

# Jacobs News

'Awarded for Excellence' 2011 IRRV Performance Awards

www.jacobsbailiffs.co.uk

Issue 12 - 2011 / 2012

**Welcome** to the 12th edition of Jacobs news – designed to keep you updated on what is happening in our organisation and the enforcement profession.

**In this edition:** We report our success at the 2011 IRRV Performance Awards

It was an exciting evening at the awards ceremony in Telford, to conclude this years annual conference, and waiting for Colin Jackson CBE to announce the winners of the 2011 performance awards. We were thrilled to win silver and bronze awards in both 'Excellence' categories entered. *See centre pages.*

**Plus:**

- Welcome to our new Clients
- ESPO Contract 984CC – Corporate Bailiff Services
- Tribunals, Courts & Enforcement Act - Consultation Update
- Bilingual Services in Wales
- Road Traffic – PCN Recovery & PARKEK 2012

## Welcome to New Clients

We are extremely pleased to announce recent new and reappointed(\*) clients:

Local Taxation	Parking
Southend-on-Sea	Southend-on-Sea
Milton Keynes	Richmond upon Thames
Bassetlaw	East Riding of Yorkshire
Chesterfield	Exeter City Council*
East Riding of Yorkshire*	Bolton*
Knowsley*	
Newark & Sherwood*	

We are looking forward to developing our partnership approach to the collection of debts and delivering services based on the highest quality, the best performance and introducing new initiatives for year on year improvements.

## Tribunals, Courts & Enforcement Act - Part 3 Consultation

We waited patiently over Easter and the early summer months for the release of the consultation paper by the Ministry of Justice. Alas, it did not materialise, instead it was delayed until after the return of Parliament in the autumn.

At the time of going to press the document still has no timetable, however, we are ready for its launch and will be confirming our planned training events.

The events will be free for local authorities to attend, and will focus on the contents of the consultation, allowing for open discussions and workshops to identify the issues contained to assist in responses. This is a welcomed piece of legislation and as Jacobs have been at the forefront of the proposed changes, working with the profession's representatives and the Ministry of Justice to influence and shape the new regulations, we are in a good position to deliver the training. We will write to all clients when the paper is released informing them of the details.



### Jacobs:

Delivering Services based on the very best of Quality, Performance, Customer Care and Added Value



## Jacobs

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Established 1959

# IRRV Performance Awards



Each year the IRRV (Institute of Revenues, Rating & Valuation) hold a national Performance Award scheme that recognises the achievements made, good practice and models of excellence.

The awards are open to all Local Authorities and private organisations working within the profession of Revenues, Rating and Valuation, both in the UK and abroad. The awards are very prestigious and attract a very high number of submissions each year. The 2011 Awards saw an unprecedented number of submissions.

**We were therefore highly delighted to have been selected as 2011 finalists and go on to receive two awards in the categories of:**



## The Process

Having contributed to various client's submissions in previous years, and being involved in conferences and IRRV forums, we thought we had the basis for strong submissions in two categories.

There are many examples in our organisation of excellence in the way that we deliver our services to our clients, and go that extra mile in all that we do.

We made two written submissions based on:

1. Our Internal Training of all staff and commitment to lifelong learning and Our External Training for Clients & Citizens Advice / Welfare Advisors
2. Our Innovative process – Technology and Added Value Services

## The Inspection

Members of the Awards panel undertook two in-depth and very comprehensive site inspections for each category. The Inspections allowed us to demonstrate our key strengths and achievements in each category, alongside verification of our submission with evidence.

## Awards Panel Feedback

**David Magor OBE IRRV (Hons), Chief Executive of the IRRV said:**



*The nature of the submissions varied greatly although the Awards Panel was impressed by the way Jacobs Certificated Bailiffs had gone about training their staff having identified the needs of clients.*

*The need to use new technology had been embraced which had brought clearly identifiable benefits to clients and their customers.*

*In both categories, the Inspection Teams had been impressed by the credibility the submissions from the company had brought to the bailiff profession.*

*Jacobs had demonstrated the importance of working in partnership with local authorities together with agencies who assist those that are experiencing difficulty in paying their debts.*

Simon Jacobs, Partner of Jacobs, said 'we are extremely delighted to receive awards in two categories. Entries each year are of very high standard and this year, the IRRV reported a very large number of submissions. It is therefore a great achievement and the team are very proud. We have worked very hard to make year on year improvements and offer new comprehensive innovative initiatives to create added performance, quality and efficiency for our clients. We have made significant investment and commitment in the training and development of our staff, our clients, and our community partners such as Citizens Advice. We believe in true partnership working and it is very pleasing to receive recognition and be awarded for excellence'.



Alyn Lewis, Business Partnerships Manager, for Jacobs, further commented "At Jacobs we have worked hard to raise the standards within the enforcement profession and change perceptions. To be recognised and awarded for excellence in Training & Development of our staff and our partners, and further recognised for our Innovative use of technology to create greater transparency and efficiency, compliments our passion to deliver modern quality services. The profession welcomes further regulation that the Tribunal Courts & Enforcement Act will bring and we believe that we are fit for purpose and ready for future change and challenges".

# Awards - Overview

## Categories in Detail



**Silver Award -  
Excellence in Education,  
Training & Development**

[www.irrv.net/awards](http://www.irrv.net/awards)

Training & Development is at the very heart of our organisation. At Jacobs we have comprehensive staff development programs to ensure that we not only give our staff the skills and tools to do their job, but create an environment of continuous lifelong learning.

Our people are our best asset, and they invest their careers in our organisation, and we, in partnership, provide the opportunity to grow, be creative and excel. Excellent training and development enhances job satisfaction, motivation and passion to achieve.


We don't just stop there, Jacobs are committed to year on year improvements in service delivery and strongly believe that as an extension to our clients recovery departments, we provide a wide range of training packages to clients, members, CAB & stakeholders, to maximise communication, quality and ensure that we work in true partnership.

Jacobs – Investing in tomorrow, delivering every day

### Awards Criteria

The Awards Panel was looking for organisations to demonstrate that they had excelled in the area of Education, Training and Development. There needed to be evidence of new approaches, which had improved individual performance, as well as contributing to organisational success.

*The awards were hosted by Olympic & Commonwealth Medallist Colin Jackson CBE, and this year, as it was an Olympic theme, there were 3 categories of award, Gold, Silver & Bronze.*



**Bronze Award -  
Excellence in Innovation**

[www.irrv.net/awards](http://www.irrv.net/awards)

Innovation is defined as something newly introduced such as a new method or device. We achieve excellence in:

### Our resources UK wide:

Communication and Innovation is key to ensure that Jacobs manage the workloads, performance, delivery, and health & safety of our staff who live and work across the country. We ensure that the very best of technology, systems, and process is in place to consistently deliver transparent local services

### Our IT:

Significant investment in IT ensuring integration with client systems, transparency to administrate accounts on-line, and providing instant update of cases through smart-phone and digital pens on the doorstep. We have excellent performance management systems including vehicle trackers and GPS technology.

### Our Services:

Innovation is not just about I.T. At Jacobs we believe in partnership working based on automation to create efficiency and savings for clients, including transferring administration burdens, sharing training and providing wide ranging added value.

### Awards Criteria

The Awards Panel was looking for organisations to demonstrate that they had been innovative in implementing projects, products or procedures. This could have been in the field of I.T., a partnership or change in working practice that had been adopted and implemented within the organisation.

**Jacobs are the  
only Bailiff & Debt  
Recovery  
organisation to  
win IRRV awards  
for 'excellence'**



The Jacobs Team, with 2011 IRRV President Kerry MacDermott and Award Sponsors



Corporate Bailiff Services — Contract 984CC

Local Taxation / Parking & Road Traffic / Corporate Debt Recovery

[www.espoedalingdirect.org/show-contract.aspx?id=65073](http://www.espoedalingdirect.org/show-contract.aspx?id=65073)



**DO YOU NEED TO REVIEW OR TENDER FOR BAILIFF SERVICES?**

Eastern Shires Purchasing Organisation (ESPO) conducted a very comprehensive formal tender process to procure Bailiff Services for Cambridge City Council. The specialist procurement team built into the framework that any public authority in England & Wales can utilise this agreement at any time during the contract period.

Approved suppliers were carefully selected through a three stage approach of Pre Qualification Questionnaire, Formal Invitation to Tender, and Interview / Presentation.

The ESPO Contract can be used by your Authority, and can be tailored to incorporate your requirements, specifications, guidelines and procedures. The ESPO contract has recently been extended for a further 12 months and should you adopt it you can set your own contract period up to and beyond December 2012.

Many Councils have taken advantage of this cost effective way to review their bailiff services thereby satisfying procurement rules / audit recommendations pending the introduction of new bailiff enforcement law regulations.

- Corporate Bailiff Services Contract
- Available to all Authorities
- EU Approved Framework
- Fully Approved Suppliers
- Tailor to your requirements
- Flexible Contract lengths
- Create Efficiencies & Savings
- Saves Time, Administration & Costs — you don't have to give up the day job for this exercise



**Jacobs**  
Certified Bailiffs



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# What's Occurring In Wales



As an existing and ever expanding provider of services within Wales, we have a firm commitment to developing our services and providing the very best of Quality and Customer Care to ensure year on year improvement. We have demonstrated:

### Our Commitment

- Introduced Bilingual Welsh Language Policies & Procedures
- Identified responsible officers for Implementation, update & communication
- Set clear Training & Development programs in Language Skills
- Committed to review our Administration base for delivering services in Wales

### Our People

- Recruitment of Welsh Speaking staff who live and work in Wales
- Welsh Language skills in our debt recovery centre
- Implemented the Welsh Language Boards 'Working Welsh' Scheme

### Our Communications

- All our Correspondence are Bilingual
- Our Website is Bilingual
- Our Customers can pay on-line & locally in the Language of their choice
- Maintenance of an approved list of Welsh Translators
- We are committed to provide more automated services and have a development timetable in place

## Jacobs have introduced DX Secure Document Transfer

Jacobs have introduced a smarter way of exchanging post with Local Authorities and its national network of employed bailiffs living and working throughout England & Wales. This latest initiative will create efficiency whilst increasing security & confidentiality.

The DX system is used widely in professions that require the utmost confidentiality whilst having speed of transfer of documents to be delivered before the start of the next working day.

Our DX Details are as below.

Exchange:	BIRKENHEAD 15
DX Number:	DX745470
Company:	Jacobs Bailiffs

The service is secure, safe and is guaranteed delivery to the next day time scales. Documents can be tracked on line and confirmation of receipt can be verified with a 100 % audit trail on all documents available. There are a number of advantages in the implementation of DX Document Transfer for both Clients and Jacobs.

We are committed to reviewing and improving our process and introducing initiatives based on:

- Improving quality
- Automation & reduced administration
- Improving security & accuracy
- Creating efficiency & effectiveness

Paula Jacobs, Partner, said " we have introduced a safe and secure way to send important confidential documents to both our clients and our workforce, by next day personal delivery. At Jacobs we are committed to improving our Business Process to create more efficient and effective modern service delivery and ensure we deliver Innovative quality services with year on year improvement. This latest initiative will create efficiency whilst increasing security & confidentiality.



For more Information on DX please contact Paul Kelly, Client Services Manager, on telephone number 0151 650 4988 or email [pk@jacobsbailiffs.co.uk](mailto:pk@jacobsbailiffs.co.uk)

## ROAD TRAFFIC PCN RECOVERY & ENFORCEMENT

Working in partnership with over 140 Local Authorities throughout England & Wales for the recovery and enforcement of Parking Charge Notices and all corporate debt.

### Our Services Include:

- Pre Tec Service
- Free Tracing & Bulk Tracing
- Secure file transfers
- System Interfacing
- Multiple Warrants linked
- Visits to specification
- Pro-active telephone recovery & SMS messaging
- Digital Pens – Instant update of cases
- Dedicated Client Liaison Team
- Regional Bailiff Managers
- Specialist Road Traffic Bailiffs
- Full transparent Client Web View of cases
- ANPR Software & Vehicles
- Experienced at multi-agency working
- Training to staff/Members/CAB
- All outside area cases – no 'no go' areas
- Persistent Evaders Strategy
- Phase 2 Recovery & Enforcement options
- Local payments in post office & pay zone
- Exceptional Performance Management Reporting
- Dedicated Ex Local Authority Client Managers



We only use employed Bailiffs who live and work within your area.

A BSI Accredited firm with over 50 years of experience. Jacobs are members of the British Parking Association and our Client team are members of the Institute of Parking Professionals.

**JACOBS ARE PLEASED TO ANNOUNCE THAT WE WILL BE EXHIBITING OUR SERVICES AT PARKEK 2012 - We look forward to seeing you there.**



17-18 April 2012  
National Hall,  
Olympia,  
London



If you would like more information or arrange an introductory meeting, please contact, Paul Kelly, Client Services Manager, on telephone number: 0151 650 4988 or alternatively email [pk@jacobsbailiffs.co.uk](mailto:pk@jacobsbailiffs.co.uk)