

## **Bristow & Sutor win joint Oxford City Council & West Oxfordshire contract**

**June 2005:** Oxford City Council and West Oxfordshire District Council have appointed Bristow & Sutor to collect outstanding council tax and business rates. The 3 year contract is effective from 1 July 2005.

Following a strict pre-qualification exercise and tender process, Bristow & Sutor was appointed the **exclusive supplier** for the duration of the contract.

Paul Warters, Revenues & Benefits Business Unit Manager at Oxford City Council said, "The move towards using Bristow & Sutor as the choice supplier to work for both councils was led by the total transparency of their Client Web system, comprehensive staff training and cost to the debtor. The Councils have a fundamental responsibility to their constituents whose economic wellbeing is essential. The Client Web provides a full audit trail of case activity, reflects all fees, costs, enforcement action and is very user friendly. The improvements it will bring in terms of time savings, efficiency and effectiveness to our revenue collection is considerable; not to mention the ability to monitor fees and performance.

Andy Rose, Managing Director Bristow & Sutor commented, "We are delighted that the Councils have appointed Bristow & Sutor. Our services continue to reach very high standards. Our investments in technology, training and service development enable us to stay at the forefront of the industry. We look forward to continuing to provide a service to West Oxfordshire District Council and to developing and long and fruitful partnership with Oxford City Council. This contract also expands our work in the Oxfordshire community and supports our controlled growth plans for this region – we now work for 3 of the 5 Councils in Oxfordshire."

- **ends** -

For further information please contact:

Justine Bird  
01527 510 917  
[justinebird@bristowsutor.co.uk](mailto:justinebird@bristowsutor.co.uk)