

**CITIZENS ADVICE SERVICES CORBY & KETTERING**

**REPORT OF THE TRUSTEES**



**REGISTERED NUMBER: 06156809 (England and Wales)**

**REGISTERED CHARITY NUMBER: 1119081**

**CITIZENS ADVICE SERVICES CORBY & KETTERING**

**(A COMPANY LIMITED BY GUARANTEE AND  
NOT HAVING A SHARE CAPITAL)**

**REPORT OF THE TRUSTEES  
AND UNAUDITED FINANCIAL STATEMENTS FOR THE  
YEAR ENDED 31ST MARCH 2025**

**AZETS**

**Independent Examiner**

**CITIZENS ADVICE SERVICES CORBY & KETTERING**

**REPORT AND ACCOUNTS – YEAR ENDED 31ST MARCH 2025**



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## **CITIZENS ADVICE SERVICES CORBY & KETTERING**



### **REPORT OF THE TRUSTEES**

The Trustees, who are also directors of the charity for the purposes of the Companies Act 2006, present their report together with the financial statements of the Charity for the year ended 31st March 2025. The trustees have adopted the provisions of the Statement of Recommended Practice (SORP) FRS 102 "Accounting and Reporting by Charities" (FRS 102) in preparing the annual report and financial statements of the charity.

### **REFERENCE AND ADMINISTRATIVE DETAILS**

Charity Name:	Citizens Advice Services Corby & Kettering
Charity Registration:	1119081
Company Number:	06156809
Registered Office:	The Corby Cube Parkland Gateway George Street Corby Northants NN17 1QG
Company Secretary:	Philip Arkell
Bank:	National Westminster Bank plc 25 Corporation Street Corby Northants NN17 1NR
Independent Examiner:	P Tyler Azets Thorpe House 93 Headlands Kettering Northants NN15 6BL
Solicitors:	Seatons Solicitors 1 Alexandra Road Corby Northants NN17 1PE

**REPORT OF THE TRUSTEES**

**Report of the Chair**

This year has been both exceptionally successful and undeniably challenging for Citizens Advice North Northants. I am proud to report that, once again, our reach and impact have grown significantly, testament to the hard work and dedication of our team, volunteers, and partners.

In November, we took an important step in aligning more closely with our community by rebranding as Citizens Advice North Northants. This change better reflects the political and geographic boundaries of the unitary authority we serve. Since the rebrand, we have launched new services in partnership with Oundle and Thrapston Town Councils, and we are actively exploring further opportunities to support communities across North Northamptonshire.

Our operational performance has been particularly strong. As you will see in the Operations Report, income generated for our clients rose by 33% to an impressive £5.9 million. At the same time, we saw a 21% increase in enquiries—an indication of the growing demand for our services and the trust placed in us by the community.

However, the year has not been without significant challenges. Over the past 12 months, we experienced a loss of approximately £250,000 in local and national government funding - nearly half of our previous income. With a projected funding deficit for 2025/26, the Trustee Board was compelled to make difficult decisions, including a management restructure to ensure the organisation's sustainability. While such changes are never easy, I believe they will ultimately make our charity more resilient and responsive to the future needs of our community.

I would like to extend my heartfelt thanks to my fellow Trustees for their unwavering support, to our remarkable volunteers who give so generously of their time, and to our dedicated staff team, whose professionalism ensures we continue to deliver high-quality advice and support.

Together, we face the future with determination and a shared commitment to improving lives across North Northamptonshire.

Paul Clarke  
Chair of the Trust Board

**Directors and Trustees**

The directors of the charitable company (the Charity) are its Trustees for the purpose of Charity law and throughout this report are collectively referred to as the Trustees.

The following Trustees (who are also directors) served during the year:

Adrian Chambers	Director/Trustee	
Paul Clarke	Chair	
Jessica Cotton	Treasurer	Resigned 17 March 2025
Matthew Quincey	Treasurer	Appointed 2 April 2024
Patrisha Dewar	Director/Trustee	Resigned 16 October 2024
Audrey Teodorini	Vice Chair	
Lesley Thurland	Director/Trustee	
Christopher Woolmer	Director/Trustee	
Emma Wynne	Director/Trustee	
Russell Roberts	Director/Trustee	Appointed 12 February 2025

**REPORT OF THE TRUSTEES**

**OBJECTIVES AND ACTIVITIES**

**Objects**

The object of Citizens Advice Services Corby & Kettering is the promotion of any charitable purpose for the benefit of the communities of Corby and Kettering Borough by the advancement of education, the protection of health and the relief of poverty, sickness and distress. The Trustees confirm that they have referred to the guidance contained in the Charity Commission's general guidance on public benefit when reviewing the Trust's objectives and in planning its future activities.

Citizens Advice Services Corby & Kettering aims to provide free, confidential, impartial and independent advice and information for the benefit of the local community, to exercise a responsible influence on the development of social policies and services and to ensure that individuals do not suffer through a lack of knowledge or an inability to express their needs effectively.

In addition to the continuing provision of high-quality advisory services to the local community, the primary objective of the period was to ensure that the level of services delivered were maintained at their current level despite a difficult economic climate. Increasing the number of volunteers also remained high priority.

**Quality of Advice**

As a local Citizens Advice, we are regularly and robustly quality assured by the national Citizens Advice audit team to ensure that we meet our membership requirements and maintain the standards required of the Advice Quality Standard (AQS), the Money & Pensions Service (MaPS) and Financial Conducts Authority (FCA).

The national Citizens Advice performance and quality framework entails independently auditing our client records, gathering feedback directly from clients who have used our service, as well as monitoring our finances, HR and governance processes.

We meet all national Citizens Advice standards

**Impact Dashboard**



**25K+**

We handled **25,860 enquiries** via telephone or at public Advice Desks.



**+20%**

**20% increase in enquiries.** This equates to **1 enquiry for every 3 minutes** we were open.



**29k+**

Our advisers helped with **29,526 issues**; an **8% increase** compared with last year.



**£5.9m+**

We have helped our clients to secure **£5,906,477** in additional income.



**£1.7m+**

We have helped clients to manage **£1,780,605** of debt.



**2.5k**

We have supported **2,554 local people** with casework, and more complex advice and support. A **29% increase** on last year.



**9k+**

Our volunteers have delivered approximately **9,412 hours** of service. The equivalent of **£140,000** or more than **5.5 full time advisers**



**93%**

**93%** of clients said that they would recommend us to others and use our services again.

**REPORT OF THE TRUSTEES**

**Our work**

Our service is provided free at the point of delivery. It includes the provision of front-line diagnostic advice with referrals to specialist staff and external agencies where appropriate.

We help our clients with issues that are important to them.

- **Debt:** We advise on managing money, negotiating with creditors, and choosing debt management options.
- **Benefits:** We advise people on how to claim benefits to which they may be entitled. We also assist clients with appeals and mandatory reconsiderations.
- **Housing:** We advise clients on issues including eviction, private tenancies, social housing tenancies, possession orders, property repairs and homelessness
- **Energy:** We advise clients on issues relating to energy supply, energy costs and help with issues relating to suppliers or tariffs.
- **Employment:** We advise employees on issues including unfair dismissal, employment rights, discrimination and bullying
- **Relationships:** We give information on how to access legal help and give advice on practical solutions in response to issues such as neighbor disputes, domestic violence, school problems, and family breakups.
- We deliver financial capability training and employability support to help local people survive the cost-of-living crisis and improve their prospects of securing a job.

We also give information on how to access specialist help and give advice on a wide range of issues including disputed tax, immigration, consumer, legal and education issues.

**Service Provision**

Once again, we have seen a significant increase in demand for, and delivery of, advice over the last year and continue to offer more accessible community-based services across North Northamptonshire.

Over the last 12 months we delivered services in the following locations

**Kettering:**

- |                                  |                    |
|----------------------------------|--------------------|
| • Kettering Community Unit (KCU) | 1 session per week |
| • Desborough Library             | 1 session per week |
| • Rothwell Library               | 1 session per week |
| • Burton Latimer Library         | 1 session per week |
| • Salvation Army                 | 1 session per week |
| • Highfields Community Centre    | 1 session per week |
| • The Grange Hub                 | 1 session per week |

**Corby:**

- |                                  |                     |
|----------------------------------|---------------------|
| • Corby Foodbank                 | 2 sessions per week |
| • Kingswood Neighbourhood Centre | 1 day per week      |
| • Hazelwood Neighbourhood Centre | 1 day per week      |
| • Home-Start Corby               | 1 session per week  |
| • Corby MIND                     | 1 session per week  |

**East Northants:**

- |                          |                                    |
|--------------------------|------------------------------------|
| • Oundle Foodbank        | 1 day per week                     |
| • Oundle Town Council    | 1 session per week                 |
| • Thrapston Town Council | 1 session per week (pilot project) |

Our outreach services offer triage, full advice and even casework as required.

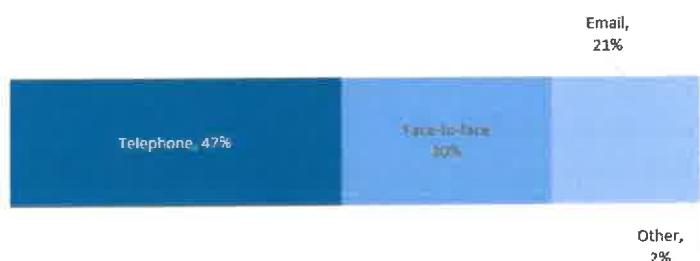
Telephone advice remains the most popular channel although its popularity continues to fall from a high of 78%

**REPORT OF THE TRUSTEES**

two years ago to 62% last year and down to 47% this year. At the same time, face-to-face services have increased from 24% to 30% likely as a result of the expansion of our outreach services. Clients appreciate the convenience of telephone advice but for many, the complexity of benefits forms and the challenges associated with digital access mean that access to face-to-face services remain extremely popular.

The new email advice service, launched in August 2023, has increased in popularity from 12% to 21% over the last year - a 61% increase to 1,356 clients. We are now responding to over 5 emails per day. This service is of particular value because it enables people who cannot access our services during office hours to submit an enquiry at a time that is convenient to them.

**How people access our services**



**Our Partners**

Our ability to reach the most vulnerable members of our community is dictated largely by the success of partnerships across the voluntary and statutory sectors.

We are pleased to say that we continue to work with North Northants Council to ensure that local residents have access to advice no matter where they live. The advice services strategic grant is now delivered in partnership with Citizens Advice West Northants and Cherwell and Community Law Service.

Our partners include:

- North Northants Council
- Citizens Advice West Northants and Cherwell
- Community Law Service
- Support North Northants
- Trussell Trust (Corby, Oundle and Kettering)
- Northamptonshire MIND
- Highfields Community Centre
- The Grange Hub
- HomeStart Corby
- Job Centre Plus
- KCU (Kettering Community Unit)
- Community Libraries (Burton Latimer, Desborough and Rothwell)
- Salvation Army (Kettering)
- Kettering, Corby, Oundle and Thrapston Town Councils

**Our Impact**

Although the cost-of-living crisis is no longer front-page news, local people continue to face financial challenges with many managing a negative budget. We have experienced a substantial rise in both the number and complexity of cases.

In the last year, we have seen a 21% increase in enquiries through our public advice desks and phones lines, rising

**REPORT OF THE TRUSTEES**

to 25,860. This is on top of a 35% increase over the last two years and equates to one enquiry every 3 minutes we are open.

Our advisers have helped address 33,906 issues, a 15% increase on the previous year, the equivalent of 130 issues presented each working day.

This translates into our advisers securing £5,906,477 in additional income, a 33% increase on the previous year and supporting our clients to manage £1,780,605 in debt.

**Volunteering**

As an organisation reliant upon the dedication and commitment of highly trained volunteers, it remains necessary to recruit, induct and train at least 10 -15 new volunteers each year to meet demand.

We now have 25 volunteers supporting our advice services as well as our 9 volunteer trustees who are responsible for the governance of the charity.

In the last year, we are proud to say that our volunteers donated 9,160 hours the equivalent of 5.4 full time staff.

**Website, social media and new access channels**

I am very pleased to report that our social media presence has improved significantly over the last 12 months. We now have a much-improved Facebook profile and our website, and particularly the enquiry form, attract a great number of visitors.

**Multiply and UKSPF Projects**

At the end of the year, funding for our Multiply (financial capability) and UKSPF (employability) projects came to an end. This was a great shame since both projects have proved incredibly successful with our employability project (STEP) helping 27% of participants secure employment and potentially generating about £500,000 in additional income.



**REPORT OF THE TRUSTEES**

**FINANCIAL REVIEW**

**Financial Position**

Total incoming resources in the year were £579,358, of this £568,440 related to project restricted activities.

A loss of £35,725 was made in the year. At 31st March 2025 total reserves were £455,566 however these include restricted funds (ie those funds received for contractually restricted activities but not yet spent) of £67,345. The trustees have also designated a total of £360,000 of funds for specific purposes, as set out in note 11, this leaves general unrestricted funds of £28,221 at 31st March 2025.

**Reserves Policy**

Citizens Advice Services Corby & Kettering is required to ensure that free monies are available in each financial year to meet any reasonably foreseeable contingency. The trustees have allocated the financial reserves set aside to allow for sufficient cash flow to maintain the core service of the Organisation at a level equivalent to at least six (6) months normal operating expenditure with a goal of increasing this to nine (9) months over the coming years. This is the equivalent of £233,000 rising to £350,000.

The Trustees have recently reviewed our redundancy liability which is relatively high given the good staff retention rate. The trustees have allocated £77,000 in our designated reserves to meet this liability in the event that the Charity were to dissolve.

In recognition that the charity is accommodated within local authority premises, the trustees recognise that we may be asked to vacate these premises in the coming years. As a result, the trustees have allocated £50,000 in designated reserves to cover the cost of securing alternate office accommodation.

Summary of designated reserves:

6 months operating costs	£233,000
Redundancy liability	£77,000
Office accommodation contingency	£50,000
Total	£360,000

**Principal Funding Sources**

The Trustee Board extends their gratitude to North Northamptonshire Council (NNC) who continue to support the core operating of the Charity in both Corby and Kettering. Additionally, project specific funding was received from; Citizens Advice, NNC for Corby & Kettering Homelessness, Department for Education (via NNC) for the Multiply project, Henry Smith Charity and Trussell Trust.

NNC provide premises to the Charity in both Corby & Kettering, further details of this can be seen in Note 13.

**FUTURE PLANS**

Citizens Advice Services Corby & Kettering plan to expand their reach to include the whole of North Northamptonshire and will continue their work to ensure that the necessary funds are secured so that the services people need are in place when our help is needed. Strategic priorities for the next twelve (12) months are to seek new funding streams to support further project delivery and introduce services in the areas of Wellingborough and East Northants. We will continue to ensure that we are fit for purpose and look forward to working with our Partners in the future to serve our clients.

**REPORT OF THE TRUSTEES**

**STRUCTURE, GOVERNANCE AND MANAGEMENT**

**Governing document**

Citizens Advice Services Corby & Kettering is a company limited by guarantee governed by its Memorandum and Articles of Association dated 19<sup>th</sup> October 2022. It is registered as a Charity with the Charity Commission. Members are elected from the local community and must either reside or work in the Boroughs of Corby or Kettering. However such applications require the approval of the Trustees. There are currently nine members, each of whom agrees to contribute £1 in the event of the Charity winding up.

**Appointment of Trustees**

As set out in the Articles of Association the first Trustees shall be those persons notified to Companies House as the first directors of the Charity. Trustees are not required to retire by rotation and remain as Trustees until they resign. There shall be a minimum number of three Trustees and a maximum number of fifteen Trustees.

The Trustees have the power to appoint additional Trustees or to fill a vacancy arising amongst the Trustees. The members have the power to nominate additional Trustees, or Trustees to fill a vacancy, at a general meeting.

**Trustee induction and training**

New Trustees undergo an orientation day to brief them on their legal obligations under Charity and company law, the content of the Memorandum and Articles of Association, the decision-making processes, the business plan and recent financial performances of the Charity. Trustees are encouraged to attend appropriate external training events where these will facilitate the undertaking of their role.

**Organisational Structure**

Citizens Advice Services Corby & Kettering is governed by its Trustee Board which is responsible for setting the strategic direction of the organisation and the policy of the Charity. The Trustees carry the ultimate responsibility for the conduct of Citizens Advice Services Corby & Kettering and for ensuring that the Charity satisfies its legal and contractual obligations. Trustees meet, as a minimum, quarterly and delegate the day-to-day operation of the organisation to senior management. The Trustee Board is independent from management.

**Major Risks**

Citizens Advice Services Corby & Kettering has carried out a risk assessment and a risk strategy has been agreed which is incorporated in the Organisation's Business and Development Plan. The Trustees recognise that any major risks to which the Charity might be exposed need to be reviewed and systems put in place to mitigate those risks.

Included in external risks is that of the loss of funding which is becoming increasingly difficult to replace. The Charity strives to minimize exposure through securing funding from diverse donors

Signed on behalf of the Trustees

P Arkell, Secretary



Date : 20/8/25.....

**INDEPENDENT EXAMINERS REPORT TO THE TRUSTEES OF  
CITIZENS ADVICE SERVICES CORBY & KETTERING**

I report on the accounts of the company for the year ended 31 March 2025 which are set out on pages 9 to 17.

**Respective responsibilities of trustees and examiner**

The trustees (who are also the directors of the company for the purposes of company law) are responsible for the preparation of the accounts. The trustees consider that an audit is not required for this year under section 144(2) of the Charities Act 2011 (the 2011 Act) and that an independent examination is needed. The charity's gross income exceeded £250,000 and I am qualified to undertake the examination by being a qualified member of The Institute of Chartered Accountants England and Wales.

Having satisfied myself that the charity is not subject to audit under company law and is eligible for independent examination, it is my responsibility to:

- examine the accounts under section 145 of the 2011 Act;
- follow the procedures laid down in the general Directions given by the Charity Commission under section 145(5)(b) of the 2011 Act; and
- state whether particular matters have come to my attention.


**Basis of independent examiner's report**

My examination was carried out in accordance with the general Directions given by the Charity Commission. An examination includes a review of the accounting records kept by the charity and a comparison of the accounts presented with those records. It also includes consideration of any unusual items or disclosures in the accounts, and seeking explanations from you as trustees concerning any such matters. The procedures undertaken do not provide all the evidence that would be required in an audit and consequently no opinion is given as to whether the accounts present a "true and fair view" and the report is limited to those matters set out in the statement below.

**Independent examiner's statement**

In connection with 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 386 of the Companies Act 2006; and
  - to prepare accounts which accord with the accounting records, comply with the accounting requirements of section 396 of the Companies Act 2006 and with the methods and principles of the Statement of Recommended Practice: Accounting and Reporting by Charities 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.

  
.....

P Tyler  
Chartered Accountant (ICAEW)  
Azets  
Thorpe House  
93 Headlands  
KETTERING  
Northamptonshire  
NN15 6BL

Date: ..... 23/09/2025

**STATEMENT OF FINANCIAL ACTIVITIES FOR THE YEAR ENDED 31ST MARCH 2025**

	Notes	Unrestricted Undesignated Funds	Designated Funds	Restricted Income Funds 31.03.25	Total Funds 31.03.25	Total Funds 31.03.24
INCOMING RESOURCES	2					
INCOME AND ENDOWMENTS						
FROM:						
Donations and legacies	2A	4,069	-	-	4,069	2,480
Investments	2B	3,716	-	-	3,716	2,894
Charitable activities	2C	3,133	-	568,440	571,573	503,976
Total Income and Endowments		10,918	-	568,440	579,358	509,350
RESOURCES EXPENDED	3					
Expenditure on charitable activities		454	-	(615,537)	(615,083)	(473,060)
Total expenditure		-	-	(615,537)	(615,083)	(473,060)
NET INCOMING/(EXPENDITURE) BEFORE TRANSFERS		11,372	-	(47,097)	(35,725)	36,290
EXCEPTIONAL INCOME		-	-	-	-	-
TRANSFER		(25,500)	25,500	-	-	-
NET MOVEMENT IN FUNDS		(14,128)	25,500	(47,097)	(35,725)	36,290
Total funds brought forward		42,349	334,500	114,442	491,291	455,001
Total funds carried forward		£28,221	£360,000	£67,345	£455,566	£491,291

There were no endowment funds for the year.

There were no recognised gains or losses for the period to 31 March 2025 other than those included in the Statement of Financial Activities.

All activities were continuing during the period.

The notes on pages 12 to 18 form part of these accounts.

**BALANCE SHEET AT 31ST MARCH 2025**

	<u>Notes</u>	<u>2025</u>	<u>2024</u>
<b>FIXED ASSETS</b>			
Tangible assets	7	-	-
<b>CURRENT ASSETS</b>			
Debtors	8	65,735	64,346
Cash at bank and in hand		<u>410,374</u>	<u>486,761</u>
		<u>476,109</u>	<u>551,107</u>
<b>CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR</b>	9	<u>(20,543)</u>	<u>(59,816)</u>
<b>NET CURRENT ASSETS</b>		<u>455,566</u>	<u>491,291</u>
<b>TOTAL ASSETS LESS CURRENT LIABILITIES</b>	10	<u>£455,566</u>	<u>£491,291</u>
<b>THE FUNDS OF THE CHARITY:</b>			
UNRESTRICTED FUNDS	11	28,221	42,349
DESIGNATED FUNDS	11	360,000	334,500
RESTRICTED FUNDS	12	67,345	114,442
<b>TOTAL CHARITY FUNDS</b>		<u>£455,566</u>	<u>£491,291</u>

The charitable company is entitled to exemption from audit under Section 477 of the Companies Act 2006 for the year ended 31 March 2025.

The members have not required the charitable company to obtain an audit of its financial statements for the year ended 31 March 2025 in accordance with Section 476 of the Companies Act 2006.

The trustees acknowledge their responsibilities for

- ensuring that the charitable company keeps accounting records that comply with Sections 386 and 387 of the Companies Act 2006 and
- preparing financial statements which give a true and fair view of the state of affairs of the charitable company as at the end of each financial year and of its surplus or deficit for each financial year in accordance with the requirements of Sections 394 and 395 and which otherwise comply with the requirements of the Companies Act 2006 relating to financial statements, so far as applicable to the charitable company.

These financial statements have been prepared in accordance with the special provisions of Part 15 of the Companies Act 2006 relating to small charitable companies and with the Financial Reporting Standard 102 (FRS 102).

The financial statements were approved by the Board of Trustees on 20 Aug 25.... and were signed on its behalf by:

.....  
P Clarke

\* Notes on pages 12 to 18 form part of these financial statements.

**NOTES TO FINANCIAL STATEMENTS FOR THE YEAR ENDED 31ST MARCH 2025**

**1. ACCOUNTING POLICIES**

The following accounting policies have been used consistently in dealing with items which are considered material in relation to the Charity's financial statements.

**Accounting convention**

The financial statements have been prepared under the historical cost convention and in accordance with the Companies Act 2006 and the requirements of the Statement of Recommended Practice (SORP FRS 102), Accounting and Reporting by Charities.

**ASSETS**

**Tangible Fixed Assets for use by Charity**

Fixed assets are recorded at cost or, in cases where fixed assets have been donated to Citizens Advice Services Corby & Kettering at the original cost to that Charity.

**Depreciation**

Depreciation has been provided at the following rates in order to write down cost or valuation, less estimated residual value, of all tangible fixed assets by equal annual instalments over their expected useful lives.

Furniture	25%	Reducing balance
Equipment	33⅓%	Straight line

**INCOMING RESOURCES**

**Recognition of incoming resources**

These are included in the Statement of Financial Activities (SoFA) when:

- the Charity becomes entitled to the resources;
- the Trustees are virtually certain they will receive the resources; and
- the monetary value can be measured with sufficient reliability.

**Incoming resources with related expenditure**

Where incoming resources have related expenditure (as with fundraising or contract income) the incoming resources and related expenditure are reported gross in the SoFA.

**Grants and donations**

Grants and donations are only included in the SoFA when the Charity has unconditional entitlement to the resources.

**Contractual income and performance related grants**

This is only included in the SoFA once the related goods or services have been delivered.

**Gifts in kind**

Gifts in kind are accounted for at a reasonable estimate of their value to the Charity or the amount actually realised.

Gifts in kind for sale or distribution are included in the accounts as gifts only when sold or distributed by the Charity.

Gifts in kind for use by the Charity are included in the SoFA as incoming resources when receivable.

**Donated services and facilities**

These are only included in incoming resources (with an equivalent amount in resources expended) where the



**NOTES TO FINANCIAL STATEMENTS FOR THE YEAR ENDED 31ST MARCH 2025**

benefit to the Charity is reasonably quantifiable, measurable and material. The value placed on these resources is the estimated value to the Charity of the service or facility received.

**Volunteer help**

The value of any voluntary help received is not included in the accounts but is described in the Trustees' annual report.

**Investment income**

This is included in the accounts when receivable.

**EXPENDITURE AND LIABILITIES**

**Liability recognition**

Liabilities are recognised as soon as there is a legal or constructive obligation committing the Charity to pay out resources.

**Governance costs**

Include costs of the preparation and examination of statutory accounts, the costs of trustee meetings and cost of any legal advice to Trustees on governance or constitutional matters.

**Grants with performance conditions**

Where the Charity gives a grant with conditions for its payment being a specific level of service or output to be provided, such grants are only recognised in the SoFA once the recipient of the grant has provided the specified service or output.

**Grants payable without performance conditions**

These are only recognised in the accounts when a commitment has been made and there are no conditions to be met relating to the grant which remain in the control of the Charity.

**Value Added Tax**

As the majority of Citizens Advice Services Corby & Kettering's activities are classified as exempt or non-business activities for the purposes of value added tax, Citizens Advice Services Corby & Kettering is unable to reclaim any value added tax which it suffers on its purchases.

**Taxation**

No provision has been made for corporate tax or deferred tax as the charitable organisation is a registered Charity and is, therefore, exempt from taxation.

**NOTES TO FINANCIAL STATEMENTS FOR THE YEAR ENDED 31ST MARCH 2025**

**2. ANALYSIS OF INCOMING RESOURCES**

	<u>2025</u>	<u>2024</u>
	£	£
<b>2A VOLUNTARY INCOME</b>		
Donations and legacies	£4,069	£2,480
<b>2B INVESTMENT INCOME</b>		
Interest received	£3,716	£2,894

**2C INCOMING RESOURCES FROM CHARITABLE ACTIVITIES**

	Unrestricted Funds 2025 £	Restricted Funds 2025 £	Total 2025 £	Total 2024 £
Awards for All	-	-	-	19,980
Big Local	-	12,185	12,185	18,278
Kettering Foodbank	-	41,184	41,184	-
NNC Corby/Corby Borough Council	-	91,666	91,666	28,000
NESS (Warm Homes)	-	2,998	2,998	8,994
Henry Smith	-	15,000	15,000	48,000
Corby Borough Council Homelessness	-	-	-	19,367
NNC Kettering/Kettering Borough Council	-	-	-	88,000
NNC Kettering/KBC Housing	-	-	-	32,000
NNC Household Support	-	10,500	10,500	37,870
Trussell Trust Food Bank	-	18,551	18,551	10,703
CITA – Other	-	13,165	13,165	31,125
Support Northamptonshire	-	28,500	28,500	-
UKSPF	-	59,012	59,012	-
Lottery	-	105,473	105,473	-
Multiply	-	134,491	134,491	123,121
Corby Foodbank	-	26,084	26,084	15,150
Dignity In Crisis	-	-	-	10,000
Other	3,133	9,631	12,764	23,388
	<b>£3,133</b>	<b>£568,440</b>	<b>£571,573</b>	<b>£503,976</b>



**NOTES TO FINANCIAL STATEMENTS FOR THE YEAR ENDED 31ST MARCH 2025**

**3. ANALYSIS OF RESOURCES EXPENDED**

	Unrestricted Funds 2025	Restricted Funds 2025	Total 2025	Total 2024
	£	£	£	£
<b>3 CHARITABLE ACTIVITIES</b>				
Volunteer and travel expenses	(250)	18,852	18,602	10,785
Training and conference fees	-	1,780	1,780	1,253
Rent, rates and utilities	-	5,822	5,822	6,517
Citizens Advice Membership	-	6,949	6,949	8,860
Wages and salaries (note 4)	25	493,624	493,649	391,003
Telephone	-	12,104	12,104	5,584
Partner Payment	-	45,832	45,832	20,226
Printing, postage and stationery	(229)	20,118	19,889	13,960
IT Equipment	-	3,869	3,869	4,123
Independent examiners fee (note 6)	-	3,720	3,720	4,080
Consultancy fees	-	711	711	1,344
Repairs and maintenance	-	672	672	2,583
Room hire	-	1,484	1,484	2,742
	<b>(£454)</b>	<b>£615,537</b>	<b>£615,083</b>	<b>£473,060</b>

**4. EMPLOYEES**

	<u>2025</u>	<u>2024</u>
	£	£
Staff costs were as follows:-		
Gross wages, salaries and benefits in kind	452,117	355,060
Employer's national insurance costs	35,077	30,266
Pension	6,455	5,677
	<u>£493,649</u>	<u>£391,003</u>
Staff numbers were as follows:-	<u>2025</u>	<u>2024</u>
Management	3	3
Other	14	12
All relate to work on Charitable Activities	<u>17</u>	<u>15</u>

There were no 'high paid' staff in the year. 'High paid' is currently defined in statute as being £60,000 per annum.

**5. TRUSTEES**

	<u>2025</u>	<u>2024</u>
	£	£
Out of pocket expenses reimbursed to Trustees:-	-	-
Number of Trustees who were paid expenses	-	-

**NOTES TO FINANCIAL STATEMENTS FOR THE YEAR ENDED 31ST MARCH 2025****6. FEES FOR INDEPENDENT EXAMINATION**

	<u>2025</u>	<u>2024</u>
Independent examiner's fees for reporting on the accounts	£3,720	£4,080
	<hr/>	<hr/>

**7. TANGIBLE FIXED ASSETS**

	<u>Furniture &amp; Equipment</u>	<u>Total</u>
Cost	£	£
At 1 April 2024	26,881	26,881
Additions	-	-
Disposals	-	-
	<hr/>	<hr/>
At 31st March 2025	26,881	26,881
	<hr/>	<hr/>
DEPRECIATION		
At 1 April 2024	26,881	26,881
Charge for year	-	-
Eliminated on Disposal	-	-
	<hr/>	<hr/>
At 31st March 2025	26,881	26,881
	<hr/>	<hr/>
NET BOOK VALUE		
At 31st March 2025	£ -	£ -
	<hr/>	<hr/>
At 31st March 2024	£ -	£ -
	<hr/>	<hr/>

**8. DEBTORS**

	<u>2025</u>	<u>2024</u>
	£	£
Other debtors	£ 65,735	£ 64,346
	<hr/>	<hr/>

**9. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR**

	<u>2025</u>	<u>2024</u>
	£	£
Other creditors	£20,543	£59,816
	<hr/>	<hr/>

**NOTES TO FINANCIAL STATEMENTS FOR THE YEAR ENDED 31ST MARCH 2025****10. ANALYSIS OF NET ASSETS BETWEEN FUNDS**

	<u>General Funds</u>	<u>Designated Funds</u>	<u>Restricted Funds</u>	<u>Total Funds</u>
	£	£	£	
Tangible Fixed Assets	-	-	-	-
Current assets	28,221	360,000	87,888	476,109
Current liabilities	-	-	(20,543)	(20,543)
Net assets at 31st March 2025	<u>£28,221</u>	<u>£360,000</u>	<u>£67,345</u>	<u>£455,566</u>

**11. UNRESTRICTED FUNDS**

	<u>01.04.24</u>	<u>Incoming</u>	<u>Outgoing</u>	<u>Transfer</u>	<u>31.03.25</u>
	£	£	£	£	£
General purpose	42,349	10,918	454	(25,500)	28,221
Designated Funds	<u>334,500</u>	<u>-</u>	<u>-</u>	<u>25,500</u>	<u>360,000</u>
	<u>£376,849</u>	<u>£10,918</u>	<u>£454</u>	<u>£-</u>	<u>£388,221</u>

The level of designated funds are set by the Trustees on an annual basis after due consideration of likely future expenditure. As such the Trustees decide upon allocations to or from designated funds.

At 31 March 2025 the Trustees had allocated the designated funds as follows:

- Redundancy costs (in the event the charity ceased) £77,000
- 6 months operating costs £233,000
- Office accommodation contingency £50,000

**12. RESTRICTED FUNDS**

	<u>01.04.24</u>	<u>Incoming</u>	<u>Outgoing</u>	<u>Transfers</u>	<u>31.03.25</u>
	£	£	£	£	£
Awards for All	19,980	-	(19,980)	-	-
Big Local	(370)	12,185	(11,815)	-	-
Corby Food Bank	(5,975)	26,084	(19,234)	-	875
Kettering Food Bank		41,184	(40,185)	-	999
Dignity In Crisis	(253)	-	253	-	-
NNC	-	91,666	(91,611)	-	55
Henry Smith	27,007	15,000	(42,007)	-	-
Lottery	-	105,473	(65,496)	-	39,977
Oundle Food Bank	(3,410)	18,551	(15,141)	-	-
Support Northamptonshire		28,500	(23,715)	-	4,785
NESS	-	2,998	(2,998)	-	-
Other	18,915	9,631	(7,892)	-	20,654
UKSPF	-	59,012	(59,012)	-	-
NNC Household Support	17,644	10,500	(28,144)	-	-
CITA – Other	4,230	13,165	(17,395)	-	-
Multiply	36,674	134,491	(171,165)	-	-
	<u>£114,442</u>	<u>£568,440</u>	<u>£615,537</u>		<u>£67,345</u>

**12. RESTRICTED FUNDS (continued)**

- CLS Northamptonshire – sub-contract delivery partner on the NNC Financial Inclusion project providing casework services in debt, benefits and energy advice
- CAWNAC - sub-contract delivery partner on the NNC Financial Inclusion project providing casework services in debt, benefits and energy advice
- Big Local provided funding for outreach worker within the Corby Kingswood and Hazelwood Community Centres
- NNC provide funding to support the core service in Corby and also specialist benefits and debt advice
- Henry Smith Charity provide funding for additional debt and benefits advice
- UKSPF funds provides the funding to support long term unemployed people by removing the barriers that prevent them from entering employment
- Citizens Advice provided funding for the Remote Services work delivered to reduce barriers to advice by offering remote services
- Support Northamptonshire provided funding to support individual residents with benefits advice and casework

**13. DONATED FACILITIES**

North Northants Council (NNC) provides premises (and associated utilities) to the charity at no charge in both Corby and Kettering. The Trustees recognising this valuable contribution to the charity's activities, but as a donated facility, its commercial value should not be reflected in these accounts.

**14. TRANSACTIONS WITH RELATED PARTIES**

Other than as described in Note 5, there are no transactions with related parties during the year.