

**INSOLVENCY PRACTITIONER MONITORING VISIT
PRE-VISIT QUESTIONNAIRE**



Please return to:

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Practitioner Details	
Name	
Permit No	
Firm	
Address	
Telephone	
Email	
Enabling Bond: a. Expiry date	
b. Amount	
Organisational Details	
Please provide details of any other insolvency permit holder(s) within your office including details of their RPB and caseload.	
What arrangements are in place to progress cases in the event of your prolonged incapacity or death?	
Who is your alternate?	
Is this relationship formalised?	<input type="checkbox"/> Yes <input type="checkbox"/> No

What steps have been agreed and contingency plans made with regard to your case portfolio and practice with your alternate?	
Do you outsource any aspects of the work done to third parties?	<input type="checkbox"/> Yes <input type="checkbox"/> No
If so, provide details of the work outsourced, details of the parties involved and the arrangements for supervision, control and reporting.	
Please give an indication of the percentage of time spent on formal insolvency appointments, advisory work and other work including general practice.	
Are you responsible for any other offices?	<input type="checkbox"/> Yes <input type="checkbox"/> No
If yes please provide details.	
Training	
Do you have an insolvency training programme?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Who is responsible for developing and co-ordinating the programme?	
What procedures are in place to review and provide the training needs of all insolvency personnel?	
How is the department kept apprised of developments in insolvency practice?	
How are personnel integrated into the department to ensure that they: <ul style="list-style-type: none"> • quickly acquire relevant skills and experience; • understand the necessity of maintaining independence; • are apprised of the Ethical Guidelines; • understand the internal reporting relationships. 	

Systems & Procedures – Conflict of Interest

Please outline your procedures for identifying any conflicts of interest which may arise in your taking an appointment.

Are conflict checks carried out prior to accepting every appointment?

Yes

No

Are conflict checks retained on each case file?

Yes

No

Systems & Procedures – Money Laundering

Have your procedures been updated for the Money Laundering Regulations 2007?

Yes

No

Who is the Money Laundering Reporting Officer within your organisation?

Please confirm their position and contact details.

Do you have risk sensitive ID procedures and due diligence which assess risk of clients and nature of appointment?

Yes

No

Does the type and detail of identity verification required change to reflect the assessed risk?

Yes

No

Do you rely on third parties having carried out money laundering procedures, or outsource your own checks?

If so, provide details.

Yes

No

Are copies of Money Laundering checklists retained in each case file?

Yes

No

Please provide details of training on the Money Laundering Regulations 2007, including dates, frequency of training and training provider.

How are new members of staff given training on the Money Laundering Regulations 2007?

Systems & Procedures - Complaints	
Please provide details of your procedure for dealing with complaints and ensuring that these are satisfactorily resolved.	
Systems & Procedures – Mail & Email	
Briefly describe you procedures for dealing with incoming mail.	
Is all mail date stamped on receipt?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Is all mail seen by the appointment holder? If not, what steps are taken to ensure that all potentially important mail, including dissatisfaction with the level of service, is brought to the attention of the appointment holder?	<input type="checkbox"/> Yes <input type="checkbox"/> No
What authority levels exist for the review and signing of outgoing mail?	
Briefly describe you procedures for dealing with incoming email.	
What procedures are in place to ensure that the appointment holder and senior members of staff are aware of the contents of emails and attachments?	
What authority levels exist for the review and signing of outgoing emails?	
Systems & Procedures - General	
Please outline your time recording system including time units used and how the system complies with SIP9.	
Please provide details of your policy for taking fees in insolvency cases including the frequency.	

<p>Do you have the following:</p> <ul style="list-style-type: none"> • a manual of policies, procedures and practices; • work programmes for all insolvency procedures; • checklists and questionnaires for directors conduct investigations and completion of returns. 	<input type="checkbox"/> Yes <input type="checkbox"/> No
<p>Are checklists for all types of appointments maintained on the files?</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No
<p>What procedures are in place to ensure that all assets are recorded and realised?</p>	
<p>Provide details of how you ensure that returns, reports, accounts etc. are submitted timeously and indicate which computer system, if applicable, is in use?</p>	
<p>Systems & Procedures – Directors conduct returns</p>	
<p>Please detail your procedures for obtaining information to complete the returns on company directors.</p>	
<p>Is a checklist completed for all returns submitted and conclusion documented?</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No
<p>Please provide the number of reports/returns submitted in last 12 months and how many reported unfit conduct.</p>	
<p>Systems & Procedures – Client Accounts & Banking</p>	
<p>Briefly outline your system for recording client monies, indicating which computer system, if applicable, is in use.</p>	
<p>Is a register of incoming cheques, cash, postal orders, drafts etc. maintained and if so by whom?</p> <p>If not, please provide details of controls in place.</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No

<p>Are separate bank accounts maintained for each case?</p> <p>If not, and you operate a composite client account please provide details.</p>	<p><input type="checkbox"/> Yes <input type="checkbox"/> No</p>
<p>Do you operate any other general client or dividend account(s)?</p> <p>If so please briefly outline your system for recording the client monies, indicating which computer system, if applicable, is in use.</p> <p>If the account(s) earn interest, provide details and how the interest earned on these accounts is apportioned and allocated to clients and cases.</p>	<p><input type="checkbox"/> Yes <input type="checkbox"/> No</p>
<p>Are you currently receiving interest on individual case estate accounts?</p>	<p><input type="checkbox"/> Yes <input type="checkbox"/> No</p>
<p>Please detail your procedures and amount of funds required for placing funds on interest bearing deposit accounts.</p>	
<p>How regularly are bank reconciliations done for individual case accounts and general client accounts?</p>	
<p>Please confirm who is responsible for:</p> <ul style="list-style-type: none"> • opening bank accounts; • preparing bank reconciliations; • reviewing bank reconciliation; • authorising amendments to accounting entries; • controlling investment of funds. 	
<p>What controls are in place to ensure that all monies received are banked promptly?</p>	
<p>Briefly describe the system for the issue, authorisation and signing of cheques. Include details of cheque signatories.</p>	

Trust Deeds	
Are monthly contribution reviews carried out for Trust Deeds?	<input type="checkbox"/> Yes <input type="checkbox"/> No
What is your normal reporting procedure for Trust Deeds and remuneration approval?	
How do you deal with Trust Deeds which fail to achieve their purpose?	
Fact Find Agents	
Do you use fact finders/agents?	<input type="checkbox"/> Yes <input type="checkbox"/> No
How do you establish and document the costs are reasonable?	
Provide details of names and registered company numbers of all fact finders/agents used in the last 24 months.	
Provide details of all fact finders'/agents' websites listed above.	
Please confirm what steps are taken to confirm that fact finder/agents are complying with OFT guidance in relation to advertising, cold calling etc.	
Systems & Procedures – Case Control & Supervision	
Please detail your procedures for quality control checking and for cases reviews.	
Who checks the accuracy of information in: <ul style="list-style-type: none"> • statutory returns; • debtor write-offs; • value of assets for bond purpose; • schemes of division and dividend payments; • ERA claims; • AT Corporation Tax Returns. 	
In joint appointments where you are not the lead partner, how do you comply with your obligations as appointee?	

Where joint appointments are taken, what factors determine who the lead appointee is?	
Please detail your procedures where a pre-pack sale has taken place.	
What record, if any, is kept of telephone calls, meetings, important decisions?	
<p>Are internal or external compliance reviews carried out on the portfolio?</p> <p>If so please provide details of the procedure explaining:</p> <ul style="list-style-type: none"> • the date of the last review; • who carried out the review; • if separate checklists are used; • areas covered; • basis of case selection and number of cases reviewed; • findings; • feedback; • remedial action. 	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Briefly describe your procedures for closing cases.	
<p>Is a register maintained of due dates for destruction of records?</p> <p>If not, how is this controlled?</p>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Information to be provided - Cases	
A summary of your total cases by type of cases	<input type="checkbox"/> Attached <input type="checkbox"/> N/A
<p>A list of all current cases, including investigations and non-formal insolvency work, detailing:</p> <ul style="list-style-type: none"> • case name, date of appointment, type of case, manager/caseworker responsible for the case; • funds held on each case identifying funds held on current account and on interest bearing account; 	<input type="checkbox"/> Attached <input type="checkbox"/> N/A <input type="checkbox"/> Attached <input type="checkbox"/> N/A

<ul style="list-style-type: none"> gross assets per the Statement of Affairs (round sums are acceptable); any cases handled in another office; any joint appointments. 	<input type="checkbox"/> Attached	<input type="checkbox"/> N/A
A list of all cases over 5 years old and reason for case remaining open.	<input type="checkbox"/> Attached	<input type="checkbox"/> N/A
A list of all cases closed in the past 12 months detailing case name, type of insolvency, dividend paid, date finalised and where possible gross assets realised.	<input type="checkbox"/> Attached	<input type="checkbox"/> N/A
A list of all administration appointments where a pre-pack sale has taken place within the previous 3 years.	<input type="checkbox"/> Attached	<input type="checkbox"/> N/A
A list of court reports carried out in the last 12 months.	<input type="checkbox"/> Attached	<input type="checkbox"/> N/A
Details of cases administered on behalf of another practitioner.	<input type="checkbox"/> Attached	<input type="checkbox"/> N/A
Information to be provided - General		
Details of courses I have attended in the past 12 months and a note of structured and unstructured CPD achieved in the same period.	<input type="checkbox"/> Attached	<input type="checkbox"/> N/A
Please provide an organisation chart of the structure of the office indicating: <ul style="list-style-type: none"> the reporting relationships within the department; the level of insolvency experience of each individual; relevant qualifications. 	<input type="checkbox"/> Attached	<input type="checkbox"/> N/A
A diary schedule for controlling annual meetings, accounts reports, etc. (e.g. IPS exception diary report).	<input type="checkbox"/> Attached	<input type="checkbox"/> N/A