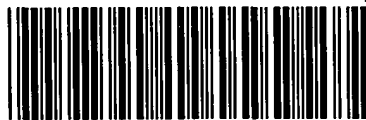


Customer Care Company Ltd - Registered Number: 03590211

Customer Care Company Ltd
Unaudited Financial Statements Year
Ended 30 November 2022

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Customer Care Company Limited
Unaudited Financial Statements For The Year
Ended 30 November 2022

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Customer Care Company Limited
Balance Sheet
As at 30 November 2022

		2022		2021	
	Notes	£	£	£	£
FIXED ASSETS					
Intangible Assets	3		1,502,781		1,353,072
Tangible Assets	4		288,906		286,659
			<u>1,791,687</u>		<u>1,639,731</u>
CURRENT ASSETS					
Stocks	5	397,025		318,391	
Debtors	6	262,101		197,841	
Cash at bank and in hand		98,028		115,870	
		<u>757,154</u>		<u>632,102</u>	
Creditors: Amounts Falling Due Within One Year	7	(53,229)		(89,825)	
NET CURRENT ASSETS (LIABILITIES)			<u>703,925</u>		<u>542,277</u>
TOTAL ASSETS LESS CURRENT LIABILITIES			<u>2,495,612</u>		<u>2,182,008</u>
Creditors: Amounts Falling Due After More Than One Year	8		(396,153)		(280,633)
NET ASSETS			<u>2,099,459</u>		<u>1,901,375</u>
CAPITAL AND RESERVES					
Called up share capital	10	700,000		700,000	
Profit and Loss Account		1,399,459		1,201,375	
SHAREHOLDERS' FUNDS			<u>2,099,459</u>		<u>1,901,375</u>

Customer Care Company Limited
Balance Sheet (continued) As at
30 November 2022

For the year ending 30 November 2022 the company was entitled to exemption from audit under section 477 of the Companies Act 2006 relating to small companies.

Director's responsibilities

- The member has not required the company to obtain an audit in accordance with section 476 of the Companies Act 2006.
- The director acknowledges his responsibilities for complying with the requirements of the Act with respect to accounting records and the preparation of accounts.
- These accounts have been prepared in accordance with the provisions applicable to companies subject to the small companies' regime.
- The company has taken advantage of section 444(1) of the Companies Act 2006 and opted not to deliver to the registrar a copy of the company's Profit and Loss Account.

On behalf of the board



Mr Carl Crompton
Director

15/03/2023

The notes on pages 4 to 7 form part of these financial statements.

Customer Care Company Limited Notes to the Financial Statements For The Year Ended 30 November 2022

1. Accounting Policies

1.1. Basis of Preparation of Financial Statements

The financial statements are prepared under the historical cost convention and in accordance with the FRS 102 Section 1A Small Entities - The Financial Reporting Standard applicable in the UK and Republic of Ireland and the Companies Act 2006.

1.2. Turnover

Turnover is measured at the fair value of the consideration received or receivable, net of discounts and value added taxes. Turnover includes revenue earned from the sale of goods and from the rendering of services. Turnover is reduced for estimated customer returns, rebates and other similar allowances.

Sale of goods

Turnover from the sale of goods is recognised when the significant risks and rewards of ownership of the goods has transferred to the buyer. This is usually at the point that the customer has signed for the delivery of the goods.

Rendering of services

Turnover from the rendering of services is recognised by reference to the stage of completion of the contract. The stage of completion of a contract is measured by comparing the costs incurred for work performed to date to the total estimated contract costs. Turnover is only recognised to the extent of recoverable expenses when the outcome of a contract cannot be estimated reliably.

1.3. Intangible Fixed Assets and Amortisation

Other intangible assets are novel telecommunications, CRM and other related innovative software products and services, which are amortised to profit and loss account over its estimated economic life of ten years.

1.4. Tangible Fixed Assets and Depreciation

Tangible fixed assets are measured at cost less accumulated depreciation and any accumulated impairment losses. Depreciation is provided at rates calculated to write off the cost of the fixed assets, less their estimated residual value, over their expected useful lives on the following basis:-

Fixtures & Fittings	15% reducing balance
IT & Computer Equipment	25% on cost
Motor Vehicles	20% reducing balance

1.5. Leasing and Hire Purchase Contracts

Assets obtained under hire purchase contracts and finance leases are capitalised as tangible fixed assets. Assets acquired under finance leases are depreciated over the shorter of the lease term and their useful lives. Assets acquired under hire purchase contracts are depreciated over their useful lives. Finance leases are those where substantially all of the benefits and risks of ownership are assumed by the company. Obligations under such agreements are included in the creditors net of the finance charge allocated to future periods. The finance element of the rental payment is charged to the profit and loss account so as to produce a constant periodic rate of charge on the net obligation outstanding in each period.

Rentals applicable to operating leases where substantially all of the benefits and risks of ownership remain with the lessor are charged to profit and loss account as incurred.

1.6. Stocks and Work in Progress

Stocks and work in progress are valued at the lower of cost and net realisable value after making due allowance for obsolete and slow-moving stocks. Cost includes all direct costs and an appropriate proportion of fixed and variable overheads. Work in progress reflected in the accounts on a contract by contract basis by recording turnover and related costs as contract activity progresses.

2. Average Number of Employees

Average number of employees, including directors, during the year was eleven.

Customer Care Company Limited
Notes to the Financial Statements (continued) For
The Year Ended 30 November 2022

3. Intangible Assets

	Other
Cost	£
As at 30 November 2021	2,061,781
As at 30 November 2022	<u>2,331,322</u>
Amortisation	
As at 30 November 2021	708,709
Provided during the period	119,832
As at 30 November 2022	<u>828,541</u>
Net Book Value	
As at 30 November 2022	1,502,781
As at 30 November 2021	<u>1,353,072</u>

4. Tangible Assets

	Plant & Machinery	Motor Vehicles	Total
Cost	£	£	£
As at 30 November 2021			
Additions	787,772	31,278	819,050
	67,103	-	67,103
As at 30 November 2022	<u>854,875</u>	<u>31,278</u>	<u>886,153</u>
Depreciation			
As at 30 November 2021			
Provided during the period	530,132	-	530,132
	65,309	1,806	67,115
As at 30 November 2022	<u>595,441</u>	<u>1,806</u>	<u>597,247</u>
Net Book Value			
As at 30 November 2022	259,434	29,472	288,906
As at 30 November 2021	<u>257,640</u>	<u>29,019</u>	<u>286,659</u>

5. Stocks

Comprising:

Stock & Work In Progress

	2022	2021
	£	£
Stock	75,367	79,556
Work In Progress	321,658	238,835
	<u>397,025</u>	<u>318,391</u>

Customer Care Company Limited
Notes to the Financial Statements (continued) For
The Year Ended 30 November 2022

6. Debtors

	2022	2021
	£	£
Due within one year		
Trade debtors	262,101	197,841
	<u> </u>	<u> </u>
Due after more than one year		
Trade debtors	0	0
	<u> </u>	<u> </u>
Total Debtors	<u>262,101</u>	<u>197,841</u>

7. Creditors: Amounts Falling Due Within One Year

	2022	2021
	£	£
Trade creditors	37,018	60,288
VAT	16,211	29,537
Other creditors	-	-
	<u> </u>	<u> </u>
	<u>53,229</u>	<u>89,825</u>

8. Creditors: Amounts Falling Due After More Than One Year

	2022	2021
	£	£
Net obligations under hire purchase finance contracts	9,877	23,716
Other creditors	0	0
CBILS and Rosebud Loan	386,276	256,917
	<u> </u>	<u> </u>
Total	<u>396,153</u>	<u>280,633</u>

9. Obligations Under Finance Leases and Hire Purchase

	2022	2021
	£	£
The maturity of these amounts is as follows:		
Amounts Payable:		
Between one and five years	9,877	23,716
	<u> </u>	<u> </u>
Total	<u>9,877</u>	<u>23,716</u>

Customer Care Company Limited
Notes to the Financial Statements (continued) For
The Year Ended 30 November 2021

10. Share Capital

	2022	2021
Allotted, Called up and fully paid	<u>700,000</u>	<u>700,000</u>

11. Director's Remuneration

The Director took a minimum remuneration of £44,080 during the financial year to November 2022 and £31,560 to November 2021.

12. General Information

Customer Care Company Ltd. is a private company, limited by shares, incorporated in England & Wales, registered number 03590211. The registered office is Technology Centre, 181-183 The Rock, Bury, Manchester BL9 0NE.