

Jenny Rathbone MS
Chair, Equality and Social Justice Committee
Welsh Parliament
Cardiff Bay
Cardiff CF99 1SN

Catherine Brown
Chair
Enforcement Conduct Board
First Floor, 10 Queen Street Place
London EC4R 1BE

14 March 2022

Dear Ms Rathbone

In light of your position as Chair of the Welsh Parliament's Equality and Social Justice Committee, I am writing to introduce myself as the new Chair of the Enforcement Conduct Board.

The Board is the new regulatory body for the debt enforcement sector. It has been created through a partnership between leading debt advice charities, such as the Money Advice Trust and StepChange, and enforcement businesses. Operating independently of both industry and the UK Government, the Board will have a clear mandate to ensure fair treatment and appropriate protection for people subject to action by enforcement agents (bailiffs).

I am very pleased to be taking up this critical position at a time of change for the debt enforcement sector. I know that the Board can play a key role in raising standards and improving consistency in the industry both in Wales and other parts of the UK – protecting vulnerable debtors, and improving the effectiveness and ethical defensibility of enforcement practices (on which Local Authorities are highly dependent).

With many households and Local Authorities experiencing significant pressures on their income due to the COVID-19 pandemic and current challenges around the cost of living, the Board has an important role to play from the outset. Accordingly, I am looking forward to getting properly started in my new role over the coming weeks, including through commencing the work to recruit other Board members. A formal launch of the Board is then expected to take place in June.

Following the recent announcement of the creation of the Board and of my new role, I would appreciate the chance to have a discussion with you on next steps and priorities for the new organisation at an early stage in developing our thinking. I live in Abergavenny so would be delighted if we were able to arrange this as a face-to-face meeting in Cardiff. I will, if I may, ask my colleagues to contact your office to agree a date and time for this to take place.

Yours sincerely,



Catherine Brown
Chair, Enforcement Conduct Board