



Insolvency

SUPPORT

SERVICES



Welcome to Insolvency Support Services

Insolvency Support Services is an award-winning provider of a uniquely complete range of support services to the UK insolvency market. Whatever the size and scope of your business, and the level of support that you require, we can provide bespoke services as one off projects, on an ongoing basis, or as an integral part of your team.

- Technically comprehensive, practical training and education.
- Flexible, cost-effective resourcing solutions.
- Support to ensure your compliance is up to date and robust.
- Efficient, value for money back office support.

If you are looking to supplement your existing compliance structures, we can design and implement a full suite of processes and procedures to support and protect your business. Alternatively you can use us as a regular compliance function for your practice.

Perhaps you've identified a specific development requirement. Use us to run your project without the opportunity cost of committing your chargeable staff to the job.

Combining technical, practical insolvency expertise with extensive commercial experience, we work in partnership with a diverse group of clients throughout the UK. Call us today to see how we can help boost your business's performance.

PRACTICE SUPPORT

Your business needs to be efficient and profitable. To manage your overheads and costs, and maximise your work in progress and recoveries, takes time and resource.

Not every firm can afford an internal compliance department, or find the time to keep up to date with constant change. Our regulators demand efficient controls and internal management processes, while creditors demand you do so at minimal cost.

And sometimes our work can be challenging. We face difficult situations regularly. Not all decisions are easy and there may be times you would benefit from an independent review of the work that has been done and some practical, commercially viable suggestions for solutions, framed within your statutory powers.

ISS can offer you a range of services to support your practice: speak to us about cost-effective design and implementation of process-driven solutions.

- WIP Reviews
- Case Investigations
- System Reviews
- Regular Case Reviews
- Complex Case Reviews
- Technical Support
- Court Reports

The whole team is very professional, and the directors are technically brilliant.

OUTSOURCING

Insolvency work can be cyclical. And when you are busy, it can be difficult to find extra capacity at short notice or at a reasonable cost. We recognise that you can experience significant peaks and troughs in your workflows and that operating with a flexible work model can maximise your profits.

ISS can provide your business with a flexible resource solution with various practice support offerings available on a regular or ad-hoc basis. This supports the smooth and efficient running of your practice, enabling you to continually adapt to change, and allowing you to manage capacity in your business.

Here are just some of the ways that we can add resource to your business. For more options regarding any aspect of case management processes, contact us to discuss your requirements.

- Case Closure Programmes
- Claims Handling and Adjudication
- Trading Support
- Locum Services
- Prescribed Part Distributions

***ISS does
what it says
on the tin.***

TRAINING

ISS Training offers a wide range of courses to the insolvency profession, stakeholders and the wider business community. Our courses are relevant, well-researched and practical. While focused primarily on Scottish insolvency, a number of our courses are suitable for UK IPs.

In fact we offer so many courses, there simply is not room to list them all here!. For more about our course streams, visit our website or pick up a courses calendar:

FOUNDATION COURSES

Introduction to Personal and Corporate Insolvency

EXAM TRAINING

JIE, CPI and CPPI (Scottish jurisdiction)

TECHNICAL UPDATES

Insolvency (Scotland) Rules 2017; Scottish Insolvency for English IPs; Creditor Claims; CVAs and SIP 3.1

MASTERCLASSES

Death, Divorce and the Debtor; Heritable Property; PTD; Complex Business Structures and IP Investigations

PERSONAL AND BUSINESS DEVELOPMENT

Strategic Marketing for IPs; Effective Writing; Social Media Skills; Speaking with Impact

ONE HOUR SERIES

Join us for a breakfast update on a particular subject. Can't make the date? Join the webinar repeat later in the month

BESPOKE IN-HOUSE TRAINING

We can design any course to match your specific needs. Alternatively, choose any course from our directory.

COMPLIANCE

The insolvency market continues to evolve with considerable legislative and regulatory changes in Scotland and the UK.

We sit on various R3 and IPA committees, and we actively contribute to government consultation responses, SIP working parties and the development of practical responses to statutory and regulatory change.

Who better than ISS Compliance to ensure that your systems and processes are up to date, and fully compliant? Speak to us about the following services:

- Checklists
- Document Work Packs
- Compliance Reviews
- Self-Certifications Reviews.

***Very happy
with the service
provided.***

EILEEN MACLEAN

MA Hons MIPA MABRP MBA

Eileen is a licensed insolvency practitioner with over 25 years' experience of all aspects



of personal and corporate insolvency. She is recognised for her thought leadership in the profession, and for spotting any opportunity that change presents.

Eileen specialises in complex issues and dispute resolution, where she combines detailed knowledge of the law with a pragmatic approach to get proven results. She excels in compliance and technical advice. As the pre-eminent trainer of insolvency in Scotland, she leads the ISS Training team. Eileen is unique in UK insolvency training as a practicing IP, and a member of various R3 and IPA committees. She brings phenomenal practical, technical and policy experience to the role.

CHRISTINE CONVY

MIPA MABRP CA

Christine is an experienced accountant and insolvency practitioner with over 25 years in business



services and insolvency. Having run personal and corporate appointments as a licensed insolvency practitioner, Christine has experience of a wide range of business sectors and different appointment types. She is renowned for her practical and commercial approach to business, having run her own businesses since the early 1990s, and has considerable expertise in restructuring and turnaround.

An instinctive businesswoman whose expertise is valued as a business mentor, Christine specialises in cost-effective design and implementation of process-driven solutions.

Head over to our website to meet the rest of our team. We look forward to meeting and working with you.

JENN STEWART

BA Hons MIPA

Jenn is a qualified insolvency practitioner with over 14 years' experience



predominantly advising SMEs and individuals experiencing financial difficulties. She deals with all insolvency procedures, but specialises in personal insolvency and solvent solutions. She tailors pragmatic solutions to practical problems and delivers these in a cost effective and timeous manner.

Jenn's practical experience underpins her training courses, where she blends the technical with the practical, insolvency with non-formal restructuring solutions, and systemisation of practice procedures with on-the-job training.



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