

**Company registration number: 03565515**  
**Customer Service Insight Ltd**  
**Unaudited filleted abridged financial statements**  
**30 June 2019**

## **Customer Service Insight Ltd**

### **Contents**

Accountant's report

Abridged statement of financial position

Notes to the financial statements

**Customer Service Insight Ltd**

**Report to the board of directors on the preparation of the  
unaudited statutory financial statements of Customer Service Insight Ltd**

**Year ended 30 June 2019**

As described on the statement of financial position, the directors of the company are responsible for the preparation of the financial statements for the year ended 30 June 2019 which comprise the abridged statement of financial position and related notes.

You consider that the company is exempt from an audit under the Companies Act 2006. In accordance with your instructions I have compiled these unaudited financial statements in order to assist you to fulfil your statutory responsibilities, from the accounting records and from information and explanations supplied to me.

Feeney Madden

2 Briar Edge

Forest Hall

Newcastle Upon Tyne

NE12 7JN

11 February 2020

**Customer Service Insight Ltd**  
**Abridged statement of financial position**  
**30 June 2019**

	Note	2019 £	£	2018 £	£
<b>Fixed assets</b>					
Tangible assets	4	537,623		364,190	
		<u>537,623</u>		<u>364,190</u>	
			537,623		364,190
<b>Current assets</b>					
Debtors		70,413		108,164	
Cash at bank and in hand		417,739		491,505	
		<u>488,152</u>		<u>599,669</u>	
<b>Creditors: amounts falling due within one year</b>		( 79,094)		( 61,522)	
		<u>409,058</u>		<u>538,147</u>	
<b>Net current assets</b>			409,058		538,147
<b>Total assets less current liabilities</b>			<u>946,681</u>		<u>902,337</u>
<b>Provisions for liabilities</b>			( 6,152)		( 11,852)
			<u>940,529</u>		<u>890,485</u>
<b>Net assets</b>			<u>940,529</u>		<u>890,485</u>
<b>Capital and reserves</b>					
Called up share capital			500		550
Other reserves			500		450
Profit and loss account			939,529		889,485
			<u>940,529</u>		<u>890,485</u>
<b>Shareholders funds</b>			<u>940,529</u>		<u>890,485</u>

For the year ending 30 June 2019 the company was entitled to exemption from audit under section 477 of the Companies Act 2006 relating to small companies.

Directors responsibilities:

- The members have not required the company to obtain an audit of its financial statements for the year in question in accordance with section 476;
- The directors acknowledge their responsibilities for complying with the requirements of the Act with respect to accounting records and the preparation of financial statements.

These financial statements have been prepared and delivered in accordance with the provisions applicable to companies subject to the small companies' regime and in accordance with FRS 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland'.

In accordance with section 444 of the Companies Act 2006, the statement of comprehensive income has not been delivered.

All of the members have consented to the preparation of the abridged statement of financial position for the current year ending 30 June 2019 in accordance with Section 444(2A) of the Companies Act 2006.

These financial statements were approved by the board of directors and authorised for issue on 12 February 2020 , and are signed on behalf of the board by:

Mr Peter Saunders Mrs Julia Saunders

Director Director

Company registration number: 03565515

## **Customer Service Insight Ltd**

### **Notes to the financial statements**

**Year ended 30 June 2019**

#### **1. Statement of compliance**

These financial statements have been prepared in compliance with the provisions of FRS 102, Section 1A, 'The Financial Reporting Standard applicable in the UK and Republic of Ireland'.

#### **2. Accounting policies**

##### **Basis of preparation**

The financial statements have been prepared on the historical cost basis, as modified by the revaluation of certain financial assets and liabilities and investment properties measured at fair value through profit or loss.

The financial statements are prepared in sterling, which is the functional currency of the entity.

##### **Turnover**

Turnover is measured at the fair value of the consideration received or receivable for goods supplied and services rendered, net of discounts and Value Added Tax.

Revenue from the sale of goods is recognised when the significant risks and rewards of ownership have transferred to the buyer (usually on despatch of the goods); the amount of revenue can be measured reliably; it is probable that the associated economic benefits will flow to the entity; and the costs incurred or to be incurred in respect of the transactions can be measured reliably.

##### **Taxation**

The taxation expense represents the aggregate amount of current and deferred tax recognised in the reporting period. Tax is recognised in the statement of comprehensive income, except to the extent that it relates to items recognised in other comprehensive income or directly in capital and reserves. In this case, tax is recognised in other comprehensive income or directly in capital and reserves, respectively. Current tax is recognised on taxable profit for the current and past periods. Current tax is measured at the amounts of tax expected to pay or recover using the tax rates and laws that have been enacted or substantively enacted at the reporting date.

Deferred tax is recognised in respect of all timing differences at the reporting date. Unrelieved tax losses and other deferred tax assets are recognised to the extent that it is probable that they will be recovered against the reversal of deferred tax liabilities or other future taxable profits. Deferred tax is measured using the tax rates and laws that have been enacted or substantively enacted by the reporting date that are expected to apply to the reversal of the timing difference.

## **Tangible assets**

tangible assets are initially recorded at cost, and are subsequently stated at cost less any accumulated depreciation and impairment losses. Any tangible assets carried at revalued amounts are recorded at the fair value at the date of revaluation less any subsequent accumulated depreciation and subsequent accumulated impairment losses. An increase in the carrying amount of an asset as a result of a revaluation, is recognised in other comprehensive income and accumulated in capital and reserves, except to the extent it reverses a revaluation decrease of the same asset previously recognised in profit or loss. A decrease in the carrying amount of an asset as a result of revaluation is recognised in other comprehensive income to the extent of any previously recognised revaluation increase accumulated in capital and reserves in respect of that asset. Where a revaluation decrease exceeds the accumulated revaluation gains accumulated in capital and reserves in respect of that asset, the excess shall be recognised in profit or loss.

### **Depreciation**

Depreciation is calculated so as to write off the cost or valuation of an asset, less its residual value, over the useful economic life of that asset as follows:

Fittings fixtures and equipment	-	15 % reducing balance
Motor vehicles	-	25 % reducing balance

If there is an indication that there has been a significant change in depreciation rate, useful life or residual value of tangible assets, the depreciation is revised prospectively to reflect the new estimates.

### **Investment property**

Investment property is measured initially at cost, which includes purchase price and any directly attributable expenditure. Investment property is revalued to its fair value at each reporting date and any changes in fair value are recognised in profit or loss. If a reliable measure of fair value is not available without undue cost or effort it shall be transferred to tangible assets and accounted for under the cost model until it is expected that fair value will be reliably measurable on an on-going basis.

### **Impairment**

A review for indicators of impairment is carried out at each reporting date, with the recoverable amount being estimated where such indicators exist. Where the carrying value exceeds the recoverable amount, the asset is impaired accordingly. Prior impairments are also reviewed for possible reversal at each reporting date. When it is not possible to estimate the recoverable amount of an individual asset, an estimate is made of the recoverable amount of the cash-generating unit to which the asset belongs. The cash-generating unit is the smallest identifiable group of assets that includes the asset and generates cash inflows that are largely independent of the cash inflows from other assets or groups of assets.

## Provisions

Provisions are recognised when the entity has an obligation at the reporting date as a result of a past event; it is probable that the entity will be required to transfer economic benefits in settlement and the amount of the obligation can be estimated reliably. Provisions are recognised as a liability in the statement of financial position and the amount of the provision as an expense. Provisions are initially measured at the best estimate of the amount required to settle the obligation at the reporting date and subsequently reviewed at each reporting date and adjusted to reflect the current best estimate of the amount that would be required to settle the obligation. Any adjustments to the amounts previously recognised are recognised in profit or loss unless the provision was originally recognised as part of the cost of an asset. When a provision is measured at the present value of the amount expected to be required to settle the obligation, the unwinding of the discount is recognised in finance costs in profit or loss in the period it arises.

### 3. Employee numbers

The average number of persons employed by the company during the year amounted to 7 (2018: 7 ).

### 4. Tangible assets

	£
<b>Cost or valuation</b>	
At 1 July 2018	450,344
Additions	225,264
Disposals	( 9,373)
Revaluation	( 30,000)
<b>At 30 June 2019</b>	<b>636,235</b>
<b>Depreciation</b>	
At 1 July 2018	86,154
Charge for the year	14,801
Disposals	( 2,343)
<b>At 30 June 2019</b>	<b>98,612</b>
<b>Carrying amount</b>	
<b>At 30 June 2019</b>	<b>537,623</b>
At 30 June 2018	364,190

### Investment property

Fair value revaluation agreed at the discretion of the directors based upon selling prices of similar properties.



## 5. Directors advances, credits and guarantees

During the year the directors entered into the following advances and credits with the company:

2019

	Balance brought forward	Amounts repaid	Balance o/standing
	£	£	£
Mr Peter Saunders	-	-	-
	<hr/>	<hr/>	<hr/>

2018

	Balance brought forward	Amounts repaid	Balance o/standing
	£	£	£
Mr Peter Saunders	( 4,134)	4,134	-
	<hr/>	<hr/>	<hr/>

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.