



Pictured above are the Partners: Dave Cornes, Paula Jacobs & Simon Jacobs outside The Head Office

Message from the Partners

Welcome to this our first newsletter of 2006. We intend publishing newsletters on a regular basis in order to keep our staff and clients (both current and prospective) informed of developments at our firm.

This newsletter concentrates on our inaugural Partners Presentation and Staff Awards day. We really appreciate the efforts of our staff in making our firm a successful one. We felt it would be good to reward staff by recognising high quality performance.

We hope you find the newsletter informative and interesting.

Simon Jacobs, Paula Jacobs & Dave Cornes

Jacobs Certificated Bailiffs

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Jacobs hold inaugural and Staff

Jacobs Certificated Bailiffs recently held their inaugural Staff Presentation and Awards Dinner at the prestigious Village Hotel on Merseyside. The afternoon was a huge success with over 120 staff attending to hear an address from the partners explaining the firm's current market position and plans for future development. This was followed by a meal and then presentation of several awards for the best performing bailiffs and administrative staff.

Paula Jacobs explains "Traditionally we have a staff do each year and for the last 3 years this has been a day at Chester Races. However we felt it would be more appropriate to hold a function during work's time and present our report to our workforce. We also felt the afternoon would assist bonding and motivation with the awards being a suitable climax to proceedings."

The Partner's report was presented by David Cornes who started by welcoming the "Guests of Honour", Alan and Cora Jacobs. David explained how Alan came to start the business way back in 1959 and how it has progressed through the decades to being one of the leading, established firms in the bailiff profession today. He also mentioned the fact that Cora joined the business in 1979 and was one of the first female bailiffs in the UK. Cora retired as a Partner in 1995 and Alan did likewise in 2001.

David then reported on steady market growth over the last 8 years and that the firm currently has 86 local authority clients. He reported on recent local taxation contract successes including Stockton-on Tees, Ellesmere Port, the East Cornwall Partnership and the London Borough of Croydon. "These successes cover the 4 corners of England and proves beyond any doubt that Jacobs are a truly nationwide firm. We have the infrastructure to service new contracts with minimum lead in time periods and due to further planned expansion a nationwide recruitment campaign is imminent."

He was also pleased to report further success in the tender bids for the London Boroughs of Croydon, Islington and Lambeth. "These 3 councils mean we now work for 29 Road Traffic clients and really establishes our firm in the London area."

David went on to explain the investment made by the

firm in the last 18 months including the move to 10,000 square foot new premises from which all contracts can be administered and the introduction of technology enabling instant update of the cases after each visit. "The introduction of the Magic Pens has major benefits for our business. The fact that a bailiff calls to an address and the client can see what has happened instantly on line is a massive help to our customers when faced with queries from the debtor. Costs will show

instantly as will the signed levy form/walking possession agreement".

The address concluded with David reporting factual evidence that the changes made by the firm over the last 18 months have resulted in increased productivity. He praised all bailiffs and staff for their efforts during this time.



Partners Presentation of Awards

Following the meal presentations were made to personnel in the following categories –

- Best Enforcement Bailiff
 - Best 1st Call Bailiff
 - Most Improved Bailiff
 - Best Head Office Worker
 - Loyalty Award
 - Achievement Award
 - Recognition Award

Paula Jacobs added “It was a pleasure giving these awards as



recognition for the hard work and dedication of our staff. Winners received a £400 weekend leisure break at any Village Hotel, runners up £200 of Marks and Spencer vouchers and other nominations received a bottle of champagne.”

(For picture references, please see back page.)

The Best Enforcement Bailiff was closely contested with Ian Hobson and his assistant Phil Goss winning the award. This pairing achieved an average of 104 paid in full cases per month over the year.

The Best 1st Call Bailiff was won by Ian Cottam from the Lake District. Ian’s monthly performance averages were

- 128 Levies
- 84 Part Payments and
- 369 completed cases

The Most Improved Bailiff went to Frank Menzies with significant results being achieved since his move from Court Fines to Local Taxation during the last 12 months.

The Best Head Office Worker was awarded to Carol Thomas for her huge contribution on the banking team.

The Loyalty Award went to Debbie Smith who currently works on the banking team. Debbie joined Jacobs 20 years ago and has been a super servant to the firm.

The Achievement Award was deservedly given to Julie Wray. Julie has overseen the introduction of our call centre/telephone team in November 2005 and its’ subsequent growth to the current level of 16 operatives.

The Recognition Award was awarded to Peter Sullivan, our bailiff driver, who has responsibility of ensuring safe issue of work throughout the country daily. Peter also personally delivers tenders to all parts of the UK.

The response from the staff in respect of the awards day is summarised by the winner of the Best Enforcement Bailiff Ian Hobson. He commented “To receive this award fills me with great pride. My thanks go to my work partner Phil Goss for his efforts throughout the year and also to the Partners of Jacobs for a wonderful afternoon. This event truly shows that although Jacobs are a large organisation they keep the family firm principles on which their success has been built upon.”

After the awards the partners of staff joined the gathering and entertainment was provided until late in the evening. Due to the success of the event, the next function is already arranged for June 2007.

Call Centre / Client Liaison

The introduction of our call centre has been most welcomed by our staff and clients alike. Incoming and outgoing calls are therefore made from 8am to 7pm each working day. Facilities are now in place so that payments are taken, in person, over the telephone from 6.30am to 8.30pm Monday to Friday and 7am to 1pm on Saturdays.

Consequently Jacobs Recovery Administration team members have reverted from generic working to ownership of individual clients. This means that all clients now have a dedicated resource responsible for all aspects of their administration.

Our ability to seek improvements is welcomed by clients. In our latest Client Perception Survey Gary Kerrigan, Recovery Manager at Leeds City Council, stated “We are the 2nd largest met authority in the country and have considerable experience of working with a variety of contractors. Jacobs are always responsive to our needs and we find them continuously able to adapt to change and deliver whatever we ask for.”

And Finally

Should any prospective client wish to contact Jacobs to discuss our services further please contact Dave Cornes (Partner) on:
Tel: **0151 650 4994** Email: **dc@jacobsbailiffs.co.uk**

Alternatively write to Dave at:
**4 Europa Boulevard
Birkenhead
Merseyside
CH41 4PE**

Reference to inside pictures:

Top Picture: Retired partner Alan Jacobs with the three current partners of Jacobs, Simon Jacobs, David Cornes and Paula Jacobs. Picture was taken before the Staff Presentation.

Middle Picture: Pictured with Paula Jacobs are the best performing bailiffs, Phil Goss & Ian Hobson.

Bottom Picture: David Cornes giving the address to the staff.

