

Hounslow unveils new style debt recovery operation



Andy Rose, Bristow & Sutor's managing director.

BRISTOW & Sutor and CCS Enforcement Services have been selected to collect council tax, business rates and housing benefit overpayments for the London Borough of Hounslow under a new, refined set-up. Business

outsourcing specialist Liberata chose the two firms to run the council's debt recovery operation. The contract began in April will run for three years.

Previously, debt collection was carried out by the two firms alongside Phoenix and Rosan Himes. But Hounslow council and Liberata decided to streamline the operation after a review of debt recovery in the borough.

Richard Assinder, revenues group leader of Liberata, said: "Whilst the bailiffs' primary objective is to recover council tax and business rate arrears; they will also act as a visible extension of the team, by identifying those hardship cases in the field where benefits may apply."

The operation will adopt Bristow & Sutor's client web to provide total transparency of case history (including actions and fees) to assist the council when communicating with defaulters.

Andy Rose, Bristow & Sutor's

managing director, said: "We have supported London Borough of Hounslow for over 10 years and are delighted that we have demonstrated over that period of time that our collection rates and performance remain unrivalled despite being subjected to regular competition."

Robert Della-Sala, Hounslow's head of revenues and benefits, said: "It is important that we collect all arrears of council tax as this is money that is used to support vital front-line services to some of the most vulnerable people in our community."

Rob Stevens, sales and marketing director at CCS Enforcement Services, said: "Our own business goals of providing a client-focussed, totally professional service precisely match those of Liberata, so I am sure we will deliver even more efficient and accessible revenues and benefits services to the people of Hounslow."