

Inverness Badenoch and Strathspey Citizens Advice Bureau

Scotland · Charity number SC003951

Details

Known as	Inverness Citizens Advice Bureau
Status	Active
Legal form	Company (the charity is registered with Companies House)
Registered	1978-07-07
Register	View on the OSCR register

Contact

Address	29-31 Union Street Inverness IV1 1QA
Website	www.invernesscab.org.uk

Activities

Activities: 'It carries out activities or services itself'

Purposes: 'the prevention or relief of poverty', 'the advancement of citizenship or community development', 'the advancement of human rights, conflict resolution or reconciliation', 'any other purpose that may reasonably be regarded as analogous to any of the preceding purposes'

What the charity does: We are a Citizens Advice Bureau Core Purpose is to provide: Free Advice: You never pay for any information or guidance. Confidential Support: Your details and problems are kept completely private. Impartial Service: Advisors do not judge you or take sides. Open to All: Anyone can use the service, regardless of background or income. What we help with Benefits: Checking your eligibility, completing forms, and appealing decisions. Debt & Money: Budgeting, managing debts, and dealing with creditors. Housing: Handling landlord disputes, eviction threats, and homelessness. Employment: Understanding workplace rights, redundancy, and unfair dismissal.

Beneficiaries: 'People with disabilities or health problems', 'No specific group, or for the benefit of the community'

Objectives: To promote any charitable purpose for the public benefit in (i) Highlands of Scotland and (ii) elsewhere

Geography

- **Main operating location:** Highland
- **Geographical spread:** Wider, but within one local authority area

Finances

Period end	Income	Expenditure	Assets	Employees
2026-03-31	£2,605,235	£2,414,533	-	55
2025-03-31	£2,375,409	£2,341,410	-	58
2024-03-31	£2,337,521	£2,206,689	-	53
2023-03-31	£2,442,087	£2,155,402	-	49
2022-03-31	£2,324,424	£2,143,377	-	48
2021-03-31	£2,272,037	£2,137,630	-	48

Inverness Badenoch and Strathspey Citizens Advice Bureau

Scotland - Charity number SC003951

Accounts

COMPANY REGISTRATION NUMBER: SC136118
CHARITY REGISTRATION NUMBER: SC003951

**Inverness Badenoch
and Strathspey
Citizens Advice Bureau**

**Company Limited
by Guarantee**

Financial Statements

31 March 2026

RITSONS

Chartered Accountants & Statutory Auditor
Forbes House
36 Huntly Street
Inverness
IV3 5PR

Inverness Badenoch and Strathspey Citizens Advice Bureau

Company Limited by Guarantee

Financial Statements

Year ended 31 March 2026

	Page
Trustees' annual report (incorporating the director's report)	1
Independent auditor's report to the members	8
Statement of financial activities (including income and expenditure account)	13
Statement of financial position	14
Statement of cash flows	15
Notes to the financial statements	16

Inverness Badenoch and Strathspey Citizens Advice Bureau

Company Limited by Guarantee

Trustees' Annual Report (Incorporating the Director's Report)

Year ended 31 March 2026

The trustees, who are also the directors for the purposes of company law, present their report and the financial statements of the charity for the year ended 31 March 2026.

Reference and administrative details

Registered charity name	Inverness Badenoch and Strathspey Citizens Advice Bureau
Charity registration number	SC003951
Company registration number	SC136118
Principal office and registered office	29-31 Union Street Inverness IV1 1QA Scotland

The trustees

S Rowan
G Carter
M Cockburn
K Derrick
R Fraser
D Gregg
L Newton
T Prag
D Gallacher (Appointed 12 November 2025)

Company secretary & Chief Executive

A Christie

Deputy managers

M Banks (appointed 1 June 2025)
M Fraser (resigned 31 May 2025)
P Wingent (resigned 31 July 2025)
A Young (appointed 27 April 2026)

Auditor

Ritsons
Chartered Accountants & Statutory Auditor
Forbes House
36 Huntly Street
Inverness
IV3 5PR

Bankers

The Royal Bank of Scotland
29 Harbour Road
Inverness
IV1 1NU

Solicitor

Wright, Johnston & Mackenzie LLP
The Green House
Beechwood Park North
Inverness
IV2 3BL

Inverness Badenoch and Strathspey Citizens Advice Bureau

Company Limited by Guarantee

Trustees' Annual Report (Incorporating the Director's Report)

Year ended 31 March 2026

Investment advisor LGT Wealth Management
One Lochrin Square
92 Fountainbridge
Edinburgh
EH3 9QA

Structure, governance and management

Governing Document

The organisation is a charitable company limited by guarantee, incorporated on 21 January 1992. The company was established under a Memorandum of Association which established the objects and powers of the charitable company and is governed under its Articles of Association. In the event of the company being wound up members are required to contribute an amount not exceeding £1.

Appointment of Board of Directors

The directors of the company are also charity trustees for the purpose of charity law. Under the requirements of the Memorandum and Articles of Association the members of the board are re-elected at each Annual General Meeting.

Trustee Induction and Training

Most of the Trustees are familiar with the aims and principles of the service and have been encouraged to visit the bureaux. In addition, the Scottish Association of Citizens Advice Bureaux organises specific courses and training sessions covering:-

- The obligations of Trustees and Directors Annual Training
- Employment Procedures
- Financial Management
- Future Planning

The Board ensures that part of its regular executive meetings have a training element attached to the proceedings.

Organisational Structure

The Board meets approximately every 6 weeks and is responsible for the strategic direction and policy of the charity.

Operational services are conducted from 3 main sites as well as through home visiting or telephone.

Operational matters are delegated to paid staff and performance and results reviewed by the Board.

Risk Management

The Board reviews at regular intervals all aspects of its exposure including:-

- Governance risks – e.g. inappropriate organisational structure, difficulties recruiting trustees with relevant skills, conflict of interest;
- Operational risks – e.g. service quality and development, contract pricing, employment issues; health and safety issues; fraud and misappropriation;
- Financial risks – e.g. accuracy and timeliness of financial information, adequacy of reserves and cash flow, diversity of income sources, investment management;
- External risks – e.g. public perception and adverse publicity, demographic changes, government policy.
- Compliance with law and regulation – e.g. breach of trust law, employment law, and regulative requirements of particular activities such as fund-raising or the running of care facilities.

Inverness Badenoch and Strathspey Citizens Advice Bureau

Company Limited by Guarantee

Trustees' Annual Report (Incorporating the Director's Report)

Year ended 31 March 2026

Principal Risks and Uncertainties

The organisation is fully dependent on grants and contracts for income and any reduction in funding from Trusts, Central and Local Government to the Bureau resulted in the Board and Chief Executive taking necessary action to plan for financial stability and sustainability. On an ongoing basis the main risk facing the organisation will be reductions in incoming revenue streams.

The Board meets every 6 weeks and reviews the financial sustainability of all projects taking appropriate steps to ensure that there is no financial exposure or risk. We have established timelines for all projects and engage with funders early in the process for extension funding.

Related Parties

The Company is a member of Citizens Advice Scotland and follows their procedures and is audited to ensure that it follows recognised procedures and that the quality of the service is satisfactory.

Objectives and activities

The Inverness Badenoch and Strathspey Citizens Advice Bureau is a fully independent registered charity with its own Trustee Board. The bureau is a member of the Scottish Association of Citizens Advice Bureaux. The Network has two aims which are equally important:

- We provide free, independent, impartial and confidential advice and information to ensure that people are not disadvantaged by lack of knowledge of their rights and responsibilities, or through difficult in expressing their needs effectively.
- We campaign and influence to tackle the root cause of the problems people face, and to work to strengthen their rights.

The Citizens Advice service is independent and provides free, confidential and impartial advice to everybody regardless of race, sex, disability or sexuality.

The main objectives and activities for the year continued to focus upon the giving of advice, empowering clients to solve their issues and acting as advocates or negotiators for those more vulnerable clients.

In the year ended 31st March 2026 the organisation distributed grants of £826,240 (2025 - £763,315) - Note 12 to other Citizens Advice Bureaux and Citizens Advice Scotland. These grants were distributed as the Charity was the Lead Bureau in consortiums with Funders and this represented those institutions share of the Grant award.

Achievements and performance

Advice and Information

The Citizens Advice service acts both as a first point of contact and a last resort for people. There would be a greater call on Government and other services for assistance without it, and those who need help to negotiate their way through the complex systems and processes of modern life would be at greater risk of poverty and social exclusion.

The Citizens Advice service helps people to resolve their:

- Legal Problems
- Discrimination Issues
- Money or Debt Problems
- Benefit Issues
- Family Law Matters
- Employment Issues and Disputes

Inverness Badenoch and Strathspey Citizens Advice Bureau

Company Limited by Guarantee

Trustees' Annual Report (Incorporating the Director's Report)

Year ended 31 March 2026

An indication of the volume and type of advice given in the year is shown below.

Advice Area	COUNT	OVERALL (%)
Benefits	15,136	47.91%
Consumer	157	0.50%
Debt	3,070	9.72%
Discrimination	15	0.05%
Education	48	0.15%
Employment	1,855	5.87%
Energy, utilities and communications	1,803	5.71%
Finance and Charitable Support	1,821	5.76%
Health and community care	615	1.95%
Housing	2,958	9.36%
Immigration, Asylum and Nationality	234	0.74%
Legal Proceedings	835	2.64%
NHS Concern or Complaint	214	0.68%
Relationship	543	1.72%
Tax	1,061	3.36%
Travel, transport and holidays	1,228	3.89%
Number of Issues	31,593	100%
Number of Issues Previous Year	29,568	

The Bureaux, through its trained staff can inform clients using our vast resource of literature, leaflets, computerised reference system or specialist caseworkers to ensure that the client receives all the information and options to enable them to make decisions.

Access to the service is either through emergency drop in, appointment, telephone, letter or email. The Bureaux also has a very close relationship with other professional services and accepts referrals from these organisations. The Board is continually reviewing improving access to the service.

Financial review

Against the backdrop of limited resources and insecurities over funding it has been increasingly difficult to plan and develop future services. The main funding is received from the Highland Council, and the existing contract covers the period 1/4/23 to 31/3/26 with the option to extend for a further two years. The Council exercised their option to extend, and the contract will terminate on 31/3/28. This present contract is for Advice and Information services across Highland Council regional area and resulted in subcontracts being issued to other Citizens Advice Bureaux across Highlands.

Throughout these challenging times the charity, with the support of the Board, Volunteers and Staff has ensured that Bureaux is in a healthy financial position.

Inverness Badenoch and Strathspey Citizens Advice Bureau

Company Limited by Guarantee

Trustees' Annual Report (Incorporating the Director's Report)

Year ended 31 March 2026

Principal Funding Sources

The Bureau is solely dependent upon Grants from Organisations and it is the ability to retain these income streams that will affect the charity going forward. The details of the Income are shown later on in the Accounts. The Board records its gratitude to the Highland Council, Macmillan Cancer, NHS Highland, the Scottish Government and all other funders for their support. Without these grants the service would not exist.

Investment Policy

In 2021/22 as a result of review by the Board, excess cash funds are managed and invested by ABRDN PLC, now LGT Wealth. During the prior year the Board also decided to invest further excess cash funds in fixed term deposit accounts with the Royal Bank of Scotland which has continued throughout the current year.

The LGT Wealth investment is a long term investment strategy. The investment has increased in value by £69,777 (2025 - £3,499) due to the current market conditions, it is hoped that the portfolio will continue to make gains going forward.

Reserves Policy

The Board has examined the charity's requirements for reserves in light of the risks to the organisation. It has established a policy whereby the unrestricted funds not committed or invested in tangible fixed assets held by the charity should be 12 months of the expenditure.

Budgeted unrestricted and non-grant funding expenditure for 2026/27 is £698,293 (2025 - £593,489) and therefore the target is £698,293 (2025 - £296,745) in general funds. These reserves are needed to meet the working capital requirements of the charity. The present level of unrestricted reserves available to the charity is £2,076,343 (2025 - £1,785,716) and therefore meets this policy.

In addition to this the charity deems it prudent to hold provisions amounting to £1,000,000 in relation to the possibility of reduction or cessation of core funding, redundancies, business continuation, pay awards and price pressure (the main contract from the Council contains no provision for any uplift and is flat cash across potentially four more years) and building renovation repairs. Whilst the organisation owns the ground floor of the property in Inverness the remaining 3 floors are owned by a hotel who have confirmed it is their intention to replace the roof and associated infrastructure within 3 years. This organisation will be expected to contribute to this large renovation. This leaves £378,050 (2025 - £488,971) of unrestricted free reserves which we are looking at how best to utilise to the further the charity's purposes.

Results

The results for the year and the charity's financial position are shown in the attached financial statements. The charity has achieved a surplus of £260,479 (2025 - £37,498), of which £273,908 (2025 - £79,739) surplus relates to unrestricted funds and £13,429 deficit (2025 - £42,241 deficit) relates to restricted funds before transfers between funds.

At 31 March 2026, total reserves amounted to £3,029,751 (2025 - £2,769,272) of which £2,854,256 (2025 - £2,568,274) are unrestricted and £175,495 (2025 - £200,998) are restricted. Of the unrestricted reserves £2,076,343 (2025 - £1,785,716) are not tied up in fixed assets or long term liabilities.

Inverness Badenoch and Strathspey Citizens Advice Bureau

Company Limited by Guarantee

Trustees' Annual Report (Incorporating the Director's Report)

Year ended 31 March 2026

Plans for future periods

These are detailed in the Charity's Business Plan but can be summarised as follows:-

Staffing Levels

1. Increase volunteer adviser numbers to 90 and maintain at this level through general and targeted recruitment.

55 By Target Date: 31/3/27

70 By Target Date: 31/3/28

90 By Target Date: 31/3/29

2. Increase Specialist Advisers in Money Advice, Welfare Rights, Employment and Housing Matters from the starting point of 1/4/2024. 3. Sustain dedicated Training and Development Manager

4. Sustain In-House IT

Service Consolidation

1. Sustain Raigmore Outreach Advice Service - recognising the financial pressures on NHS Highland.

2. Sustain the Aviemore bureau service and outreach services whilst looking to reduce costs via co-location with a partner agency. 3. Migrate to a new Macmillan Partnership Contract commencing in 2026 and lasting for 3 years.

4. Successfully retain the Highland Council Contract for Advice and Information Services at end of current contract period 31/3/28

Service Development

5. Ensure continuous improvement in service delivery - The landscape for advice services over the past 20 years is unrecognisable. The need to evidence quality of advice and meeting quality standards is now part of the day to day operation. The Organisation needs to continually drive forward and meet quality criteria and benchmarks.

6. Maintain quality standards in accordance with CAS criteria to retain Membership of Citizens Advice.

7. Ensure Staff and volunteers maintain necessary skills to undertake work both advice and business support services.

Partnership Working

8. Sustain Existing Partnerships. The establishment, sustainability and infrastructure of the organisation depend upon strong positive working relationships with all funders.

Inverness Badenoch and Strathspey Citizens Advice Bureau

Company Limited by Guarantee

Trustees' Annual Report (Incorporating the Director's Report)

Year ended 31 March 2026

Trustees' responsibilities statement

The trustees, who are also directors for the purposes of company law, are responsible for preparing the trustees' report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

Company law requires the charity 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 the incoming resources and application of resources, including the income and expenditure, for that period.

In preparing these financial statements, the trustees are required to:

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the applicable Charities SORP;
- make judgments and accounting estimates that are reasonable and prudent;
- 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 adequate accounting records that are sufficient to show and explain the charity's transactions and disclose with reasonable accuracy at any time the financial position of the charity and 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 hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

Auditor

Each of the persons who is a trustee at the date of approval of this report confirms that:

- so far as they are aware, there is no relevant audit information of which the charity's auditor is unaware; and
- they have taken all steps that they ought to have taken as a trustee to make themselves aware of any relevant audit information and to establish that the charity's auditor is aware of that information.

The auditor is deemed to have been re-appointed in accordance with section 487 of the Companies Act 2006.

Small company provisions

This report has been prepared in accordance with the provisions applicable to companies entitled to the small companies exemption.

The trustees' annual report was approved on 15/6/26 and signed on behalf of the board of trustees by:



A Christie
Charity Secretary

Inverness Badenoch and Strathspey Citizens Advice Bureau

Company Limited by Guarantee

Independent Auditor's Report to the Members of Inverness Badenoch and Strathspey Citizens Advice Bureau

Year ended 31 March 2026

Opinion

We have audited the financial statements of Inverness Badenoch and Strathspey Citizens Advice Bureau (the 'charity') for the year ended 31 March 2026 which comprise the statement of financial activities (including income and expenditure account), statement of financial position, statement of cash flows and the related notes, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including FRS 102 The Financial Reporting Standard applicable in the UK and Republic of Ireland (United Kingdom Generally Accepted Accounting Practice).

In our opinion the financial statements:

- give a true and fair view of the state of the charity's affairs as at 31 March 2026 and of its incoming resources and application of resources, including its income and expenditure, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice;
- have been prepared in accordance with the requirements of the Companies Act 2006, the Charities and Trustee Investment (Scotland) Act 2005 and regulation 8 of the Charities Accounts (Scotland) Regulations 2006 (as amended).

Basis for opinion

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the auditor's responsibilities for the audit of the financial statements section of our report. We are independent of the charity in accordance with the ethical requirements that are relevant to our audit of the financial statements in the UK, including the FRC's Ethical Standard, and the provisions available for small entities, in the circumstances set out in note 32 to the financial statements, and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Conclusions relating to going concern

In auditing the financial statements, we have concluded that the trustees' use of the going concern basis of accounting in the preparation of the financial statements is appropriate.

Based on the work we have performed, we have not identified any material uncertainties relating to events or conditions that, individually or collectively, may cast significant doubt on the charity's ability to continue as a going concern for a period of at least twelve months from when the financial statements are authorised for issue.

Our responsibilities and the responsibilities of the trustees with respect to going concern are described in the relevant sections of this report.

Inverness Badenoch and Strathspey Citizens Advice Bureau

Company Limited by Guarantee

Independent Auditor's Report to the Members of Inverness Badenoch and Strathspey Citizens Advice Bureau *(continued)*

Year ended 31 March 2026

Other information

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

In connection with our audit of the financial statements, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the audit or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether there is a material misstatement in the financial statements or a material misstatement of the other information. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact.

We have nothing to report in this regard.

Opinions on other matters prescribed by the Companies Act 2006

In our opinion, based on the work undertaken in the course of the audit:

- the information given in the trustees' report for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the trustees' report has been prepared in accordance with applicable legal requirements.

Matters on which we are required to report by exception

In the light of the knowledge and understanding of the charity and its environment obtained in the course of the audit, we have not identified material misstatements in the trustees' report.

We have nothing to report in respect of the following matters in relation to which the Companies Act 2006 and the Charities Accounts (Scotland) Regulations 2006 (as amended) 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 trustees' remuneration specified by law are not made; or
- we have not received all the information and explanations we require for our audit; or
- the trustees were not entitled to prepare the financial statements in accordance with the small companies regime and take advantage of the small companies' exemptions in preparing the directors' report and from the requirement to prepare a strategic report.

Inverness Badenoch and Strathspey Citizens Advice Bureau

Company Limited by Guarantee

Independent Auditor's Report to the Members of Inverness Badenoch and Strathspey Citizens Advice Bureau *(continued)*

Year ended 31 March 2026

Responsibilities of trustees

As explained more fully in the trustees' responsibilities statement, the trustees (who are also the directors for the purposes of company law) are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, the trustees are responsible for assessing the charity's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the trustees either intend to liquidate the charity or to cease operations, or have no realistic alternative but to do so.

Auditor's responsibilities for the audit of the financial statements

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with ISAs (UK) will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

Irregularities, including fraud, are instances of non-compliance with laws and regulations. We design procedures in line with our responsibilities, outlined above, to detect material misstatements in respect of irregularities, including fraud. The extent to which our procedures are capable of detecting irregularities, including fraud is detailed below:

As part of the audit planning process, the engagement partner and the engagement team obtained an understanding and discussed the legal and regulatory frameworks that are applicable, focusing on those laws and regulations that had a direct effect on the financial statements or that had a fundamental effect on the operations of the company. The key laws and regulations we considered in this context included Companies Act 2006, Financial Report Standard 102 (FRS 102), employment and tax laws and health and safety legislation.

The engagement partner and the engagement team discussed non-compliance with laws and regulations at the audit team planning meeting. The engagement partner made enquiries of management regarding their assessment of the likelihood of fraud or error or non-compliance with laws and regulations which could lead to material misstatements in the financial statements and whether they were aware of any instances of fraud or non-compliance. The engagement partner was satisfied that the engagement team had the appropriate competence and capabilities to identify or recognise non-compliance with laws and regulations during the audit.

The engagement team also enquired of management as part of the audit, including obtaining and reviewing supporting documentation and reading minutes of meetings of those charged with governance. The engagement team did not identify any key audit matters relating to irregularities, including fraud.

Part of the engagement team's assessment of non-compliance with laws and regulations included a review of the risk of management override of controls. This was carried out by reviewing journals posted to the financial records and reviewing accounting estimates identify any material misstatement which may be due to fraud.

Inverness Badenoch and Strathspey Citizens Advice Bureau

Company Limited by Guarantee

Independent Auditor's Report to the Members of Inverness Badenoch and Strathspey Citizens Advice Bureau *(continued)*

Year ended 31 March 2026

The audit team also considered whether there could be fraudulent revenue recognition. This was carried out by reviewing the revenue recognition policies, testing of material revenue streams and testing cut off at the year end date.

The disclosures in the financial statements were reviewed and tested to supporting documentation to assess compliance with applicable laws and regulations. A Disclosure Check was carried out to confirm that the financial statements comply with current accounting requirements.

As part of an audit in accordance with ISAs (UK), we exercise professional judgment and maintain professional scepticism throughout the audit. We also:

- Identify and assess the risks of material misstatement of the financial statements, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for our opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.
- Obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the internal control.
- Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by the trustees.
- Conclude on the appropriateness of the trustees' use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the charity's ability to continue as a going concern. If we conclude that a material uncertainty exists, we are required to draw attention in our auditor's report to the related disclosures in the financial statements or, if such disclosures are inadequate, to modify our opinion. Our conclusions are based on the audit evidence obtained up to the date of our auditor's report. However, future events or conditions may cause the charity to cease to continue as a going concern.
- Evaluate the overall presentation, structure and content of the financial statements, including the disclosures, and whether the financial statements represent the underlying transactions and events in a manner that achieves fair presentation.

We communicate with those charged with governance regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that we identify during our audit.

Inverness Badenoch and Strathspey Citizens Advice Bureau

Company Limited by Guarantee

Independent Auditor's Report to the Members of Inverness Badenoch and Strathspey Citizens Advice Bureau *(continued)*

Year ended 31 March 2026

Use of our report

This report is made solely to the charity's members, as a body, in accordance with Regulation 10 of the Charities Accounts (Scotland) Regulations 2006. Our audit work has been undertaken so that we might state to the charity'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 charity and the charity's members as a body, for our audit work, for this report, or for the opinions we have formed.



Daniel Palombo MA (Hons), CA (Senior Statutory Auditor)

For and on behalf of
Ritsons
Chartered accountants & statutory auditor

Forbes House
36 Huntly Street
Inverness
IV3 5PR

15 June 2026

Ritsons is eligible for appointment as auditor of the charitable company under regulation 10(2) of the Charities Accounts (Scotland) Regulations by virtue of its eligibility under section 1212 of the Companies Act 2006.

Inverness Badenoch and Strathspey Citizens Advice Bureau

Company Limited by Guarantee

Statement of Financial Activities (including income and expenditure account)

Year ended 31 March 2026

		2026		2025	
	Note	Unrestricted funds £	Restricted funds £	Total funds £	Total funds £
Income and endowments					
Donations and legacies	5	212,773	898,021	1,110,794	1,145,307
Charitable activities	6	1,195,000	228,047	1,423,047	1,193,184
Investment income	7	40,607	102	40,709	36,375
Other income	8	30,685	–	30,685	543
Total income		<u>1,479,065</u>	<u>1,126,170</u>	<u>2,605,235</u>	<u>2,375,409</u>
Expenditure					
Expenditure on raising funds:					
Investment management costs	9	4,948	–	4,948	4,818
Expenditure on charitable activities	10,11	1,269,986	1,139,599	2,409,585	2,336,592
Total expenditure		<u>1,274,934</u>	<u>1,139,599</u>	<u>2,414,533</u>	<u>2,341,410</u>
Net gains on investments	13	(69,777)	–	(69,777)	(3,499)
Net income		<u>273,908</u>	<u>(13,429)</u>	<u>260,479</u>	<u>37,498</u>
Transfers between funds		12,074	(12,074)	–	–
Net movement in funds		<u>285,982</u>	<u>(25,503)</u>	<u>260,479</u>	<u>37,498</u>
Reconciliation of funds					
Total funds brought forward		2,568,274	200,998	2,769,272	2,731,774
Total funds carried forward		<u>2,854,256</u>	<u>175,495</u>	<u>3,029,751</u>	<u>2,769,272</u>

The statement of financial activities includes all gains and losses recognised in the year.
All income and expenditure derive from continuing activities.

The notes on pages 16 to 34 form part of these financial statements.

Inverness Badenoch and Strathspey Citizens Advice Bureau

Company Limited by Guarantee

Statement of Financial Position

31 March 2026

	Note	2026 £	£	2025 £
Fixed assets				
Tangible fixed assets	18		878,282	901,863
Current assets				
Debtors	19	408,860		301,792
Investments	20	735,954		671,118
Cash at bank and in hand		1,502,519		1,336,491
		<u>2,647,333</u>		<u>2,309,401</u>
Creditors: amounts falling due within one year	21	<u>495,134</u>		<u>440,333</u>
Net current assets			<u>2,152,199</u>	<u>1,869,068</u>
Total assets less current liabilities			<u>3,030,481</u>	<u>2,770,931</u>
Creditors: amounts falling due after more than one year	22		<u>730</u>	<u>1,659</u>
Net assets			<u><u>3,029,751</u></u>	<u><u>2,769,272</u></u>
Funds of the charity				
Restricted funds			175,495	200,998
Unrestricted funds			2,854,256	2,568,274
Total charity funds	26		<u><u>3,029,751</u></u>	<u><u>2,769,272</u></u>

These financial statements have been prepared in accordance with the provisions applicable to companies subject to the small companies' regime.

These financial statements were approved by the board of trustees and authorised for issue on 15/6/26, and are signed on behalf of the board by:



S Rowan
Trustee

Company registration number: SC136118

The notes on pages 16 to 34 form part of these financial statements.

Inverness Badenoch and Strathspey Citizens Advice Bureau

Company Limited by Guarantee

Statement of Cash Flows

Year ended 31 March 2026

	2026 £	2025 £
Cash flows from operating activities		
Net income	260,479	37,498
<i>Adjustments for:</i>		
Depreciation of tangible fixed assets	32,380	33,166
Net gains on investments	(69,777)	(3,499)
Dividends, interest and rents from investments	(40,600)	(36,219)
Other interest receivable and similar income	(109)	(156)
Interest payable and similar charges	124	176
Accrued expenses	30,169	306
<i>Changes in:</i>		
Trade and other debtors	(107,068)	191,092
Trade and other creditors	24,580	61,171
Cash generated from operations	<u>130,178</u>	<u>283,535</u>
Interest paid	(124)	(176)
Interest received	109	156
Net cash from operating activities	<u>130,163</u>	<u>283,515</u>
Cash flows from investing activities		
Dividends, interest and rents from investments	40,600	36,219
Purchase of tangible assets	(8,798)	(8,165)
Proceeds from sale of tangible assets	(1)	-
Proceeds from sale of other investments	4,941	4,813
Net cash from investing activities	<u>36,742</u>	<u>32,867</u>
Cash flows from financing activities		
Payments of finance lease liabilities	(877)	(824)
Net cash used in financing activities	<u>(877)</u>	<u>(824)</u>
Net increase in cash and cash equivalents	166,028	315,558
Cash and cash equivalents at beginning of year	1,336,491	1,020,933
Cash and cash equivalents at end of year	<u>1,502,519</u>	<u>1,336,491</u>

The notes on pages 16 to 34 form part of these financial statements.

Inverness Badenoch and Strathspey Citizens Advice Bureau

Company Limited by Guarantee

Notes to the Financial Statements

Year ended 31 March 2026

1. General information

The charity is a public benefit entity and a private company limited by guarantee, registered in Scotland and a registered charity in Scotland. The address of the registered office is 29-31 Union Street, Inverness, IV1 1QA, Scotland.

2. Statement of compliance

These financial statements have been prepared in compliance with FRS 102, 'The Financial Reporting Standard applicable in the UK and the Republic of Ireland', the 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) (Charities SORP (FRS 102)) and the Companies Act 2006.

3. Accounting policies

Basis of preparation

The financial statements have been prepared on the historical cost basis, as modified by the revaluation of certain financial assets and liabilities and investment properties measured at fair value through income or expenditure.

The financial statements are prepared in sterling, which is the functional currency of the entity.

Going concern

Due to confirmed funding agreements and the charity's strong financial position there are no material uncertainties about the charity's ability to continue.

Judgements and key sources of estimation uncertainty

The preparation of the financial statements requires management to make judgements, estimates and assumptions that affect the amounts reported. These estimates and judgements are continually reviewed and are based on experience and other factors, including expectations of future events that are believed to be reasonable under the circumstances.

Fund accounting

Funds held by charity are either

Unrestricted general funds -

General funds - General funds are unrestricted funds which are available for use at the discretion of the directors in furtherance of the general objectives of the charity and which have not been designated for other purposes.

Designated funds - Designated funds comprise unrestricted funds that have been set aside by the directors for particular purposes.

Restricted funds - these are funds which can be used for particular restricted purposes within the objects of the charity. Restrictions arise when specified by the donor or when funds are raised for particular purposes.

Inverness Badenoch and Strathspey Citizens Advice Bureau

Company Limited by Guarantee

Notes to the Financial Statements *(continued)*

Year ended 31 March 2026

3. Accounting policies *(continued)*

Incoming resources

All incoming resources are included in the Statement of Financial Activities when the charity is legally entitled to the income and the amount can be quantified with reasonable accuracy. The following specific policies are applied to particular categories of income:

Voluntary income is received by way of grants, donations and gifts and is included in full in the Statement of Financial Activities when receivable. Grants that provide funding of a general nature are recognised where there is an entitlement, certainty of receipt and the amount can be measured with sufficient reliability. Investment income is recognised on a receivable basis. Income from charitable activities includes income recognised as earned (as the related goods or services are provided) under contract or where entitlement to grant funding is subject to specific performance conditions. Grant income included in this category provides funding to support programme activities and is recognised where there is entitlement, certainty of receipt and the amount can be measured with sufficient reliability.

All income is included in the statement of financial activities when entitlement has passed to the charity, it is probable that the economic benefits associated with the transaction will flow to the charity and the amount can be reliably measured. The following specific policies are applied to particular categories of income: - income from donations or grants is recognised when there is evidence of entitlement to the gift, receipt is probable and its amount can be measured reliably. - legacy income is recognised when receipt is probable and entitlement is established. - income from donated goods is measured at the fair value of the goods unless this is impractical to measure reliably, in which case the value is derived from the cost to the donor or the estimated resale value. Donated facilities and services are recognised in the accounts when received if the value can be reliably measured. No amounts are included for the contribution of general volunteers. - income from contracts for the supply of services is recognised with the delivery of the contracted service. This is classified as unrestricted funds unless there is a contractual requirement for it to be spent on a particular purpose and returned if unspent, in which case it may be regarded as restricted.

Resources expended

Expenditure is recognised on an accruals basis as a liability is incurred. Expenditure includes any VAT which cannot be fully recovered, and is classified under headings of the statement of financial activities to which it relates:

- expenditure on raising funds includes the costs of all fundraising activities, events, non-charitable trading activities, and the sale of donated goods.
- expenditure on charitable activities includes all costs incurred by a charity in undertaking activities that further its charitable aims for the benefit of its beneficiaries, including those support costs and costs relating to the governance of the charity apportioned to charitable activities.
- other expenditure includes all expenditure that is neither related to raising funds for the charity nor part of its expenditure on charitable activities.

All costs are allocated to expenditure categories reflecting the use of the resource. Direct costs attributable to a single activity are allocated directly to that activity. Shared costs are apportioned between the activities they contribute to on a reasonable, justifiable and consistent basis.

Inverness Badenoch and Strathspey Citizens Advice Bureau

Company Limited by Guarantee

Notes to the Financial Statements *(continued)*

Year ended 31 March 2026

3. Accounting policies *(continued)*

Tangible assets

All fixed assets are initially recorded at cost. The directors set the threshold for the capitalisation of assets at £200.

Depreciation

Depreciation is calculated so as to write off the cost or valuation of an asset, less its residual value, over the useful economic life of that asset as follows:

Land and buildings	-	2% straight line
Plant and Machinery	-	33% straight line
Fixtures and Fittings	-	33% straight line
Office Equipment	-	33% straight line

Impairment of fixed assets

A review for indicators of impairment is carried out at each reporting date, with the recoverable amount being estimated where such indicators exist. Where the carrying value exceeds the recoverable amount, the asset is impaired accordingly. Prior impairments are also reviewed for possible reversal at each reporting date. For the purposes of impairment testing, when it is not possible to estimate the recoverable amount of an individual asset, an estimate is made of the recoverable amount of the cash-generating unit to which the asset belongs. The cash-generating unit is the smallest identifiable group of assets that includes the asset and generates cash inflows that largely independent of the cash inflows from other assets or groups of assets.

Financial instruments

A financial asset or a financial liability is recognised only when the entity becomes a party to the contractual provisions of the instrument.

Basic financial instruments, which include debtors, bank and cash balances and creditors are initially recognised at the transaction price, unless the arrangement constitutes a financing transaction, where it is recognised at the present value of the future payments discounted at a market rate of interest for a similar debt instrument.

Where investments in shares or preference shares are publicly traded or their fair value can otherwise be measured reliably, the investment is subsequently measured at fair value with changes in fair value recognised in income and expenditure. All other such investments are subsequently measured at cost less impairment. Financial assets that are measured at cost or amortised cost are reviewed for objective evidence of impairment at the end of each reporting date. If there is objective evidence of impairment, an impairment loss is recognised under the appropriate heading in the statement of financial activities in which the initial gain was recognised. Any reversals of impairment are recognised immediately, to the extent that the reversal does not result in a carrying amount of the financial asset that exceeds what the carrying amount would have been had the impairment not previously been recognised.

Inverness Badenoch and Strathspey Citizens Advice Bureau

Company Limited by Guarantee

Notes to the Financial Statements *(continued)*

Year ended 31 March 2026

3. Accounting policies *(continued)*

Defined contribution plans

Contributions to defined contribution plans are recognised as an expense in the period in which the related service is provided. Prepaid contributions are recognised as an asset to the extent that the prepayment will lead to a reduction in future payments or a cash refund.

When contributions are not expected to be settled wholly within 12 months of the end of the reporting date in which the employees render the related service, the liability is measured on a discounted present value basis. The unwinding of the discount is recognised as an expense in the period in which it arises.

4. Limited by guarantee

The company is limited by guarantee and has no share capital. The liability of each member in event of the company being wound up is restricted to £1.

5. Donations and legacies

	Unrestricted Funds £	Restricted Funds £	Total Funds 2026 £
Donations			
Donations	1,333	6,800	8,133
Grants			
Citizens Advice Scotland	135,329	539,286	674,615
Inverness BID	–	–	–
Foundation Scotland	50,000	–	50,000
Robertson Trust	–	30,000	30,000
Inverness Foodstuff	–	15,000	15,000
Henry Smith Charity	–	77,940	77,940
Community Fund	–	–	–
Access to Work	–	1,459	1,459
Pension Wise Service	4,914	47,878	52,792
Highland NHS Healthboard	21,197	–	21,197
MacMillan Cancer Relief	–	179,658	179,658
	<u>212,773</u>	<u>898,021</u>	<u>1,110,794</u>

Inverness Badenoch and Strathspey Citizens Advice Bureau

Company Limited by Guarantee

Notes to the Financial Statements *(continued)*

Year ended 31 March 2026

5. Donations and legacies *(continued)*

	Unrestricted Funds £	Restricted Funds £	Total Funds 2025 £
Donations			
Donations	562	–	562
Grants			
Citizens Advice Scotland	123,820	602,036	725,856
Inverness BID	5,000	–	5,000
Foundation Scotland	–	–	–
Robertson Trust	–	30,000	30,000
Inverness Foodstuff	–	15,000	15,000
Henry Smith Charity	–	34,850	34,850
Community Fund	–	26,595	26,595
Access to Work	–	3,329	3,329
Pension Wise Service	4,771	117,137	121,908
Highland NHS Healthboard	21,877	–	21,877
MacMillan Cancer Relief	–	160,330	160,330
	<u>156,030</u>	<u>989,277</u>	<u>1,145,307</u>

6. Charitable activities

	Unrestricted Funds £	Restricted Funds £	Total Funds 2026 £
Highland Council - Service Level Agreement	1,195,000	–	1,195,000
Highland Council - Pension Credit Awareness Reconciliation on old EFS	–	66,568	66,568
Octopus Energy - Changeworks	–	111,618	111,618
Blythswood	–	30,230	30,230
PASS	–	19,631	19,631
Compensation	–	–	–
	<u>1,195,000</u>	<u>228,047</u>	<u>1,423,047</u>

	Unrestricted Funds £	Restricted Funds £	Total Funds 2025 £
Highland Council - Service Level Agreement	1,070,000	–	1,070,000
Highland Council - Pension Credit Awareness Reconciliation on old EFS	–	–	–
Octopus Energy - Changeworks	5,750	–	5,750
Blythswood	–	67,241	67,241
PASS	–	30,231	30,231
Compensation	–	19,152	19,152
	810	–	810
	<u>1,076,560</u>	<u>116,624</u>	<u>1,193,184</u>

Inverness Badenoch and Strathspey Citizens Advice Bureau

Company Limited by Guarantee

Notes to the Financial Statements *(continued)*

Year ended 31 March 2026

7. Investment income

	Unrestricted Funds £	Restricted Funds £	Total Funds 2026 £
Income from other investments	40,600	–	40,600
Bank interest receivable	7	102	109
	<u>40,607</u>	<u>102</u>	<u>40,709</u>

	Unrestricted Funds £	Restricted Funds £	Total Funds 2025 £
Income from other investments	36,219	–	36,219
Bank interest receivable	5	151	156
	<u>36,224</u>	<u>151</u>	<u>36,375</u>

8. Other income

	Unrestricted Funds £	Total Funds 2026 £	Unrestricted Funds £	Total Funds 2025 £
Insurance payout	30,185	30,185	543	543
Other income	500	500	–	–
	<u>30,685</u>	<u>30,685</u>	<u>543</u>	<u>543</u>

9. Investment management costs

	Unrestricted Funds £	Total Funds 2026 £	Unrestricted Funds £	Total Funds 2025 £
Portfolio management	4,948	4,948	4,818	4,818

10. Expenditure on charitable activities by fund type

	Unrestricted Funds £	Restricted Funds £	Total Funds 2026 £
Inverness Badenoch & Strathspey CAB	1,269,986	947,667	2,217,653
Macmillan CAB	–	191,932	191,932
	<u>1,269,986</u>	<u>1,139,599</u>	<u>2,409,585</u>

	Unrestricted Funds £	Restricted Funds £	Total Funds 2025 £
Inverness Badenoch & Strathspey CAB	1,188,299	966,357	2,154,656
Macmillan CAB	–	181,936	181,936
	<u>1,188,299</u>	<u>1,148,293</u>	<u>2,336,592</u>

Inverness Badenoch and Strathspey Citizens Advice Bureau

Company Limited by Guarantee

Notes to the Financial Statements *(continued)*

Year ended 31 March 2026

11. Expenditure on charitable activities by activity type

	Activities undertaken directly £	Grant funding of activities £	Total funds 2026 £	Total fund 2025 £
Inverness Badenoch & Strathspey CAB	1,391,413	826,240	2,217,653	2,154,656
Macmillan CAB	191,932	–	191,932	181,936
	<u>1,583,345</u>	<u>826,240</u>	<u>2,409,585</u>	<u>2,336,592</u>

12. Analysis of grants

	2026 £	2025 £
Grants to institutions		
Ross and Cromarty CAB	201,871	183,261
Lochaber CAB	128,571	127,117
East Sutherland CAB	105,313	92,331
North West Sutherland CAB	40,524	37,701
Caithness CAB	130,391	123,231
Skye and Lochalsh CAB	110,396	101,912
Nairn CAB	109,174	97,762
	<u>826,240</u>	<u>763,315</u>
Total grants	<u>826,240</u>	<u>763,315</u>

The company is the Lead Bureau for four (2025 - four) Projects, PASS, Octopus Energy, CAS - Council Tax, Highland Council - Pension Credit Project and the Core contract with the Highland Council, as such they are required to distribute the grant funding to the other Bureaus. During the year £nil (2025 - £3,235) was distributed relating to the PASS Project, £37,508 (2025 - £22,445) was distributed relating to the Octopus Energy Project, £9,340 (2025 - £36,062) was distributed relating to the CAS - Council Tax Project, £9,735 (2025 - £nil) was distributed relating to the Highland Council - Pension Credit Project and £769,657 (2025 - £701,573) was distributed relating to the Highland Council Core Contract.

13. Net gains on investments

	Unrestricted Funds £	Total Funds 2026 £	Unrestricted Funds £	Total Funds 2025 £
Gains/(losses) on listed investments	<u>69,777</u>	<u>69,777</u>	<u>3,499</u>	<u>3,499</u>

Inverness Badenoch and Strathspey Citizens Advice Bureau

Company Limited by Guarantee

Notes to the Financial Statements *(continued)*

Year ended 31 March 2026

14. Net income

Net income is stated after charging/(crediting):

	2026	2025
	£	£
Depreciation of tangible fixed assets	32,380	33,166
Interest on obligations under finance leases and hire purchase contracts	124	176
Auditors' remuneration		
- Audit of the financial statements	9,510	8,772
- Other services	–	123
	<u><u> </u></u>	<u><u> </u></u>

15. Staff costs

The total staff costs and employee benefits for the reporting period are analysed as follows:

	2026	2025
	£	£
Wages and salaries	1,165,671	1,222,327
Social security costs	122,412	92,699
Employer contributions to pension plans	59,489	85,184
	<u><u>1,347,572</u></u>	<u><u>1,400,210</u></u>

Pension costs are allocated to projects by employee.

The average head count of employees during the year was 55 (2025: 58). The average number of full-time equivalent employees during the year is analysed as follows:

	2026	2025
	No.	No.
Number of staff	41	41
	<u><u> </u></u>	<u><u> </u></u>

The number of employees whose remuneration for the year fell within the following bands, were:

	2026	2025
	No.	No.
£70,000 to £79,999	1	1
	<u><u> </u></u>	<u><u> </u></u>

Key Management Personnel

Key management personnel include all persons that have authority and responsibility for planning, directing and controlling the activities of the charity. The total compensation paid to key management personnel for services provided to the charity was £159,174 (2025:£184,732).

16. Trustee remuneration and expenses

No trustee received any remuneration during the year. One (2025 - one) trustee was reimbursed travel expenses of £259 (2025 - £46) during the year.

Inverness Badenoch and Strathspey Citizens Advice Bureau

Company Limited by Guarantee

Notes to the Financial Statements *(continued)*

Year ended 31 March 2026

17. Transfers between funds

An amount of £203 (2025 - £203) was transferred from the Fixed Asset restricted fund in favour of the unrestricted funds to cover the depreciation charge on the assets purchased from restricted funds.

An amount of £5,372 (2025 - £21,455) was transferred from unrestricted funds to the MacMillan restricted fund to cover the deficit in the fund balance.

An amount of £3,010 (2025 - £3,224) was transferred from unrestricted funds to the PASS Project restricted fund to cover the deficit in the fund balance.

An amount of £8,820 (2025 - £8,728) was transferred from the Pension Wise restricted fund in favour of unrestricted funds relating to the 25% salary uplift received as part of the grant funding.

An amount of £18,733 (2025 - £18,733) was transferred from the Highland Council - Union Street restricted fund in favour of unrestricted funds relating to the element of the grant that is no longer refundable per the grant paperwork.

An amount of £862 (2025 - £nil) was transferred unrestricted funds to the Access to Work restricted fund in relation to overstated costs against this project in the prior year.

An amount of £1,855 (2025 - £18,074) was transferred from the Pension Wise Call Centre restricted fund in favour of unrestricted funds relating to the 25% salary uplift received as part of the grant funding.

An amount of £28,924 (2025 - £15,231) was transferred from the Help to Claim - Multi Channel Hub restricted fund in favour of restricted funds in relation to the overhead contribution received.

An amount of £nil (2025 - £7,752) was transferred from unrestricted funds in favour of the CAS - Money Talk Team - Multi Channel Hub restricted fund to cover the deficit in the fund balance.

An amount of £nil (2025 - £9,507) was transferred from the restricted CAS - Fair Work in Action restricted fund in favour of unrestricted funds in relation to project expenditure allocated against unrestricted funds.

An amount of £1,148 (2025 - £5,524) was transferred from unrestricted funds in favour of the Inverness Foodstuffs restricted fund to cover the deficit in the fund balance.

An amount of £nil (2025 - £11,323) was transferred from the restricted Bank of Scotland Foundation in favour of unrestricted funds in relation to project expenditure allocated against unrestricted funds.

An amount of £nil (2025 - £11,946) was transferred from unrestricted funds in favour of the Community Fund (Lottery) restricted fund to cover the deficit on the fund.

An amount of £2,194 (2025 - £nil) was transferred from unrestricted funds in favour of the Octopus Energy restricted fund to cover the deficit on the fund. An amount of £nil (2025 - £6,703) was transferred from the Octopus Energy restricted fund in favour of unrestricted funds in relation to project expenditure allocated against unrestricted funds.

An amount of £nil (2025 - £2,281) was transferred from unrestricted funds in favour of the CAS - Aviva Project restricted fund to cover the deficit on the fund.

Inverness Badenoch and Strathspey Citizens Advice Bureau

Company Limited by Guarantee

Notes to the Financial Statements *(continued)*

Year ended 31 March 2026

An amount of £23,739 (2025 - £16,019) was transferred from unrestricted funds in favour of the Robertson Trust restricted fund to cover the deficit on the fund.

An amount of £4,924 (2025 - £949) was transferred from unrestricted funds in favour of the Blythswood restricted fund to cover the deficit on the fund.

An amount of £903 (2025 - £nil) was transferred from unrestricted funds in favour of the CAS - Routes Out of Crisis restricted fund to cover the deficit on the fund.

An amount of £639 (2025 - £2,008) was transferred from the CAS - Scottish Migration Service restricted fund in favour of unrestricted funds in relation to project expenditure allocated against unrestricted funds.

An amount of £4,024 (2025 - £nil) was transferred from unrestricted funds in favour of the Highland Council - Pension Credit Project restricted fund to cover the deficit on the fund.

An amount of £924 (2025 - £nil) was transferred from unrestricted funds in favour of the CAS - Money Talk Plus - Energy Debt Advice restricted fund to cover the deficit on the fund.

18. Tangible fixed assets

	Land and buildings £	Plant and machinery £	Fixtures and fittings £	Equipment £	Total £
Cost					
At 1 April 2025	1,050,444	4,241	37,856	56,411	1,148,952
Additions	–	–	2,360	6,438	8,798
Disposals	–	(74)	(7,441)	(24,695)	(32,210)
At 31 March 2026	<u>1,050,444</u>	<u>4,167</u>	<u>32,775</u>	<u>38,154</u>	<u>1,125,540</u>
Depreciation					
At 1 April 2025	160,517	4,241	32,366	49,965	247,089
Charge for the year	21,009	–	4,242	7,129	32,380
Disposals	–	(74)	(7,441)	(24,696)	(32,211)
At 31 March 2026	<u>181,526</u>	<u>4,167</u>	<u>29,167</u>	<u>32,398</u>	<u>247,258</u>
Carrying amount					
At 31 March 2026	<u>868,918</u>	<u>–</u>	<u>3,608</u>	<u>5,756</u>	<u>878,282</u>
At 31 March 2025	<u>889,927</u>	<u>–</u>	<u>5,490</u>	<u>6,446</u>	<u>901,863</u>

The Highland Council holds a standard security over 29-31 Union Street and 15, 17, 19 and 21 Baron Taylor Street, Inverness in relation to the capital grant of £281,000 awarded to the charity, at 31 March 2026 the balance on this grant was £93,670 (2025 - £112,403). The net book value of the property at the year end was £868,918 (2025 - £889,927).

Inverness Badenoch and Strathspey Citizens Advice Bureau

Company Limited by Guarantee

Notes to the Financial Statements *(continued)*

Year ended 31 March 2026

Finance leases and hire purchase contracts

Included within the carrying value of tangible fixed assets are the following amounts relating to assets held under finance leases or hire purchase agreements:

	Equipment £
At 31 March 2026	–
At 31 March 2025	<u>1,438</u>

Capital commitments

	2026 £	2025 £
Contracted for but not provided for in the financial statements	<u>–</u>	<u>1,931</u>

19. Debtors

	2026 £	2025 £
Trade debtors	105,097	117,167
Prepayments and accrued income	203,018	183,367
Other debtors	100,745	1,258
	<u>408,860</u>	<u>301,792</u>

The debtors above include the following amounts falling due after more than one year:

	2026 £	2025 £
Other debtors	<u>61,253</u>	<u>–</u>

20. Investments

	2026 £	2025 £
Other investments	<u>735,954</u>	<u>671,118</u>

During 2021/22 the Trustees decided to invest surplus funds with ABRDN PLC, now LGT Wealth Management, within their ethical investment portfolio. The investment was divided into 2 income streams the first fund of £500,000 in a long term (5-10 years) growth orientated portfolio which will have income reinvested but may be used for income in the future. This fund could be categorised as medium risk. The second fund £150,000 will accept a lower level of risk and seeks to generate capital growth to offset the impact of inflation/maintain the real value of the fund over the long term as a minimum.

Inverness Badenoch and Strathspey Citizens Advice Bureau

Company Limited by Guarantee

Notes to the Financial Statements *(continued)*

Year ended 31 March 2026

21. Creditors: amounts falling due within one year

	2026	2025
	£	£
Trade creditors	16,174	17,837
Accruals and deferred income	410,674	355,786
Social security and other taxes	67,465	65,759
Obligations under finance leases and hire purchase contracts	928	876
Other creditors	(107)	75
	<u>495,134</u>	<u>440,333</u>

22. Creditors: amounts falling due after more than one year

	2026	2025
	£	£
Obligations under finance leases and hire purchase contracts	<u>730</u>	<u>1,659</u>

23. Finance leases and hire purchase contracts

The total future minimum lease payments under finance leases and hire purchase contracts are as follows:

	2026	2025
	£	£
Not later than 1 year	1,000	1,000
Later than 1 year and not later than 5 years	750	1,750
	<u>1,750</u>	<u>2,750</u>
Less: future finance charges	(92)	(215)
Present value of minimum lease payments	<u>1,658</u>	<u>2,535</u>

24. Deferred income

	2026	2025
	£	£
At 1 April 2025	346,925	272,799
Amount released to income	(346,925)	(272,799)
Amount deferred in year	371,644	346,925
At 31 March 2026	<u>371,644</u>	<u>346,925</u>

Deferred income comprises grant and service level agreement income which the donor has specified must be used in future accounting periods.

25. Pensions and other post retirement benefits

At the year end the outstanding pension payments amounted to £(107) (2025 - £75).

Inverness Badenoch and Strathspey Citizens Advice Bureau

Company Limited by Guarantee

Notes to the Financial Statements *(continued)*

Year ended 31 March 2026

26. Analysis of charitable funds

Unrestricted funds

	At 1 Apr 2025	Income	Expenditure	Transfers	Gains and losses	At 31 Mar 2026
	£	£	£	£	£	£
General funds	<u>2,568,274</u>	<u>1,479,065</u>	<u>(1,274,934)</u>	<u>12,074</u>	<u>69,777</u>	<u>2,854,256</u>

	At 1 Apr 2024	Income	Expenditure	Transfers	Gains and losses	At 31 Mar 2025
	£	£	£	£	£	£
General funds	<u>2,467,173</u>	<u>1,269,357</u>	<u>(1,193,117)</u>	<u>21,362</u>	<u>3,499</u>	<u>2,568,274</u>

General 'free reserves' after allowing for all designated funds.

Restricted funds

	At 1 Apr 2025	Income	Expenditure	Transfers	Gains and losses	At 31 Mar 2026
	£	£	£	£	£	£
Fixed Asset Fund	4,661	–	–	(203)	–	4,458
MacMillan Project	–	186,560	(191,932)	5,372	–	–
PASS	–	19,631	(22,641)	3,010	–	–
Pension Wise	–	46,049	(37,229)	(8,820)	–	–
Highland Council - Union Street	112,403	–	–	(18,733)	–	93,670
Access to Work	–	1,459	(2,321)	862	–	–
Inverness City Heritage	2,243	–	–	–	–	2,243
Pension Wise - Call Centre	–	1,829	26	(1,855)	–	–
Help to Claim - Multi Channel Hub	–	265,918	(236,994)	(28,924)	–	–
CAS - Money Talk Team - Multi Channel Hub	–	131,621	(131,613)	–	–	8

Inverness Badenoch and Strathspey Citizens Advice Bureau

Company Limited by Guarantee

Notes to the Financial Statements *(continued)*

Year ended 31 March 2026

26. Analysis of charitable funds *(continued)*

CAS - Gamble Aware	30,442	52,800	(51,630)	–	–	31,612
CAS - Fair Work in Action Inverness	–	–	–	–	–	–
Foodstuff Kickstart	–	15,000	(16,148)	1,148	–	–
Bank of Scotland Foundation	1,232	–	–	–	–	1,232
Community Fund (Lottery)	–	–	–	–	–	–
Octopus Energy CAS - Aviva Project	–	111,618	(113,812)	2,194	–	–
Robertson Trust	–	–	–	–	–	–
Blythswood	–	30,000	(53,739)	23,739	–	–
CAS - Routes Out of Crisis	–	30,230	(35,154)	4,924	–	–
CAS - Council Tax Project	25,411	5,000	(31,314)	903	–	–
CAS - Scottish Migration Service	2,008	41,142	(38,271)	–	–	4,879
Henry Smith	–	639	–	(639)	–	–
Highland Council - Pension Credit Project	22,598	77,940	(73,145)	–	–	27,393
CAS - Money Talk Plus - Energy Debt Advice	–	66,568	(70,592)	4,024	–	–
CAS - Ness Bank	–	32,166	(33,090)	924	–	–
	–	10,000	–	–	–	10,000
	<u>200,998</u>	<u>1,126,170</u>	<u>(1,139,599)</u>	<u>(12,074)</u>	<u>–</u>	<u>175,495</u>

	At 1 Apr 2024 £	Income £	Expenditure £	Transfers £	Gains and losses £	At 31 Mar 2025 £
Fixed Asset Fund	4,864	–	–	(203)	–	4,661
MacMillan Project	–	160,481	(181,936)	21,455	–	–
PASS	–	19,152	(22,376)	3,224	–	–
Pension Wise	22	43,630	(34,923)	(8,729)	–	–
Highland Council - Union Street	131,136	–	–	(18,733)	–	112,403

Inverness Badenoch and Strathspey Citizens Advice Bureau

Company Limited by Guarantee

Notes to the Financial Statements *(continued)*

Year ended 31 March 2026

26. Analysis of charitable funds *(continued)*

Access to Work	–	3,329	(3,329)	–	–	–
Inverness City Heritage	2,243	–	–	–	–	2,243
Pension Wise - Call Centre	–	73,507	(55,433)	(18,074)	–	–
Help to Claim - Multi Channel Hub	–	242,502	(227,271)	(15,231)	–	–
CAS - Money Talk Team - Multi Channel Hub	–	124,759	(132,511)	7,752	–	–
CAS - Gamble Aware	27,430	60,494	(57,482)	–	–	30,442
CAS - Fair Work in Action	12,347	44,842	(47,682)	(9,507)	–	–
Inverness Foodstuff	–	15,000	(20,524)	5,524	–	–
Kickstart	1,232	–	–	–	–	1,232
Bank of Scotland Foundation	83,871	–	(72,548)	(11,323)	–	–
Community Fund (Lottery)	–	26,595	(38,541)	11,946	–	–
Octopus Energy	–	67,241	(60,538)	(6,703)	–	–
CAS - Aviva Project	1,456	24,681	(28,417)	2,280	–	–
Robertson Trust	–	30,000	(46,019)	16,019	–	–
Blythswood	–	30,231	(31,180)	949	–	–
CAS - Routes Out of Crisis	–	47,750	(22,339)	–	–	25,411
CAS - Council Tax Project	–	55,000	(52,992)	–	–	2,008
CAS - Scottish Migration Service	–	2,008	–	(2,008)	–	–
Henry Smith	–	34,850	(12,252)	–	–	22,598
Highland Council - Pension Credit Project	–	–	–	–	–	–
CAS - Money Talk Plus - Energy Debt Advice	–	–	–	–	–	–
CAS - Ness Bank	–	–	–	–	–	–
	<u>264,601</u>	<u>1,106,052</u>	<u>(1,148,293)</u>	<u>(21,362)</u>	<u>–</u>	<u>200,998</u>

Inverness Badenoch and Strathspey Citizens Advice Bureau

Company Limited by Guarantee

Notes to the Financial Statements *(continued)*

Year ended 31 March 2026

26. Analysis of charitable funds *(continued)*

Fixed Asset Fund

This is where we have been gifted or provided equipment mainly for IT services. In recent years the majority of funding has come through Citizens Advice Scotland (CAS).

Macmillan Project

This is funding to provide casework services mainly in the area of benefits to clients or their families where a cancer diagnosis has been made. The Project is mainly funded by MacMillan Cancer Support.

PASS

Provides for funding for 4 caseworkers across Highland to help clients wishing to progress complaints against statutory agencies in connection with NHS treatment. Funding is from Scottish Government via Citizens Advice Scotland.

Pension Wise

Funded by Westminster Government - provides for 1 FTE caseworker to explain options to clients around their defined benefit pension schemes - targeted at 54+ year olds.

The Highland Council - Union Street

The Highland Council contributed £281,000 towards the purchase of 29-31 Union Street and 15, 17, 19 and 21 Baron Taylor Street. The Highland Council hold a standard security over the property in relation to this grant and should the property be sold within 15 years the Highland Council may be entitled to clawback part of the grant.

Access to Work

To provide specialist equipment for members of staff with disabilities.

Inverness City Heritage

Building repair grant to go towards the cost of windows/glazing and roof repairs in 29-31 Union Street and 15, 17, 19 and 21 Baron Taylor Street property.

Pension Wise - Call Centre

This delivers Pension guidance to clients across the UK as part of a National Call Centre delivery channel.

Help to Claim - Multi Channel Hub

This delivers advice, information and Pension guidance to clients on dealing with making a new Universal Credit Claim and supports clients through to when they receive their first payment. Clients come from across the Country and are part of a National Call Centre delivery channel.

CAS - Money Talk Team - Multi Channel Hub

The Project aims to advise low income families to seek money and income maximisation advice to improve their outcomes this advice is delivered face to face.

Inverness Badenoch and Strathspey Citizens Advice Bureau

Company Limited by Guarantee

Notes to the Financial Statements *(continued)*

Year ended 31 March 2026

26. Analysis of charitable funds *(continued)*

CAS - Gamble Aware

The project delivers training to frontline workers to help them recognise when people are at risk of, or experiencing, gambling harms. It also supports people in accessing specialist support and treatment services and it aims to raise awareness of gambling harms in Great Britain.

CAS - Fair Work in Action

To second tier support to Bureau across Scotland in Employment advice matters.

Inverness Foodstuff

Advice to clients who attend the food support service provided by Ness Bank Church.

Kickstart

Employability scheme to support young workers.

Bank of Scotland Foundation

To provide debt and energy advice for 24 months.

Community Fund (Lottery)

To provide employment and equality advice including clients covered with protected characteristics under the Equality Act.

Octopus Energy

Working in partnership with Changeworks to provide income maximisation advice and advice on energy matters.

CAS - Aviva Project

This grant is to increase short term capacity to support generalist advice services to clients.

Robertson Trust

This funding allows us to have 1.5fte allocated to providing housing and homelessness advice and is for 3 years.

Blythswood

A project that works closely with the Foodbank in Inverness providing advice to clients using the service to try and sustain their income situation to reduce reliance on the foodbank.

CAS - Routes Out of Crisis

A research project which is due to finish on 30 September 2025 to explore barriers people face in seeking support during financial crises and identify effective ways to promote long-term change.

Inverness Badenoch and Strathspey Citizens Advice Bureau

Company Limited by Guarantee

Notes to the Financial Statements *(continued)*

Year ended 31 March 2026

26. Analysis of charitable funds *(continued)*

CAS - Council Tax

A project designed to help the council with ideas to prevent council tax debt and improve operational links between CAB and council to help reduce council tax arrears.

Henry Smith

A project that allows 2 fte money advisors to be allocated to assist clients in debt.

Highland Council - Pension Credit Project

Funding to promote benefit, take up of Pension Credit through talks and promotional literature.

CAS - Money Talk Plus - Energy Debt Advice

Funding to increase our capacity to advice clients with energy debts and signpost them on for energy advice.

CAS - Ness Bank

Funding to advice clients subject to food insecurity primarily benefits and debt advice.

27. Analysis of net assets between funds

	Unrestricted Funds £	Restricted Funds £	Total Funds 2026 £
Tangible fixed assets	777,913	100,369	878,282
Current assets	2,077,073	75,126	2,152,199
Creditors greater than 1 year	(730)	–	(730)
Net assets	<u>2,854,256</u>	<u>175,495</u>	<u>3,029,751</u>

	Unrestricted Funds £	Restricted Funds £	Total Funds 2025 £
Tangible fixed assets	782,558	119,305	901,863
Current assets	1,787,375	81,693	1,869,068
Creditors greater than 1 year	(1,659)	–	(1,659)
Net assets	<u>2,568,274</u>	<u>200,998</u>	<u>2,769,272</u>

Inverness Badenoch and Strathspey Citizens Advice Bureau

Company Limited by Guarantee

Notes to the Financial Statements *(continued)*

Year ended 31 March 2026

28. Financial instruments

The carrying amount for each category of financial instrument is as follows:

	2026	2025
	£	£
Financial assets measured at fair value through income and expenditure		
Financial assets measured at fair value through income and expenditure	<u>735,951</u>	<u>671,118</u>
Financial liabilities measured at amortised cost		
Financial liabilities measured at amortised cost	<u>1,658</u>	<u>2,535</u>

29. Analysis of changes in net debt

	At 1 Apr 2025	Cash flows	At 31 Mar 2026
	£	£	£
Cash at bank and in hand	1,336,491	166,028	1,502,519
Debt due within one year	(876)	(52)	(928)
Debt due after one year	(1,659)	929	(730)
Current asset investments	<u>671,118</u>	<u>64,836</u>	<u>735,954</u>
	<u>2,005,074</u>	<u>231,741</u>	<u>2,236,815</u>

30. Operating lease commitments

The total future minimum lease payments under non-cancellable operating leases are as follows:

	2026	2025
	£	£
Not later than 1 year	<u>-</u>	<u>2,085</u>

The operating lease payments recognised as an expense amounted to £2,085 (2025 - £12,508).

31. Related parties

No Trustee or other person related to the charity had any personal interest in any contract or transaction entered into by the charity during the year (2025 - £nil).

During the year the daughter of a member of key management personnel was employed by the charity and received total remuneration of £7,467 (2025 - £nil).

32. Ethical standards

In common with many other businesses of our size and nature we use our auditors to assist with the preparation of the financial statements.