GOVERNANCE · PEOPLE · EVIDENCE · PERFORMANCE

Client Assurance Pack

Confidence before the first instruction

A procurement-ready account of the company, people, controls, reporting and escalation arrangements behind UK Bailiffs' enforcement and specialist property services.

COMPANY	ACCREDITATION	INFORMATION GOVERNANCE
11337729	**ECB accredited**	**ICO ZA379866**

UK Bailiff Services Ltd trading as UK Bailiffs

0330 133 1818 · help@ukbailiffs.org · ukbailiffs.co.uk · Issued September 2026

EXECUTIVE ASSURANCE OVERVIEW

A controlled service from instruction to closure

A concise view for procurement, landlords, managing agents, housing providers, local authorities and professional advisers.

This pack separates public facts from time-sensitive controlled evidence. It explains how UK Bailiffs accepts instructions, allocates people, assesses risk, treats vulnerability, records attendance, reports outcomes and escalates exceptions.

COMPANIES HOUSE	SINCE DECEMBER 2024	ICO REGISTRATION	AGENT VERIFICATION
11337729	**ECB accredited**	**ZA379866**	**0330 133 1818**

What this pack gives a client

01 Standing

Corporate identity, accreditation, registration and insurance evidence.

02 People

Certification, competence, identity and subcontractor assurance.

03 Conduct

Vulnerability, fair treatment, complaints and body-worn video.

04 Safety

Pre-attendance and dynamic risk-assessment controls.

05 Evidence

Instruction, attendance, image, outcome and exception records.

06 Performance

Service levels, reporting standards, escalation and onboarding.

Evidence, not unsupported claims

Public facts are verifiable. Expiring or commercially sensitive evidence is supplied securely during due diligence.

Assurance	Current position	Verification
Legal entity	UK Bailiff Services Ltd trading as UK Bailiffs	Companies House 11337729
Registered office	223 Bacup Road, Rossendale, Lancashire, BB4 7PA	Published company records
VAT	GB306547801	Registration evidence
ECB	Accredited since December 2024	ECB Accredited Firms Register
ICO	Registered data controller	ZA379866
Insurance	Current certificates, periods and relevant limits supplied securely	Controlled due-diligence evidence

Why insurance details are controlled

Certificates, policy numbers, dates and limits change at renewal and may contain commercially sensitive information. Current evidence is therefore supplied directly for procurement, tender or onboarding rather than left publicly available after it becomes obsolete.

PEOPLE AND CERTIFICATION

The right person for the right instruction

Certification is one control. Allocation also considers competence, experience, legal route, location, risk and conflicts.

01 Identity

Identity and contact details recorded before allocation.

02 Certification

Ministry of Justice register checked where certification is required.

03 Renewal

Expiry and renewal status monitored, with exceptions escalated.

04 Competence

Experience, route-specific knowledge and prior performance considered.

05 Conflicts

Actual or apparent conflicts identified before acceptance or allocation.

06 Verification

Clients and members of the public can verify an agent on 0330 133 1818.

Agent and subcontractor assurance

- Checks are proportionate to the role and may include identity, certification or licences, competence, experience, insurance evidence, references and conflicts.
- Data-protection expectations and UK Bailiffs’ operational standards are accepted before work is allocated.
- UK Bailiffs remains the client-facing point of control for allocation, reporting, exceptions and complaints.

Individual assessment within lawful enforcement

Fair treatment makes decisions informed, proportionate and capable of review; it does not remove lawful authority.

Five expectations at every attendance

01 Assess

Authority, known risk, client information and welfare concerns.

02 Explain

Identity, purpose, authority and what is required.

03 Listen

Evidence, disputes, communication needs and vulnerability.

04 Decide

Continue, adjust, pause, withdraw or escalate.

05 Record

Information, rationale, adjustment and referral.

Complaints process

Stage	Control
1 Receive	Email, telephone or post; record the issue and available evidence.
2 Acknowledge	Target within 2 working days.
3 Investigate	Senior person not directly involved reviews records and circumstances.
4 Respond	Reasoned written response targeted within 5 working days of acknowledgement; extensions explained.
5 Escalate	Eligible unresolved conduct complaints may proceed to the ECB; certificate fitness issues may use EAC2.

BODY-WORN VIDEO AND INFORMATION GOVERNANCE

Controlled evidence with a defined purpose

BWV, images, reports and case data are treated as confidential operational, evidential and compliance material.

Operational BWV controls

- Agents are required to carry and use BWV under operational procedures.
- Footage is linked to the relevant instruction or attendance record.
- Access is assessed by purpose, relevance, privacy and proportionality.
- Preservation is extended for complaints, claims, proceedings or regulatory enquiries.

Access and disclosure

- Access is restricted to authorised purposes and people.
- Client disclosure is considered against privacy, legal and evidential requirements.
- Data-rights requests follow the published data-protection route.
- Material access, preservation or disclosure decisions are recorded.

Information-governance position

UK Bailiffs is registered with the Information Commissioner’s Office under ZA379866. Privacy, data-rights, case-record and BWV arrangements are supported by published policies and controlled operational procedures. Material incidents or requests are escalated to senior management.

Plan before attendance. Reassess at the scene.

Risk controls begin with the instruction and remain live as circumstances change.

01 Pre-attendance

Authority, location, access, known occupants, welfare, conflict and previous incidents.

02 Resource

People, vehicles, locksmiths, security, K9, recovery or other approved support matched to risk.

03 Dynamic review

Conditions checked on arrival and throughout the attendance; stop or escalate where controls fail.

04 Incident record

Police attendance, injury, damage, safeguarding, threat, near miss and material deviation recorded.

Client and management escalation triggers

- Authority or instruction is unclear, inaccurate or materially changes.
- Risk cannot be controlled with the resources or authority available.
- Serious welfare, safeguarding, violence, injury or police issues arise.
- A material dispute, complaint, data incident or reputational issue requires senior review.
- The requested action appears unlawful, unethical or outside the accepted scope.

REPORTING STANDARDS

A usable record, not a bare attendance note

Reports support operational decisions, portfolio oversight, complaint review and further instruction.

Record	What it establishes	Typical client use
Instruction record	Objective, route, documents, scope, constraints and contacts.	Acceptance and authority audit
Risk assessment	Hazards, affected persons, controls, resources and dynamic changes.	Safety and mobilisation
Attendance record	Times, personnel, engagement, material events, decisions and result.	Chronology and case review
Evidence schedule	Photographs, notices, site condition, goods, access points and keys.	Evidence and asset record
Outcome report	Action taken, residual risk, client attention and recommended next step.	Closure or further instruction
Exception log	Departure from plan, reason, escalation, decision and action.	Governance and improvement

Reporting principle

A client should be able to understand what was instructed, what risk was identified, who attended, what occurred, what decision was taken and what remains for the client.

Measurable targets with visible exceptions

Targets support mobilisation and review. They do not override safety, legal requirements or the facts at the scene.

Service or control	Operational target
Traveller / trespasser deployment	Within 2 hours of an accepted instruction.
Lease forfeiture	Next-day attendance for a complete instruction received by 3pm.
CRAR Notice of Enforcement	Prepared for issue by the next working day after accepted complete instruction.
Initial risk assessment	Within 1 hour where the service standard applies.
Client outcome report	Within 2 hours of attendance completion where operationally practicable.

Portfolio reporting cadence

01

Case reporting

Instruction, risk, attendance, evidence, outcome and exception records.

02

KPI view

Volumes, target performance, exceptions, outcomes and open actions.

03

Governance review

Themes, complaints, incidents, learning, corrective actions and service changes.

Targets are operational standards, not guarantees. Contract terms, complete instructions, acceptance, legal route, geography, risk, resources, third-party availability and events at the scene may affect delivery.

ILLUSTRATIVE CLIENT DOCUMENT

Sample attendance and outcome record

The precise fields are agreed for the service and portfolio.

CLIENT AND CASE	
Client	Example Property Management Ltd
Reference	UKB-EXAMPLE-001
Service	Traveller and trespasser attendance
Location	Example Industrial Estate, North West England
Authority	Client instruction, title information and approved notice route
ATTENDANCE	
Times	Allocated 09:12 · arrived 10:04 · concluded 11:26
Personnel	Lead enforcement agent plus supporting agent
Risk	Pre-attendance assessment completed; dynamic review on arrival
Engagement	Identity and purpose explained; notice communicated; client updated
OUTCOME	
Result	All occupied vehicles departed peacefully; no physical intervention required
Evidence	Time-stamped photographs and contemporaneous notes retained
Residual action	Client advised to secure access point and review boundary controls

The complete record may also link photographs, notices, BWV references, specialist-contractor records, payment information where relevant and an exception or escalation log.

PORTFOLIO ONBOARDING

A repeatable route to live service

Due diligence becomes an agreed operating model before routine allocation.

01 Scope

Sites, services, volumes, geography, hours and dependencies.

02 Due diligence

Corporate, accreditation, ICO, insurance and policy evidence.

03 Authority and data

Mandatory documents, transfer, retention, access and ownership.

04 Service design

Acceptance, pricing, SLA, triage, allocation, risk and reporting.

05 Escalation and pilot

Decision-makers, incident routes, exceptions and controlled early cases.

06 Review

KPI, actions, governance cadence and continuous improvement.

Escalation contacts

Route	Contact
Live operations and agent verification	0330 133 1818
Complaints, compliance and data	help@ukbailiffs.org
Senior management	Craig Whinray, Director
Registered office	223 Bacup Road, Rossendale, Lancashire, BB4 7PA

CONTROLLED EVIDENCE SCHEDULE

Ready for due diligence

Current evidence is supplied in a controlled form appropriate to the procurement, tender or portfolio review.

Category	Typical controlled evidence
Corporate	Company, VAT, registered office and decision contacts
Accreditation	Current ECB status and supporting evidence
Data protection	ICO registration, privacy, data-rights and BWV route
Insurance	Current certificates, schedules, periods and relevant limits
People	Certification, identity, competence and contractor assurance
Conduct	Fair treatment, vulnerability and complaints procedures
Safety	Risk-assessment, incident and health-and-safety controls
Operations	Workflow, authority checklist, attendance and report templates
Performance	SLA definition, KPI, exceptions and review outputs

Prepare a tender or portfolio appointment

Send the service scope, geography and evidence schedule. UK Bailiffs will identify the operating model, controlled documents and mobilisation information required.

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