



EMERGENCY REFUND FOR EMAS

REFUND OF £13,600



East Midlands Ambulance Service NHS Trust (EMAS) provides emergency 999, urgent care and patient transport services for the 4.8 million people within Derbyshire, Leicestershire, Rutland, Lincolnshire, Northamptonshire and Nottinghamshire.

Their frontline accident and emergency (A&E) teams are ready day or night to respond to an emergency. They were curious to see if they were entitled to a refund on their rates and instructed CVS to conduct a Rating Audit.

RESULTS

We were able to generate these refunds on behalf of East Midlands Ambulance Service by carrying out an audit of the historical transactions between our client and Nottingham Borough council. Our auditors were able to calculate the liability that should have been paid on their business rates account and compare this against the demands that the council had issued, going back as far as 1995.

AUDITOR COMMENTS

"Our investigations highlighted overpayments on an East Midlands Ambulance Service's premises. Rating regulations are a complex area of UK legislation and once our auditors presented the evidence to Nottingham Borough Council, they agreed to refund the savings immediately."

Alex Ganz, Rating Audit Manager, CVS



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"Being one of multiple publicly funded emergency services it is imperative we manage annual expenditure so we can direct more resources to the public in the East Midlands.

CVS notified us of a discrepancy in our rating bill which amounted to a significant sum due back to our organisation. Upon instruction of CVS we found them to be professional, approachable and efficient and in a matter of weeks they had secured us a refund of several thousand pounds.

We are delighted with the results and the speed with which the money was returned. These savings have now been reinvested and put to good use, serving the public."

CHRISTOPHER NEWTON,
ESTATES MANAGER, EAST MIDLANDS AMBULANCE SERVICE

