

# **INSSight: A new Case Management System for the Insolvency Service**

## **What's is happening?**

The Insolvency Service is delivering a more modern, flexible, and reliable case management system that is better integrated with internal and external systems, and that automates repetitive tasks.

The Future Case Management Capability Project will deliver Phase One of the new system - named 'INSSight'- later this year. Phase One covers our Official Receiver Services, Estate Accounts and Scanning including banking, and Customer Service teams.

INSSight will bring benefits for Insolvency Practitioners too, including more efficient processing of case transfers, receipts and payment requisitions. It may also provide a foundation for closer integration with your own case management systems in future.

## **What will change for Insolvency Practitioners?**

There are three main changes you need to be aware of.

1. We are changing your spreadsheet files for:
  - Individual Voluntary Arrangement (IVA) registrations, completions and terminations
  - Unclaimed Receipts (and the creditor listings relating to those receipts)

These files will have fields removed, added or amended to ensure they work effectively with INSSight.

2. We are introducing new spreadsheet files for:
  - Bulk transfer of IVAs, bankruptcy, compulsory liquidation and non-compulsory liquidation cases
  - Cheque and BACs payment requisitions

We will still accept CAU forms submitted by email or by post, but they will be processed manually and therefore we may take longer to process your requests.

3. INSSight will process the funds you send to us automatically, without the need for human intervention.

To take advantage of this service, you'll need to include a valid case reference for every payment you send to us. Payments without a valid case reference will be processed manually and therefore we may take longer to process your requests.

## **When will the changes come in?**

The new spreadsheet files will be issued in Spring 2024, and you can start using them straight away. At first, they will be processed manually in the same way they are now. When INSSight goes live, they will be processed automatically.

We will keep you informed of other key dates relating to the INSSight rollout. There may be a short period of system 'downtime', during which services are limited.

## **What is not changing?**

- You will send spreadsheet files to the same email addresses as you do now.
- You will receive certificate of appointment and handover documents as you do now.

## **Is there anything you need to do now?**

If you don't already do so, you should start including a valid case reference whenever you make a payment into the Insolvency Service Account. This is a simple change you can make now, that will ensure you get the benefit of automated processing when it comes online.

## **And finally...**

We are looking for a small number of IPs to preview the new files and provide comment. If you would like to take part, please contact [Laura.Bardsley@insolvency.gov.uk](mailto:Laura.Bardsley@insolvency.gov.uk). Thank you.