

**MORAY CITIZENS' ADVICE BUREAU  
REPORT OF THE DIRECTORS AND FINANCIAL STATEMENTS  
YEAR ENDED 31 MARCH 2024**

**Charity Registration Number SC018026  
Company Registration Number SC119038**

**Moray Citizens Advice Bureau**  
**Year ended 31 March 2024**

**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 2024 and up to the date of signing of the accounts**

AE Coutts	chair
I Disotto	
M Grant	
BR Johnston	deputy chair
M Niemiec	
D Macdonald	appointed 13 March 2024
I Speight	
D Ralph	treasurer
MR Shand	
EP Wallace	

**Moray Council representatives and advisors to the board**

Councillor J Divers  
Councillor J Fernandez

**Key management personnel**

M Myhajlenko-Riley	bureau manager and company secretary
R Morrison	deputy bureau manager

**Independent examiner**

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

**Moray Citizens Advice Bureau  
Year ended 31 March 2024**

**TRUSTEES' REPORT**

**Chair's report**

Another year speeds past and it's again time to reflect upon the activity of the Bureau over the past 12 months. Contained within the Annual Report are the usual reports which highlight the service, workload and general activity of the organisation. It has again been a busy year resulting largely from the cost of living increases with all the associated problems that brings to those members of our community least likely to afford the resultant effects.


Our core funding has again been substantially derived from a grant from The Moray Council to whom we are indebted for their continued support throughout these times of budgetary constraint. We have continued to enhance the services available to the Moray community through the project funding made available from the UK, Scottish Governments and other funders. The project services include Money Talk Plus (Money, Debt and Outreach services), National Lottery Community Fund (Welfare Rights Service), MacMillan, Scottish Legal Aid Board (Housing Service), The Robertson Trust (Cost of Living Assistance / Empower Project), the Patient Advice and Support Service. Pensionwise and ASAP all of which are administered by our skilled and dedicated staff.

As previously reported we did, over the COVID period, lose a significant number of our volunteer advisors. However, thanks to the hard work of our recruitment team, we are slowly but surely recruiting suitable replacements which bodes well for our future.

As always, I must say a special word of thanks to our volunteers, without who's dedication and loyalty the Citizens Advice service would be unable to function.

It is important that an effective system of governance be afforded to the Bureau and to this end I offer my grateful thanks to my fellow Directors, the advisors to the Board Cllr's John Divers and Jeremie Fernandes for their support and their collective contribution in making the decisions which guide the Bureau policy making. Over the past few months we have welcomed new Directors to the Board in line with our objective to maintain the high calibre of its membership and I would thank these new members for their swift assimilation to our systems.

Eddie Coutts  
Chair



13/11/2024

**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 (Trustees), are also directors 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 or phone, video meetings and through outreach. We aim to offer a service that empowers and supports members of the community by providing a free, confidential and impartial advice, delivered by employed staff and volunteers.

The Bureau relies heavily on our volunteers to deliver our core services. We wish to thank them for their commitment, support, and service during the year

## **Moray Citizens Advice Bureau**

### **Year ended 31 March 2024**

#### **Our achievements and performance during the year**

During the year the Bureau has helped 1986 clients with 11,334 issues with a client financial gain for the service for the year is £1.2 million.

Client feedback: - *'The team in Elgin CAB office made me feel at ease and offered me a lot of reassurance. I was incredibly upset and nervous and left the office feeling listened to and better about my situation. I was armed with the tools I needed to look at my situation in a new light. Thank you! 12/08/2024.*

Volunteers: - Volunteers are the heart of our service, their dedication and commitment can only be described as outstanding. Volunteers come as advisers, receptionists, social policy co-ordinators and board members.

The Bureau is a member of the Scottish Association of Citizens Advice Bureau (check proper name). To maintain its membership the Trustees, have a duty to ensure that the Bureau complies with all membership conditions including in year and periodic audits of its performance and service.

#### **Financial review**

During the year we took the opportunity to change the way we recover costs and calculate management fees from projects. The new method is used by other bureaux and will allow us to estimate at the beginning of each year what our recoveries will be for the coming year. This is important as we are still in a period of financial uncertainty. Though we have sufficient funds to cover future activities there is uncertainty about the level of Core funding in the short term we believe we are well placed to operate and expend our activities in the coming 12 months.

For the year to 31 March 2024 we made an overall surplus of £68,277. Before transfers between funds, £33,335 in total, there was a surplus of £19,072 on Core activities and a deficit of £1,784 on restricted, project, funds. In the year we introduced a new category, designated funds, which covers projects that are not externally funded but which are either internally funds or are funded by specific legacies. Last year we reported the death of the previous bureaux manager Sandra Dow. This financial year we received a legacy of £66,244 from her estate and in accordance with her will this will be used to fund a future project.

#### **Funding and financial objectives**

Moray Council is the principle source of our core funding. They also carry out monitoring of our outcomes-based Service Level Agreement. Information is provided to the Council during the year.

Our funding from Moray Council is reviewed on an annual basis and we would like to move towards 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 its 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 and to agreed time scales within the financial year, and to ensure prompt and efficient payment of its creditors 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 Bureau's services and that the staff are treated fairly and given any assistance required.

## **Moray Citizens Advice Bureau Year ended 31 March 2024**

The designated (restricted), general and project specific (restricted) reserves on 31 March 2024 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.

### **Plans for the future**

The priority for the coming year is to secure sufficient core funding to enable the Bureau to continue to deliver its normal level of service in a period of post high inflation and fuel price instability, and funding constraints at national and local government levels, and to recruit new volunteers so we can continue to those most in need of support in Moray by maintaining our existing services, or to expand into new areas where funding allows.

### **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

## **Moray Citizens Advice Bureau**

### **Year ended 31 March 2024**

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, and are not entitled to participate or vote on any resolution on any matter related to the terms and conditions of the paid staff or volunteers, and cannot be appointed 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 confirm 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 crystallise.

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

**Moray Citizens Advice Bureau  
Year ended 31 March 2024**

matters that affect the Council.

**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 in order 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



13/11/2024

Eddie Coutts

**Moray Citizens Advice Bureau  
Year ended 31 March 2024**

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

report on the accounts of the charitable company for the year ended 31 March 2024 set out on pages 10 to 17.

**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

13/11/24



**Moray Citizens Advice Bureau**  
**Year ended 31 March 2024**

**STATEMENT OF FINANCIAL ACTIVITIES**

		<b>General Funds</b>	<b>Designated Funds</b>	<b>Restricted Funds</b>	<b>Total funds</b>	<b>Total funds</b>
	notes	£	£	£	2024 £	2023 £
<b>Income from:</b>						
Charitable activities	2	177,412	-	228,840	<b>406,252</b>	376,311
Investment income	3	1,566	-	-	<b>1,566</b>	285
Donations and legacies	4	285	66,244	-	<b>66,529</b>	250
<b>Total incoming resources</b>		<b>179,263</b>	<b>66,244</b>	<b>228,840</b>	<b>474,347</b>	<b>376,846</b>
<b>Expenditure on:</b>						
Charitable activities	5	160,192	14,969	230,624	<b>405,785</b>	368,396
<b>Total outgoing resources</b>		<b>160,192</b>	<b>14,969</b>	<b>230,624</b>	<b>405,785</b>	<b>368,396</b>
<b>Net (outgoing) / incoming resources</b>		<b>19,071</b>	<b>51,275</b>	<b>(1,784)</b>	<b>68,562</b>	<b>8,450</b>
Transfers between funds		(33,335)	33,000	335	-	-
Result for year		(14,264)	84,275	(1,449)	<b>68,562</b>	-
Total funds brought forward		83,220	175,821	81,962	<b>341,003</b>	332,553
Total funds carried forward		<b>68,956</b>	<b>260,096</b>	<b>80,513</b>	<b>409,565</b>	<b>341,000</b>

The notes on pages 12 to 17 form part of these financial statements.

**Moray Citizens Advice Bureau**  
**Year ended 31 March 2024**

**STATEMENT OF FINANCIAL POSITION**

	notes	2023 £	2022 £
<b>FIXED ASSETS</b>			
Tangible assets	10	3,226	-
<b>CURRENT ASSETS</b>			
Debtors	11	80,482	-
Cash & cash equivalents	12	360,917	348,282
		<u>441,399</u>	<u>348,282</u>
<b>CREDITORS: amounts falling due within one year</b>	13	35,060	7,282
<b>NET CURRENT ASSETS</b>		<b>406,339</b>	<b>341,000</b>
<b>TOTAL ASSETS LESS CURRENT LIABILITIES</b>		<u><b>409,565</b></u>	<u><b>341,003</b></u>
<b>FUNDS</b>			
Restricted Funds	14	80,513	81,959
Unrestricted Designated Fund	15	260,096	175,821
Unrestricted General Fund	15	68,956	83,220
<b>TOTAL FUNDS</b>		<u><b>409,565</b></u>	<u><b>341,003</b></u>


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

  
 13/11/2024  
 Danie Ralph  
 Treasurer

The notes on pages 12 to 17 form part of these financial statements.

**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 are set aside by the Trustees out of unrestricted general funds for specific purposes or projects.

**Designated funds:** where resources can only be used for particular restricted purposes allowed by the charitable objectives, where particular restrictions are specified by a donor, or where resources are raised for specific purposes.

**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.

**Moray Citizens Advice Bureau**  
**Year ended 31 March 2024**

**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 of 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 of 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 measured 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.

**Moray Citizens Advice Bureau**  
**Year ended 31 March 2024**

**2 CHARITABLE ACTIVITIES INCOME**

	General fund	Designated Funds	Restricted Funds	Total Funds 2024	Total Funds 2023
	£		£	£	£
The Moray Council	117,000	-	-	117,000	117,000
CAS – small grants	-	-	-	-	3,000
CAS – Energy Crisis	-	-	-	-	3,014
CAS – Debt levy	-	-	-	-	2,739
ASAP	3,763	-	-	3,763	1,613
CAS – Aviva	2,329	-	-	2,329	-
CAS - Pensionwise	1,010	-	-	1,010	1,515
Management fees	53,310	-	-	53,310	35,761
PASS	-	-	23,995	23,995	44,347
CAS Money Talk Plus	-	-	40,046	40,036	29,002
CAS Help to claim	-	-	29,149	29,149	28,788
Grampian Macmillan	-	-	17,953	17,953	17,247
Housekeeping Project	-	-	65,672	65,672	65,672
Empowerment Project	-	-	32,000	32,000	-
Welfare rights	-	-	20,035	20,035	20,279
Specialist Debt	-	-	-	-	6,334
	177,412	-	228,840	406,252	376,846

**3 INVESTMENT INCOME**

	General Fund	Designated Funds	Restricted Funds	Total Funds 2024	Total Funds 2023
	£	£	£	£	£
Bank interest received	1,566	-	-	1,566	285

**4 DONATIONS AND LEGACIES**

	General Fund	Designated Funds	Restricted Funds	Total Funds 2024	Total Funds 2023
	£	£	£	£	£
Donations	285	-	-	285	250
Legacy	-	66,244	-	66,244	-
	285	66,244	-	66,529	250

**5 CHARITABLE ACTIVITIES COSTS**

	Unrestricted Funds	Designated Funds	Restricted Funds	Total Funds 2024	Total Funds 2023
	£		£	£	£
Core costs	160,192	-	-	160,192	153,571
Grampian Macmillan	-	-	22,078	22,078	17,179
PASS	-	-	30,897	30,897	39,000
Money Talk team	-	-	41,954	41,954	24,806
Housekeeping project	-	-	65,963	65,963	65,672
Help to claim	-	-	29,194	29,194	41,874
Specialist debt	-	-	-	-	6,577
National Lottery welfare	-	-	20,865	20,865	19,717
Empowerment	-	-	19,673	19,673	-
Outreach	-	14,969	-	14,969	-
	160,192	14,969	230,624	405,785	368,396

**Moray Citizens Advice Bureau**  
**Year ended 31 March 2024**

**6 NET INCOME RESOURCES FOR YEAR**

	<b>2024</b>	2023
	£	£
This is after charging:		
Staff pension contributions	<b>4,766</b>	4,110
Independent Examiner's fee	<b>2,500</b>	2,500
Trustee meeting costs	-	-
Depreciation	<b>368</b>	1,337

**7 FUND TRANSFERS**

Transfers between unrestricted and restricted funds in the year was £33,335 (2023: £1,520).

**9 STAFF COSTS**

	<b>2024</b>	2023
	£	£
Wages and salaries	<b>271,806</b>	239,033
Social security	<b>18,627</b>	16,246
Staff pension contributions	<b>4,766</b>	4,110
	<b>295,199</b>	259,389
Particulars of employees:		
Number of management staff	<b>3</b>	3
Number of advisers	<b>2</b>	2
Number of project staff	<b>9</b>	8
	<b>14</b>	13

During the year, 14 members of staff were employed, 4 of whom worked on a full-time basis, with the remaining 9 on part time employment contract (2023 – 4 full time and 9 part time).

No employees received remuneration greater than £60,000 in either of the two years ended 31 March 2024. 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 £44,906. (2023: £41,241).

**10 TANGIBLE FIXED ASSETS**

	<b>Plant &amp; equipment</b>	<b>Total</b>
	£	£
<b>Cost</b>		
As at 1 April 2023	8,856	8,856
Additions	3,594	3,594
Disposals	-	-
As at 31 March 2024	<b>12,450</b>	<b>12,450</b>
<b>Depreciation</b>		
As at 1 April 2023	8,856	8,856
Charge for year	368	368
Disposals	-	-
As at 31 March 2024	<b>9,224</b>	<b>9,224</b>
<b>Net book value</b>		
As at 31 March 2024	<b>3,226</b>	<b>3,266</b>
As at 31 March 2023	-	-

**11 DEBTORS**

	<b>2024</b>	2023
	£	£
Other debtors	<b>80,482</b>	-

**Moray Citizens Advice Bureau**  
**Year ended 31 March 2024**

**12 CASH & CASH EQUIVALENT**

	2024	2023
	£	£
Bank deposit account	148,679	201,081
Reserves account	2	2
Bank current account	212,168	147,112
Cash in hand	68	87
	<u>360,917</u>	<u>348,282</u>

**13 CREDITORS: amounts due within one year**

	2024	2023
	£	£
PAYE and social security	4,099	3,847
Other creditors	2,935	3,432
Staff costs	21,493	-
Deferred income	6,533	-
	<u>35,060</u>	<u>7,279</u>

**14 MOVEMENT IN FUNDS**

	As at 01/04/23	Incoming resources	Outgoing resources	transfers	As at 31/03/24
	£	£	£	£	£
<b>Restricted funds</b>					
Money Talks+ *	30,775	40,036	(41,954)	-	28,857
Grampian Macmillan	23,138	17,953	(22,078)	-	19,013
Housekeeping project	-	65,672	(65,963)	291	-
Help to Claim	-	29,150	(29,194)	44	-
PASS	20,173	23,995	(30,897)	-	13,271
National Lottery	7,876	20,034	(20,865)	-	7,045
Empowerment	-	32,000	(19,673)	-	12,327
	<u>81,962</u>	<u>228,840</u>	<u>(230,624)</u>	<u>335</u>	<u>80,513</u>
<b>Designated funds</b>					
Computer equipment	20,027	-	-	-	20,027
Bureau Development	25,000	-	-	-	25,000
Volunteer training	11,357	-	(14,969)	10,937	7,325
Redundancies	42,500	-	-	13,500	56,000
6 months operating costs	66,000	-	-	18,500	84,500
Outreach	10,937	-	-	(10,937)	-
Sandra Dow Legacy Fund	-	66,244	-	-	66,244
	<u>175,821</u>	<u>66,244</u>	<u>(14,969)</u>	<u>33,000</u>	<u>260,096</u>
<b>General Fund</b>	<u>83,220</u>	<u>179,263</u>	<u>(160,192)</u>	<u>(33,335)</u>	<u>68,956</u>

**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 is available to 31 March 2025.

**Help to Claim** is funded by the UK Government and is a national project providing assistance 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.

## **Moray Citizens Advice Bureau**

### **Year ended 31 March 2024**

**Grampian Macmillan Project** supports clients undergoing cancer treatments and provides advice on benefit entitlement and Macmillan Grants.

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.

The **Welfare Rights Project** is funded by the National Lottery Community Fund. The project specialises in supporting people with complex benefit and welfare rights issues.

#### **The purpose of designated funds:**

**Computer equipment provision** is to fund the purchase of computer equipment for the use of staff and volunteers. The hardware estate will be updated in the year to 31 March 2025.

**Bureau Development** – for enhancing the Bureau's operations.

The **Discretionary management budget reserve** has been used to provide Volunteer training, to allow the Bureaux to recruit and retain volunteer advisors.

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.

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** is a legacy from the estate of former Bureau manager who died in 2023. The will stipulates that the funds can only be used for a restricted purpose which the Board interprets as the funding cannot be used against Core or operating costs.

#### **15 DEFERRED INCOME**

Deferred income relates to grant income where entitlement conditions had not been met at the year end.

#### **16 RELATED PARTY TRANSACTIONS**

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

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



