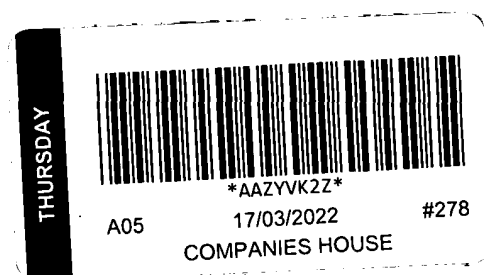


Customer Care Company Ltd - Registered Number: 03590211

Customer Care Company Ltd
Unaudited Financial Statements Year Ended
30 November 2021



Pradere Philip James Accountants

Customer Care Company Limited
Unaudited Financial Statements For The Year
Ended 30 November 2021

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Customer Care Company Limited
Balance Sheet
As at 30 November 2021

| | | 2021 | | 2020 | |
|--|-------|----------------|------------------|----------------|------------------|
| | Notes | £ | £ | £ | £ |
| FIXED ASSETS | | | | | |
| Intangible Assets | 3 | | 1,353,072 | | 1,201,222 |
| Tangible Assets | 4 | | 286,659 | | 242,383 |
| | | | <u>1,639,731</u> | | <u>1,443,605</u> |
| CURRENT ASSETS | | | | | |
| Stocks | 5 | 318,391 | | 255,250 | |
| Debtors | 6 | 197,841 | | 94,126 | |
| Cash at bank and in hand | | 115,870 | | 229,771 | |
| | | <u>632,102</u> | | <u>579,147</u> | |
| Creditors: Amounts Falling Due Within One Year | 7 | (89,825) | | (71,670) | |
| | | <u></u> | | <u></u> | |
| NET CURRENT ASSETS (LIABILITIES) | | | <u>542,277</u> | | <u>507,477</u> |
| TOTAL ASSETS LESS CURRENT LIABILITIES | | | <u>2,182,008</u> | | <u>1,951,082</u> |
| Creditors: Amounts Falling Due After More Than One Year | 8 | | (280,633) | | (238,422) |
| | | | <u></u> | | <u></u> |
| NET ASSETS | | | <u>1,901,375</u> | | <u>1,712,660</u> |
| CAPITAL AND RESERVES | | | | | |
| Called up share capital | 10 | | 700,000 | | 700,000 |
| Profit and Loss Account | | | 1,201,375 | | 1,012,660 |
| | | | <u></u> | | <u></u> |
| SHAREHOLDERS' FUNDS | | | <u>1,901,375</u> | | <u>1,712,660</u> |

Customer Care Company Limited
Balance Sheet (continued) As at
30 November 2021

For the year ending 30 November 2021 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

15/03/2022

The notes on pages 3 to 6 form part of these financial statements.

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

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 is 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 nine.

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

3. Intangible Assets

| | Other |
|----------------------------|--------------|
| | £ |
| Cost | |
| As at 31 July 2020 | 1,767,683 |
| As at 30 November 2021 | 2,061,781 |
| Amortisation | |
| As at 31 July 2020 | 566,561 |
| Provided during the period | 142,248 |
| As at 30 November 2021 | 708,709 |
| Net Book Value | |
| As at 30 November 2021 | 1,353,072 |
| As at 31 July 2020 | 1,202,222 |

4. Tangible Assets

| | Plant & Machinery | Motor Vehicles | Total |
|----------------------------|------------------------------|-----------------------|--------------|
| | £ | £ | £ |
| Cost | | | |
| As at 31 July 2020 | 682,876 | 19,470 | 702,346 |
| Additions | 104,896 | 11,808 | 116,704 |
| As at 30 November 2021 | 787,772 | 31,278 | 819,050 |
| Depreciation | | | |
| As at 31 July 2020 | 456,069 | - | 456,069 |
| Provided during the period | 74,063 | 2,259 | 76,322 |
| As at 30 November 2021 | 530,132 | 2,259 | 532,391 |
| Net Book Value | | | |
| As at 30 November 2021 | 257,640 | 29,019 | 286,659 |
| As at 31 July 2020 | 226,807 | 15,576 | 242,383 |

5. Stocks

Comprising:

Stock & Work In Progress

| | 2021 | 2020 |
|------------------|-------------|-------------|
| | £ | £ |
| Stock | 79,556 | 87,983 |
| Work In Progress | 238,835 | 167,267 |
| | 318,391 | 255,250 |

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

6. Debtors

| | 2021 | 2020 |
|-------------------------------------|-------------------|-------------------|
| | £ | £ |
| Due within one year | | |
| Trade debtors | 197,841 | 93,216 |
| | <u> </u> | <u> </u> |
| Due after more than one year | | |
| Trade debtors | 0 | 0 |
| | <u> </u> | <u> </u> |
| Total Debtors | <u>197,841</u> | <u>93,216</u> |

7. Creditors: Amounts Falling Due Within One Year

| | 2021 | 2020 |
|-----------------|-------------------|-------------------|
| | £ | £ |
| Trade creditors | 60,288 | 69,133 |
| VAT | 29,537 | 2,537 |
| Other creditors | - | - |
| | <u> </u> | <u> </u> |
| | <u>89,825</u> | <u>71,670</u> |

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

| | 2021 | 2020 |
|---|-------------------|-------------------|
| | £ | £ |
| Net obligations under finance lease and hire purchase contracts | 23,716 | 26,755 |
| Other creditors | 0 | 31,667 |
| CBILS Loan | 256,917 | 180,000 |
| | <u> </u> | <u> </u> |
| Total | <u>280,633</u> | <u>238,422</u> |

9. Obligations Under Finance Leases and Hire Purchase

| | 2021 | 2020 |
|--|-------------------|-------------------|
| | £ | £ |
| The maturity of these amounts is as follows: | | |
| Amounts Payable: | | |
| Between one and five years | 23,716 | 26,755 |
| | <u> </u> | <u> </u> |
| Total | <u>23,716</u> | <u>26,755</u> |

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

10. Share Capital

| | 2021 | 2020 |
|------------------------------------|----------------|----------------|
| 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 £31,560 during the financial year to November 2021 and £21,500 to July 2020.

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 ONE.