

**RECOVERING MORE
FOR LOCAL AUTHORITIES**



**HIGH COURT
ENFORCEMENT
GROUP®**

The largest independent High Court enforcement company in England and Wales

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Local knowledge, national coverage

With a combined experience of over 250 years in High Court enforcement, High Court Enforcement Group delivers professional integrity, an ethical approach and effective, proactive enforcement and eviction solutions for local authorities throughout England and Wales.

Excel Civil Enforcement, part of HCE Group, provides civil enforcement services to local and central Government across England and Wales. Many of our local authority clients find great value in having one provider for all their enforcement needs.

Our High Court services include writs of control, possession and delivery, environmental evictions, commercial rent arrears recovery (CRAR), commercial forfeiture, common law evictions, site security, process serving and investigations.

We currently have over 250 employees, strategically located in five operational offices covering the length and breadth of England and Wales and we have 16 Authorised High Court Enforcement Officers (HCEO) within the Group.

Our PAYE employed, qualified and experienced enforcement agents have extensive knowledge and understanding of their local area.



Enforcing judgments fast and efficiently

Our free transfer up service enables all unregulated County Court judgments over £600 to be transferred to the High Court as quickly and efficiently as possible – giving you access to the most effective form of enforcement available in England and Wales.

At HCE Group, determination leads to results, and that is why we issue a notice of enforcement on the same day we receive the writ. We will make a minimum of three visits, including out of hours, in pursuit of payment.

All our clients have access to the online client case management system, allowing you to review the progress and financial position of your cases and provide further instructions.

As part of our international debt collection and enforcement service, we have a strong network of enforcement partners throughout Europe to help our clients trace debtors and recover debts across international borders.

Removing trespassers and travellers

Whilst squatting is illegal in residential property, it is still very prevalent in commercial property and on open land.

Trespassers in buildings must be removed under a writ of possession. The writ authorises us to enter a building or open land to remove trespassers, using reasonable force if necessary.

We remove trespassers and travellers from open land under either a High Court writ of possession or under Common Law (Halsbury's). We can suggest which route is most suited to your case.

Travellers are most commonly removed under Halsbury's, but a high-profile case might make a court order the more appropriate choice.

Travellers on a licensed site may only be removed under a writ of possession.



We can enforce compulsory purchase orders (CPOs) without the need for a further court order.

We also provide post-eviction site security to prevent re-entry.

As the UK leaders in high profile and problematic evictions, we have the experience, national coverage and resources to deal with evictions proficiently and ethically, regardless of scale or difficulty.

Evicting environmental and other protestors

The National Eviction Team, formerly known as UK Evict, is part of High Court Enforcement Group and specialises in the safe removal of protestors and demonstrators throughout England and Wales, including infrastructure projects, fracking sites, airport and road extensions, etc.

We can work to short deadlines where needed, including carrying out an eviction within 48 hours of instruction, due to our high level of resources and specialist teams and equipment – such as method of entry, confined space (tunnel), at height, lock-on and climbing teams.

We will develop a detailed and bespoke plan for the eviction and risk assessment, covering all aspects of the eviction, including health and safety planning for your staff, enforcement agents, the protestors and members of the public and post-eviction site security.

We have the correct level of insurance in place for the eviction of protestors who are actively resisting – rescue cover is not sufficient.

Our services are tailored to your needs, according to the nature of the protest, the site and the likely degree of resistance.





Local authority residential tenants

HCE Group provides a range of services to help local authorities remove tenants from residential property, when required.

The traditional eviction route has been via county court bailiffs, but they are slow. Data released by the Ministry of Justice shows that it takes, on average, 44.4 weeks* from starting a claim to having the possession order enforced.

Speed of action is vital to re-establish the revenue stream and to reduce any risk of damage to the property or antisocial behaviour by disgruntled tenants.

* Source: Ministry of Justice, May 2019

As HCEOs, we can act much more quickly and effectively than county court bailiffs. We have rigorous health and safety procedures, highly trained and skilled enforcement agents and offer nationwide coverage.

You can include rent arrears on the possession order if using the standard procedure. When we carry out the eviction, we will take control of goods belonging to the tenant, which may be sold at auction to satisfy the debt.

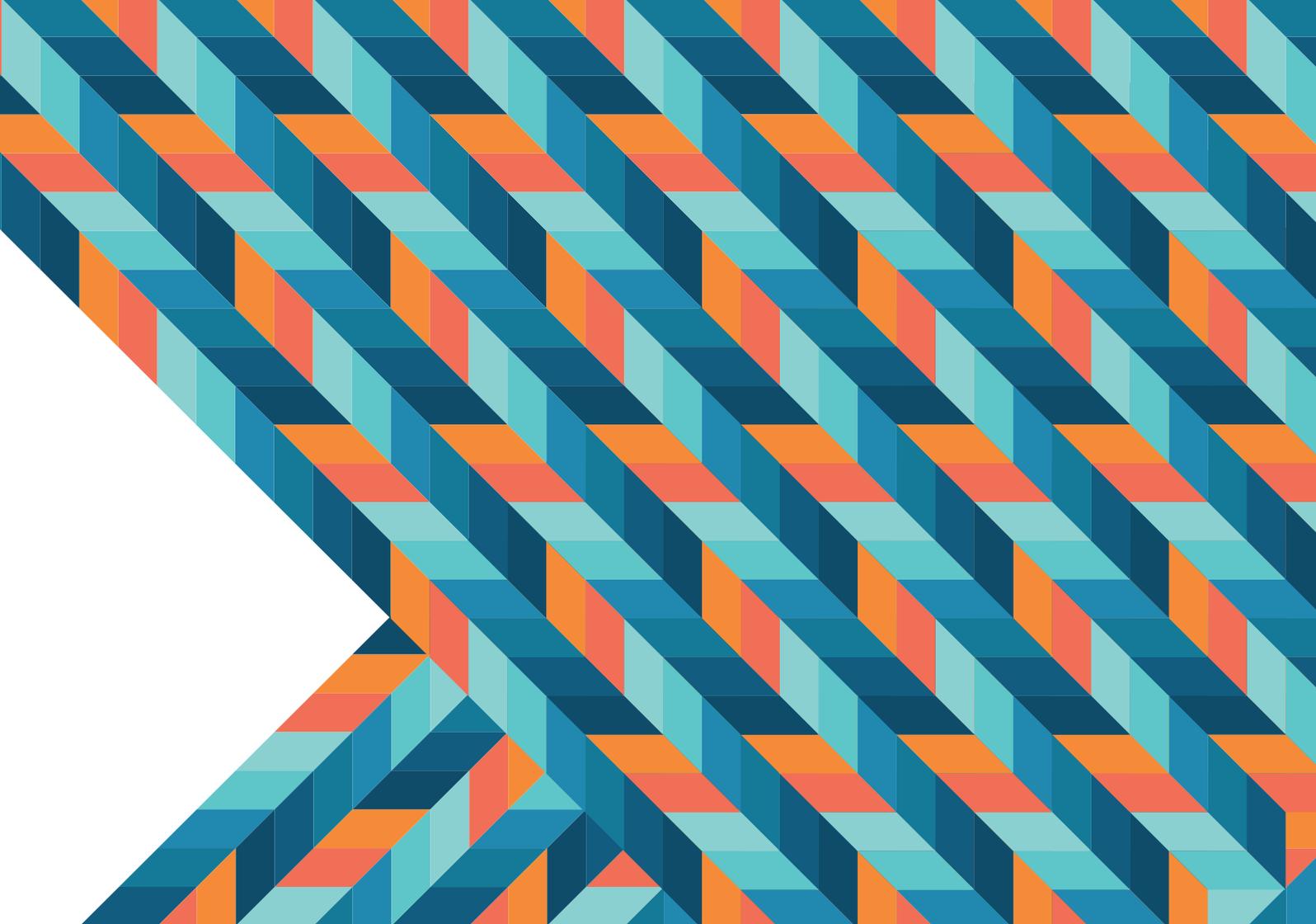
Forfeiture and commercial rent arrears

When tenants fail to pay, CRAR – commercial rent arrears recovery – is designed to support local authorities and other commercial landlords to recover rent arrears without the need for a court order or judgment.

Our CRAR service is fast and responsive, ensuring the arrears are received quickly and efficiently. The service is completely free (unless you instruct us to withdraw), as the tenant pays the costs of enforcement. Our enforcement agents are fully trained in the complexities of CRAR and always act in the landlord's interests, whilst striving to maintain the landlord-tenant relationship.

If you need to remove the tenants and repossess the property, we can act for you to do this by forfeiting the lease. We will enter the premises peaceably, change the locks and return possession to the local authority. If the property is to remain unoccupied, we can provide site security.

Expedited forfeiture service - we can act to forfeit the lease very quickly, often within 24 hours of instruction and sometimes, depending on the timing of instruction, on the same day.



A range of additional services



Process serving

We offer three options: standard (within 10 to 15 days), expedited (within 5 days) and next day. We deal with all types of process serving and are dedicated to providing prompt and proficient solutions for all of our clients, whatever your requirement.



Tracing

We provide a debtor and tenant tracing service for the enforcement and collection of debts and the execution of court orders, warrants and writs. A trace is often recommended before starting enforcement.



Site security

We can provide ongoing security to protect the site. This may be the enforcement agent, until all occupiers are removed and prevented from returning, or our SIA licensed (to at least level 2) security team. We also provide screens, doors, fencing, concrete barriers, CCTV and alarm systems.



Excel Civil Enforcement



Excel was founded in 1991 and delivers outstanding enforcement, collection and associated services to local authorities and central Government departments.

Excel offers nationwide coverage for the recovery of the following debts and has industry leading recovery rates

- ▶ Council tax
- ▶ Non domestic rates
- ▶ Bid levy debts
- ▶ Parking and traffic penalties
- ▶ Housing benefit overpayments
- ▶ Magistrates' court fines
- ▶ Arrest warrants
- ▶ Process serving and tracing

Excel provides nationwide coverage with a UK customer service centre, 24/7 telephone and internet payment facilities. They use the latest mobile technology, including live stream body-worn cameras, GPS tracking and ANPR.

All their enforcement agents are PAYE employees – they do not sub-contract to self-employed agents. It is our policy across all the Group companies to only use employed enforcement agents.

All staff, not just enforcement agents, hold fully regulated enforcement qualifications. Customer service staff are qualified to Level 2 in Taking Control of Goods and have accredited training in vulnerability and mental health awareness, giving Excel the most qualified welfare team in the industry.



**EXCEL CIVIL
ENFORCEMENT®**



Taking care of vulnerable debtors



Under regulation, an enforcement agent is required to give a vulnerable person an adequate opportunity to obtain assistance and advice, before proceeding to remove goods, which have been taken into control. The enforcement stage fee (or fees) and any disbursements related to that stage (or stages) are not recoverable if no such opportunity has been given.

This is why HCE Group has become an approved RQF assessment centre and developed training for our welfare teams and enforcement agents that goes far beyond regulatory requirements.

Our workshops are quality marked by the national awarding body and our level 2 and level 3 courses sit on the Regulatory Qualification Framework (RQF).

Our courses are approved by Skills for Justice and endorsed by the Chartered Institute of Legal Executives (CILEx) and are available to our clients.

HCE Group actively promotes ethical enforcement in the prompt collection of all sums of money due, ensuring that our approach is at all times fair, proportionate and consistent.

To find out more or instruct us

If you have any questions or wish to instruct High Court Enforcement Group then please contact us on **08450 999 666** or visit our website at **hcegroup.co.uk**, go to the instruct us page and select the service you require from the menu.

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 [High-court-enforcement-group](https://www.linkedin.com/company/high-court-enforcement-group)

High Court Enforcement Group maintains the very highest standards and has implemented integrated management systems that are rigorously audited by NQA.



- ▶ Quality Management – ISO 9001: 2015
- ▶ Information Security Management – ISO 27001: 2013
- ▶ Health & Safety Management ISO 45001: 2018 including SSIPs
- ▶ Environmental Management – ISO 14001: 2015
- ▶ Cyber Essentials Plus

