



# Over 40 years experience in the profession

Collect Services is an innovative market leader able to respond to the changing demands of the Civil Enforcement Services industry. We represent the Client and ensure that compliance and integrity is upheld at all times. Our philosophy for successful enforcement is based upon 'simplicity' with a commitment to Professionalism, Responsibility and Quality.

**“It’s time to change”**

Where Quality and Quantity matters read on...

# Performance

“ Where change in service provider, is a change for the better ”

Local Authorities switching to Collect Services have all found increased annual collection levels within the first year, accompanied with an immediate reduction in their own staff involvement in administering the contract.

This is accomplished through Enforcement Agent awareness of the whole debt type process and ability to resolve queries with debtors on a one to one basis, alleviating Client involvement, and enabling them to concentrate on collection. In addition designated office staff specialise in dealing directly with the Client on a personal basis, supported by email contact on straight forward queries.

With an extensive database, combined with the latest tracing software, progress on cases where the debtor has moved is fast and efficient, and one of the reasons for gross collection exceeding that of our closest competitors.

With greater collection comes improved fee income allowing continued investment in Staff, Training, IT, Added Value and Administrative Systems and ultimately time to deal with the ever increasing number claiming vulnerability where service comes before fee income.

For Local Authorities that desire improved collection levels and service, with additional cost savings through added value by means of a seamless transition; a change to Collect Services is a change for the better.

## Partnership

With continual two-way business feedback, monthly review meetings and a delegated liaison officer at Director level, our central approach to reaching your key performance indicators is achieved by working in partnership.

Transparency is vital for assessing the key elements of success and managing good relationships and providing optimum results for the Local Authority and Client. We are proud to maintain a consistent level of premium service to our Clients through reporting, monitoring and tailoring the solution to reach results.

# Transparency

## Annual Audit Report

This unique report is available to all our Clients and provides a full and comparative analysis on Instructions enforced during each Financial Year.

A breakdown of weekly/monthly/annual collections and returns analysis provides an insight into enforcement, identifying those areas that may be improved by both the Client and Ourselves.

Stage at which instructions are paid provides a full picture of Enforcement action, and where applicable the number of visits required to provide maximum collection during the lifespan of the warrant of execution.

For PCN Clients ANPR vehicle effectiveness details number of vehicles spotted, immobilised, those that pay as a result of this action and those removed to auction. Auction prices are also listed showing vehicle, type and age.

Complaints are covered extensively in one section with outcome and where court action is taken by the debtor a précis of the outcome is provided.

Employee numbers are covered so that there is an understanding of the level of administration/Enforcement Agents required to service the instructions. Unnamed comparison to other Clients also validates the across the board service provided.

Effectively it is the most enhanced report available facilitating the write off for audit purposes and enables council committees to be kept informed in one document.



## Our clients can monitor ongoing performance through:

- The Client Account Manager
- Secure Online Web Access
- Financial Transaction Reports showing Collection Performance
- Simplistic or Complex Statistical Analysis Reports
- Our one page Statistics provide information at a glance

# Efficiency

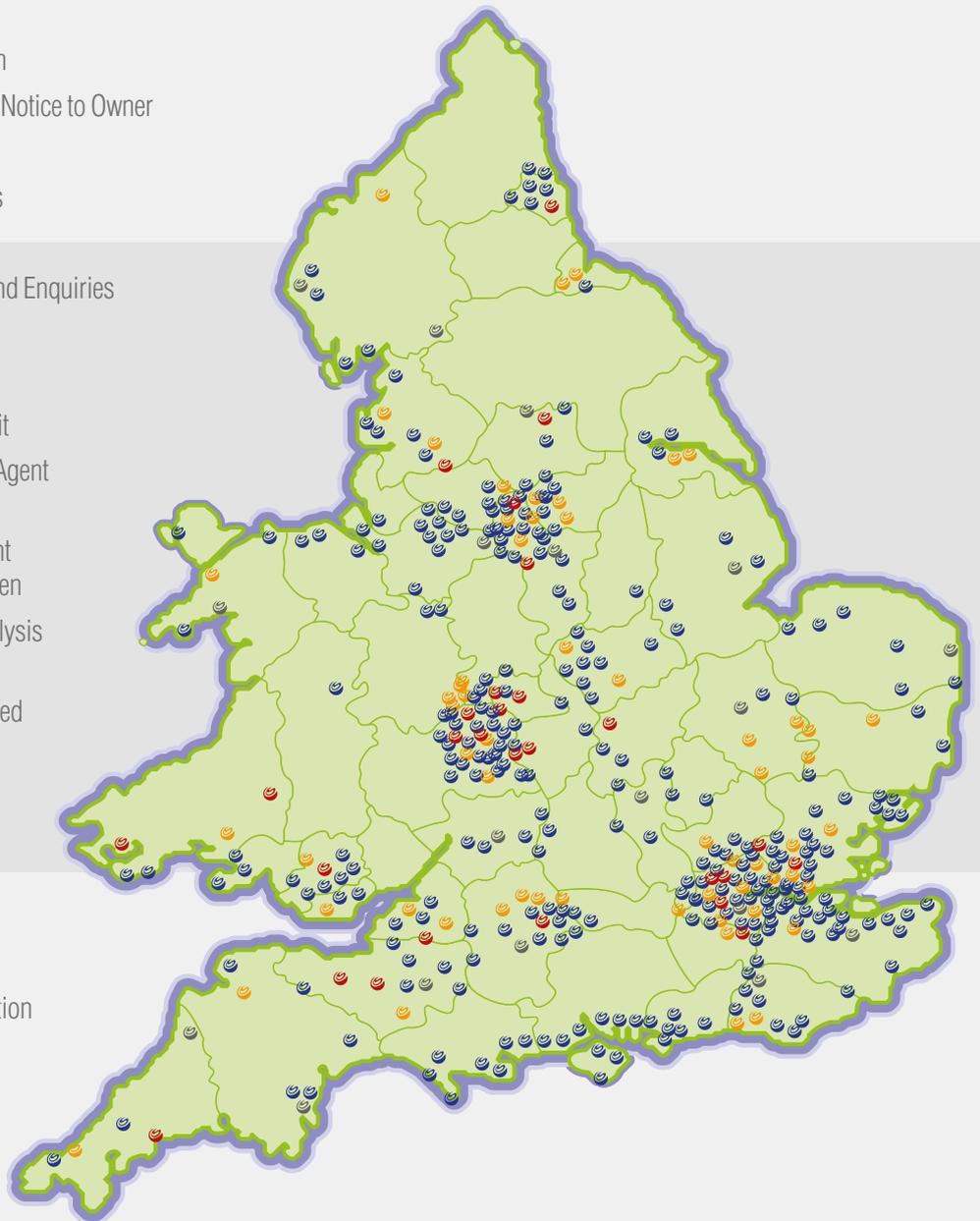
Collect Services existing structure has the ability to successfully and efficiently organise up to 100,000 Client instructions annually amongst its existing Certificated Enforcement Agent workforce currently undertaking around 4,000 visits a week. These levels allow us to take on and enforce additional work without notice with the added ability to expand and seamlessly integrate with any Client system to ensure a smooth transition from incumbent providers.

This also enables us to take a varied level of new instructions issued in a short period of time and still efficiently service all cases and meet Client requirements and timescales, undertaking an average 2.4 Visits per instruction.

Our Case Management and 'Collections' digital mapping systems allow for fast and efficient allocation of case files to our fleet of Enforcement Agents on a daily basis ensuring all instructions throughout the country are treated equally and serviced regularly, undertaking a greater number of visits per property where necessary to increase contact.

**The robust IT support integrated into the Collect Services operation allows for the following advanced features and Added Value Services:**

- ▶ Return Mail Processing
- ▶ Pre Registration Gone Away Validation
- ▶ Free DVLA VQ4 Enquiries to generate Notice to Owner
- ▶ Client Training
- ▶ 24/7 Client Case Management Access
- ▶ Online Secure Data Exchange
- ▶ Dedicated Call Centre for Payments and Enquiries
- ▶ Call Centre Voice Recording
- ▶ Body Worn Video Recording
- ▶ Digital Image at Time and Point of Visit
- ▶ Location and Activity of Enforcement Agent Tracking
- ▶ Real-time Two Way Enforcement Agent Access; Smartphone, Tablet, Digital Pen
- ▶ Powerful reporting and Statistical Analysis Generation
- ▶ Controlled Workflows Fulfilling Negated Timescales of Execution
- ▶ Document Image Processing
- ▶ Efficient Enforcement Agent Planning using 'Collections' Digital Map
- ▶ ANPR Monitoring of Vehicles
- ▶ Online Payment and Barcode facility
- ▶ Audit, Daily Reconciliation and Exception Reporting
- ▶ Customer Advisory Leaflet, Clinics



# Integrity

Collect Services is a progressive company with a proud history of providing maximum results for our Clients in all areas of Enforcement Agent collection, with the minimum of complaints. Our professional national operation has an ethical approach to the Enforcement Agent appointment with a dedication to perform Enforcement Agent Services that are founded on a policy of compliance to legislation and customer care.

Having worked for over 100 Local Authorities spanning 40 years throughout England & Wales, Collect Services Limited offer an efficient transparent service with results that other Enforcement Agencies strive to achieve.

Based on extensive experience, Collect Services recognises the changing demands in enforcement operations and complies with stringent Local Authority guidelines and best value performance indicators. Fully adaptable to all economic climates, varied demographics and affluence and in conjunction with Local Authority guidelines, Collect Services will adhere to any arrangements authorised by the Client in line with legislation.

In order to undertake a varied service and fluctuating work flow, whilst achieving and sustaining the highest collection rates throughout England & Wales Collect developed 'Collections', using street level digital maps to pin point each individual case and allows a visual representation of how spread the work is with the ability to identify specific stages in the recovery process. Selected cases are then run through a route optimisation process, increasing the efficiency of the Enforcement Agent and allowing for multiple offenders to be picked up in one visit.



# Knowledge

With over 40 years of enforcement experience combined with the latest technology we provide the desired client results.

Collect Services offer the most efficient Enforcement Agent services throughout England and Wales. Providing our Clients with the highest standard of professionalism and breadth of industry knowledge and expertise in Enforcement with 24/7 client access, statistical analysis and full accountability.

All of our Enforcement Agents hold individual membership of the Certificated Enforcement Agents Association (CEAA) and participate in the progression of their profession.

**For further information on the services we can provide contact us at:**

E: [info@collectservices.com](mailto:info@collectservices.com)

T: 01895 62 66 62

[www.collectservices.com](http://www.collectservices.com)



## Services

### Enforcement

- Road Traffic (91 Act & TMA2004)
- Council Tax
- Business Rates
- Business District
- Magistrates' Court Fines
- Process Serving
- Warrant of Arrest & Commitment
- Commercial Rent Arrears and Recovery
- Commercial Repossessions

### Debt Collection

- Road Traffic 1984
- Sundry Debt
- Housing Benefit Overpayments
- Former Tenant Arrears
- Miscellaneous Arrears

### Tracing

- Occupancy Validation
- Consumer Tracing
- Trace & Employment
- Credit Check & Report
- Business and Limited Company
- Status & Lifestyle Assessment
- Pre-Enforcement Reports

