



Public perception of enforcement

Research summary

May 2024

To better understand the public perception of enforcement and enforcement agents (bailiffs) in England and Wales, we undertook an independent survey of the general public.

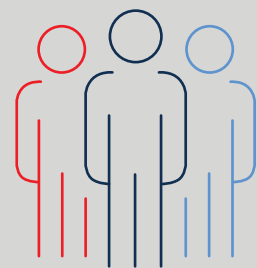
Overall, the data and the feedback from the respondents showed strong support for fair and effective enforcement as part of the judicial system:



83% agreed or strongly agreed that fair and effective enforcement is a necessary part of the justice system.



72% thought unpaid debt would increase without fair and effective enforcement.

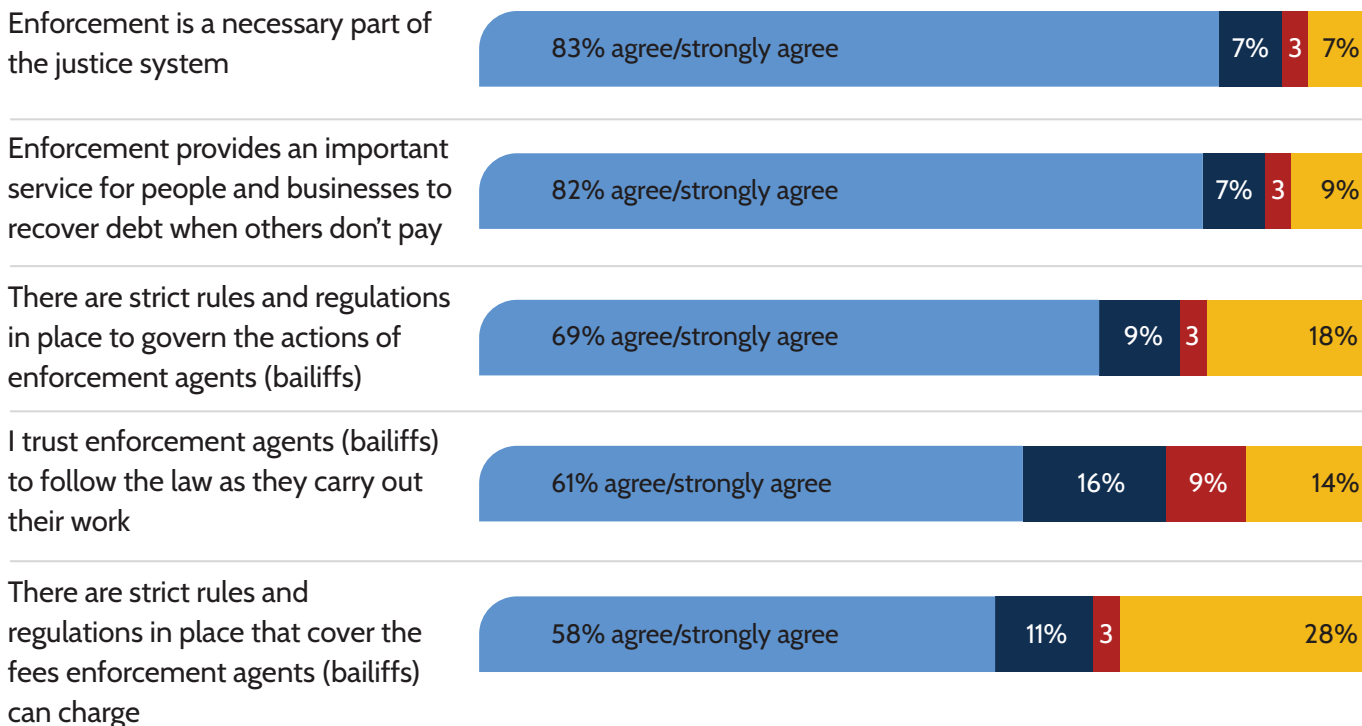


Fairness to all involved – debtors and creditors – is a really important principle that is clear throughout the results and data.

A majority of people said they trust 'the judicial system' to set and enforcement agents (bailiffs) to follow the appropriate rules – but there was a minority who don't.

Please state how strongly you agree or disagree with the following statements:

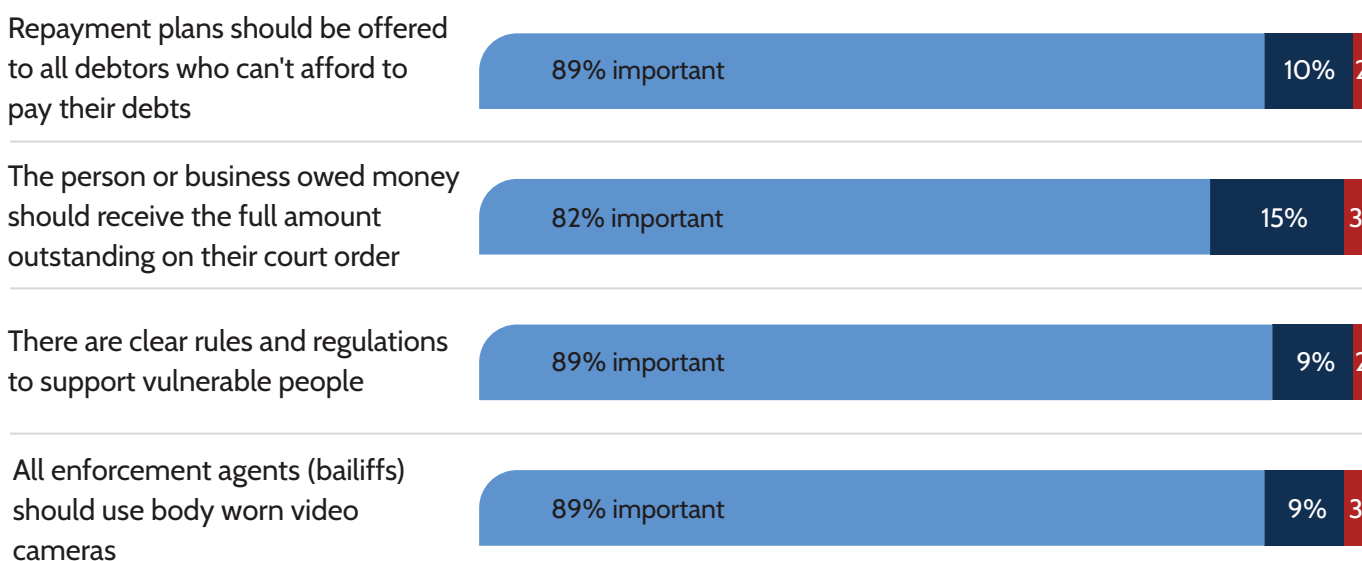
■ Agree/strongly agree ■ Strongly disagree
■ Disagree ■ Don't know



The public expects an enforcement system that recognises and supports vulnerable people and is fair to everyone involved.

Please state how important you think the below are to ensure that we have an enforcement system that is fair to everyone involved

■ Important ■ Not important
■ Somewhat important



The research was undertaken by independent research company Norstat. It was completed by a representative sample of 2,000 members of the general public of England and Wales.