

## **London Borough of Hillingdon appoint Bristow & Sutor**

**June 2006:** Bristow & Sutor Civil Enforcement Agents, one of the UK's leading civil enforcement agencies, has been appointed by London Borough of Hillingdon as one of two firms to manage the collection of Council Tax and Business Rates. The 3 year contract came into effect in June 2006.

Keith Clayton, London Borough of Hillingdon's Revenue Manager says, "It is our aim to reach the top quartile in Revenue collection - performance will be measured against recovery rates and number of complaints. In order to reach this goal, we had to undertake more effective recovery. It was necessary for us to review existing procedures, streamline the allocation of cases to bailiffs and also implement more effective systems for monitoring bailiff performance. We were looking for firms that had a proven track record, good references and an innovative approach to enforcement. Bristow & Sutor were able to demonstrate that they had sound credentials in these areas with existing local experience. Swift Credit Services is the other appointed supplier."

Commenting on the contract, Managing Director for Bristow & Sutor, Andy Rose, said, "This is our second major win in our preferred London target area, the other being Hounslow. We are naturally delighted to be working with London Borough of Hillingdon and look forward to working closely with them in order to deliver improved collection rates. This win marks an important step in Bristow & Sutor's strategic expansion in this region. Concentrated and regular enforcement activity in the area will benefit all clients concerned."