



**Smile Scotland SCIO**

**Scottish Charity No – SC044981**

**Annual Report and Financial Statements**

**For the year ended 31 March 2021**

## **Trustees' Annual Report For the year ended 31 March 2021**

The trustees have pleasure in presenting their report together with the financial statements for the year ended 31 March 2021.

### **Reference and Administrative Information**

#### **Charity name**

Smile Scotland (SCIO)

#### **Charity no**

SC044981

#### **Address**

Ryehill, Oyne, Aberdeenshire. AB52 6QS

#### **Current Trustees**

Angela Allan	Chair
Heather Smith	Secretary
Clive Hampshire	Treasurer
Fiona Willis	
Craig Pithie	

### **Structure, Governance and Management**

#### **Constitution**

Smile Scotland began in earnest in July 2014 with OSCR granting us charitable status. The Charity is a Scottish Charitable Incorporated Organisation (a SCIO).

The charity has a single tier structure and as such the trustees are the members of the charity.

The board, which continues to meet as and when required, are the charity's trustees. Trustees are elected at the annual general meeting which will be held in December this year.

There must be a minimum of three and a maximum of eight trustees.

### **Objectives and Activities**

#### **Charitable purposes**

We will empower people in Scotland with the skills, knowledge, confidence and experience to overcome the barriers that they face when getting into, or sustaining employment. We are doing this in order that they can avoid living in poverty and can sustain positive mental and physical health and well-being. Through education and training, discriminating factors such as mental ill-health; physical ill-health and disability; additional learning and support needs; criminal backgrounds; and homelessness will be overcome.

#### **Activities**

Education

Understanding all aspects of the workplace, including Health & Safety.

Understanding the needs and expectations of employers, colleagues, customers and self.

Recognising barriers to employment and how to overcome them in order to sustain employment.

Making use of positive, solution-focussed approaches with short, medium and long term goal setting and achieving.  
Writing CV's and application forms.  
Preparing and practicing for interviews.

#### Training

Customer Services – appearance, manner and implementation of our values in all areas of work experience.

Building on-the-job knowledge, skills, experience and confidence in one or more areas of interest:

Procurement – Buying on-line, at auction, and face to face at various venues.

Deliveries – van driving, collection and delivery of goods, manual handling.

Furniture restoration – clean, restore and polish household goods, glassware, furniture and antiques.

Retail – pricing, merchandising, customer care and awareness, sales and end of day reconciliation, and delivery arrangement.

#### Support

Advice and guidance, and empathy from a member of staff at all times when in Education, Training and employment.

Follow up assistance once in employment to ensure sustainability, for as long as is required.

### **Achievements and Performance**

#### Clients

Since our last report we have directly supported 7 adults within our charity. The COVID-19 lockdown has had a massive impact on how we operate and the number of people we have been able to support. We made the decision to stop almost all Unpaid Work Team placements to focus on our clients with mental health issues. We continued with socially distanced, limited activities for 3 of our clients. 1 other client very quickly moved away to stay with family during the lockdown. 2 other clients were supported to shield long term by the Mental Health team. We called or made socially distanced visits to keep contact and ensure their wellbeing.

We were unable to take on any new referrals within this reporting period.

#### New Volunteers

Due to COVID-19 we have been unable to sustain all but 4 volunteers this year. However, we have been delighted to welcome a new Trustee to the Board. They have been invaluable with their 1:1 support with our clients.

#### Premises

At the auction house in Oyne, Aberdeenshire, we were able to reopen with social distancing restrictions in place in June 2020. This provided a monthly focal point for our clients, and allowed for a small number of customers to attend for viewing and sales.

We have now taken on the small shop that is part of the site, and during lockdown we used our time to renovate and decorate and get it ready for opening. Due to a

lack of volunteers the shop is only open by appointment, but we hope to develop this further over the next year. We are indebted to our landlord who was a great support to us during this time.

We continued to use Broomhill Road as a base for a small number of clients, despite being closed to customers. Our staff were furloughed for the whole year. We continued to ensure our window displays were appealing, and used Facebook to promote a small number of sales, offering safe (COVID-19 compliant) delivery. Our landlords did not support us with any rent reduction during this time, which proved very challenging.

At the end of March 2021 we came to the 5 year break in our lease at Broomhill Road, and took this opportunity to leave the premises due to them not being kept wind and watertight by our landlords. They still have outstanding invoices to pay us from the damage caused. We took on a short lease of very small premises for 6 months on George Street, Aberdeen in order for us to identify new premises and keep a visible presence in Aberdeen. The small off-shore container, and the garage have been given up, as has the Rag Bag container for recycling clothes, shoes and bags.

During lockdown we gave up our small sales area in Abernyte, the Scottish Antiques Centre, once the reduced rent period was over as it was no longer profitable and did not enhance the advertising or work experience for our clients. However, we did secure a small sales area in the Cullen Antiques Centre, in Moray, which has proved helpful so far.

We continue to make use of Ebay for unusual items that have an international appeal and turned to this and our Facebook for sales during the COVID-19 lockdown. We are continuing to offer a delivery service as one way to engage our clients in a practical activity and familiar routine.

#### Publicity

Facebook continues to be of great benefit to us with over 5,300 follower and likes, with Instagram now building up over 500 followers, and Twitter being peripheral to this. Our websites have been of benefit to partner agencies to find out more about us before referring clients, and have been updated, one for the Auction house and the other for the Aberdeen shop. There have been no opportunities for talks to groups or organisations this year.

#### Financial review

Our main source of funding is through shop and auction house sales, with a small amount being raised in donations.

One successful funding applications had been made, to support us through this year. We have continued to lease a large van and are still leasing a crew cabin small van, and are soon to complete the purchase of a second, larger van.

#### Plans for future period

Given the amount of uncertainty that the pandemic has created we aim to consolidate ourselves in the Auction House, with plans to move to online auctions soon. Finalising and developing new premises in Aberdeen over the next 5 years is

underway, although this will be quite a different setting from Broomhill Road. We will continue to review the requirement to employ additional members of staff, and aim to recruit additional volunteers and Trustees to support what we are doing now.

**Acknowledgements**

Sincere thanks to all of our volunteers, trustees and staff, for their continued hard work, effort and empathy as they work with the clients and each other in what we all call the Smile Family.

A handwritten signature in blue ink that reads "Allan". The signature is written in a cursive style and is contained within a light grey rectangular box.

Angela Allan  
Chair of the Board of Trustees

## Statement of Receipts and Payments for the year ended 31 March 2021

	Year Ended 31/03/2021 (£)	Year ended 31/03/2020 (£)
<b>Receipts</b>		
Receipts from charitable Activities:		
- Shop sales (excl. Partner Income)	161126	214968
- Partner Rent Income	2725	9710
- Partner Commission Income	1580	2613
Auction Receipts*	38276	37457
Donations	4894	4399
Gift Aid reclaimed from HMRC	9690	9132
Rag Bag	249	566
Vat reclaimed from HMRC	4280	5630
Services Provided	9424	1205
Covid Grants	63068	0
Stall Rental at fairs	1140	
Total receipts	<b>296452</b>	<b>285680</b>
<b>Payments</b>		
Cost of charitable activities	262539	299099
Purchase of equipment	0	0
Total payments	<b>262539</b>	<b>299099</b>
Surplus/ <b>Deficit</b> for the year	<b>33913</b>	<b>13419</b>

\*Auction Receipts

Total Auction Takings 76976

Less Paid to Sellers **38700**

Action Receipts 38276

## Statement of Balances - As at 31 March 2021

	Year Ended 31/03/2021 (£)	Year Ended 31/03/2020 (£)
Opening cash at bank and in hand	14618	30255
Adjustment for previous year	186	75
Surplus/Deficit for the year	33913	13419
Closing cash at bank and in hand	<u>48344</u>	<u>16911</u>
<b>Represented by:</b>		
Bank statement at 31.03.21	45244	14535
March card sales to be credited	310	0
2019/20 Adjustments (*1)	1478	3417
2020/21 Adjustments (*2)	1011	1484
	16468	24662
Till float	300	360
Cash in hand	0	83
	<u>48344</u>	<u>16911</u>
<b>Other assets</b>		
Shop stock	<u>25525</u>	<u>19688</u>
<b>Liabilities</b>		
Directors Loan	0	0
Partners Account	0	0
	<u>0</u>	<u>0</u>

### NOTES

#### (\*2) 2020/21 Adjustments for Mar 21 paid in Apr 21

Card Processing	121	
Credit Card Payments	0	
HMRC	100	
Other expenses	1510	
Cheques not yet presented	227	
		<u>1959</u>
Less invoice V103	2000	
Less JRS Grant	910	
Less Credit card annual fee	60	
		<u>2970</u>
		<u>1011</u>

#### (\*1) 2019/20 Adjustments for Mar 20 paid in Apr 20

Card Processing charges	172
Credit Card Payments	637
HMRC	75
Cheques not presented	206
Other expenses	388

**Total 2019/20 Adjustments** 1478

## Cost of Charitable Activities year ended 31 March 2021

	Total 2020/21 (£)	Total 2019/20 (£)
Staff Costs	16510	10441
Consultancy Fees	48000	46000
Rent, Electricity	19266	33533
Premises / Content Insurance	1533	2333
Telephone & Internet	1726	1258
Travel / Transport / Parking	7	101
Card Processing Charges	2178	2582
General shop stock	129129	143279
Advertising / Publicity	1236	4727
Subscriptions	0	0
Shop Costs	3119	4318
Office Equipment / Stationery / Postage	859	799
Accountancy Costs	0	0
Stock delivery / Collection Costs	432	374
Vehicle Costs	15004	19145
Donations	300	301
Meal on Duty for Trustees / Volunteers	1077	924
Trustee Meeting Costs	0	0
Meals for Placements / Clients	0	0
Credit Card Charges	61	64
Other Miscellaneous Costs	500	531
Partner Reimbursements	9446	14356
Abernyte Rental Costs	411	3953
Contractor Services	2296	1422
Coffee Shop	0	14
Cullen Rent	450	-
Oyne Rent	9000	8646
	<b><u>262539</u></b>	<b><u>299099</u></b>
Excluded as netted off Auction takings Auction Seller payments	38700	
Expenditure Total	<b><u>301238</u></b>	