CALL FOR EVIDENCE
IMPLEMENTATION OF THE 2014 ENFORCEMENT AGENT REFORMS INTRODUCED 
BY THE TRIBUNALS, COURTS AND ENFORCEMENT ACT 2007

I am writing to let you know that the Ministry of Justice intends to launch a call for 
evidence on the implementation of the 2014 enforcement agent reforms on 25 November 
2018. The department has tabled Written Ministerial Statements to inform Parliament 
about the call for evidence. Given the interest that you have expressed in this area, I 
wanted to let you know in advance about this announcement.

The 2014 reforms aimed to provide protection to debtors from the aggressive pursuit of 
their debt from enforcement agents (formerly known as bailiffs), whilst balancing this 
against the need for effective enforcement. Information gathered from the call for 
evidence will feed into our second post-implementation review of those reforms.

As my noble friend, Lord Keen, set out in his letter to you of 26 October 2018, the call will 
allow those who have had experience of enforcement agents to share their experiences. 
We also want to hear from those who are working with the regulations, such as 
enforcement agents and their trade organisations, debt advice organisation, creditors and 
the judiciary.

The paper asks questions about the impact of the regulations concerning: safeguards to 
protect vulnerable debtors; the introduction of a fixed fee structure; the training and 
certification process for civil enforcement agents; the requirement for enforcement agents 
to send standardised letters to debtors; and the regulations about the recovery of 
commercial rent arrears recovery.

A number of concerns have been raised about difficulties that debtors have had in 
making complaints about enforcement agents. The paper asks questions about the
volume, nature and handling of complaints. We are also seeking views about whether the
regulations around complaints and sanctions need to be improved.

As Lord Keen set out in his letter to you, we have also been considering the debate about
whether there is a need for an independent regulator. We want to complete our review of
the implementation of the 2014 reforms before making a decision about whether further
reform is necessary. We will use the call for evidence to gather views from all interested
parties about whether enforcement agents should be subject to an independent regulator.
The paper also asks whether there are any other steps that could be taken to improve the
regulation of enforcement agents.

The call for evidence will run for 12 weeks. A copy of the call for evidence will be placed
in the libraries of the House and will be available online at www.gov.uk.

Following the call for evidence, any prospective policy options will be presented in a
future public consultation.

I am very happy to make my officials available to brief you and interested Members about
this topic.

Yours sincerely

LUCY FRAZER QC MP