

Registration number: 04966490

Customer First UK Ltd

(A company limited by guarantee)

Unaudited Abbreviated Accounts

for the Year Ended 31 March 2015

TMC Accountancy Ltd
14 Clifton Moor Business Village
James Nicolson Link
York
YO30 4XG

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Customer First UK Ltd
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The following reproduces the text of the accountants' report in respect of the company's annual financial statements, from which the abbreviated accounts (set out on pages 2 to 4) have been prepared.

**Accountants' Report to the Board of Directors on the Preparation of the
Unaudited Statutory Accounts of
Customer First UK Ltd
for the Year Ended 31 March 2015**

In order to assist you to fulfil your duties under the Companies Act 2006, we have prepared for your approval the accounts of Customer First UK Ltd for the year ended 31 March 2015 set out on pages from the company's accounting records and from information and explanations you have given us.

This report is made solely to the Board of Directors of Customer First UK Ltd, as a body, in accordance with the terms of our engagement letter. Our work has been undertaken solely to prepare for your approval the accounts of Customer First UK Ltd. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than Customer First UK Ltd and its Board of Directors as a body for our work or for this report.

It is your duty to ensure that Customer First UK Ltd has kept adequate accounting records and to prepare statutory accounts that give a true and fair view of the assets, liabilities, financial position and loss of Customer First UK Ltd. You consider that Customer First UK Ltd is exempt from the statutory audit requirement for the year.

We have not been instructed to carry out an audit or a review of the accounts of Customer First UK Ltd. For this reason, we have not verified the accuracy or completeness of the accounting records or information and explanations you have given to us and we do not, therefore, express any opinion on the statutory accounts.

TMC Accountancy Ltd
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TMC Accountancy Ltd
14 Clifton Moor Business Village
James Nicolson Link
York
YO30 4XG
21 August 2015

Customer First UK Ltd
(Registration number: 04966490)
Abbreviated Balance Sheet at 31 March 2015

	Note	2015 £	2014 £
Fixed assets			
Tangible fixed assets		37	187
Current assets			
Stocks		396	484
Debtors		21,899	12,787
Cash at bank and in hand		10,365	28,851
		32,660	42,122
Creditors: Amounts falling due within one year		(36,249)	(33,747)
Net current (liabilities)/assets		(3,589)	8,375
Net (liabilities)/assets		(3,552)	8,562
Capital and reserves			
Profit and loss account		(3,552)	8,562
Shareholders' (deficit)/funds		(3,552)	8,562

For the year ending 31 March 2015 the company was entitled to exemption under section 477 of the Companies Act 2006 relating to small companies.

The members have not required the company to obtain an audit in accordance with section 476 of the Companies Act 2006.

The directors acknowledge their 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 .

Approved by the Board on 14 August 2015 and signed on its behalf by:


.....
Mr S N Hinton
Director

The notes on pages 3 to 4 form an integral part of these financial statements.

Customer First UK Ltd
Notes to the Abbreviated Accounts for the Year Ended 31 March 2015

1 Accounting policies

Basis of preparation

The full financial statements, from which these abbreviated accounts have been extracted, have been prepared under the historical cost convention and in accordance with the Financial Reporting Standard for Smaller Entities (Effective April 2008).

Going concern

The financial statements have been prepared on a going concern basis based on financial forecasts prepared by the chief executive, and approved by the Board on 28 May 2015, which indicate that turnover from core business assessments and consultancy services to be converted will increase and return the company to profitability.

Turnover

Turnover represents amounts chargeable, net of value added tax, in respect of the sale of goods and services to customers. Revenue from assessments and consultancy services are recognised in the accounting period in which the service is carried out. Annual fees charged for Practitioners licence fees are pro rated over the period to which they relate.

Depreciation

Depreciation is provided on tangible fixed assets so as to write off the cost or valuation, less any estimated residual value, over their expected useful economic life as follows:

Asset class	Depreciation method and rate
Computer equipment	33% straight line

Stock

Stock is valued at the lower of cost and net realisable value after due regard for obsolete and slow moving stocks. Net realisable value is based on selling price less anticipated costs to completion and selling costs.

Hire purchase and leasing

Rentals payable under operating leases are charged in the profit and loss account on a straight line basis over the lease term.

Financial instruments

Financial instruments are classified and accounted for, according to the substance of the contractual arrangements, as financial assets, financial liabilities or equity instruments. An equity instrument is any contract that evidences a residual interest in the assets of the company after deducting all of its liabilities.

Customer First UK Ltd

Notes to the Abbreviated Accounts for the Year Ended 31 March 2015

..... continued

2 Fixed assets

	Tangible assets £	Total £
Cost		
At 1 April 2014	957	957
Disposals	<u>(508)</u>	<u>(508)</u>
At 31 March 2015	<u>449</u>	<u>449</u>
Depreciation		
At 1 April 2014	770	770
Charge for the year	150	150
Eliminated on disposals	<u>(508)</u>	<u>(508)</u>
At 31 March 2015	<u>412</u>	<u>412</u>
Net book value		
At 31 March 2015	<u>37</u>	<u>37</u>
At 31 March 2014	<u>187</u>	<u>187</u>

3 Company status

The company is a private company limited by guarantee and consequently does not have share capital. Each of the members is liable to contribute an amount not exceeding £1 towards the assets of the company in the event of liquidation.

4 Control

The company is controlled by Hinton Sheerline Ltd and the National Enterprise Network. The parent company is NQ (Doncaster) Limited by virtue of it being the only member of the company.

NQ (Doncaster) Limited is jointly owned by Hinton Sheerline Ltd and the National Federation of Enterprise Agencies trading as National Enterprise Network (NEN). Control was exercised by representatives from each of these organisations on the board of directors. Mr S N Hinton represented Hinton Sheerline Ltd, and Miss D Whiteley and Mr P Scott represented the NEN.. The ultimate controlling party is NQ (Doncaster) Limited.