

Consultant Report

To: Directors
CC: Divisional Managers, Managers, Team Leaders

Date of Meeting: 4th Feb 2011

Date of Report:
11th Feb 2011

Client: CENSUS

Venue: Mid Sussex DC, Haywards Heath

Present: Paul Willard, Terry Wickens;
Dave Chapman

Purpose of Meeting: Review Meeting

Previous Report: 19.10.10

Hi	story/Background
1	Sole Provider for Bailiff services, Adur, Horsham & Mid Sussex which comprises CENSUS.
2 Also	provide Training.
3	
4	Tim Delaney is Head of Service, Paul Willard is the Revenues Manager and Terry is the Recovery Manager

Di	scussion Points
Item 1	Performance was analysed across all three sites using both statistics from the Census stats team and our own. [REDACTED]
Item 2	I provided the following example of caseload issued for CTAX: [REDACTED]

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	[REDACTED]
Item 3	<p>We also then analysed the returns Pie Charts which demonstrate how effective our bailiffs are being on the cases they are working, it was clearly evident that whilst collections were down across all three sites, the actual bailiff performance on the cases they had finished with was improving for CTAX as follows:</p> <div style="display: flex; justify-content: space-around;"> <div style="text-align: center;"> <p>2009/10 (number of paid & % paid)</p> </div> <div style="text-align: center;"> <p>2010/11 (number of paid & % paid)</p> </div> </div> <p>[REDACTED]</p>
Item 4	<p>Embellishing this further, currently there were 7 bailiffs working in Census, [REDACTED] with enforcement bailiffs, [REDACTED]. I explained that [REDACTED] was a very high performing bailiff.</p> <p>[REDACTED]</p>
Item 5	<p>[REDACTED]</p> <p>I [REDACTED]</p> <p>[REDACTED] he expects our bailiffs to remain professional and always act within the law, they will then always get his full support.</p>
Item 6	<p>PW asked what our company approach was regarding bailiffs putting their foot in the door? I explained that we don't condone such an approach, although we suspect that some enforcement bailiffs do it, to stop the door being shut in their faces, they definitely would never assert that this was a means of obtaining peaceable entry, and if any examples of this came to light we would take an extremely serious view.</p>
Item 7	<p>Terry asked if we would come down to Haywards Heath and do a</p>

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	refresher, half day on the Powers of a Bailiff / Laws of Distress. I confirmed that Mike Shang would be available to do that and I proposed that he accompany me on my next visit in March. AP3
Item 8	TW also asked if we could send them a copy of our bailiffs Code of Conduct. AP4
Item 9	TW also asked if we could let him have copies of committal stationery, so that he can update what they have and bring in line with best practice. AP5
Item 10	I mentioned that we have set up a HBOP Training course at Eastbourne on 11 th March, if anyone from CENSUS would be interested in attending, PW asked me to inform Morag Freitas at the Authority directly. AP6
Item 11	I also mentioned that we now had a good letter to be used in defence to claims made by 'Freemen of England', TW asked if we could email a copy. AP7
Item 12	

Trainin	g/Business Developments/New Business /Contact Details
Training	
Business Development	
New Business	
Requested New Reports	
Contact Names and Numbers	

	Action Points / Requirements	Department
AP1	Look at redesigning the Van Notice form	Operations
AP2		Operations
AP3	Mike Shang has agreed to come down and deliver bailiff training to the staff on 17th March , at 2pm, in the afternoon to coincide with the next review meeting, to be confirmed with TW.	DC
AP4	Please send TW a copy of Bailiffs Code of Conduct	Client services
AP5	Send examples of committal stationery to TW (SBB completed 10.2.10)	SBB
AP6	Send details of HBOP Training (Eastbourne) to Morag Freitas at Mid Sussex	Shirley Baird

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AP7	Email TW copies of the Freeman of England standard response	Client services
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Summary

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

Next Meeting Date

17th March 2011 at 2pm

Dave Chapman