

REGISTERED NUMBER: 10674373 (England and Wales)

UNAUDITED FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2023

FOR

CUSTOMER CARE FIRST LTD

CUSTOMER CARE FIRST LTD (REGISTERED NUMBER: 10674373)

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FOR THE YEAR ENDED 31 MARCH 2023**

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CUSTOMER CARE FIRST LTD (REGISTERED NUMBER: 10674373)**BALANCE SHEET
31 MARCH 2023**

	Notes	31.3.23 £	£	31.3.22 £	£
FIXED ASSETS					
Tangible assets	4		2,243		4,126
CURRENT ASSETS					
Debtors	5	18,463		22,515	
Cash at bank		<u>21,479</u>		<u>15,914</u>	
		39,942		38,429	
CREDITORS					
Amounts falling due within one year	6	<u>38,918</u>		<u>26,212</u>	
NET CURRENT ASSETS			<u>1,024</u>		<u>12,217</u>
TOTAL ASSETS LESS CURRENT LIABILITIES			3,267		16,343
PROVISIONS FOR LIABILITIES			<u>450</u>		<u>850</u>
NET ASSETS			<u><u>2,817</u></u>		<u><u>15,493</u></u>
CAPITAL AND RESERVES					
Called up share capital			100		100
Retained earnings			<u>2,717</u>		<u>15,393</u>
SHAREHOLDERS' FUNDS			<u><u>2,817</u></u>		<u><u>15,493</u></u>

The company is entitled to exemption from audit under Section 477 of the Companies Act 2006 for the year ended 31 March 2023.

The members have not required the company to obtain an audit of its financial statements for the year ended 31 March 2023 in accordance with Section 476 of the Companies Act 2006.

The directors acknowledge their responsibilities for:

- (a) ensuring that the company keeps accounting records which comply with Sections 386 and 387 of the Companies Act 2006 and
- (b) preparing financial statements which give a true and fair view of the state of affairs of the company as at the end of each financial year and of its profit or loss 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 company.

The notes form part of these financial statements

CUSTOMER CARE FIRST LTD (REGISTERED NUMBER: 10674373)

BALANCE SHEET - continued
31 MARCH 2023

The financial statements have been prepared and delivered in accordance with the provisions applicable to companies subject to the small companies regime.

In accordance with Section 444 of the Companies Act 2006, the Statement of Income and Retained Earnings has not been delivered.

The financial statements were approved by the Board of Directors and authorised for issue on 27 October 2023 and were signed on its behalf by:

Mrs J M Luke - Director

D A Luke - Director

The notes form part of these financial statements

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2023**

1. STATUTORY INFORMATION

Customer Care First Ltd is a private company, limited by shares, registered in England and Wales, registered number 10674373. Its registered office is Admiral House, Waterfront East, Brierley Hill, DY5 1XG. The financial statements are presented in Sterling, which is the functional currency of the company.

2. ACCOUNTING POLICIES

Basis of preparing the financial statements

These financial statements have been prepared in accordance with Financial Reporting Standard 102 "The Financial Reporting Standard applicable in the UK and Republic of Ireland" including the provisions of Section 1A "Small Entities" and the Companies Act 2006. The financial statements have been prepared under the historical cost convention.

Turnover

Turnover is measured at the fair value of the consideration received or receivable, excluding discounts, rebates, value added tax and other sales taxes.

Tangible fixed assets

Depreciation is provided at the following annual rates in order to write off each asset over its estimated useful life.

Plant and machinery etc - 33% on cost

Taxation

Taxation for the year comprises current and deferred tax. Tax is recognised in the Statement of Income and Retained Earnings, except to the extent that it relates to items recognised in other comprehensive income or directly in equity.

Current or deferred taxation assets and liabilities are not discounted.

Current tax is recognised at the amount of tax payable using the tax rates and laws that have been enacted or substantively enacted by the balance sheet date.

Deferred tax

Deferred tax is recognised in respect of all timing differences that have originated but not reversed at the balance sheet date.

Timing differences arise from the inclusion of income and expenses in tax assessments in periods different from those in which they are recognised in financial statements. Deferred tax is measured using tax rates and laws that have been enacted or substantively enacted by the year end and that are expected to apply to the reversal of the timing difference.

Unrelieved tax losses and other deferred tax assets are recognised only to the extent that it is probable that they will be recovered against the reversal of deferred tax liabilities or other future taxable profits.

Job retention scheme

Amounts receivable under the Coronavirus Job Retention Scheme have been accounted for on an accruals basis

3. EMPLOYEES AND DIRECTORS

The average number of employees during the year was 2 (2022 - 2) .

CUSTOMER CARE FIRST LTD (REGISTERED NUMBER: 10674373)**NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2023****4. TANGIBLE FIXED ASSETS**

		Plant and machinery etc £
COST		
At 1 April 2022		
and 31 March 2023		<u>6,633</u>
DEPRECIATION		
At 1 April 2022		2,507
Charge for year		<u>1,883</u>
At 31 March 2023		<u>4,390</u>
NET BOOK VALUE		
At 31 March 2023		<u>2,243</u>
At 31 March 2022		<u>4,126</u>

5. DEBTORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	31.3.23 £	31.3.22 £
Trade debtors	<u>18,463</u>	<u>22,515</u>

6. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	31.3.23 £	31.3.22 £
Trade creditors	-	74
Taxation and social security	37,214	24,090
Other creditors	<u>1,704</u>	<u>2,048</u>
	<u>38,918</u>	<u>26,212</u>

7. RELATED PARTY DISCLOSURES

During the year, total dividends of £115,000 (2022 - £44,000) were paid to the directors .

This document was delivered using electronic communications and authenticated in accordance with the registrar's rules relating to electronic form, authentication and manner of delivery under section 1072 of the Companies Act 2006.