

COURT
ENFORCEMENT
SERVICES.

LEGAL PROFESSIONALS

Bespoke Recovery Services



The
Royal
Courts
of
Justice



**EXPERTLY
RESOLVED.**

COURT
ENFORCEMENT
SERVICES.

EXPERTLY RESOLVED.

The legal profession is our strongest sector and we act for hundreds of law firms of varying sizes in all regions of the country.

FAST. FAIR. FOR YOU.

We offer the legal services sector a combination that is intentionally difficult for our competitors to match – vast legal experience and knowledge, a dedication to the very best client service levels and most importantly, the highest collection performance levels in our sector.

We highly value our relationships with our legal clients and work in close partnership and collaboration with the legal profession. We support legal teams working across various practice areas and sector groups but particularly those working in debt recovery, dispute resolution and property litigation. These relationships have been developed over many years. The foundation is built on trust and mutual advantage, and our clients are happy to confirm this...

WHAT MAKES US DIFFERENT?

Our core focus since forming in 2014 has been to operate differently to the 'traditional' High Court Enforcement companies. We are progressive and from the outset we have designed our business model to provide bespoke strategies to our legal client base. This has made a valuable difference and has been central to our growth and success.

We are focused on speed, efficiency and being effective – quite simply we get on with the job of enforcing the writ. Where there is an opportunity to recover payment in full and/or take control of goods, we will maximise this and our Enforcement Agents will stay on-site for as long as it takes to achieve the desired result.

We are acutely aware of your clients' needs. We add value, free of charge, at every stage of the process, from our data enhancement and debt segmentation process before the first visit and throughout the process, to desktop tracing. We also offer a post-abortive collections process (our 'Salvage Process') to exhaust the case before closing and to obtain as much valuable information as possible to enable you to consider another course of action if we are unsuccessful. We recognise that going the extra mile can make a difference to you and your clients.

Unlike many High Court Enforcement companies, we do not own a legal business. Our aim is to avoid

directly competing with our legal clients as we only focus on enforcement and do not get involved in other areas of the debt recovery process. Any legal business that instructs us can be assured that potential conflicts of interest will never arise.

Two members of our senior management team, Director of Business Development, Michael Whitaker, and Head of Client Development & Communications, Neil Jinks, both come from a background of working in senior positions in legal recoveries within leading law firms. We believe their vast experience in the law working across all sector groups puts them in a much stronger position than most in understanding our legal clients and what is important to them.




Michael Whitaker
Director of Business
Development



Neil Jinks
Head of Communications
and Client Development

LET THE EVIDENCE SPEAK FOR US

200+ Legal Clients	200+ Legal clients ranging from sole practitioners and high street practices to large regional and national law firms.
100,000 High Court Writs	100,000 High Court Writs. We have vast experience and are the nation's most dynamic and fastest growing High Court Enforcement company.
£187m Debt Fairly Collected	£187 million – judgment debt fairly collected for our clients since forming in 2014 when the new taking control of goods regulations were introduced.
150+ Enforcement Agents	Operating nationwide with highly trained and certificated agents.
2 Industry Awards	Our technology has been widely acknowledged and has won awards at the Utility Awards in 2016 and Chartered Institute of Credit Management (CICM) Awards in 2018. Whilst technology has been embraced and is at the forefront of our business to drive our efficiency, we recognise how important it is to establish excellent direct working partnerships with our clients.
6 Industry Associations	Members of these industry bodies and associations 



Having previously had a bad experience with enforcement agencies, it is so refreshing to deal with such a pleasant company. Michael have been so helpful and a delight to work with. No problem is too big for Court Enforcement Services to handle. They are prompt at responding and go above and beyond to make sure their clients are looked after. The enforcement agents conduct thorough searches and provide realistic and honest reports from the visits. They have been able to secure a high level of payments in full and arrange payment plans. Their online client portal is a brilliant asset which allows clients to see real time results and keep track on all their cases. I am nothing but happy with the service I have received and would not hesitate to highly recommend them to others! Thank you, Court Enforcement Services!

MOH Law LLP



HISTORY: A strategic approach that has been with us since our foundation

The founders of Court Enforcement Services Limited (CES) worked together at their previous company where they acted for an extensive legal client base. In 2014, after the sale of their previous company, they created Court Enforcement Services, which has become the fastest growing High Court Enforcement company in the UK. Their reputation for delivering an outstanding service and commitment to evolving bespoke client solutions was, and still is, unprecedented.



Paul Caddy
Managing Director

Paul Caddy was appointed an Authorised High Court Enforcement Officer in 2010 and is a current Director of the High Court Enforcement Officers Association. Paul has worked in debt recovery for more than 30 years and prior to joining CES has held leadership positions at Marston, Phoenix and CDER Group.

As the President of the Civil Enforcement Association from 2012-2014 and a HCEO, Paul sat on the High Court and non-High Court working parties that considered the TCOG regulations prior to their introduction and he was responsible for identifying flaws in the drafting of the legislation and convinced MoJ officials that transitional regulations were required, which resulted in the successful implementation of the TCE reforms.

Paul has a Law degree and an MBA.



“I have been using the team since the first day Court Enforcement Services opened their doors back in 2014 and can truly say I have never looked back. Just today I have received confirmation they have recovered full payment from another one of our debtors. The team are approachable, helpful and professional and happy to discuss any queries you may have.”

Rachel Greenway of Else Solicitors LLP



FIVE ELEMENTS of our approach to delivering expert resolutions for solicitors

1 Focus on you and your client

Our aim is to make your life easier. We are focused on the best outcome for your client as we know they rely on your choice of supplier – and it is essential to us that this reflects well on you. This has been our focus from day one and we ensure that speed and efficiency of reporting is a priority. This is achieved through our 'Agent Patroller' App and results in visit reports being emailed to you immediately after each visit. These are in a PDF attachment and are ready for you to send to your client. Each report comes with a full 'timeline report' with all activity since the date you

instructed us which saves time having to refer to previous reports. Our reports are concise, accurate and provide any additional information obtained from the visit.

Ultimately, we recognise that our sector is results-driven. Our focus has always been on maximising fair collections with the objective to act in your (and your clients') best interests. As a consequence, we are proud to achieve the highest collection rates in our sector.

2 Account Management

Our wealth of experience in working with legal professionals extends to our Client Services Team and we ensure that our legal client base is dealt with by team members who have deep understanding and experience in your sector. They are also on hand to ensure we maintain the fastest transfer-up times by regularly monitoring the times at all courts that we use.

The overall high-level client relationship and management is maintained by the relevant Business Development or Account Manager.

We feel it is crucial that the person you dealt with from the start continues to deal with you as they have the best understanding of your needs.

Regular performance reviews will be conducted internally and external review meetings with the client offered. Due to our experience, we are always pleased to offer any required training on the debt recovery or high court enforcement processes to your staff (CPD points can be obtained). This added value can be combined with review meetings, or as a separate session.

3 Customer Engagement and Brand Protection

Customer engagement, whether that be at compliance or visit stage, is an essential part of the process. Our bespoke processes go far beyond just sending a Notice of Enforcement.

We promote early stage resolution and are proud to achieve an above industry average engagement rate of 39% during the compliance stage. Our engagement rates are achieved by our unique data enrichment process which is carried out on every case pre-visit to ensure our Enforcement Agents have as much up-to-date information as possible. Ongoing data enhancement and validation

also occurs throughout the process to ensure maximum engagement.

Our goal is to lead the way with our approach to fairness and vulnerability and we have published a comprehensive Fairness Framework, embodied by our published Fairness Charter, and a detailed strategy which includes 11 Vulnerability Principles which ensure customers are always treated fairly in accordance with our Vulnerable Persons and Arrears & Forbearance Policies.

We have a dedicated Welfare Team that is highly trained both internally, and externally with

organisations such as The Samaritans, to spot vulnerability. All our communications include signposting and in addition, all our staff receive full vulnerability awareness training.

We have a strong understanding of the regulatory requirements and all our Enforcement Agents follow our trade body, the High Court Enforcement Officers Association (HCEOA) Best Practice and the Ministry of Justice Taking Control of Goods: National Standards. We have three highly experienced Authorised High Court Enforcement Officers:

- **Alan Smith**, who sits on the board of the High Court Enforcement Officers Association. Alan was a Sheriff's Officer for West Midlands County, Warwickshire, Leicestershire, Herefordshire and Kent – and is a director and member of senior management board here at Court Enforcement Services Limited.
- **Malcolm Davies**, who was a Sheriff's Officer for many years covering North East Counties. Malcolm is a qualified lawyer as a Fellow of the Chartered Institute of Legal Executives and is also a director and member of the senior management board here.
- **Paul Caddy**, managing director, who successfully completed an MBA and law degree to become an authorised officer in 2010. Paul has spent 10 years on the executive council of CIVEA, holding the office of president during the implementation of the Tribunal Courts and Enforcement Act.

Fairness Charter



We engaged the assistance of Court Enforcement Services in 2018. The results have been fantastic, and we have seen an excellent case 'paid in full' rate throughout to today. Michael and Adele have provided excellent customer service and have assisted us greatly by providing a suite of statistics it would be difficult for us to otherwise collate. One thing we have found useful is the agents' desire to collect the money in full rather than entering into lengthy payment plans that clients find frustrating and which cause additional administrative work for little extra reward. We would recommend Court Enforcement Services to anyone who requires a robust but fair approach to enforcement.

Roythornes

I wanted to confirm that I was very impressed with the service that you and your team have provided in what has been a very difficult and long running case. Your colleague thought of every eventuality and covered every aspect for what could have been a very challenging day. Thankfully, it went ahead smoothly. However, had it not done so he would have been very much in control and had every angle covered. I would have no hesitation in recommending your services or indeed using them again.

Solicitor Client



4

Technology

Our operational focus is fast and efficient resolutions, enabled by a clear advantage delivered by our technology – the award winning ‘Agent Patroller’ App – which provides real-time communication between our Enforcement Agents, our clients and our office. Agent Patroller is central to the effectiveness of our strategies being properly supported for our Enforcement Agents in-the-field.

- **Connect:** Links Enforcement Agents, our clients and our office team in real-time communication.
- **Notify:** Real-time notifications from our client to the Enforcement Agent – instructions can be acted upon immediately.
- **Flag:** Status flags to alert Enforcement Agents immediately of any customer vulnerability or situation, including health and safety risks that our Enforcement Agents need to be aware of.
- **Inform:** Enabling transparency and speed, our client data/information is immediately available to our Enforcement Agents, supporting earlier resolution.
- **Schedule:** Enables scheduling of work and progress tracking of Enforcement Agents – e.g. urgent visits, suspended action, broken arrangements.
- **Equip:** Multi-functional Agent Patroller includes a payment facility for customers, map, full case history notes with financial breakdown and a direct link for vehicle checks.

Agent Patroller is one important reason why our success rates and outcomes are often superior to other firms where we share writs from our client.

We are proud to be forward thinking, innovative and results driven. The App has won the following awards...



Winner of Best Use of Technology – UTILITIES & TELECOMS AWARDS 2016

“After a tough shortlisting process, the panel of judges had no trouble at all choosing a winner in this category, voting unanimously for Court Enforcement Services. The simplicity and efficacy of their Enforcement App put Court Enforcement Services – in the words of more than one judge – ‘miles ahead’ of the competition.”

Winner of Best Use of Credit Technology – CICM BRITISH CREDIT AWARDS 2018

“The results speak for themselves – a hugely impressive entry detailing a bespoke technology developed in-house, with strong commendations from its clients.”

Our online client portal ‘Client View’ is available 24/7 and allows our clients to view in real-time the progress we are making on their behalf. This includes all case history, correspondence and notes with full financial breakdown and photographs of premises/goods. Clients can also update cases, add notes and view a full suite of management reports and headline statistics.

5 Additional Solutions for all your needs

We also offer our legal clients access to a range of extended services. We have a dedicated Property and Land Enforcement Services Department, with a wealth of experience in this field, that specialises in:

Commercial Rent Arrears Recovery (CRAR)

Prompt action under the Commercial Rent Arrears Recovery (CRAR) regulations, is key to achieving a successful outcome, often at no cost. Our highly experienced team appreciates the importance of maintaining the relationship between the landlord

and the tenant, whilst ensuring the recovery of the outstanding commercial rent arrears. Above all we will always act to safeguard yours and your client’s reputation during the enforcement process.

Peaceful Repossession – Forfeiture of Lease for Commercial Properties

Most modern commercial property leases give the landlord the right to terminate the lease when the tenant has breached their obligations. We are happy to help if you need any information to clarify the status of any lease in question.

Commercial Property and Land / Trespasser Evictions

We can solve the challenges presented by helping you to assist your landlord clients to invoke their common law rights to return the land or property back to them as the rightful owner. This includes cases where trespassers are occupying open land only, meaning that they are not in any buildings or structures.

Residential Writs of Possession

If your clients are owed outstanding rent or require a tenant to vacate their property for another reason, we can assist you. We act for many residential landlords, their managing agents and estate agents via their solicitors, assisting them to take back possession of their residential properties where an eviction is required.

Ancillary Services

We also offer a range of stand-alone ancillary services including Tracing (no trace, no fee) and Pre-Sue Reports.

Focused on our clients' success

Our constant focus on our clients' success results in our partners regularly acknowledging our professionalism and dedication. **Here is what they have had to say about us recently...**



"We have used Court Enforcement Services for a number of matters and cannot fault their service. They take care of everything from the transfer up to final payment. They are tenacious, hard working and professional throughout. They provide regular updates and the administrative staff are always more than happy to help with any queries. We cannot recommend them enough and would not use any other enforcement service. Thank you all once again for your continued help! – **Solicitor Client**

"An excellent result – one of several over the course of the last few months. For the first time, we are dealing with High Court Enforcement Officers who actually deliver what they promise".

"Updates/Reports – all brilliant as usual – thank you your Agents are doing a great job despite these very difficult times and getting good results = happy clients!"

"Hi Michael, Thanks for providing a great service to us all, not only from the enforcement agent side of things, but for the exceptional customer service that you provide to us, it's very much appreciated."

"Hi Adele, it's great to see all the good results on the cases. It has been an important account for us so I'm grateful to you and for your team's hard work on this. Thanks"

"Hi Michael, Yes, fantastic result – thank you! I'm just in the middle of updating the client now who will no doubt be delighted."



Our core focus is to continue to deliver expert resolutions as a strategic partner to the legal sector with our unique approach and dedication. We offer the perfect blend of experience, capability and effectiveness – and it is why we confidently say our services are...

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