim – and signposting them to Scotcash if they were experiencing difficulties in opening a bank account. This resulted in a significant increase in the number of enquiries we received not only for bank accounts but also for affordable credit.

We help people open a bank account through the Royal Bank of Scotland. At the same time we raise awareness of alternatives to expensive doorstep lending and provide energy and employment advice.

Scotcash has now helped open 1517 basic bank accounts since 2007 which represents an important step in the fight towards financial inclusion. However, more still needs to be done and it is only through successful partnerships such as the one with Glasgow City Council Grants Section, that we are able to achieve real results.

62%
of customers live on a low income

Taking our services into the classroom.

We also raised awareness of our services through developing links with schools and nurseries.

We provided presentations to over 200 nurseries, schools and early years' forums. We were delighted to be invited to take part in money awareness sessions - which involved parents - in some of the schools. The sessions are aimed at building early understanding among pupils of how to manage money. But as part of this, parents are invited into the school to see the work the children are doing. We were able to talk to a significant number of parents through these sessions and offer them access to our services.

“It's extremely important that we continue to support financial inclusion in the city and ensure that our vulnerable citizens are able to access affordable credit and a range of financial services aimed at helping them to participate in the financial mainstream”

Lynn Brown
Director of Finance at Glasgow City Council

Funding awarded to Scotcash to undertake research



LOTTERY FUNDED

Scotcash has been awarded £8,000 from the Big Lottery Fund to undertake a feasibility study looking at how to best improve its services to customers. The funding will allow Scotcash to investigate how to complement the existing face-to-face service with online and telephone services, making it easier for our customers to get advice. The study will explore the potential market for developing online and telephone services, both from our existing customers and our future customers.

Steve Inch, Chair of the Scotcash Board of Directors, said "We are delighted to have been successful in our funding bid and are grateful to the Big Lottery Fund for their support, particularly at a time when financial inclusion and affordable credit are more important than ever."

Scotcash has appointed independent consultants to undertake the study which will seek views from key stakeholders including Scotcash customers via a number of focus groups. The key questions which will be asked are:

- Would customers value different ways and methods of interacting with Scotcash?
- What are others in the marketplace doing and how can Scotcash match, if not improve, on this?
- What new approaches should be followed and what new services should be offered?

Leah Cameron, General Manager of Scotcash, said: "Our customers are the most important part of our service and we value any opportunity to engage with them to improve their experience of Scotcash. With many more people feeling the effects of the economic downturn and having no option but to turn to high cost credit, Scotcash remains an affordable alternative and it is important we find innovative ways of dealing with the increase in demand for our services whilst continuing to provide a quality service."

"I've got 3 kids, I'm on my own. Christmas, birthdays, two of mine have birthdays close together...if I call before Wednesday at 1pm they'll change my payment if I need them to, I've used that a few times"

"I know who I'm dealing with, I know what I'm getting, service, speed and the amount you're paying back isn't terrible"

"This is quite poverty stricken place, it's important to have something cheaper than those money lenders"

Helping Scotcash grow



As part of the support provided to Scotcash by Glasgow City Council, Sharon MacPherson was seconded to Scotcash in August 2011 to help support the company to grow.

In the new role of Business Development Manager, Sharon has helped raise awareness across Glasgow and Scotland of the valuable services provided by Scotcash. She has also identified funding opportunities and helped develop new partnerships.

According to the 2009/10 Scottish Household Survey, 56% of households in Glasgow have no savings and 64% don't have any home contents insurance. It's also estimated that 45,000 people in the city regularly access expensive forms of credit, paying up to 272% APR. At a time when prices are rising, it's more important than ever to raise awareness of alternative sources of credit among key stakeholders.

"If someone has no savings, no insurance and has no access to mainstream credit, and suffers a fire, flood or theft, very often they will need to borrow from expensive lenders to replace goods. I'm delighted to have been given the opportunity to promote such an important social enterprise"

Sharon MacPherson
Business Development Manager

Case Study:

David and Moira are existing customers, both registered as disabled. David has heart problems and Moira is an amputee so mobility is very restricted for both of them.

They have had a Motability car for some time which allowed Moira to get out and about a bit. However, about 6 months ago, she unfortunately had to have her second leg amputated and, given David's heart problems, he is unable to lift her in and out of her wheelchair into the car.

They were given the chance to get a new Motability car, specially adapted to allow the wheelchair to be pushed up a ramp into it, with Moira still in it. It is then secured in the back of the car allowing her much more freedom. They needed to pay a deposit of £995 for this new car and although had managed to save up £245 themselves, they had no way of saving the full amount in the timescale required. We granted the loan of £750 which allowed them to secure the car which will make both their lives so much easier.

Thanks

Reaching our customers through new partnerships.

We redoubled our efforts to reach more of our potential customers in the past year through developing new partnerships with more housing associations and other partners.

Our customer research shows that over 70% of our customers rent their homes from social landlords.

GHA hosted a Scotcash awareness session in its Academy last year for housing associations and other partners. As a result of that we were able to forge new partnerships with nearly 30 social landlords and other agencies.

Our new partners have supported Scotcash and helped us reach more people through their tenant conferences, by displaying leaflets in their reception areas and by carrying articles in tenant newsletters.

We estimate that as a result of this new engagement activity we have raised awareness to over 76,000 people in total.

Marketing:

Adverts were placed in the GCC Staff benefits booklet, GP Health Guide, South & East Glasgow News, Glaswegian and the Daily Record's Money Matters supplement

A small advert went out in an advice leaflet mailed alongside the council tax letters. 10,000 leaflets were sent out to all contacts including leisure centres, libraries and community centres

All potential customers that we could not see at Christmas due to being so busy were mailed and offered an appointment and a leaflet drop was included in the GHA Key magazine.

We would like to thank:

Glasgow Housing Association
North Glasgow Housing Association
Link Housing Association
Milnbank Housing Association
Blochairn Housing Association
Craigdale Housing Association
Glasgow West Housing Association
Drumchapel Housing Co-op
Ruchazie Housing Association
New Gorbals Housing Association
Southside Housing Association
Thenue Housing Association
West of Scotland Housing Association
Parkhead Housing Association
Easthall Park Housing Co-op
Wellhouse Housing Association
Spireview Housing Association
Copperworks Housing Association
Paisley South Housing Association
Govanhill Housing Association
Maryhill Regeneration Forum
Whiteinch and Scotstoun Housing Association
Wishaw and District Housing Association
Shettleston Housing Association
GCC Social Work Services
NHS Greater Glasgow and Clyde
Drumchapel Law and Money Advice
Glasgow Regeneration Agency
Glasgow and West of Scotland Housing Forum
NHS Greater Glasgow and Clyde Health Improvement Team
Illegal Money Lending Unit
Renfrewshire Council

Scotcash staff receive five-year service awards



Three members of staff were recognised for their hard work and dedication to Scotcash when they were presented with five-year service awards by Chair Steve Inch.

Susan McClelland, Linzi Wilson and Robert MacKay have been with the organisation since it began in January 2007 and continue to be an asset to Scotcash.

Susan is a Senior Loans Officer, Robert is a money advisor with Glasgow Central Citizens Advice Bureau who has provided valuable debt and money advice to Scotcash customers for the past five years and Linzi is the Scotcash senior administrator who ensures the office runs smoothly.

Scotcash staff proudly show their 5 years service awards.
Left to right: Linzi Wilson, Robert MacKay and Susan McClelland

Customer testimonials

“ I really just needed the money it was easier than I expected. I didn't think I had a hope in hell but they put me at my ease... I'd recommend them to anyone and I got my neighbour involved ”

“ I think it's a great idea. Being in Springburn means people will hear about it and start using it...I'd never heard of it, got a leaflet at the nursery, then my cousin she told me she'd used it. It sounded like a good deal ”

“ A friend of my daughter told me about it. I expected to be told I was too old, and I was a wee bit embarrassed at first but Emma is a genuine lassie. It's not like going to the dentist! ”

“ I heard through my friend. I'd been paying Provident too much money, then I joined Scotcash, brilliant. Without Scotcash I'd be struggling. They're really friendly and you feel like you can speak to someone. Emma's lovely, easy to talk to. It makes a big difference at Christmas. Everybody struggles at Christmas. I'm happy if my kids are happy. I don't stress at Christmas now. Before I had Scotcash I was leaving myself skint for food, I don't want to let my kids down, there's a lot of people in Springburn struggling ”

“ I was very wary at first, for years loans have been taboo. They (Scotcash) are homely, didn't make me feel like a beggar. You feel comfortable with them...it can only prosper in Springburn as word goes round ”

Independent auditor's report to the members of Scotcash CIC

We have audited the financial statements of Scotcash CIC for the year ended 31 March 2012 which comprise the profit and loss account, the balance sheet and the related notes. The financial reporting framework that has been applied in their preparation is applicable law and the Financial Reporting Standard for Smaller Entities (effective April 2008) (United Kingdom Generally Accepted Accounting Practice Applicable to Smaller Entities).

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.

Respective responsibilities of Directors and auditors

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. Our responsibility is to audit and express an opinion on the financial statements in accordance with applicable law and International Standards on Auditing (UK and Ireland). Those standards require us to comply with the Auditing Practices Board's Ethical Standards for auditors.

Scope of the audit

An audit involves obtaining evidence about the amounts and disclosures in the financial statements sufficient to give reasonable assurance that the financial statements are free from material misstatements, whether caused by fraud or error. This includes an assessment of: whether the accounting policies are appropriate to the company's circumstances and have been consistently applied and adequately disclosed; the reasonableness of significant accounting estimates made by the directors; and the overall presentation of the financial statements. In addition, we read all the financial and non-financial information in the directors' report to identify material inconsistencies with the audited financial statements. If we become aware of any apparent material inconsistencies we consider the implications for our report.

Independent auditor's report to the members of Scotcash CIC

Opinion on financial statements

In our opinion the financial statements:

- give a true and fair view of the state of the company's affairs as at 31 March 2012 and of its profit for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice applicable to Smaller Entities; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

Jenny Simpson (Senior Statutory Auditor)

For and on behalf of Wylie & Bisset LLP Statutory Auditors

168 Bath Street

Glasgow

G2 4TP

24th October 2012

Opinion on other matter prescribed by the Companies Act

In our opinion the information given in the directors' report for the financial year for which the financial statements are prepared is consistent with the financial statements.

Matters on which we are required to report by exception

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.
- the directors were not entitled to prepare the financial statements and the directors' report in accordance with the small companies regime and take advantage of the small companies' exemption in preparing the directors' report.

Profit and loss account

(for the year ended 31 March 2012)

	Notes	2012 £	2011 £
Turnover		156,746	131,787
Administrative expenses		(375,921)	(365,398)
Other operating income		170,848	207,379
		-----	-----
Operating loss	2	(48,327)	(26,232)
Other interest receivable and similar income	3	11,094	11,757
Capital funding grants received	8	154,063	568,860
		-----	-----
Profit on ordinary activities before taxation		116,830	554,385
Tax on profit on ordinary activities	4	-	19
		-----	-----
Profit for the year		116,830	554,404

Balance sheet

(at 31 March 2012)

	Notes	£	2012 £	£	2011 £
Fixed assets					
Tangible asset	5		6,059		12,408
Current assets					
Debtors	6	471,739		439,577	
Cash at bank and in hand		1,497,435		1,611,617	
			1,969,174	2,051,194	
Creditors: (amounts falling due within one year)	7	(109,171)		(156,906)	
Net current assets			1,860,003		1,894,288
Total assets less current liabilities			1,866,062		1,906,696
Accruals and deferred income	8		(581,089)		738,553
			1,284,973		1,168,143
Capital and reserves					
Profit and loss account	10		1,284,973		1,168,143

These financial statements have been prepared in accordance with the special provisions of Part 15 of the Companies Act 2006 relating to small companies and with the Financial Reporting Standard for Smaller Entities (effective April 2008).

Approved by the Board for issue on 24th October 2012

Lynn Brown
Director

Eric Munro
Director

Mark Logan
Director

Registered Number SC309656

Company information

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Contact Details:	Tel: 0141 276 0525 Fax: 0141 276 0522 Web: www.scotcash.net	Secretary	Burness LLP
Directors	Stephen Inch CHAIR Lynn Brown David Fletcher Morag Johnston Hugh Kelly Sharon MacPherson (to 26/10/2012) Eric Munro Andrew Robertson (to 24/10/2012) Ian Sillars Robert Tamburrini Mark Logan John Grant (from 25/01/2012)	Registered office	55 High Street Glasgow G1 1LX
Staff (Scotcash)	Leah Cameron Susan McClelland Will Laverty Linzi Wilson Emma Paterson Annetta King Sharon MacPherson Staci McLeod	Auditors	Wylie & Bisset LLP 168 Bath Street Glasgow G2 4TP
		Bankers	Royal Bank of Scotland plc 10 Gordon Street Glasgow G1 3PL
		Solicitors	Burness LLP 120 Bothwell Street Glasgow G2 7JL

Acknowledgements

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Glasgow City Council

DRS: Graphics
Financial Services

Royal Bank of Scotland

Corporate Banking

Glasgow Housing Association

Regeneration Team
Media and Communications

Burness LLP

Department of work and pensions

Lender Management Team

G-Heat

Glasgow Central Citizens Advice Bureau

Glasgow Credit Union

Henderson Loggie

Niall Alexander

North Glasgow Housing Association

Reproprint

Rent Deposit Scheme

Barclays

Claire Clifford

Wylie & Bisset

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