



CASE STUDY - RATING AUDIT

NHS Trusts

NHS Trusts are organisational units within the National Health Service (NHS) in England and Wales. They deliver healthcare services across geographical areas or for specialist functions, and are regulated by NHS England and the Care Quality Commission. For many years, Dunlop Heywood has worked in partnership with NHS Trusts and NHS Foundation Trusts, delivering substantial savings through specialist rating audit services.

Dunlop Heywood was instructed by various NHS Trusts to investigate potential business rates overpayments, primarily caused by Billing Authority errors, including:

- Identifying miscalculations in rates liability.
- Challenging Billing Authorities' misinterpretation of legislation and regulations.
- Delivering a fast, efficient process to secure savings within weeks.

Given the scale of NHS estates and the complexity of business rates calculations, this required a forensic and highly specialised approach.

Key Actions

- **Thorough Analysis:** Conducted detailed audits of historic and current business rates charges.
- **Error Identification:** Uncovered inaccuracies within Billing Authorities' liability systems, often linked to legislative misinterpretation or calculation errors.
- **Direct Engagement:** Liaised with Billing Authorities to highlight and correct errors, securing refunds and reducing future liabilities.
- **Specialist Expertise:** Leveraged our deep knowledge of business rates legislation, case law, and authority processes to ensure accuracy and efficiency.

Through detailed analysis and proactive engagement with the Billing Authority, Dunlop Heywood delivered significant savings for the NHS Trusts. This case study highlights the value of our specialist rating audit services in uncovering hidden errors and securing financial benefits for large retail assets.

Key Achievements

- **Significant Savings:** Over £850,000 secured in total savings for NHS Trusts to date.
- **Efficiency:** The majority of cases were completed within weeks, delivering rapid results.
- **Proven Accuracy:** Over 90% success rate in identifying and securing savings.
- **Financial Certainty:** Improved cost management and budget predictability for NHS estates.

Conclusion

Dunlop Heywood's rating audit services continue to deliver measurable financial benefits to NHS Trusts across England and Wales. By applying forensic research, legislative expertise, and a proven methodology, we have helped NHS organisations redirect significant funds back into frontline services.

This case study highlights our commitment to delivering efficient, specialist rating audit services that achieve real savings for the healthcare sector.