

Isle of Wight appoint Bristow & Sutor

April 2005: Isle of Wight Council has appointed Bristow & Sutor Civil Enforcement Agents to collect outstanding Council Tax and Business Rates.

“We want to bring a new dimension to debt recovery at the Council, “ says Deborah Grogan, Local Taxation and Customer Services Manager, “as part of the Council’s common values we are committed to being open and fair. Bristow & Sutor demonstrate a track record of high collection results with few complaints which gives us the confidence that we will be able to achieve our collection targets yet provide a service that has a human touch. Isle of Wight Council issue on average in the region of 2200 cases per year worth £565,000 each year in respect of Council Tax; and an average of 250 cases worth £90,000. The potential loss in respect of unpaid revenues is high. The Council is committed to improving the community and the re-investment of this revenue back into the services provided by the Council is key to our long term corporate plan and strategy. Council tax alone contributes to some 20% of our total budget.”

With an assertive corporate plan the Council aim to collect over 98% of council tax, the Council now utilise the services of two civil enforcement agencies.

Andy Rose, Bristow & Sutor’s Managing Director said: “We are pleased to partner with the Isle of Wight Council and welcome the opportunity to help the Council create, enhance, and manage a firm but fair approach towards their revenue collection. We aim to increase results and effectiveness and will look to contribute to the local economy by investing in additional local resources.”

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