

**DELIVERING ETHICAL SERVICES
WITH INTEGRITY**



EXCEL CIVIL ENFORCEMENT®

PART OF



**HIGH COURT
ENFORCEMENT
GROUP®**

Our services

Established in 1991, and part of High Court Enforcement Group, Excel Civil Enforcement delivers comprehensive debt enforcement and recovery services throughout England and Wales.

Using only directly employed (PAYE) salaried enforcement agents, our services are fully accountable, transparent and delivered with integrity to the highest professional standards.

As the only enforcement agency which is also a recognised educational assessment centre with training and qualifications endorsed by the Chartered Institute of Legal Executives (CILEx), our people are highly qualified.

This, together with enviable staff retention rates and an inclusive working environment, results in a knowledgeable, experienced and loyal workforce that achieves above average recovery rates with below average complaint levels.

Our services include the recovery of:

- ▶ Council tax
- ▶ Business rates
- ▶ Business improvement district (BID) levy
- ▶ Parking and traffic penalties
- ▶ Commercial rent arrears recovery (CRAR)
- ▶ Housing benefit overpayments
- ▶ Former tenant arrears

And the execution of warrants of arrest and control, tracing, investigation and process serving services.

Why use Excel?

We provide nationwide coverage with a UK customer service centre and 24/7 telephone and Open Banking payment facilities.

- ▶ We have the most qualified specialist welfare team in the industry
- ▶ Our customer service staff are qualified to at least Level 2 in Taking Control of Goods and trained in vulnerability and mental health awareness, assertive communications and negotiation skills
- ▶ We use the latest technology, including live stream body worn video, GPS tracking, ANPR and Open Banking
- ▶ Our in-house IT team constantly researches and develops new technologies

What sets us apart

- ▶ Industry leading recovery rates
- ▶ Excel Insight: debtor and data segmentation
- ▶ Intelligence-led workflows
- ▶ Smart contact technology to boost engagement
- ▶ We are independently owned and managed with no external funding
- ▶ Our enforcement agents are salaried employees; we do not sub-contract to self-employed agents
- ▶ We make considerable investment in our people and, with 98% retention, have a very skilled and seasoned workforce

- ▶ We actively support the Armed Forces Covenant (Silver ERS Award holder) and employ many former service personnel

“Excel is a great company to work with. I like that all their agents are PAYE employees, so we can be confident robust processes are in place. They provide all the services we need, along with exceptional collection rates.”

Mandy Cracknell, Parking Manager, Ashford BC

Centre for Enforcement Excellence

- ▶ Excel and High Court Enforcement Group are the only enforcement agencies which are approved and recognised educational assessment centres for Level 2 and Level 3 enforcement-related qualifications
- ▶ Our qualifications are endorsed by CILEx
- ▶ HCE Group is one of only three providers appointed by CIVEA to deliver the Taking Control of Goods Level 2 qualification
- ▶ We are the only enforcement agency which is a preferred training provider to the MoD's Career Transition Partnership
- ▶ Our workshops are quality marked
- ▶ We are the only enforcement agency delivering accredited training and Level 3 certificates in vulnerability and mental health awareness
- ▶ Our considerable investment in staff training and development results in accomplished, knowledgeable and confident employees delivering high quality enforcement and recovery services with high collection rates and low complaint levels
- ▶ We deliver accredited training to local authorities, Government departments, the legal profession and the third sector



How our training benefits you

- ▶ Undertaking Excel's Centre for Enforcement Excellence training and gaining recognised qualifications from a national awarding body (CILEx), will improve staff confidence and experience by extending their knowledge and competences
- ▶ By developing the skill sets of your staff in relation to enforcement matters, they will better understand the regulatory process and better understand and manage external agencies
- ▶ Vulnerability and mental health awareness training will validate and support your safeguarding policies and minimise undue hardship for your customers

- ▶ Investing in staff with appropriate, industry related training and gaining relevant qualifications helps staff to realise their full potential and supports your strategic delivery through increased capability and competence

“The knowledge I have gained will undoubtedly help me in my job; in fact, I’ve been using the knowledge this week. It’s made me more confident in dealing with enforcement agents and customer queries. Excellent course!”

**Local Authority Team Leader delegate
on L2 TCoG course and award**

Awards and accreditation

Excel and HCE Group have won numerous awards for training and staff development, most recently being awarded Highly Commended in the 2022 CIVEA Excellence Awards.

In 2022 Excel was recognised with the Silver Award for the the Ministry of Defence's Employer Recognition Scheme.

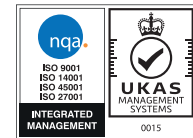


Our qualifications are endorsed by CILEX and our workshops are quality marked.



Excel and HCE Group maintain the very highest standards and have 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



Get in touch to find out more

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