



GROSVENOR SERVICES GROUP LTD



ESTABLISHED • TRUSTED • PROVEN

www.grosvenorservices.co.uk





About Us

Grosvenor Services Group Ltd was formed in August 1998 to offer effective debt recovery and debtor tracing solutions.

We continue to be one of the leading debt collection agencies in the utilities and financial services industries. Our experience and knowledge allows us to successfully tender to blue chip companies across a range of markets.

The company has an ethos of delivering a high quality service to all of its customers, exceeding all client expectations wherever possible.

Our field collection force has grown to in excess of 150 people, working all over mainland UK. The backbone of this service is provided by our fully employed field team.

In order to provide support and flexibility to this core team, it is supplemented by using a number of carefully selected and trained self employed field agents to work on our behalf.

The majority of our clients are major household names. These include clients from the 'big six' utility companies, water industry, high-street retailers, banks and financial institutions, pay-day loan companies, the NHS and local councils.

Our Contact Centre and Field Support teams are based at our Head Office in Sheffield, in addition to our Field Collections Officers located throughout the UK.



We understand that when carrying out work, we are representing both ourselves and our clients. With that always in mind, we have in place a bespoke Quality Management System (QMS) which is adhered to at all times. This QMS is regularly audited both internally and externally. Due to the stringent processes that are in place, we have successfully achieved ISO 9001 UKAS accreditation.

In order to ensure that we continue to be ahead of legislation and guideline changes, as well as keeping up-to-date with industry practices, we are also a member of the Credit Services Association (CSA) and are Financial Conduct Authority (FCA) regulated as part of our consumer credit licence.

As an experienced service provider, we never lose sight of the fact that our staff are the core of our business. We aim to provide training opportunities for all staff and therefore have close links with external training companies, as well as developing a bespoke in-house training platform for our staff. This encompasses all aspects of each individual role, including Data Protection, FCA Guidelines, Ofgem / Ofcom / Ofwat Regulations and Dealing with Vulnerable Customers. This commitment to personal development has seen us achieve Investor In People accreditation.

Over recent years we have invested heavily in technology to ensure that our systems are robust and designed around the ISO 27001 standard. This investment has allowed our clients to streamline their internal processes and issue work via our SFTP hosted servers. Data transfer between head office and our field agents is made simple and efficient due to all of our field agents being issued with netbook computers. This facilitates secure, robust transfer of data along regularly audited channels.

All card transactions processed by Grosvenor (either via our contact centre or payGLS.co.uk payment site) are done so via Worldpay. We are PCI DSS compliant in governing the security of any card payment data. All inbound and outbound calls are recorded, however the system automatically pauses recording when card details are provided.

Our sophisticated automated outbound dialing technology allows us to stay fully compliant with all Ofcom requirements.

All of our staff are vetted to BS 7858 standards and all of our Field Collections Officers are CRB checked before completion of their probationary period, and have this check carried out every three years.

We ensure that all of our field agents have the relevant resources in order to conduct their work safely and effectively. As a result, our field force have the necessary equipment available to them including:

- Netbook computers
- Mobile phones
- Tracking software
- Satellite navigation systems
- Eco-friendly company vehicles
- Anti-stab vests
- PPE (e.g. hard hats, dog repellent sprays etc)

We are committed to delivering a sustainable service that is conscious of the impact on the environment. As a result, we have developed an Environmental Management Plan that uses the core beliefs of ISO 14001 in its creation. With this in mind, we are also a member of the Prince's Mayday Trust – a network of businesses collaborating to tackle climate change.



Services

Utility Collections

Grosvenor Legal Services is one of the leading utility collections companies operating in the UK. We have been providing successful collection solutions to major utility companies since 1998, conducting thousands of pre-disconnection visits, meter-fitting visits and warrant execution visits every week of the year.

Our experienced fully employed field force and highly skilled self employed agents have a vast knowledge of collecting all types of debt. Where applicable, we would attend courts to obtain warrants and subsequently execute them throughout mainland UK.

Our knowledge and experience has allowed us to become a market leader when dealing with utility collections. Not only do we work on behalf of many of the 'big six' utility companies, we also have an excellent working relationship with many smaller suppliers. We are committed to going the extra mile and working alongside all utility providers in order to develop strategies and implement procedures which will be beneficial to both parties.

In addition to working in the gas & electricity market, we also work alongside a number of water companies to provide services which include debt recovery, trace verification, vacant property and information gathering visits. Our end-to-end solutions allow us to take the stress of the recoveries away from our clients and manage the full process of the recovery strategy, whatever the requirements.

We pride ourselves on guaranteeing our clients the following:

- A tailored recoveries strategy
- All accounts returned within agreed SLAs
- Industry leading success rate
- Value added by gathering additional information
- Full mainland UK coverage
- Agreed competitive prices
- Problem free solutions
- Fully compliant methods
- Highly experienced, trained and skilled staff

Field Collections

We work on thousands of cases every week to recover millions of pounds of uncollected debt. Recovery action is carried out on behalf of many household names, from payday-lending companies, to high street retailers, utility companies, local councils and public bodies.

Sometimes, the only way to successfully recover a debt is by visiting the property and discussing the matter with the customer. Whilst many other debt recovery companies will have to sub-contract this part of the process, we are able to utilise the ability and experience of our fully employed nationwide field team. Not only does this provide an increased chance of recovering outstanding monies, these visits more often than not provide great feedback for clients directly from their customers.

We also provide field recovery solutions to a whole host of other markets, including mortgage arrears, motor finance arrears, asset repossessions and unsecured finance arrears.

As well as providing collection solutions, we are also able to utilise our field force to conduct many other services that require personal visits. This includes visits to establish whether or not a property is occupied, to ascertain the current occupier or to attempt to obtain a forwarding address for absconded customers.

Debt Recovery

Put yourself in the customer's position; who would you pay - a company attempting to collect their own debts or one of Grosvenor Legal Services' visiting bailiffs or collection officers? The ability to utilise this team of bailiffs and field collection staff located throughout mainland United Kingdom allows us to actually visit your customers at their premises where other methods prove unsuccessful.

We are able to tailor any service exactly to the client's needs. This can involve utilising many collection strategies, including letters, email, SMS, data profiling, sophisticated outbound dialling technology and field visits. If necessary, our litigation department are able to issue proceedings through the Courts.

Our contact centre and field teams work 8am-8pm Monday-Friday and 8am-2pm on Saturdays to maximise the opportunities to recover your debt. Our online payment site (www.payGLS.co.uk) gives customers an opportunity to resolve their debts 24 hours a day, 7 days a week.

Outsourcing your debt portfolio to Grosvenor allows you to take away the headache of recovering what is rightfully yours. Our team of highly trained collection agents, working in conjunction with our sophisticated collections technology, will deliver results for you.

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Bailiffs

We are able to handle a high volume of accounts including council tax collection, parking fine enforcement, asset repossessions and national non-domestic rates collections. All bailiffs employed are certificated by the Court Service.

Our bailiffs are empowered by the Courts to act on behalf of a commercial property owner, or their agent, to recover overdue rents in accordance with current legislation. Our methods of collecting overdue commercial rent are proven, effective and expedient. An additional benefit of instructing a certificated bailiff is that the procedure does not include an application to the Court, which often results in delay.

In the event of unauthorised occupancy of commercial buildings, or land, which may often be associated with travellers, a commercial property owner, or their agent, can instruct our experienced team of bailiffs to remove the trespassers and their property.

Trace and Collect

Utilising data from all the credit referencing agencies allows us to offer our clients the very best tracing package. Our in-house trace verification team work hard to ensure the accuracy of data that is returned from these checks and database searches.

With an experienced trace team using the latest information and databases available, combined with our skilled debt negotiators and field agents, we are able to offer a complete, unrivalled solution to our clients' trace and collect needs.

Having developed these services in-house, we are able to accept high volumes of accounts and process each one with the detail, accuracy and success that you would expect from a single referral.





THE PRINCE'S
MAYDAY
NETWORK

