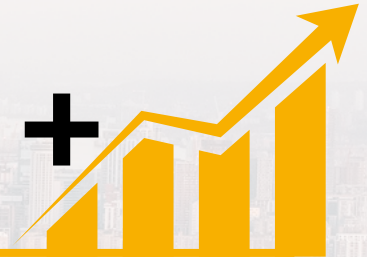


# Court Enforcement Services

Client Satisfaction Survey 2024

Since July 2021  
Recoveries of Over

# £105 MILLION+



# 100,000+ Writs of Control

Ethically Enforced

- Our clients have remarked on our outstanding collection rates, noting that we exceed the performance of our industry competitors.
- Clients have also highlighted that Court Enforcement Services are industry leaders in handling cases involving vulnerable debtors.
- Our dedication to being a professional, client-focussed and approachable High Court enforcement partner means that 93% of our Clients would be happy to recommend our services

# Company Ethos

# 100%

Every single Client that we surveyed agreed that Court Enforcement Services are a professional, client-focussed and approachable High Court enforcement partner.

Our ethos is important to us, and we aim to provide a dedicated service to each and every client who trusts us to ethically enforce their Writs of Control.



# Transfer Up

# 95.24%

Of the Client surveyed agree that Court Enforcement Services obtain Writs of Control in a quick timeframe.

Our relationship and ongoing communication with the Courts allows us to obtain Writs of Control in a very timely manner, ensuring that our focus can immediately be placed on issuing the Notice of Enforcement and pursuing the monies owed to the Creditor.

## Did you know?

We achieve a response rate of nearly 40% to our Notice of Enforcement, prompting payments at this stage in nearly a quarter of all cases.

# Vulnerable Debtors

Our Clients strongly recognise Court Enforcement Services are 'industry leaders' when it comes to dealing with cases involving vulnerable Debtors.

We work tirelessly to ensure that our support of potentially vulnerable debtors is unrivalled. This includes annual training for both our in-house and on-street teams, alongside our partnership with IE Hub, and access to wider Award winning vulnerability teams.

## Did you know?

Our Welfare Team are committed to assisting vulnerable debtors and assessing any medical evidence received. Where required, we can seek accurate I&E information through our partnership with IE Hub.

**IE HUB**  
INCOME & EXPENDITURE HUB

COURT  
ENFORCEMENT  
SERVICES

# Collection Rates

Our Clients have noted industry-leading collection rates when they instruct Court Enforcement Services to recover their outstanding debts. Most clients who work with multiple suppliers report that Court Enforcement Services deliver the best results.

We have found the perfect blend of utilising both PAYE and Self-Employed Certificated Enforcement Agents, meaning that we can combine speed of service alongside a motivation to recover any unpaid County Court Judgments.

## Did you know?

Over the past three years, we have recovered an incredible £100,000,000.00 in the ethical enforcement of our Writs of Control

# Service Levels

# 100%

**Every Client that we surveyed noted that Court Enforcement Services either meet, or exceed, their expectations of a High Court enforcement partner.**

**Our speed of transfer-up, excellent collection rates, operational expertise and effective case management provides our Clients with an unrivalled High Court enforcement service - which is reflective in our survey results.**



# Reporting

# 96.74%

of Clients agree that Court Enforcement Services reports well on the progress of their instructions placed with us.

The same number of respondents also noted that they receive a prompt response when contacting our Client Services Team.

## Did you know?

Our Agent Patroller App provides instant reporting on visit outcomes, ensuring that our Clients are not waiting lengthy periods without an update. Our online portal also provides real-time information on all activity undertaken on the enforcement of the Writ of Control.

# Referrals

**93%**

**of Clients would be likely to recommend Court Enforcement Services to a colleague or friend who were seeking the recovery of an unpaid County Court Judgments.**

**We are proud to showcase a high referral rate, which shows a trust in the relationship between Court Enforcement Services and our valued Clients - this is a reflection of the hard work our team put in daily to ensure maximum service levels are provided at all times.**





# Account Management

# 100%

Every single Client that we surveyed agreed that their Client Account Manager is both attentive and helpful.

In line with our ethos of being an approachable High Court enforcement partner, every client who chooses to instruct Court Enforcement Services is provided with a dedicated, single point of contact, hands-on Client Account Manager.



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SERVICES

## *“ WHAT OUR CLIENTS SAY..... ”*

*“We have had a long standing and very happy working relationship with CES and long may it continue.”*

*“Cannot thank my Account Manager enough for the attention he puts in to ensuring we have a wonderful service provided by CES.”*

*“My Account Manager is very helpful. We always get quick responses to our queries and nothing is too much trouble.”*

*“Many thanks to the team who are all efficient and attentive to my client's needs. I know if I need an update from them they will respond straight away, and generally they do not need to be chased to conduct visits etc. Much better than the previous supplier we were using!”*

*“Excellent one on one service from my account manager. Nothing is too much trouble.”*