

LIQ03

Notice of progress report in voluntary winding up



Companies House

WEDNESDAY



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COMPANIES HOUSE

1 Company details

Company number 0 7 0 7 3 5 6 3

Company name in full 1st Call Care Limited

→ Filling in this form
Please complete in typescript or in
bold black capitals.

2 Liquidator's name

Full forename(s) Philip Anthony

Surname Brooks

3 Liquidator's address

Building name/number Blades Insolvency Services

Street Charlotte House

19B Market Place

Post town Bingham

County/Region Nottingham

Postcode N G 1 3 8 A P

Country

4 Liquidator's name ①

Full forename(s) Julie Elizabeth

Surname Willetts

① Other liquidator
Use this section to tell us about
another liquidator.

5 Liquidator's address ②

Building name/number Blades Insolvency Services

Street Charlotte House

19B Market Place

Post town Bingham

County/Region Nottingham

Postcode N G 1 3 8 A P

Country

② Other liquidator
Use this section to tell us about
another liquidator.

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6 Period of progress report

From date	d	1	d	5	m	0	m	4	y	2	y	0	y	1	y	9
To date	d	1	d	4	m	0	m	4	y	2	y	0	y	2	y	0

7 Progress report☒ The progress report is attached**8** Sign and date

Liquidator's signature

Signature



Signature date

d	1	d	5	m	0	m	6	y	2	y	0	y	2	y	0
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LIQ03

Notice of progress report in voluntary winding up

**Presenter information**

You do not have to give any contact information, but if you do it will help Companies House if there is a query on the form. The contact information you give will be visible to searchers of the public record.

Contact name **Shelley Hargreaves**

Company name **Blades Insolvency Services**

Address **Charlotte House**

19B Market Place**Bingham**

Post town **Nottingham**

County/Region

Postcode **N G 1 3 8 A P**

Country

DX

Telephone **01949831260**

**Checklist**

We may return forms completed incorrectly or with information missing.

Please make sure you have remembered the following:

- ☐ The company name and number match the information held on the public Register.
- ☐ You have attached the required documents.
- ☐ You have signed the form.

**Important information**

All information on this form will appear on the public record.

**Where to send**

You may return this form to any Companies House address, however for expediency we advise you to return it to the address below:

The Registrar of Companies, Companies House,
Crown Way, Cardiff, Wales, CF14 3UZ.
DX 33050 Cardiff.

**Further information**

For further information please see the guidance notes on the website at www.gov.uk/companieshouse or email enquiries@companieshouse.gov.uk

This form is available in an alternative format. Please visit the forms page on the website at www.gov.uk/companieshouse

Our ref **PAB/2624/A**
15 June 2020

TO ALL MEMBERS AND CREDITORS

Dear Sir/Madam

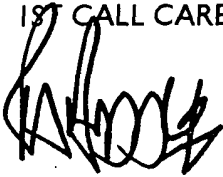
**1ST CALL CARE LIMITED
IN CREDITORS VOLUNTARY LIQUIDATION**

This is my report to members and creditors following the fourth anniversary of my appointment as Joint Liquidator of the company on 15 April 2016. This report should be read in conjunction with my earlier reports to creditors.

This practice uses personal information in order to fulfil the legal obligations of our Insolvency Practitioners under the Insolvency Act and other relevant legislation, and also in order to fulfil the legitimate interests of keeping creditors and others informed about the insolvency proceedings. You can find more information on how we use your personal information in our privacy statement which may be viewed on our website at www.bladesinsolvency.co.uk

If creditors have any queries concerning the conduct of the liquidation, or if they wish to obtain hard copies of any of the documents made available online they should contact Christine Lingard of this office by telephone on 01949 831260 or email christine.lingard@bladesinsolvency.co.uk

Yours faithfully
for and on behalf of
1ST CALL CARE LIMITED



P A Brooks
Joint Liquidator

Philip Anthony Brooks and Julie Willetts are Licensed Insolvency Practitioners bound by the Insolvency Code of Ethics

Our ref PAB/2624/A
15 June 2020

**1ST CALL CARE LIMITED
IN CREDITORS VOLUNTARY LIQUIDATION**

LIQUIDATORS' REPORT PURSUANT TO SECTION 104A INSOLVENCY ACT 1986

Introduction

The company went into liquidation on 15 April 2016. This report covers the period from 15 April 2019, being the date of my last annual progress report, to 14 April 2020 and should be read in conjunction with my earlier reports.

Company and liquidators' details

Company registered number:	07073563
Nature of business:	Healthcare services
Former trading address:	4 Brook Road Syston Leicester, LE7 1GD
Date of liquidators' appointment:	15 April 2016
Names of joint liquidators:	P A Brooks and J Willetts
Registered office address:	Charlotte House 19B Market Place Bingham Nottingham, NG13 8AP

Liquidators' receipts and payments account

A summary of my receipts and payments for the period from 15 April 2016 to 14 April 2020, together with a summary of transactions in the current reporting period, is attached which I believe is self-explanatory.

All funds have been held in a designated bank account in the name of the insolvent estate.

Realisation of assets

- There have been no realisations in the reporting period.

Expenses of the liquidation

I believe that the expenses reported in my receipts and payments account are self-explanatory although I would comment as follows:

- Due to the nature of the company's trade it was not registered for Value Added Tax. VAT is not therefore recoverable on payments made in the liquidation.
- Bank charges incurred during the reporting period total £85.87.

Creditors' claims and dividends

- **Secured**

There are no unsatisfied charges registered against the company.

- **Preferential**

No preferential claims have been received and none identified.

- **Non-preferential**

Claims have been received and agreed from nine non-preferential creditors totalling £139,381. Two creditors recorded in the statement of affairs presented in the administration with debts totalling £3,887 have not submitted a claim. The statement of affairs disclosed eight creditors with claims totalling £137,613.

- **Dividend**

Since there is no outstanding creditor secured by a floating charge the provisions of section 176A of the Insolvency Act 1986, concerning the apportionment of funds for non-preferential creditors, do not apply.

A first dividend of 57.39 pence in the pound was paid to non-preferential creditors on 1 March 2017.

A second and final dividend of 20.30 pence in the pound was paid on 31 January 2019.

Liquidators' fees and disbursements

I have incurred disbursements of £276 which may be summarised as follows:

Type of expense	Brought forward	Incurred this period	Total
	£	£	£
Statutory advertising	137	-	137
Software licence	125	-	125
Hosting fees	-	14	14
Total	262	14	276

To reduce the level of professional costs certain work has been conducted by staff under my supervision. The level of staff has been selected based upon the nature and complexity of the assignment.

The current hourly charge-out rate for each grade of staff is detailed on the attached summary of fees and disbursements charged by this firm. All staff involved in the assignment have been charged directly to the case and there has been no general overhead allocation in respect of support staff. There has been no increase in my firm's hourly rates during the reporting period.

A copy of "Liquidations - A Creditor's Guide to Insolvency Practitioners' Fees", published by the Association of Business Recovery Professionals to supplement Statement of Insolvency Practice number 9 ("SIP 9"), a statement of best practice agreed by the various insolvency regulatory authorities, may be found at <https://www.insolvency-practitioners.org.uk/regulation-and-guidance/guides-to-fees>

I have incurred time costs of £12,737 in respect of work undertaken since the date of liquidation which represents a total of 87.80 hours spent at an average hourly rate of £145.07. This compares to an average hourly rate of £140.98 at the date of my last report.

During this reporting period I have incurred time costs of £1,571 which represents 8.60 hours spent at an average hourly rate of £182.67.

Other than the work necessary to comply with statutory requirements the sole work undertaken in this reporting period has been to seek the approval of creditors to my proposed fee.

Appendix A attached to this report summarises my time costs and the nature of work I have undertaken for the period since the date of liquidation and for the period since my last annual report.

I propose to draw the balance of funds on account of the costs and disbursements I have incurred since the date of liquidation and intend to write to creditors under separate cover in this regard in the near future.

Investigation into the affairs of the company

I undertook an initial investigation into the company's affairs to establish whether there were any potential asset recoveries or conduct matters that justified further investigation, taking account of the public interest, potential recoveries, the amount of funds likely to be available to pay the costs of an investigation and the relevant costs involved.

There were no matters that justified further investigation in the circumstances of this appointment.

Company Directors Disqualification Act 1986

In accordance with the provisions of the Company Directors Disqualification Act 1986, I confirm that I have fulfilled my statutory obligation and submitted a report on the conduct of the directors of the company to the Secretary of State.

Professional advisors

During the course of the liquidation I have used the following professional advisors:

Name of advisor	Nature of work	Basis of fees
Philip Elliott Associates	Enquiry agent	Time costs/fixed rates
Cash Protection Agency Limited	Debt collection	Commission

My choice of advisor was based upon my assessment of their experience and ability to undertake this type of work, taking into account the complexity of the case. I have reviewed the fees charged under the fee arrangements and I am satisfied that these are reasonable in the nature and circumstances of this case.

Outstanding matters

The principal outstanding matter is the approval of creditors in respect of my proposed fee. I hope to be in a position to conclude these matters within three months following which I intend to take steps to finalise the liquidation.

Complaints

Whilst my firm strives to provide a professional and efficient service, it is in the nature of insolvency proceedings for disputes to arise from time to time. If you have any complaints about this case, you should, in the first instance, put details of your complaint in writing to my firm. This will formally invoke our complaints procedure and we will endeavour to deal with your complaint in writing within a period of twenty-one days of receipt.

Most disputes can be resolved amicably either through the provision of further information or following negotiations. However, in the event that you have exhausted our complaints procedure and you are not satisfied that your complaint has been resolved or dealt with appropriately, you may complain to the regulatory body that licences the insolvency practitioner concerned. Any such complaints should be addressed to The Insolvency Service, IP Complaints, 3rd Floor, 1 City Walk, Leeds, LS11 9DA, and you can make a submission using an on-line form available at www.gov.uk/complain-about-insolvency-practitioner

Creditors' rights

An unsecured creditor may, with the permission of the court or with the concurrence of 5% in value of the unsecured creditors (including the creditor in question), request further details of the liquidators' remuneration and expenses, within twenty-one days of receipt of this report. Any secured creditor may request the same details in the same time limit.

An unsecured creditor may, with the permission of the court or with the concurrence of 10% in value of the creditors (including the creditor in question), apply to court to challenge the amount and/or basis of the liquidators' fees and the amount of any proposed expenses or expenses already incurred, within eight weeks of receipt of this report. Any secured creditor may make a similar application to court within the same time limit.

To comply with the Provision of Services Regulations, some further general information about this practice may be found at www.bladesinsolvency.co.uk. A hard copy is available on request.

Please do not hesitate to contact me should you require any further information.



P A Brooks
Joint Liquidator

**1ST CALL CARE LIMITED
IN CREDITORS VOLUNTARY LIQUIDATION**

**LIQUIDATORS' RECEIPTS AND PAYMENTS ACCOUNT
FOR THE PERIOD FROM 15 APRIL 2016 TO 14 APRIL 2020**

	From 15/04/2016 to 14/04/2019	From 15/04/2019 to 14/04/2020	Total
	£	£	£
RECEIPTS			
Surplus from Administration	101,848.14		101,848.14
Trade debts	5,880.00		5,880.00
Voidable payments	8,750.00		8,750.00
Interest	237.43		237.43
	<u>116,715.57</u>	<u>0.00</u>	<u>116,715.57</u>
PAYMENTS			
Administrators' fee - balance	2,640.00		2,640.00
Administrators' disbursements	57.57		57.57
Liquidators' disbursements	150.00		150.00
Debt collection fees	1,558.28		1,558.28
Bank charges	208.40	85.87	294.27
Non-preferential creditors	108,300.00		108,300.00
	<u>112,914.25</u>	<u>85.87</u>	<u>113,000.12</u>
Balance	<u>3,801.32</u>	<u>(85.87)</u>	<u>3,715.45</u>

Note;

Where relevant transactions are shown inclusive of VAT since the company is not registered for VAT

IST CALL CARE LIMITED

LIQUIDATORS' TIME COST SUMMARY

FOR THE PERIOD FROM 15 APRIL 2016 TO 14 APRIL 2020

Classification of work function	Partner	Administrator	Assistants & support staff	Total hours	Time costs	Average hourly rate
	Hours	Hours	Hours		£	£
Administration and planning	13.40	4.30	40.90	58.60	6,777	115.65
Investigations	1.00	-	-	1.00	260	260.00
Realisation of assets	12.20	-	-	12.20	3,172	260.00
Creditors	5.80	10.20	-	16.00	2,528	158.00
Total hours	32.40	14.50	40.90	87.80		
Total costs (£)	8,424	1,450	2,863		12,737	145.07

FOR THE PERIOD FROM 15 APRIL 2019 TO 14 APRIL 2020

Classification of work function	Partner	Administrator	Assistants & support staff	Total hours	Time costs	Average hourly rate
	Hours	Hours	Hours		£	£
Administration and planning	5.10	-	3.50	8.60	1,571	182.67
Investigations	-	-	-	-	-	-
Realisation of assets	-	-	-	-	-	-
Creditors	-	-	-	-	-	-
Total hours	5.10	0.00	3.50	8.60		
Total costs (£)	1,326	0	245		1,571	182.67

IST CALL CARE LIMITED IN CREDITORS VOLUNTARY LIQUIDATION

Summary of work undertaken to be read in conjunction with the time cost summary

Administration and planning

(i) Case planning

- Setting initial case strategy taking into account the specific circumstances of the case.
- Periodic review of case strategy and varying strategy as appropriate in the light of case progress.
- Conducting regular file reviews to ensure compliance to identify any other matters requiring attention.

(ii) Administrative set-up

- Reviewing and taking possession of company records and preparing detailed summary of records held.
- Arranging for the storage and retrieval of records when necessary.
- Dealing with general correspondence arising on the case from time to time.

(iii) Appointment notification, filing and advertising

- Dealing with initial requirements for notification of appointment with the Registrar of Companies.
- Arranging notification of appointment to creditors and the London Gazette.
- Notification of appointment to company advisors.

(iv) Statutory reporting

- Statutory reporting including submission of reports to creditors.

(v) Maintenance of records

- Opening liquidation bank accounts and processing transactions in relation to funds received and payments made.
- Dealing with related filing and processing requirements.
- Submission of post appointment tax returns.

Investigations

- Sending questionnaires to directors and reviewing responses.
- Review of company records and requests to creditors for information to identify any matters requiring further detailed examination.
- Completion of SIP2 investigation work as appropriate.
- Preparation of report pursuant to CDDA 1986.

Realisation of assets

- Correspondence with debt collector and enquiry agent regarding outstanding debts.
- Calculation of amounts repayable by the company director and subsequent correspondence concerning this.

Creditors

- General correspondence and telephone conversations with creditors in response to general enquiries and concerns.
- Receipt and acknowledgement of claims.
- Agreement of claims.
- Payment of dividends to non-preferential creditors.

BLADES INSOLVENCY SERVICES PRACTICE FEE RECOVERY POLICY

Introduction

The insolvency legislation was changed in October 2015, with one or two exceptions, for insolvency appointments made from that time. This sheet explains how we intend to apply the alternative fee bases allowed by the legislation when acting as office holder in insolvency appointments. The legislation allows different fee bases to be used for different tasks within the same appointment. The fee basis, or combination of bases, set for a particular appointment is/are subject to approval, generally by a committee if one is appointed by the creditors, failing which the creditors in general meeting, or the Court.

Further information about creditors' rights can be obtained by visiting the creditors' information micro-site published by the Association of Business Recovery Professionals (R3) at <http://www.creditorinsolvencyguide.co.uk/>. Details about how an office holder's fees may be approved for each case type are available in a series of guides issued with Statement of Insolvency Practice 9 (SIP 9) and can be accessed at <https://www.r3.org.uk/what-we-do/publications/professional/fees>. Alternatively a hard copy may be requested from Blades Insolvency Services, Charlotte House, 19B Market Place, Bingham, Nottingham, NG13 8AP. Please note that we have provided further details in this policy document.

Once the basis of the office holder's remuneration has been approved, a periodic report will be provided to any committee and also to each creditor. The report will provide a breakdown of the remuneration drawn. If approval has been obtained for remuneration on a time costs basis, i.e. by reference to time properly spent by members of staff of the practice at our standard charge out rates, the time incurred will also be disclosed, whether drawn or not, together with the average, or "blended" rates of such costs. Under the legislation, any such report must disclose how creditors can seek further information and challenge the basis on which the fees are calculated and the level of fees drawn in the period of the report. Once the time to challenge the office holder's remuneration for the period reported on has elapsed, then that remuneration cannot subsequently be challenged.

Under some old legislation, which still applies for insolvency appointments commenced before 6 April 2010, there is no equivalent mechanism for fees to be challenged.

Time cost basis

When charging fees on a time costs basis we use charge out rates appropriate to the skills and experience of a member of staff and the work that they perform. This is combined with the amount of time that they work on each case, recorded in 6 minute units with supporting narrative to explain the work undertaken.

Charge out rates

Grade of staff	Current charge out rate per hour, effective from 1 November 2018 £	Previous charge out rate per hour, effective from 1 November 2011 £
Partner	285	260
Administrator	110	100
Case Administrator	80	70
Cashier	80	70

These charge-out rates charged are reviewed annually and, where relevant, are adjusted to take account of inflation and the firm's overheads.

Time spent on casework is recorded directly to the relevant case using a computerised time recording system and the nature of the work undertaken is recorded at that time. The work is generally recorded under the following categories:

- Administration and planning
- Investigations
- Realisation of assets
- Creditors
- Trading
- Case specific matters

In cases where we were appointed prior to 1 October 2015, most of our fees were recovered on a time costs basis and appropriate authority was obtained from the creditors or the committee as set down in the legislation. The legislation changed on 1 October 2015 and on new appointments we may seek approval for our fees to be based on a percentage basis or as a fixed sum, both of which are explained further below.

When we seek time costs approval we have to provide a fees estimate. That estimate acts as a cap on our time costs so that we cannot draw fees of more than the estimated time costs without further approval from those who approved our fees. When seeking approval for our fees, we will disclose the work that we intend to undertake, the hourly rates we intend to charge for each part of the work, and the time that we think each part of the work will take. We will summarise that information in an average or "blended"

rate for all of the work being carried out within the estimate. We will also say whether we anticipate needing to seek approval to exceed the estimate and, if so, the reasons that we think that may be necessary.

The disclosure that we make should include sufficient information about the insolvency appointment to enable you to understand how the proposed fee reflects the complexity (or otherwise) of the case, any responsibility of an exceptional kind falling on the office holder, the effectiveness with which the office holder has carried out their functions, and the value and nature of the property with which the office holder has to deal.

If we subsequently need to seek authority to draw fees in excess of the estimate, we will explain why we have exceeded, or are likely to exceed the estimate; any additional work undertaken, or proposed to be undertaken; the hourly rates proposed for each part of the work; and the time that the additional work is expected to take. As with the original estimate, we will say whether we anticipate needing further approval and, if so, why we think it may be necessary to seek further approval.

Percentage basis

The legislation allows fees to be charged on a percentage of the value of the property with which the office holder has to deal (realisations and/or distributions). Different percentages can be used for different assets or types of assets. In cases where we were appointed prior to 1 October 2015, most of our fees were recovered on a time costs basis and appropriate authority was obtained from the creditors or the committee as set down in the legislation. The legislation changed on 1 October 2015 and we now seek remuneration on a percentage basis more often. A report accompanying any fee request will set out the potential assets in the case, the remuneration percentage proposed for any realisations and the work covered by that remuneration, as well as the expenses that will be, or are likely to be, incurred. Expenses can be incurred without approval, but must be disclosed to help put the remuneration request into context.

The percentage approved in respect of realisations will be charged against the assets realised, and where approval is obtained on a mixture of bases, any fixed fee and time costs will then be charged against the funds remaining in the liquidation after the realisation percentage has been deducted.

The disclosure that we make should include sufficient information about the insolvency appointment to enable you to understand how the proposed fee reflects the complexity (or otherwise) of the case, any responsibility of an exceptional kind falling on the office holder, the effectiveness with which the office holder has carried out their functions, and the value and nature of the property with which the office holder has to deal.

If the basis of remuneration has been approved on a percentage basis then an increase in the amount of the percentage applied can only be approved by the committee or creditors (depending upon who approved the basis of remuneration) in cases where there has been a material and substantial change in the circumstances that were taken into

account when fixing the original level of the percentage applied. If there has not been a material and substantial change in the circumstances then an increase can only be approved by the Court.

Fixed fee

The legislation allows fees to be charged at a set amount. Different set amounts can be used for different tasks. In cases where we were appointed prior to 1 October 2015, most of our fees were recovered on a time costs basis and appropriate authority was obtained from the creditors or the committee as set down in the legislation. The legislation changed on 1 October 2015 and we now seek remuneration on a fixed fee basis more often. A report accompanying any fee request will set out the set fee that we proposed to charge and the work covered by that remuneration, as well as the expenses that will be, or are likely to be, incurred. Expenses can be incurred without approval, but must be disclosed to help put the remuneration request into context.

The disclosure that we make should include sufficient information about the insolvency appointment to enable you to understand how the proposed fee reflects the complexity (or otherwise) of the case, any responsibility of an exceptional kind falling on the office holder, the effectiveness with which the office holder has carried out their functions, and the value and nature of the property with which the office holder has to deal.

If the basis of remuneration has been approved on a fixed fee basis then an increase in the amount of the fixed fee can only be approved by the committee or creditors (depending upon who approved the basis of remuneration) in cases where there has been a material and substantial change in the circumstances that were taken into account when fixing the original level of the fixed fee. If there has not been a material and substantial change in the circumstances then an increase can only be approved by the Court.

Members' Voluntary Liquidations and Voluntary Arrangements

The changes in legislation that took effect from 1 October 2015 did not apply to Members' Voluntary Liquidations (MVL), Company Voluntary Arrangements (CVA) or Individual Voluntary Arrangements (IVA). In MVLs, the company's members set the fee basis, often as a fixed fee. In CVAs and IVAs, the fee basis is set out in the proposals and creditors approve the fee basis when they approve the arrangement.

All bases

With the exception of Individual Voluntary Arrangements and Company Voluntary Arrangements which are VAT exempt, the officeholder's remuneration invoiced to the insolvent estate will be subject to VAT at the prevailing rate.

Agent's costs

Charged at cost based upon the charge made by the agent instructed, the term agent includes:

- Solicitors / legal advisors
- Auctioneers / valuers
- Accountants
- Quantity surveyors
- Estate agents
- Other specialist advisors

In new appointments made after 1 October 2015, the office holder will provide details of expenses to be incurred, or likely to be incurred, when seeking fee approval. When reporting to the committee and creditors during the course of the insolvency appointment the actual expenses incurred will be compared with the original estimate provided.

Disbursements

In accordance with SIP 9 the basis of disbursement allocation in respect of disbursements incurred by the Office Holder in connection with the administration of the estate must be fully disclosed to creditors. Disbursements are categorised as either category 1 or category 2.

Category 1 disbursements are directly referable to an invoice from a third party, which is either in the name of the estate or Blades Insolvency Services. In the case of the latter, the invoice will make reference to, and therefore can be directly attributed to, the estate. These disbursements are recoverable in full from the estate without the prior approval of creditors either by a direct payment from the estate or, where the firm has made payment on behalf of the estate, by a recharge of the amount invoiced by the third party.

Examples of category 1 expenses are statutory advertising, external meeting room hire, external storage, specific bond insurance and search fees. A software licence fee of £125.00 will be charged to each case. This is a fixed fee, irrespective of the duration of the insolvency procedure. A website hosting fee of £7.50 is payable in respect of each annual and final report.

Category 2 disbursements are incurred by the firm and recharged to the estate; they are not attributed to the estate by a third party invoice and/or they may include a profit element. These disbursements are recoverable in full from the estate, subject to the basis of the disbursement charge being approved by creditors in advance.

Examples of category 2 expenses are photocopying, record storage and mileage.

It is proposed that the following category 2 disbursements are recovered:

Circular letters	5p per sheet to reflect the cost of stationery and photocopying or printing. The actual cost of postage will be separately charged to the estate. (No charge is made for individual letters relating to the administration of the insolvent estate)
Record storage	£10.00 box per annum (to include the cost of transport and eventual destruction of the records)
Mileage	45p per mile
Online money laundering verification search	£10.00 per individual search