MORAY CITIZENS' ADVICE BUREAU
DIRECTORS' REPORT AND FINANCIAL STATEMENTS

YEAR ENDED 31 MARCH 2026

Charity Registration Number SC018026
Company Registration Number SC119038

Moray Citizens Advice Bureau
Year ended 31 March 2026

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Moray Citizens Advice Bureau
Year ended 31 March 2026

KEY INFORMATION

Charity Registration Number SC018026
Company Registration Number SC119038

Registered Office and Principal Address

6 Moss Street
Elgin
IV30 1LU

Trustees during the year to 31 March 2026 and to the date of signing of the accounts

AE Coutts	chair
L Crombie	
I Disotto	
M Grant	
AS Jebb	
BR Johnston	deputy chair
M Niemiec	
D Macdonald	(resigned 16 April, 2026)
D Ralph	treasurer
EA Symon	(appointed 29 January, 2026, resigned 6 June, 2026)
EP Wallace	
J Workman	(appointed 29 January, 2026)

Moray Council representatives and advisors to the board

Councillor J Divers
Councillor J Fernandez

Key management personnel

K Donnachie	bureau manager and company secretary (appointed 31 October, 2025)
M Myhajlenko-Riley	bureau manager and company secretary (resigned 30 October, 2025)
R Morrison	deputy bureau manager

Independent examiner

RJ Laing (Partner)
Anne A Laing, Chartered Accountants
'Lavona'
Calcots
Elgin
IV30 8NB

TRUSTEES' REPORT

Chair's report

The report sets out to reflect and encapsulate the activity of the organisation over the past twelve months and our continued reliance on third parties and volunteers to achieve our objectives of serving the community of Moray.

The number of members of the Moray community using our service continues to increase largely due to the continuing pressures with the cost of living, largely down to the persistent high prices for food, fuel and electricity. Without the support of the Bureau many of our clients would be unable to access the support and advice they need.

To maintain this level of support we have continued to develop and enhance our advice service through funding made available by the UK Government, the Scottish Government, MacMillan, The National Lottery, Scottish Legal Aid Board, The Robertson Trust and the Sandra Dow Legacy. These projects are managed and administered by our skilled and dedicated staff.

We are again indebted to The Moray Council who, by way of an annual grant, and despite the significant financial constraints being imposed on local authorities, continue to support our core funding.

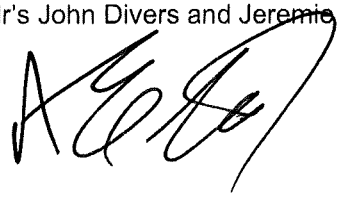
There is always a need to seek and train new volunteer advisors. In this we have been successful in retaining a core of experienced and devoted advisors and I thank everyone involved in training for their continued support. The success of the citizens advice service is very much dependent upon these volunteer advisors and receptionists, and as always, I thank them for their loyalty, dedication and hard work over the past year.

During the financial year the Bureau manager, Mary Myhajlenko-Riley, retired and was replaced by Kelly Donnachie. Thanks to both we have had a smooth transition in the role and compliment Kelly with the ease in which she has taken over this demanding role.

For the past 11 years the Bureau has operated from offices on Moss Street which are owned by The Moray Council. We are currently in negotiation with the Council to purchase the building. The purchase of the offices is an opportunity to secure the long-term future of the Bureau at a central location in Elgin, which is easily accessible for all our clients.

The often-unseen aspect of the Bureau is the Management Board who oversee the governance of the organisation. I take this opportunity to offer my grateful thanks to my fellow Directors and the advisors to the Board, Cllr's John Divers and Jeremie Fernandes, for their support and guidance.

Eddie Coutts
Chair



Our structure

The Moray Citizens advice Bureau (the Bureau) is a Scottish registered charity (SC018026) and company limited by guarantee (SC119038 incorporated on 14 July 1979), governed by its Memorandum and Articles of association which set out its objectives and powers. The charity is a company limited by guarantee and has no share capital. The liability of each member in the event of a winding up is limited to £1. The Bureau's Trustees are also directors (referred to as Trustees in these Financial Statements) of the Moray Citizens' Advice Bureau for the purposes of Company law.

Our purpose and activities

The Bureau is part of Scotland's Citizens Advice network serving the Moray community through face to face, phone, video meetings or outreach in Buckie, Forres, Keith, Dufftown and Tomintoul. We aim to offer a free, confidential and impartial service that empowers and supports members of the Moray community, delivered by employed staff and volunteers.

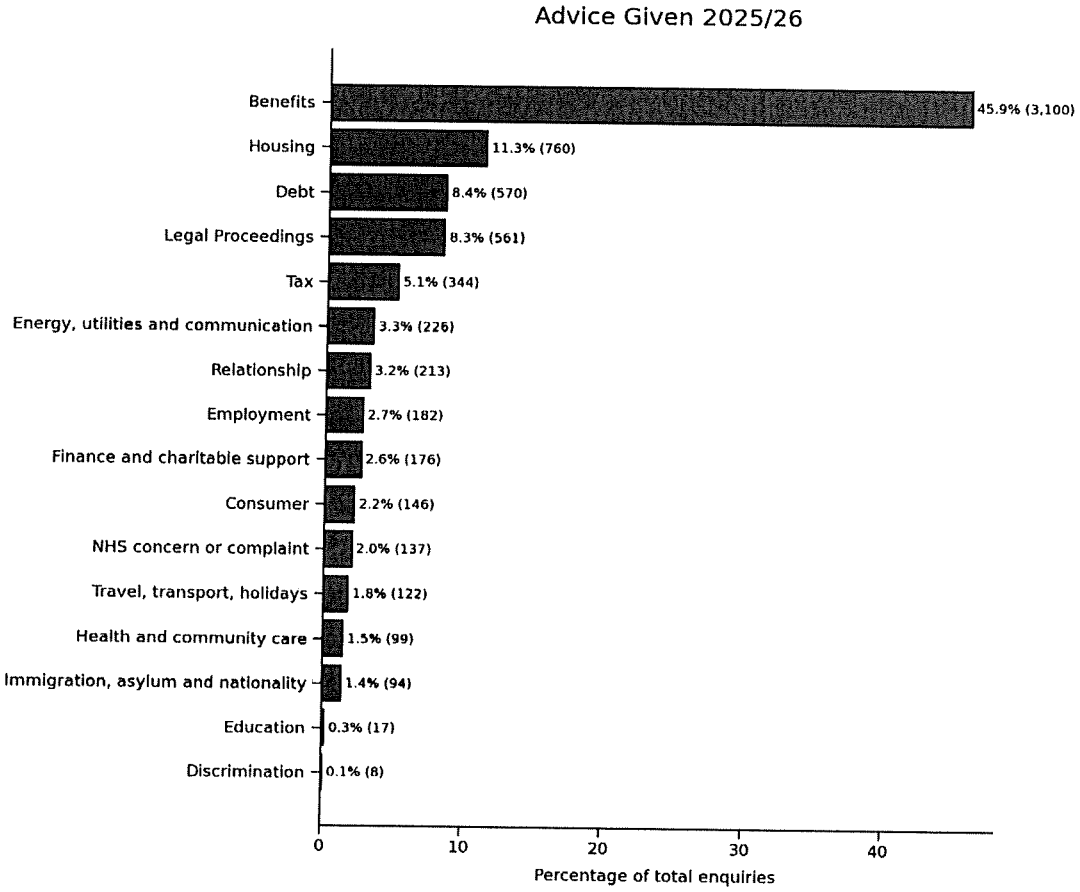
Moray Citizens Advice Bureau
Year ended 31 March 2026

Our achievements and performance during the year

The past year marked significant change for Moray CAB with a new manager, Kelly Donnachie, following the retirement of Mary Myhajklenko-Riley. Whilst this was a significant change, the focus has remained on stability for the bureau and everyone connected with it, including partners, funders and the community. Continuing service delivery and making sure that our doors remain open for the people who rely on our advice and support has been at the forefront.

In 2025/26, we had a total of 4,996 contacts with clients across Moray. This can be split between 1,689 new clients and ongoing contact with 1,062 clients, meaning we helped 2,751 individuals in the year.

Below you will see the areas of advice from our most frequent to those we see less often:



We continue to advise people seeking advice and support in many areas, but by far, most seek help on entitlement to benefits. This highlights the continued cost of living pressures, lack of entitlement knowledge and how to maximise income as well as the challenges facing the Moray community in these difficult times.

We continue to deliver a high-quality service to our clients and have rigorous internal processes for monitoring and reviewing the advice, including a quarterly 'Quality of Advice' review via Citizens Advice Scotland (CAS). In November 2025, we received certification from CAS from our 3 yearly operational audit, confirming that we are meeting all required areas of our practise to maintain our membership. In addition, we began the process of applying for Scottish National Standard accreditation in areas of Type II/III Welfare Benefits and Housing and continue this into 2026/27.

Throughout the past year, we have worked hard to continue making our mark and supporting the local community. As a charity delivering free and impartial advice comes the added challenges around funding and continuing to ensure that we retain skilled and knowledgeable staff, recruiting and retaining volunteers who continue to provide our services. We have focussed on keeping as many specialist advisors as possible, whilst keeping the door of our drop-in sessions open each weekday. Additionally, we continued to deliver outreach support across 5 locations in Moray.

Maintaining our funding, as ever, presents an ongoing predicament as budgets get tighter and grant funding is increasingly competitive. In the year we received grant funding from The Robertson Trust, Scottish Government, Scottish Legal Aid Board, Macmillan and NHS – some of these via our umbrella body Citizens Advice Scotland. We continue to receive grant funding from Moray Council for core funding of the CAB. Increasingly we are having to use internal resources to fund some of our activities. Funding remains critical to continuing our operations and securing our future service delivery. The funding landscape continues to challenge us, as we face increased competition from other charitable organisations looking to access the limited pool funding available.

The future of the CAB is likely to focus more on partnership working, collaboration and working alongside others who have the same aims and intended outcomes as us. Being creative, dynamic and able to flexibly support people, whilst adhering to our core values and principles, will be important in coming years. It is vital that we work toward multi-year funding agreements that will enable security of service, stability for staff and volunteers, and of course the Moray community having continued choice in their access to free impartial advice and support.

In the future, we will focus on growing our profile locally, exploring new outreach locations, increasing our volunteering opportunities, developing our online presence, and enhancing what we can offer the people of Moray whilst staying relevant and mindful of the existing and coming challenges. Whilst improving our partnership working, creating joint new ventures and seeking feedback, we aim to build upon our successes and offer advice in areas of need identified by the people we support whilst reaching as many vulnerable people in our community as we can.

The Moray Bureau remains committed to delivering our high-quality services into the future and adapting to an everchanging landscape. We intend to remain impactful and contribute toward the increased wellbeing of the Moray community.

Funding and financial objectives

Moray Council is the principal source of our core funding, and the agreement is renewed on annual basis though we would prefer a multi-year funding arrangement to provide stability and forward planning of our activities.

Attracting additional funding to allow the Bureau to continue to sustain and expand its current level remains a priority as priority, especially for core activities.

Under the Memorandum and Articles of Association, the charity has power to make any investment which the Trustees see fit. It is the charity's practice to maintain a low-risk investment policy.

Additionally, no portion, directly or indirectly, of income or property may be paid or transferred by way of dividend, bonus or otherwise by way of profit to the members, Trustees or any other officer of the charity. On dissolution of the Bureau any surplus property will be given, or transferred, to another community body or charity with the approved by 75% of the members.

Reserves policy and going concern

The policy of the Trustees is to maintain sufficient working capital to enable the charity to carry out its activities effectively within the financial year, and to ensure prompt payment for goods and services received. Additionally, in a time of economic uncertainty, the policy extends to having sufficient resources to fund the rundown of the charity to ensure that for as long as is possible the Moray community benefits from the Bureaus' services and that the staff are treated fairly and given any assistance required.

The designated (restricted), general and project specific (restricted) reserves on 31 March 2026 are listed in the notes to these accounts. The charity categorises its reserves as designated, project specific and general. Designated funds are those financed internally by the charity from accumulated surpluses, or specific legacies and are considered restricted until either the funds are fully utilised or the Board agree to their reallocation. Project specific reserves are restricted and are available only to cover project costs. The General Reserve is unrestricted and accounts for core activities, including

management of the charity and projects for which management charges and overheads are recovered.

The accounts are prepared on the going concern basis with the Trustees ensuring that there are sufficient funds, and funding, to allow the charity to continue for at least a year following the date of signing of the annual accounts.

Trustees' responsibilities in relation to the financial statements

The Trustees are responsible for preparing an annual report and financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

Company law requires the 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 of the incoming income and outgoing expenditure.

In preparing the financial statements, the Trustees are required to:

- select suitable methods and accounting policies and then apply them consistently
- observe the methods and principles of the Charities SORP
- make judgements and estimates that are reasonable and prudent
- state whether applicable UK accounting standards have been followed, subject to any material departures disclosed and explained in the financial statements
- 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 proper accounting records that disclose with reasonable accuracy at any time the financial position of the charity and to 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 taking reasonable steps to the prevention and detection of fraud and other irregularities.

The Trustees are responsible for the maintenance and integrity of the corporate and financial information included on the Bureau's website.

Recruitment and appointment of directors

As set out in the Articles of Association, the Trustees, who may delegate powers to separate committees made up of Trustees and members, run the charity. There are four classes of Trustees, consisting of a maximum of:

- 5 local resident Trustees
- 5 local group Trustees
- 2 volunteer Trustees
- 2 co-opted Trustees

Elected Trustees must be nominated an AGM by at least 2 members. One third of the Trustees are required to retire at an AGM, i.e., those with the longest continuous service. Retiring Trustees are eligible for re-election.

Volunteer Trustees are drawn from the volunteers who work within the Bureau. They are not entitled to participate or vote on any resolution or any matter related to the terms and conditions of the paid staff or volunteers and cannot be an office bearer.

Co-opted Trustees may be appointed, or removed, by the Trustees at any time to ensure there is a spread of skills and experience within the Board. Co-opted Trustees retire at the AGM following their reappointment unless reappointed by the Trustees.

Trustees' induction and training

Induction and training of Trustees is carried out by Citizens Advice Scotland. The training includes the legal obligations under charity and company law, the Scottish Charity Regulator's guidance on Trustees duties as well as the contents of the Memorandum and Articles of Association. Trustees are encouraged to undertake appropriate external training designed to help them undertake their role.

Organisation

The Trustees meet bi-monthly and are responsible for the strategic direction and policy of the Bureau.

Day-to-day responsibility for the delivery of the services offered by the Bureau rests with the Bureau manager. This responsibility includes the supervision of staff and volunteers, identifying future funding partner, and for ensuring training needs are met for both staff and the Trustees.

Risk management

The Trustees have examined major strategic, business and operational risks that the charitable company faces and confirms that systems have been established to produce regular reports to ensure appropriate steps can be taken to lessen risk.

The Trustees have identified that the principal risk to which the charitable company is exposed is the uncertainty regarding future funding. There are also other ongoing risks associated with recruitment, training and retention of enough volunteers to enable the provision of a full range of services.

The Trustees have a risk management strategy that comprises:

- the periodic review of the principal risks and uncertainties facing the charity
- the establishment of policies, systems, and procedures to mitigate identified risks identified in the annual review, and
- implementation of procedures to minimize or manage any potential impact on the charity should the risks crystalise.

This work has identified that financial well-being is the major finance risk for the charity. The management of this risk involves regular review of available funds to ensure that creditors are paid when they fall due and active dialogue with key partners to ensure that sufficient working capital both during the financial year and to ensure that the charity has sufficient funds to continue to serve the community of Moray for at least 6 months post any material reduction in core funding.

Related parties and co-operation with other organisations

None of the Trustees receive remuneration or other benefit from the work for the charity. All citizens' advice bureaux in Scotland are members of Citizens Advice Scotland. This is an umbrella organization providing training, advice and information technology support in return for an annual subscription. In addition, the charitable company must meet the required level of membership standard.

The majority of the core funding is provided by The Moray Council, which in turn nominates two councillors to the Board who have no voting rights but can advise and give opinion on any matters that affect the Council.

Moray Citizens Advice Bureau
Year ended 31 March 2026

Statement as to disclosure to our independent examiner

In so far as the Trustees are aware at the time of approving the Trustees' annual report:

• there was no relevant information, being information needed by the independent examiner in connection with preparing his report, of which the independent examiner is unaware, and
• the Trustees, having made enquiries of fellow Trustees that they ought to have individually taken, have each taken steps that he/she is obliged to take as Trustee to make themselves aware of any relevant audit information and to establish that the independent examiner is aware of that information

By order of the Board of Trustees
4 November, 2026

Eddie Coutts 

INDEPENDENT EXAMINER'S REPORT TO THE DIRECTORS AND MEMBERS OF THE MORAY CITIZENS ADVICE BUREAU

I report on the accounts of the charitable company for the year ended 31 March 2026 set out on pages 11 to 18.

RESPECTIVE RESPONSIBILITIES OF DIRECTORS AND INDEPENDENT EXAMINER

The charitable company's directors are responsible for the preparation of the accounts in accordance with the terms of the Charities and Directors (Scotland) Act 2005, and the Charities Accounts (Scotland) Regulations 2006 (as amended). The charitable company's directors consider that the audit requirements of Regulation 10 (1)(a) to (c) of the Accounts Regulations do not apply. It is my responsibility to examine the accounts as required under section 44(1)(c) of the Act and to state whether particular matters have come to my attention.

Basis of independent examiners statement

My examination is carried out in accordance with Regulation 11 of the Charities Accounts (Scotland) Regulations 2006. An examination includes a review of the accounting records kept by the charitable company and a comparison of the accounts presented in those records. It also includes consideration of any unusual items of disclosure in the accounts, and seeking explanations from the directors concerning such matters. The procedures undertaken do not provide all the evidence that would be required in an audit, and consequently I do not express an audit opinion on the view given by the accounts.

Independent Examiner's statement

In the course of my examination, no matter has come to my attention:
(1) which gives me reasonable cause to believe that in any material respect the requirements;

- to keep accounting records in accordance with Section 44(1)(a) of the 2005 Act and Regulation 4 of the 2006 Accounts Regulations, and
- to prepare accounts which accord with the accounting records and comply with Regulation 8 of the 2006 Accounts Regulations have not been met, or

(2) to which, in my opinion, attention should be drawn in order to enable a proper understanding of the accounts to be reached.



R J Laing
Partner
Anne A Laing, Chartered Accountants
Lavona
Calcots
Elgin
IV30 8NB

4 November, 2026

Moray Citizens Advice Bureau
Year ended 31 March 2026

STATEMENT OF FINANCIAL ACTIVITIES

	notes	General Funds £	Designated Funds £	Restricted Funds £	Total funds 2026 £	Total funds 2025 £
Income from:						
Charitable activities	2	169,656	-	254 932	**424,588**	393,437
Investment income	3	1,158	-	-	**1,158**	1,658
Donations and legacies	4	330	50,000	-	**50,330**	630
Total incoming resources		171,144	50,000	254,932	**476,076**	395,725
Total outgoing resources on:						
Charitable activities	5	180,984	30,658	252,098	**463,740**	416,477
Net (outgoing) / incoming resources		(9,840)	19,342	2,834	**12,336**	(20,752)
Transfers between funds		8,927	(28,927)	20,000	**-**	-
Result for year		(913)	(9,585)	22,834	**12,336**	(20,752)
Total funds brought forward		84,547	232,822	71,444	**388,813**	409,565
Total funds carried forward		83,634	223,237	94,278	**401,149**	388,813

The notes on pages 13 to 18 form part of these financial statements.

STATEMENT OF FINANCIAL POSITION

	notes	2026 £	2025 £
FIXED ASSETS			
Tangible assets	10	**5,169**	2,409
CURRENT ASSETS			
Debtors	11	**23,503**	1,809
Cash & cash equivalents	12	**395,335**	394,044
		418,838	395,853
CREDITORS: amounts falling due within one year	13	**22,858**	9,449
NET CURRENT ASSETS		**395,980**	386,404
TOTAL ASSETS LESS CURRENT LIABILITIES		**401,149**	388,813
FUNDS			
Restricted Funds	14	**94,278**	71,444
Unrestricted Designated Fund	15	**223,237**	232,822
Unrestricted General Fund	15	**83,634**	84,547
TOTAL FUNDS		**401,149**	388,813

The directors are satisfied that the charitable company is entitled to exemption from the provisions of the Companies Act 2006 (the Act) relating to the audit of the financial statements for the year by virtue of section 477, and that no member or members have requested an audit pursuant to section 476 of the Act.

The directors acknowledge their responsibilities for:

(i) ensuring that the charitable company keeps adequate accounting records which comply with section 386 of the Act, and

(ii) preparing financial statements which give a true and fair view of the state of affairs of the charitable company as at the end of the financial year and of its profit or loss for the financial year in accordance with the requirements of section 393, and which otherwise comply with the requirements of the Act relating to financial statements, so far as applicable to the charitable company.

These financial statements have been prepared in accordance with the special provisions for small companies under Part 15 of the Companies Act 2006 and with the provisions applicable to the small companies' regime.

These financial statements were approved by the directors on 4 November, 2026



Danie Ralph
Treasurer

NOTES TO THE FINANCIAL STATEMENTS

1 ACCOUNTING POLICIES

1.01 Basis of accounting

The financial statements have been prepared under the historical cost convention and in accordance with the Financial Reporting for Smaller Entities (effective January 2015) and the requirements of the Statement of Recommended Practice: Accounting and Reporting for Charities (revised 2005).

The charitable company has availed itself of Section 398 of the Companies Act 2006, as permitted in paragraph 4(1) of Schedule 1 of SI 2008, No.409 and adapted the Companies Act formats to reflect the special nature of its activities.

The financial statements comply with the Charities and Trustee Investment (Scotland) Act 2005, the Charities Accounts (Scotland) Regulations 2006 (as amended), the Companies Act 2006, the Memorandum and Articles of Association, the Accounting and Reporting by Charities: 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).

1.02 Fund accounting

Funds held by the charitable company are held as:

Unrestricted general funds: where resources can be used in accordance with the charitable objects at the discretion of the Trustees.

Restricted funds: where resources can only be used for restricted purposes allowed by the charitable objectives, where restrictions are specified by a donor, or where resources are raised from third parties for specific purposes.

Designated funds: where resources are set aside by the Trustees out of unrestricted general funds for specific purposes or projects.

1.03 Incoming resources

All incoming resources are stated in the financial statements at their gross value.

Voluntary income: income received by way of grant or donations are included when receivable. Where entitlement is not conditional on the delivery of a specific performance by the charitable company the income is only recognised when the entitlement to the grant becomes unconditional.

Activities for generating funds: income from any sale of goods and services is included in the year in which it is receivable.

Gifts in kind: gifts in kind and donated services and facilities are included when receivable.

Legacies: any legacy is recognised when the charity becomes entitled to the funds, and the legacy is applied in accordance with the wishes of the estate of the donor.

Grants for capital expenditure: grants receivable are recognised in the statement of financial activities then received.

Investment income: interest receivable is included when receivable.

1.04 Outgoing resources

Expenditure is accounted for on an accruals basis, inclusive of irrecoverable VAT. Liabilities are recognised when the charitable company has a legal or constructive obligation to incur and outflow or resources.

Charitable expenditure: are those costs incurred by the charitable company in the delivery of its activities and services. It includes both costs that can be allocated directly to those activities and costs of a necessarily indirect nature to support delivery.

Governance expenditure: are those costs associated with meeting the constitutional and statutory requirements of the charitable company and include the fees of the independent examiner and all strategic management costs.

1.05 Tangible fixed assets

Individual tangible fixed assets costing more than £500 or more are capitalised at cost, including irrecoverable VAT.

1.06 Depreciation

Depreciation is provided either on a straight line or reducing balance basis, at rates calculated to write off the cost of the asset less any residual value, over the estimated useful life, as follows:

Plant and equipment: 33% straight line (3 years) or 25% reducing balance
Fixtures and fittings: 15% reducing balance

1.07 Operating lease and agreements

Rentals applicable to operating leases where substantially all the benefits and risks of ownership remain with the lessor are charged to the Statement of Financial Activities over the term of the lease.

1.08 Donated services and facilities

Donated professional services and donated facilities are recognised as income when the charity has control over the time, any conditions with the associated item have been met, the receipt of economic benefit from the use by the charity of the item is probable and that economic benefit can be measure reliably. In accordance with the Charities SORP (FRS 102), the general volunteer time is not recognised and refer to the Trustees' annual report for more information about their contribution.

On receipt, donated professional services and donated facilities are recognised on the basis of the value of the gift to the charity which is the amount the charity would have been willing to pay to obtain services or facilities of equivalent economic benefit on the open market; a corresponding amount is then recognised in expenditure in the period of receipt.

2 CHARITABLE ACTIVITIES INCOME

	General fund	Designated Funds	Restricted Funds	Total Funds 2026	Total Funds 2025
	£	£	£	£	£
The Moray Council	117,000	-	-	**117,000**	117,000
ASAP (ceased)	-	-	-	**-**	1,075
CAS - Pensionwise	1,092	-	-	**1,092**	1,060
CAS – winter energy	1,500	-	-	**1,500**	1,500
CAS – eVis	98	-	-	**98**	8,623
Operational recoveries	49,966	-	-	**49,966**	39,199
PASS	-	-	23,164	**23,164**	24,444
CAS Money Talk +	-	-	44,350	**44,350**	42,038
CAS Help to claim	-	-	36,610	**36,610**	33,714
Grampian Macmillan	-	-	18,584	**18,584**	17,952
Housekeeping Project	-	-	65,672	**65,672**	65,673
Empowerment Project	-	-	32,000	**32,000**	32,000
Welfare rights	-	-	-	**-**	9,159
Council Tax Engagement	-	-	34,552	**34,552**	-
	169,656	-	254,932	**424,588**	393,437

3 INVESTMENT INCOME

	General Fund	Designated Funds	Restricted Funds	Total Funds 2026	Total Funds 2025
	£	£	£	£	£
Bank interest received	1,158	-	-	1,158	1,658

4 DONATIONS AND LEGACIES

	General Fund	Designated Funds	Restricted Funds	Total Funds 2026	Total Funds 2025
	£	£	£	£	£
Donations	330	-	-	**330**	630
Foundation Scotland	-	50,000	-	**50,000**	-
	330	50,000	-	**50,330**	630

5 CHARITABLE ACTIVITIES COSTS

	Unrestricted Funds	Designated Funds	Restricted Funds	Total Funds 2026	Total Funds 2025
	£		£	£	£
Core costs	180,984	-	-	**180,984**	165,029
Grampian Macmillan	-	-	24,123	**24,123**	26,130
PASS	-	-	26,455	**26,455**	22,157
Money Talk+	-	-	44,886	**44,886**	41,940
Housekeeping project	-	-	65,672	**65,672**	66,407
Help to claim	-	-	36,614	**36,614**	32,673
National Lottery welfare	-	-	-	**-**	16,936
Empowerment	-	-	35,041	**35,041**	28,231
SDLF	-	19,947	-	**19,947**	1,566
Bureau Development	-	10,711	-	**10,711**	15,408
Council Tax Engagement	-	-	19,307	**19,307**	-
	180,984	30,658	252,098	**463,740**	416,477

6 NET INCOME RESOURCES FOR YEAR

	2026	2025
	£	£
This is after charging:		
Staff pension contributions	**5.816**	**5,458**
Independent Examiner's fee	**2,500**	**2,500**
Trustee meeting costs	**-**	**-**
Depreciation	**766**	**817**

Employer's pension contributions outstanding at the year-end were £1,143 (2025: nil).

7 FUND TRANSFERS

Transfers between unrestricted, designated, and restricted funds in the year was £8,927. (2025: £1,244).

9 STAFF COSTS

	2026	2025
	£	£
Wages and salaries	**314,271**	295,449
Social security (net of employer discount)	**25,382**	21,895
Staff pension contributions	**5,980**	5,458
	345,633	322,802
Particulars of employees:		
Number of management staff	**3**	3
Number of advisers	**2**	2
Number of project staff	**11**	10
	15	14

During the year, 15 members of staff were employed, 5 of whom worked on a full-time basis, with the remaining 10 on part-time employment contract with a full time equivalent of 7 (2025: 4 full time and 10 part time).

No employees received remuneration greater than £60,000 in either of the two years ended 31 March 2026. The charity considers its key management personnel comprises of the Trustees and the Bureau manager. Total employment benefits, including employer's national insurance and pension contributions, of the Bureau manager were: manager to 31 October £27,812, and from 1 November to 31 March £18,293: £46,105 in total. (2025: £45,478).

10 TANGIBLE FIXED ASSETS

	Plant & equipment	Total
	£	£
Cost		
As at 1 April 2025	12,450	12,450
Additions	15,274	15,274
Grants received	(11,748)	(11,748)
Disposals	-	-
As at 31 March 2026	15,976	15,976
Depreciation		
As at 1 April 2025	10,041	10,041
Charge for year	766	766
Disposals	-	-
As at 31 March 2026	10,807	10,807
Net book value		
As at 31 March 2026	5,169	5,169
As at 31 March 2025	2,409	2,409

11 DEBTORS

	2026	2025
	£	£
Other debtors	23,503	1,809

12 CASH & CASH EQUIVALENT

	2026	2025
	£	£
Cash at bank	**395,256**	393,878
Cash in hand	**79**	166
	395,335	394,044

13 CREDITORS: amounts due within one year

	2026	2025
	£	£
PAYE and social security	**6,664**	**-**
Pension creditor	**1,143**	-
Other creditors	**804**	9,449
Accruals	**14,247**	-
	22,858	9,449

14 MOVEMENT IN FUNDS

	As at 01/04/25	Incoming resources	Outgoing resources	transfers	As at 31/03/26
	£	£	£	£	£
Restricted funds					
Money Talks+	28,955	44,350	(44,886)	-	**28,419**
Grampian Macmillan	10,835	18,580	(24,123)	20,000	**25,292**
Housekeeping project	-	65,672	(65,672)	-	**-**
Help to Claim	-	36,614	(36,614)	-	**-**
PASS	15,558	23,164	(26,455)	-	**12,267**
Empowerment	16,096	32,000	(35,041)	-	**13,055**
Council Tax Engagement	-	34,552	(19,307)	-	**15,245**
	71,444	254,932	(252,098)	20,000	**94,278**
Designated funds					
Computer equipment	20,027	-	-	(20,027)	**-**
Development/Discretionary	16,917	-	(10,711)		**6,206**
Redundancies	48,700	-	-	(8,900)	**39,800**
6 months operating costs	82,500	-	-	-	**82,500**
Sandra Dow Legacy Fund	64,678	-	(19,947)	-	**44,731**
Foundation Scotland	-	50,000	-	-	**50,000**
	232,822	50,000	(30,658)	(28,927)	**223,237**
General Fund	84,547	171,144	(180,984)	8,927	**83,634**

Purpose of restricted funds:
The **Patient Advice and Support Services** is funded by the Scottish Government and advises on rights and responsibilities as an NHS patient and assists with the NHS complaints process.
The **Housekeeping Project** is funded by the Scottish Legal Aid Board and assists social housing tenants faced with eviction; liaises with mortgage lenders to prevent repossession and can provide lay person court representation. Funding has been extended to 2026/27 with an uplift of 4%.
Help to Claim has now ceased. The project was funded by the UK Government to aid and support with claims for Universal Credit.
Money Talk Plus is a project funded by CAS from funds allocated by the Scottish Government. It identifies ways to save money, access benefits and grants that people may be entitled to, and includes money and debt advice, budgeting and outreach services.

Grampian Macmillan Project supports clients undergoing cancer treatments and provides advice on benefit entitlement and Macmillan Grants. The current project ceases on 31 May to be replaced by a scaled back project in terms of both coverage and funding.
The **Empowerment Project** (cost of living assistance) was launched in October 2023 with funds provided by the Robertson Trust. The project aims to help people of all ages in Moray with benefit checks, income maximisation, budgeting, utility issues, simple debt, form filling and sourcing financial help from UK and Scottish Government schemes and will cease in September 2026.
The **Welfare Rights Project** is funded by the National Lottery Community Fund (NLCF). The project specialises in supporting people with complex benefit and welfare rights issues. The project will close in 20227 as no further will be available from the NLCF. The SDLF will carry on the project.
Council Tax (Debt) Engagement is funded by the Scottish Government until March 2027, to encourage the uptake of council tax reductions and reduce debt.

The purpose of designated funds:

Computer equipment provision was released to the General Fund during the year following a full refresh of IT equipment. This was financed from funds provided by Scottish Government and managed by CAS.
The **Development/discretionary budget reserve** has been used to provide Volunteer training, to allow the Bureaux to recruit and retain volunteer advisors. Funding is in to 30 September 2026. If no other funding can be sourced by then the project will close.
The **Redundancy provision** is to ensure that the Bureaux has sufficient funds to make payments to any staff made redundant due to projects either coming to an end or where it proves impossible to find funding leading to the reduction of activities.
Foundation Scotland provided a donation of £50,000 in 2025/26 with a further donation of £50,000 to come in 2026/27. The grant can be used at the discretion of the Board.
The **6 months operating** costs provision is to allow for the Bureaux to carry on operations while seeking funding or on the closure of the Bureaux.
The **Sandra Dow Legacy Fund** (SDLF) is a legacy from the estate of former Bureau manager who died in 2023. The will stipulated that the funds can only be used for a restricted purpose which the Board decides. The legacy cannot be used against Core or operating costs. The SDLF finances are used to continue the Welfare Rights work.

15 RELATED PARTY TRANSACTIONS

No transactions with related parties were undertaken such as must be disclosed under FRS 102.

No individual had control of the charity during either the current or previous years.