



TAKING CONTROL

PRESS RELEASE

25 July 2021

Plans for bailiff oversight body welcome, but Government ‘must step up’ with the powers it needs

The Taking Control group of advice agencies and other charities, set up in 2016 to campaign for bailiff reform, has welcomed proposals published today for a new Enforcement Conduct Authority to raise standards in the enforcement industry.

The proposals have been published in a new report from the Centre for Social Justice, which has worked with the debt advice sector and enforcement industry to reach a consensus on plans for a new oversight body to protect people in debt.

Statement from the Taking Control campaign:

“As a group of debt advice and other organisations supporting people in financial difficulty, we still see far too many examples of bailiffs breaking the rules, treating people unfairly and failing to take vulnerability into account.

“Though it falls short of the full statutory regulation we’ve called for, these proposals are an important opportunity to raise standards and protect people in financial difficulty from unfair practices.

“Government must now step up and deliver more than just words of support for the Enforcement Conduct Authority. This means giving the ECA the authority and tools it needs to set and enforce standards and deliver its mandate to ensure people affected by enforcement action are treated fairly.”

Ends

Notes to editors

1. Taking Control is a coalition of 11 charities and advice organisations campaigning for independent regulation of the bailiff industry and other reforms to ensure fair and appropriate treatment of financially vulnerable people facing debt enforcement. Members of the group are: AdviceUK, Christians Against Poverty, Citizens Advice, Community Money Advice, Institute of Money Advisers, Money Advice Trust, PayPlan, StepChange Debt Charity, The Children's Society, Toynbee Hall and Z2K
2. Proposals for a new Enforcement Conduct Authority, developed in partnership between the Centre for Social Justice, the enforcement industry and representatives from the debt advice sector, can be found in the CSJ's report *Taking Control for Good*.
3. For more information, please contact press@stepchange.org