

# R3 – March 2014 Membership Survey

## **METHODOLOGY NOTE**

ComRes interviewed 444 R3 members online between 7<sup>th</sup> and 12<sup>th</sup> March 2014. ComRes is a member of the British Polling Council and abides by its rules.

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## SPRING 2014 MEMBERSHIP SURVEY

Q1 How well or poorly do you think the current system of regulating insolvency practitioners (IP) performs in terms of... Summary table .....	1
Base: All Respondents	
Q1 How well or poorly do you think the current system of regulating insolvency practitioners (IP) performs in terms of... Speed of the disciplinary process .....	2
Base: All Respondents	
Q1 How well or poorly do you think the current system of regulating insolvency practitioners (IP) performs in terms of... Effectiveness of sanctions - preventing 'bad' IPs from operating .....	3
Base: All Respondents	
Q1 How well or poorly do you think the current system of regulating insolvency practitioners (IP) performs in terms of... Effectiveness of sanctions - deterring future 'bad' behaviour by IPs .....	4
Base: All Respondents	
Q1 How well or poorly do you think the current system of regulating insolvency practitioners (IP) performs in terms of... Transparency - making an initial complaint .....	5
Base: All Respondents	
Q1 How well or poorly do you think the current system of regulating insolvency practitioners (IP) performs in terms of... Transparency - keeping track of a complaint/disciplinary action .....	6
Base: All Respondents	
Q1 How well or poorly do you think the current system of regulating insolvency practitioners (IP) performs in terms of... Transparency - outcome of a complaint/disciplinary action .....	7
Base: All Respondents	
Q1 How well or poorly do you think the current system of regulating insolvency practitioners (IP) performs in terms of... Acting in the interest of creditors .....	8
Base: All Respondents	
Q1 How well or poorly do you think the current system of regulating insolvency practitioners (IP) performs in terms of... Fairness to IPs subject to disciplinary proceedings .....	9
Base: All Respondents	
Q1 How well or poorly do you think the current system of regulating insolvency practitioners (IP) performs in terms of... Consistency between regulators - how the regulatory process works .....	10
Base: All Respondents	
Q1 How well or poorly do you think the current system of regulating insolvency practitioners (IP) performs in terms of... Consistency between regulators - the sanctions imposed by regulators .....	11
Base: All Respondents	
Q2 Which of the following regulatory processes do you think would work best for the profession? .....	12
Base: All Respondents	
Q3 Do you agree or disagree that the Insolvency Service should hold each of the following powers? The Secretary of State for Business, Innovation & Skills (i.e. the Insolvency Service)... Summary table .....	13
Base: All Respondents	
Q3 Do you agree or disagree that the Insolvency Service should hold each of the following powers? The Secretary of State for Business, Innovation & Skills (i.e. the Insolvency Service)... Should be able to issue a direction to a Recognised Professional Body (RPB) to discipline an IP that is a member of that RPB .....	14
Base: All Respondents	
Q3 Do you agree or disagree that the Insolvency Service should hold each of the following powers? The Secretary of State for Business, Innovation & Skills (i.e. the Insolvency Service)... Should be able to fine or publicly reprimand an RPB for regulatory failures .....	15
Base: All Respondents	
Q3 Do you agree or disagree that the Insolvency Service should hold each of the following powers? The Secretary of State for Business, Innovation & Skills (i.e. the Insolvency Service)... Should be able to apply to court to impose a sanction directly on an IP in exceptional circumstances .....	16
Base: All Respondents	
Q3 Do you agree or disagree that the Insolvency Service should hold each of the following powers? The Secretary of State for Business, Innovation & Skills (i.e. the Insolvency Service)... Should be able to require RPBs, IPs, IPs' employers, or IPs' employees to provide information on request relating to disciplinary procedures, monitoring, or IPs' work .....	17
Base: All Respondents	
Q3 Do you agree or disagree that the Insolvency Service should hold each of the following powers? The Secretary of State for Business, Innovation & Skills (i.e. the Insolvency Service)... Should be able to reserve the power to designate a single regulator for the insolvency profession .....	18
Base: All Respondents	

## SPRING 2014 MEMBERSHIP SURVEY

Q3 Do you agree or disagree that the Insolvency Service should hold each of the following powers? The Secretary of State for Business, Innovation & Skills (i.e. the Insolvency Service)... Should be able to require HMRC to engage in all cases in which it is a creditor, as it does in CVAs and IVAs .....	19
Base: All Respondents	
Q4 In a typical 12 month period, how many complaints regarding fees do you receive, as an individual IP? .....	20
Base: All Respondents	
Q5 In what proportion of the completed cases that you worked on in the last year... Summary table .....	21
Base: All Respondents	
Q5 In what proportion of the completed cases that you worked on in the last year... Did you not receive a fee for your work? .....	22
Base: All Respondents	
Q5 In what proportion of the completed cases that you worked on in the last year... Did you receive less in fees income than would have been warranted for the hours you worked on a case? .....	23
Base: All Respondents	
Q6 If fees were charged at a fixed rate, do you think that this would lead to an increase or decrease in each of the following, or do you think it would make no difference? Summary table .....	24
Base: All Respondents	
Q6 If fees were charged at a fixed rate, do you think that this would lead to an increase or decrease in each of the following, or do you think it would make no difference? Returns to creditors .....	25
Base: All Respondents	
Q6 If fees were charged at a fixed rate, do you think that this would lead to an increase or decrease in each of the following, or do you think it would make no difference? IPs' fees .....	26
Base: All Respondents	
Q6 If fees were charged at a fixed rate, do you think that this would lead to an increase or decrease in each of the following, or do you think it would make no difference? Competition in the market .....	27
Base: All Respondents	
Q6 If fees were charged at a fixed rate, do you think that this would lead to an increase or decrease in each of the following, or do you think it would make no difference? The number of business / company rescues .....	28
Base: All Respondents	
Q6 If fees were charged at a fixed rate, do you think that this would lead to an increase or decrease in each of the following, or do you think it would make no difference? The number of cases taken on by the Official Receiver .....	29
Base: All Respondents	
Q6 If fees were charged at a fixed rate, do you think that this would lead to an increase or decrease in each of the following, or do you think it would make no difference? The number of cases taken on by IPs .....	30
Base: All Respondents	
Q6 If fees were charged at a fixed rate, do you think that this would lead to an increase or decrease in each of the following, or do you think it would make no difference? The number of complaints about fees .....	31
Base: All Respondents	
Q7 If fees were charged as a percentage of realisations, do you think that this would lead to an increase or decrease in each of the following, or do you think it would make no difference? Summary table .....	32
Base: All Respondents	
Q7 If fees were charged as a percentage of realisations, do you think that this would lead to an increase or decrease in each of the following, or do you think it would make no difference? Returns to creditors .....	33
Base: All Respondents	
Q7 If fees were charged as a percentage of realisations, do you think that this would lead to an increase or decrease in each of the following, or do you think it would make no difference? IPs' fees .....	34
Base: All Respondents	
Q7 If fees were charged as a percentage of realisations, do you think that this would lead to an increase or decrease in each of the following, or do you think it would make no difference? Competition in the market .....	35
Base: All Respondents	
Q7 If fees were charged as a percentage of realisations, do you think that this would lead to an increase or decrease in each of the following, or do you think it would make no difference? The number of business / company rescues .....	36
Base: All Respondents	
Q7 If fees were charged as a percentage of realisations, do you think that this would lead to an increase or decrease in each of the following, or do you think it would make no difference? The number of cases taken on by the Official Receiver .....	37
Base: All Respondents	
Q7 If fees were charged as a percentage of realisations, do you think that this would lead to an increase or decrease in each of the following, or do you think it would make no difference? The number of cases taken on by IPs .....	38

## SPRING 2014 MEMBERSHIP SURVEY

Base: All Respondents

<p>Q7 If fees were charged as a percentage of realisations, do you think that this would lead to an increase or decrease in each of the following, or do you think it would make no difference? The number of complaints about fees .....</p> <p>Base: All Respondents</p>	39
<p>Q8 Please find below a list of types of information that could be provided by the Insolvency Service. For each, please indicate how useful, if at all, you think that they would be in assisting unsecured creditors to negotiate competitive fee rates. Summary table .</p> <p>Base: All Respondents</p>	40
<p>Q8 Please find below a list of types of information that could be provided by the Insolvency Service. For each, please indicate how useful, if at all, you think that they would be in assisting unsecured creditors to negotiate competitive fee rates. Information on approving fees .....</p> <p>Base: All Respondents</p>	41
<p>Q8 Please find below a list of types of information that could be provided by the Insolvency Service. For each, please indicate how useful, if at all, you think that they would be in assisting unsecured creditors to negotiate competitive fee rates. Information on how to appoint an IP .....</p> <p>Base: All Respondents</p>	42
<p>Q8 Please find below a list of types of information that could be provided by the Insolvency Service. For each, please indicate how useful, if at all, you think that they would be in assisting unsecured creditors to negotiate competitive fee rates. Information on how to obtain a quote from an IP .....</p> <p>Base: All Respondents</p>	43
<p>Q8 Please find below a list of types of information that could be provided by the Insolvency Service. For each, please indicate how useful, if at all, you think that they would be in assisting unsecured creditors to negotiate competitive fee rates. Information on how to negotiate fees .....</p> <p>Base: All Respondents</p>	44
<p>Q8 Please find below a list of types of information that could be provided by the Insolvency Service. For each, please indicate how useful, if at all, you think that they would be in assisting unsecured creditors to negotiate competitive fee rates. Comparative fee data by asset size .....</p> <p>Base: All Respondents</p>	45
<p>Q8 Please find below a list of types of information that could be provided by the Insolvency Service. For each, please indicate how useful, if at all, you think that they would be in assisting unsecured creditors to negotiate competitive fee rates. Information on how to challenge fees .....</p> <p>Base: All Respondents</p>	46
<p>Q9 Which of the following, if any, do you believe is the most appropriate policy option for IPs' fees in securing the best return to unsecured creditors? .....</p> <p>Base: All Respondents</p>	47
<p>Q10 In your opinion, which of the following issues, if any, do you think unsecured creditors are most concerned about when it comes to insolvencies? Please select your top three, where 1 = the issue you think unsecured creditors are most concerned about, 2 = the issue you think they are second-most concerned about and 3 = the issue you think they are third-most concerned about. Summary table .....</p> <p>Base: All Respondents</p>	48
<p>Q10 In your opinion, which of the following issues, if any, do you think unsecured creditors are most concerned about when it comes to insolvencies? Please select your top three, where 1 = the issue you think unsecured creditors are most concerned about, 2 = the issue you think they are second-most concerned about and 3 = the issue you think they are third-most concerned about. Most concerned about .....</p> <p>Base: All Respondents</p>	49
<p>Q10 In your opinion, which of the following issues, if any, do you think unsecured creditors are most concerned about when it comes to insolvencies? Please select your top three, where 1 = the issue you think unsecured creditors are most concerned about, 2 = the issue you think they are second-most concerned about and 3 = the issue you think they are third-most concerned about. Second-most concerned about .....</p> <p>Base: All Respondents</p>	50
<p>Q10 In your opinion, which of the following issues, if any, do you think unsecured creditors are most concerned about when it comes to insolvencies? Please select your top three, where 1 = the issue you think unsecured creditors are most concerned about, 2 = the issue you think they are second-most concerned about and 3 = the issue you think they are third-most concerned about. Third-most concerned about .....</p> <p>Base: All Respondents</p>	51
<p>Q10 In your opinion, which of the following issues, if any, do you think unsecured creditors are most concerned about when it comes to insolvencies? Please select your top three, where 1 = the issue you think unsecured creditors are most concerned about, 2 = the issue you think they are second-most concerned about and 3 = the issue you think they are third-most concerned about. Top three most concerned about .....</p> <p>Base: All Respondents</p>	52
<p>Q11 Which of the following statements, if any, most accurately reflects your opinion? In the absence of an engaged secured creditor or a creditors' committee in an insolvency, requiring IPs to work for a pre-arranged fixed fee would...</p> <p>Base: All Respondents</p>	53
<p>Are you an insolvency appointment taker? .....</p>	54

## SPRING 2014 MEMBERSHIP SURVEY

Base: All Respondents

To your best estimate, how many employees does your firm have in total in the UK? ..... 55

Base: All Respondents

D3 Are you a member of R3's Smaller Practice Group (five or fewer appointment takers)? ..... 56

Base: All Respondents

## SPRING 2014 MEMBERSHIP SURVEY

### Q1 How well or poorly do you think the current system of regulating insolvency practitioners (IP) performs in terms of...

#### Summary table

Base: All Respondents

							Nets	
	Total	Very poorly	Fairly poorly	Fairly well	Very well	Don't know	Poorly	Well
Speed of the disciplinary process	444	46	95	154	58	91	141	212
	100%	10%	21%	35%	13%	20%	32%	48%
Effectiveness of sanctions - preventing 'bad' IPs from operating	444	43	116	163	80	42	159	243
	100%	10%	26%	37%	18%	9%	36%	55%
Effectiveness of sanctions - deterring future 'bad' behaviour by IPs	444	25	92	173	108	46	117	281
	100%	6%	21%	39%	24%	10%	26%	63%
Transparency - making an initial complaint	444	11	39	159	170	65	50	329
	100%	2%	9%	36%	38%	15%	11%	74%
Transparency - keeping track of a complaint/disciplinary action	444	16	59	169	113	87	75	282
	100%	4%	13%	38%	25%	20%	17%	64%
Transparency - outcome of a complaint/disciplinary action	444	14	50	184	142	54	64	326
	100%	3%	11%	41%	32%	12%	14%	73%
Acting in the interest of creditors	444	13	41	187	173	30	54	360
	100%	3%	9%	42%	39%	7%	12%	81%
Fairness to IPs subject to disciplinary proceedings	444	15	59	193	88	89	74	281
	100%	3%	13%	43%	20%	20%	17%	63%
Consistency between regulators - how the regulatory process works	444	28	92	166	49	109	120	215
	100%	6%	21%	37%	11%	25%	27%	48%
Consistency between regulators - the sanctions imposed by regulators	444	30	103	149	40	122	133	189
	100%	7%	23%	34%	9%	27%	30%	43%

## SPRING 2014 MEMBERSHIP SURVEY

**Q1 How well or poorly do you think the current system of regulating insolvency practitioners (IP) performs in terms of...**

### Speed of the disciplinary process

Base: All Respondents

	Insolvency appointment taker		Number of employees							Member of Smaller Practice Group		
	Total	Yes	No	4 or fewer	5 to 9	10 to 49	50 to 249	250 or more	9 or fewer	10-249	Yes	No
Total	444	334	107	60	66	74	101	143	126	175	184	260
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Very poorly	46	37	9	6	8	13	7	12	14	20	22	24
	10%	11%	8%	10%	12%	18%	7%	8%	11%	11%	12%	9%
Fairly poorly	95	70	25	12	12	17	29	25	24	46	37	58
	21%	21%	23%	20%	18%	23%	29%	17%	19%	26%	20%	22%
Fairly well	154	114	37	21	19	26	35	53	40	61	62	92
	35%	34%	35%	35%	29%	35%	35%	37%	32%	35%	34%	35%
Very well	58	46	12	5	16	6	12	19	21	18	24	34
	13%	14%	11%	8%	24%	8%	12%	13%	17%	10%	13%	13%
Don't know	91	67	24	16	11	12	18	34	27	30	39	52
	20%	20%	22%	27%	17%	16%	18%	24%	21%	17%	21%	20%
<b>Nets</b>												
Poorly	141	107	34	18	20	30	36	37	38	66	59	82
	32%	32%	32%	30%	30%	41%	36%	26%	30%	38%	32%	32%
Well	212	160	49	26	35	32	47	72	61	79	86	126
	48%	48%	46%	43%	53%	43%	47%	50%	48%	45%	47%	48%

## SPRING 2014 MEMBERSHIP SURVEY

### Q1 How well or poorly do you think the current system of regulating insolvency practitioners (IP) performs in terms of...

#### Effectiveness of sanctions - preventing 'bad' IPs from operating

Base: All Respondents

	Insolvency appointment taker		Number of employees							Member of Smaller Practice Group		
	Total	Yes	No	4 or fewer	5 to 9	10 to 49	50 to 249	250 or more	9 or fewer	10-249	Yes	No
Total	444	334	107	60	66	74	101	143	126	175	184	260
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Very poorly	43	31	12	5	3	8	13	14	8	21	14	29
	10%	9%	11%	8%	5%	11%	13%	10%	6%	12%	8%	11%
Fairly poorly	116	90	26	14	12	19	27	44	26	46	38	78
	26%	27%	24%	23%	18%	26%	27%	31%	21%	26%	21%	30%
Fairly well	163	121	39	21	26	28	34	54	47	62	74	89
	37%	36%	36%	35%	39%	38%	34%	38%	37%	35%	40%	34%
Very well	80	62	18	13	17	11	19	20	30	30	37	43
	18%	19%	17%	22%	26%	15%	19%	14%	24%	17%	20%	17%
Don't know	42	30	12	7	8	8	8	11	15	16	21	21
	9%	9%	11%	12%	12%	11%	8%	8%	12%	9%	11%	8%
<b>Nets</b>												
Poorly	159	121	38	19	15	27	40	58	34	67	52	107
	36%	36%	36%	32%	23%	36%	40%	41%	27%	38%	28%	41%
Well	243	183	57	34	43	39	53	74	77	92	111	132
	55%	55%	53%	57%	65%	53%	52%	52%	61%	53%	60%	51%



## SPRING 2014 MEMBERSHIP SURVEY

### Q1 How well or poorly do you think the current system of regulating insolvency practitioners (IP) performs in terms of...

#### Effectiveness of sanctions - deterring future 'bad' behaviour by IPs

Base: All Respondents

	Insolvency appointment taker		Number of employees							Member of Smaller Practice Group		
	Total	Yes	No	4 or fewer	5 to 9	10 to 49	50 to 249	250 or more	9 or fewer	10-249	Yes	No
Total	444	334	107	60	66	74	101	143	126	175	184	260
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Very poorly	25	17	8	3	2	6	8	6	5	14	8	17
	6%	5%	7%	5%	3%	8%	8%	4%	4%	8%	4%	7%
Fairly poorly	92	71	21	7	10	15	23	37	17	38	34	58
	21%	21%	20%	12%	15%	20%	23%	26%	13%	22%	18%	22%
Fairly well	173	128	42	24	26	27	40	56	50	67	77	96
	39%	38%	39%	40%	39%	36%	40%	39%	40%	38%	42%	37%
Very well	108	86	22	16	22	19	22	29	38	41	47	61
	24%	26%	21%	27%	33%	26%	22%	20%	30%	23%	26%	23%
Don't know	46	32	14	10	6	7	8	15	16	15	18	28
	10%	10%	13%	17%	9%	9%	8%	10%	13%	9%	10%	11%
<b>Nets</b>												
Poorly	117	88	29	10	12	21	31	43	22	52	42	75
	26%	26%	27%	17%	18%	28%	31%	30%	17%	30%	23%	29%
Well	281	214	64	40	48	46	62	85	88	108	124	157
	63%	64%	60%	67%	73%	62%	61%	59%	70%	62%	67%	60%

## SPRING 2014 MEMBERSHIP SURVEY

### Q1 How well or poorly do you think the current system of regulating insolvency practitioners (IP) performs in terms of...

#### Transparency - making an initial complaint

Base: All Respondents

	Insolvency appointment taker		Number of employees							Member of Smaller Practice Group		
	Total	Yes	No	4 or fewer	5 to 9	10 to 49	50 to 249	250 or more	9 or fewer	10-249	Yes	No
Total	444	334	107	60	66	74	101	143	126	175	184	260
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Very poorly	11	8	3	3	-	3	1	4	3	4	6	5
	2%	2%	3%	5%	-	4%	1%	3%	2%	2%	3%	2%
Fairly poorly	39	24	15	6	4	6	15	8	10	21	12	27
	9%	7%	14%	10%	6%	8%	15%	6%	8%	12%	7%	10%
Fairly well	159	115	41	20	19	31	32	57	39	63	61	98
	36%	34%	38%	33%	29%	42%	32%	40%	31%	36%	33%	38%
Very well	170	140	30	22	31	24	43	50	53	67	75	95
	38%	42%	28%	37%	47%	32%	43%	35%	42%	38%	41%	37%
Don't know	65	47	18	9	12	10	10	24	21	20	30	35
	15%	14%	17%	15%	18%	14%	10%	17%	17%	11%	16%	13%
<b>Nets</b>												
Poorly	50	32	18	9	4	9	16	12	13	25	18	32
	11%	10%	17%	15%	6%	12%	16%	8%	10%	14%	10%	12%
Well	329	255	71	42	50	55	75	107	92	130	136	193
	74%	76%	66%	70%	76%	74%	74%	75%	73%	74%	74%	74%

## SPRING 2014 MEMBERSHIP SURVEY

### Q1 How well or poorly do you think the current system of regulating insolvency practitioners (IP) performs in terms of...

#### Transparency - keeping track of a complaint/disciplinary action

Base: All Respondents

	Insolvency appointment taker		Number of employees							Member of Smaller Practice Group		
	Total	Yes	No	4 or fewer	5 to 9	10 to 49	50 to 249	250 or more	9 or fewer	10-249	Yes	No
Total	444	334	107	60	66	74	101	143	126	175	184	260
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Very poorly	16	11	5	1	3	4	2	6	4	6	9	7
	4%	3%	5%	2%	5%	5%	2%	4%	3%	3%	5%	3%
Fairly poorly	59	39	20	8	3	9	19	20	11	28	18	41
	13%	12%	19%	13%	5%	12%	19%	14%	9%	16%	10%	16%
Fairly well	169	129	37	21	30	31	37	50	51	68	72	97
	38%	39%	35%	35%	45%	42%	37%	35%	40%	39%	39%	37%
Very well	113	94	19	14	20	16	30	33	34	46	49	64
	25%	28%	18%	23%	30%	22%	30%	23%	27%	26%	27%	25%
Don't know	87	61	26	16	10	14	13	34	26	27	36	51
	20%	18%	24%	27%	15%	19%	13%	24%	21%	15%	20%	20%
<b>Nets</b>												
Poorly	75	50	25	9	6	13	21	26	15	34	27	48
	17%	15%	23%	15%	9%	18%	21%	18%	12%	19%	15%	18%
Well	282	223	56	35	50	47	67	83	85	114	121	161
	64%	67%	52%	58%	76%	64%	66%	58%	67%	65%	66%	62%

## SPRING 2014 MEMBERSHIP SURVEY

### Q1 How well or poorly do you think the current system of regulating insolvency practitioners (IP) performs in terms of...

#### Transparency - outcome of a complaint/disciplinary action

Base: All Respondents

	Insolvency appointment taker		Number of employees							Member of Smaller Practice Group		
	Total	Yes	No	4 or fewer	5 to 9	10 to 49	50 to 249	250 or more	9 or fewer	10-249	Yes	No
Total	444	334	107	60	66	74	101	143	126	175	184	260
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Very poorly	14	9	5	2	1	3	1	7	3	4	6	8
	3%	3%	5%	3%	2%	4%	1%	5%	2%	2%	3%	3%
Fairly poorly	50	33	17	9	4	9	17	11	13	26	20	30
	11%	10%	16%	15%	6%	12%	17%	8%	10%	15%	11%	12%
Fairly well	184	135	46	19	32	31	40	62	51	71	72	112
	41%	40%	43%	32%	48%	42%	40%	43%	40%	41%	39%	43%
Very well	142	119	23	23	22	23	36	38	45	59	64	78
	32%	36%	21%	38%	33%	31%	36%	27%	36%	34%	35%	30%
Don't know	54	38	16	7	7	8	7	25	14	15	22	32
	12%	11%	15%	12%	11%	11%	7%	17%	11%	9%	12%	12%
<b>Nets</b>												
Poorly	64	42	22	11	5	12	18	18	16	30	26	38
	14%	13%	21%	18%	8%	16%	18%	13%	13%	17%	14%	15%
Well	326	254	69	42	54	54	76	100	96	130	136	190
	73%	76%	64%	70%	82%	73%	75%	70%	76%	74%	74%	73%

## SPRING 2014 MEMBERSHIP SURVEY

### Q1 How well or poorly do you think the current system of regulating insolvency practitioners (IP) performs in terms of...

#### Acting in the interest of creditors

Base: All Respondents

	Insolvency appointment taker		Number of employees							Member of Smaller Practice Group		
	Total	Yes	No	4 or fewer	5 to 9	10 to 49	50 to 249	250 or more	9 or fewer	10-249	Yes	No
Total	444	334	107	60	66	74	101	143	126	175	184	260
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Very poorly	13	8	5	1	2	3	4	3	3	7	5	8
	3%	2%	5%	2%	3%	4%	4%	2%	2%	4%	3%	3%
Fairly poorly	41	29	12	11	2	7	11	10	13	18	18	23
	9%	9%	11%	18%	3%	9%	11%	7%	10%	10%	10%	9%
Fairly well	187	139	45	20	26	32	47	62	46	79	71	116
	42%	42%	42%	33%	39%	43%	47%	43%	37%	45%	39%	45%
Very well	173	133	40	21	29	29	34	60	50	63	75	98
	39%	40%	37%	35%	44%	39%	34%	42%	40%	36%	41%	38%
Don't know	30	25	5	7	7	3	5	8	14	8	15	15
	7%	7%	5%	12%	11%	4%	5%	6%	11%	5%	8%	6%
<b>Nets</b>												
Poorly	54	37	17	12	4	10	15	13	16	25	23	31
	12%	11%	16%	20%	6%	14%	15%	9%	13%	14%	13%	12%
Well	360	272	85	41	55	61	81	122	96	142	146	214
	81%	81%	79%	68%	83%	82%	80%	85%	76%	81%	79%	82%

## SPRING 2014 MEMBERSHIP SURVEY

### Q1 How well or poorly do you think the current system of regulating insolvency practitioners (IP) performs in terms of...

#### Fairness to IPs subject to disciplinary proceedings

Base: All Respondents

	Insolvency appointment taker		Number of employees							Member of Smaller Practice Group		
	Total	Yes	No	4 or fewer	5 to 9	10 to 49	50 to 249	250 or more	9 or fewer	10-249	Yes	No
Total	444	334	107	60	66	74	101	143	126	175	184	260
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Very poorly	15	14	1	4	-	6	2	3	4	8	10	5
	3%	4%	1%	7%	-	8%	2%	2%	3%	5%	5%	2%
Fairly poorly	59	51	8	4	8	19	16	12	12	35	21	38
	13%	15%	7%	7%	12%	26%	16%	8%	10%	20%	11%	15%
Fairly well	193	141	49	27	33	30	43	60	60	73	92	101
	43%	42%	46%	45%	50%	41%	43%	42%	48%	42%	50%	39%
Very well	88	61	27	10	13	8	21	36	23	29	24	64
	20%	18%	25%	17%	20%	11%	21%	25%	18%	17%	13%	25%
Don't know	89	67	22	15	12	11	19	32	27	30	37	52
	20%	20%	21%	25%	18%	15%	19%	22%	21%	17%	20%	20%
<b>Nets</b>												
Poorly	74	65	9	8	8	25	18	15	16	43	31	43
	17%	19%	8%	13%	12%	34%	18%	10%	13%	25%	17%	17%
Well	281	202	76	37	46	38	64	96	83	102	116	165
	63%	60%	71%	62%	70%	51%	63%	67%	66%	58%	63%	63%

## SPRING 2014 MEMBERSHIP SURVEY

### Q1 How well or poorly do you think the current system of regulating insolvency practitioners (IP) performs in terms of...

#### Consistency between regulators - how the regulatory process works

Base: All Respondents

	Insolvency appointment taker		Number of employees							Member of Smaller Practice Group		
	Total	Yes	No	4 or fewer	5 to 9	10 to 49	50 to 249	250 or more	9 or fewer	10-249	Yes	No
Total	444	334	107	60	66	74	101	143	126	175	184	260
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Very poorly	28	21	7	2	4	6	11	5	6	17	12	16
	6%	6%	7%	3%	6%	8%	11%	3%	5%	10%	7%	6%
Fairly poorly	92	72	20	13	7	16	22	34	20	38	33	59
	21%	22%	19%	22%	11%	22%	22%	24%	16%	22%	18%	23%
Fairly well	166	118	45	19	24	30	42	51	43	72	73	93
	37%	35%	42%	32%	36%	41%	42%	36%	34%	41%	40%	36%
Very well	49	38	11	6	11	8	6	18	17	14	15	34
	11%	11%	10%	10%	17%	11%	6%	13%	13%	8%	8%	13%
Don't know	109	85	24	20	20	14	20	35	40	34	51	58
	25%	25%	22%	33%	30%	19%	20%	24%	32%	19%	28%	22%
<b>Nets</b>												
Poorly	120	93	27	15	11	22	33	39	26	55	45	75
	27%	28%	25%	25%	17%	30%	33%	27%	21%	31%	24%	29%
Well	215	156	56	25	35	38	48	69	60	86	88	127
	48%	47%	52%	42%	53%	51%	48%	48%	48%	49%	48%	49%

## SPRING 2014 MEMBERSHIP SURVEY

### Q1 How well or poorly do you think the current system of regulating insolvency practitioners (IP) performs in terms of...

#### Consistency between regulators - the sanctions imposed by regulators

Base: All Respondents

	Insolvency appointment taker		Number of employees							Member of Smaller Practice Group		
	Total	Yes	No	4 or fewer	5 to 9	10 to 49	50 to 249	250 or more	9 or fewer	10-249	Yes	No
Total	444	334	107	60	66	74	101	143	126	175	184	260
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Very poorly	30	21	9	2	3	8	12	5	5	20	12	18
	7%	6%	8%	3%	5%	11%	12%	3%	4%	11%	7%	7%
Fairly poorly	103	81	22	10	8	15	29	41	18	44	34	69
	23%	24%	21%	17%	12%	20%	29%	29%	14%	25%	18%	27%
Fairly well	149	105	41	20	21	28	34	46	41	62	65	84
	34%	31%	38%	33%	32%	38%	34%	32%	33%	35%	35%	32%
Very well	40	32	8	6	10	4	6	14	16	10	14	26
	9%	10%	7%	10%	15%	5%	6%	10%	13%	6%	8%	10%
Don't know	122	95	27	22	24	19	20	37	46	39	59	63
	27%	28%	25%	37%	36%	26%	20%	26%	37%	22%	32%	24%
<b>Nets</b>												
Poorly	133	102	31	12	11	23	41	46	23	64	46	87
	30%	31%	29%	20%	17%	31%	41%	32%	18%	37%	25%	33%
Well	189	137	49	26	31	32	40	60	57	72	79	110
	43%	41%	46%	43%	47%	43%	40%	42%	45%	41%	43%	42%



## SPRING 2014 MEMBERSHIP SURVEY

### Q2 Which of the following regulatory processes do you think would work best for the profession?

Base: All Respondents

	Insolvency appointment taker		Number of employees							Member of Smaller Practice Group		
	Total	Yes	No	4 or fewer	5 to 9	10 to 49	50 to 249	250 or more	9 or fewer	10-249	Yes	No
Total	444 100%	334 100%	107 100%	60 100%	66 100%	74 100%	101 100%	143 100%	126 100%	175 100%	184 100%	260 100%
A single regulatory process (where existing regulators share a unified monitoring system, and a single complaints and disciplinary system)	223 50%	168 50%	53 50%	30 50%	28 42%	40 54%	50 50%	75 52%	58 46%	90 51%	91 49%	132 51%
A single regulator	93 21%	66 20%	27 25%	14 23%	12 18%	16 22%	18 18%	33 23%	26 21%	34 19%	36 20%	57 22%
The existing multi regulator process	63 14%	50 15%	12 11%	9 15%	14 21%	7 9%	17 17%	16 11%	23 18%	24 14%	27 15%	36 14%
Fewer regulators	62 14%	47 14%	15 14%	7 12%	10 15%	11 15%	15 15%	19 13%	17 13%	26 15%	28 15%	34 13%
Don't know	3 1%	3 1%	- -	- -	2 3%	- -	1 1%	- -	2 2%	1 1%	2 1%	1 *

## SPRING 2014 MEMBERSHIP SURVEY

**Q3 Do you agree or disagree that the Insolvency Service should hold each of the following powers?  
The Secretary of State for Business, Innovation & Skills (i.e. the Insolvency Service)...**

### Summary table

Base: All Respondents

	Total	Agree	Disagree	Don't know
Should be able to issue a direction to a Recognised Professional Body (RPB) to discipline an IP that is a member of that RPB	444 100%	169 38%	260 59%	15 3%
Should be able to fine or publicly reprimand an RPB for regulatory failures	444 100%	317 71%	115 26%	12 3%
Should be able to apply to court to impose a sanction directly on an IP in exceptional circumstances	444 100%	268 60%	164 37%	12 3%
Should be able to require RPBs, IPs, IPs' employers, or IPs' employees to provide information on request relating to disciplinary procedures, monitoring, or IPs' work	444 100%	246 55%	172 39%	26 6%
Should be able to reserve the power to designate a single regulator for the insolvency profession	444 100%	174 39%	247 56%	23 5%
Should be able to require HMRC to engage in all cases in which it is a creditor, as it does in CVAs and IVAs	444 100%	237 53%	178 40%	29 7%

### SPRING 2014 MEMBERSHIP SURVEY

**Q3 Do you agree or disagree that the Insolvency Service should hold each of the following powers?  
The Secretary of State for Business, Innovation & Skills (i.e. the Insolvency Service)...**

**Should be able to issue a direction to a Recognised Professional Body (RPB) to discipline an IP that is a member of that RPB**

Base: All Respondents

	Insolvency appointment taker		Number of employees							Member of Smaller Practice Group		
	Total	Yes	No	4 or fewer	5 to 9	10 to 49	50 to 249	250 or more	9 or fewer	10-249	Yes	No
Total	444	334	107	60	66	74	101	143	126	175	184	260
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Agree	169	117	51	20	24	28	35	62	44	63	65	104
	38%	35%	48%	33%	36%	38%	35%	43%	35%	36%	35%	40%
Disagree	260	204	54	35	40	44	65	76	75	109	114	146
	59%	61%	50%	58%	61%	59%	64%	53%	60%	62%	62%	56%
Don't know	15	13	2	5	2	2	1	5	7	3	5	10
	3%	4%	2%	8%	3%	3%	1%	3%	6%	2%	3%	4%

### SPRING 2014 MEMBERSHIP SURVEY

**Q3 Do you agree or disagree that the Insolvency Service should hold each of the following powers?  
The Secretary of State for Business, Innovation & Skills (i.e. the Insolvency Service)...**

**Should be able to fine or publicly reprimand an RPB for regulatory failures**

Base: All Respondents

	Insolvency appointment taker		Number of employees							Member of Smaller Practice Group		
	Total	Yes	No	4 or fewer	5 to 9	10 to 49	50 to 249	250 or more	9 or fewer	10-249	Yes	No
Total	444	334	107	60	66	74	101	143	126	175	184	260
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Agree	317	237	79	47	46	48	74	102	93	122	124	193
	71%	71%	74%	78%	70%	65%	73%	71%	74%	70%	67%	74%
Disagree	115	86	27	12	17	24	25	37	29	49	55	60
	26%	26%	25%	20%	26%	32%	25%	26%	23%	28%	30%	23%
Don't know	12	11	1	1	3	2	2	4	4	4	5	7
	3%	3%	1%	2%	5%	3%	2%	3%	3%	2%	3%	3%

### SPRING 2014 MEMBERSHIP SURVEY

**Q3 Do you agree or disagree that the Insolvency Service should hold each of the following powers?  
The Secretary of State for Business, Innovation & Skills (i.e. the Insolvency Service)...**

**Should be able to apply to court to impose a sanction directly on an IP in exceptional circumstances**

Base: All Respondents

	Insolvency appointment taker		Number of employees							Member of Smaller Practice Group		
	Total	Yes	No	4 or fewer	5 to 9	10 to 49	50 to 249	250 or more	9 or fewer	10-249	Yes	No
Total	444	334	107	60	66	74	101	143	126	175	184	260
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Agree	268	186	80	31	37	39	59	102	68	98	103	165
	60%	56%	75%	52%	56%	53%	58%	71%	54%	56%	56%	63%
Disagree	164	137	26	26	29	34	38	37	55	72	77	87
	37%	41%	24%	43%	44%	46%	38%	26%	44%	41%	42%	33%
Don't know	12	11	1	3	-	1	4	4	3	5	4	8
	3%	3%	1%	5%	-	1%	4%	3%	2%	3%	2%	3%

### SPRING 2014 MEMBERSHIP SURVEY

**Q3 Do you agree or disagree that the Insolvency Service should hold each of the following powers?  
The Secretary of State for Business, Innovation & Skills (i.e. the Insolvency Service)...**

**Should be able to require RPBs, IPs, IPs' employers, or IPs' employees to provide information on request relating to disciplinary procedures, monitoring, or IPs' work**

Base: All Respondents

	Insolvency appointment taker		Number of employees							Member of Smaller Practice Group		
	Total	Yes	No	4 or fewer	5 to 9	10 to 49	50 to 249	250 or more	9 or fewer	10-249	Yes	No
Total	444	334	107	60	66	74	101	143	126	175	184	260
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Agree	246	173	71	33	27	39	54	93	60	93	90	156
	55%	52%	66%	55%	41%	53%	53%	65%	48%	53%	49%	60%
Disagree	172	143	28	22	31	33	42	44	53	75	81	91
	39%	43%	26%	37%	47%	45%	42%	31%	42%	43%	44%	35%
Don't know	26	18	8	5	8	2	5	6	13	7	13	13
	6%	5%	7%	8%	12%	3%	5%	4%	10%	4%	7%	5%

### SPRING 2014 MEMBERSHIP SURVEY

**Q3 Do you agree or disagree that the Insolvency Service should hold each of the following powers?  
The Secretary of State for Business, Innovation & Skills (i.e. the Insolvency Service)...**

**Should be able to reserve the power to designate a single regulator for the insolvency profession**

Base: All Respondents

	Insolvency appointment taker		Number of employees							Member of Smaller Practice Group		
	Total	Yes	No	4 or fewer	5 to 9	10 to 49	50 to 249	250 or more	9 or fewer	10-249	Yes	No
Total	444	334	107	60	66	74	101	143	126	175	184	260
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Agree	174	125	49	24	22	29	36	63	46	65	65	109
	39%	37%	46%	40%	33%	39%	36%	44%	37%	37%	35%	42%
Disagree	247	192	52	32	42	42	61	70	74	103	110	137
	56%	57%	49%	53%	64%	57%	60%	49%	59%	59%	60%	53%
Don't know	23	17	6	4	2	3	4	10	6	7	9	14
	5%	5%	6%	7%	3%	4%	4%	7%	5%	4%	5%	5%

### SPRING 2014 MEMBERSHIP SURVEY

**Q3 Do you agree or disagree that the Insolvency Service should hold each of the following powers?  
The Secretary of State for Business, Innovation & Skills (i.e. the Insolvency Service)...**

**Should be able to require HMRC to engage in all cases in which it is a creditor, as it does in CVAs and IVAs**

Base: All Respondents

	Insolvency appointment taker		Number of employees							Member of Smaller Practice Group		
	Total	Yes	No	4 or fewer	5 to 9	10 to 49	50 to 249	250 or more	9 or fewer	10-249	Yes	No
Total	444	334	107	60	66	74	101	143	126	175	184	260
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Agree	237	170	66	25	31	39	59	83	56	98	92	145
	53%	51%	62%	42%	47%	53%	58%	58%	44%	56%	50%	56%
Disagree	178	138	38	26	28	33	38	53	54	71	82	96
	40%	41%	36%	43%	42%	45%	38%	37%	43%	41%	45%	37%
Don't know	29	26	3	9	7	2	4	7	16	6	10	19
	7%	8%	3%	15%	11%	3%	4%	5%	13%	3%	5%	7%



### SPRING 2014 MEMBERSHIP SURVEY

#### Q4 In a typical 12 month period, how many complaints regarding fees do you receive, as an individual IP?

Base: All Respondents

	Insolvency appointment taker		Number of employees							Member of Smaller Practice Group		
	Total	Yes	No	4 or fewer	5 to 9	10 to 49	50 to 249	250 or more	9 or fewer	10-249	Yes	No
Total	444 100%	334 100%	107 100%	60 100%	66 100%	74 100%	101 100%	143 100%	126 100%	175 100%	184 100%	260 100%
None	279 63%	228 68%	51 48%	54 90%	54 82%	48 65%	50 50%	73 51%	108 86%	98 56%	132 72%	147 57%
1	75 17%	62 19%	12 11%	2 3%	6 9%	22 30%	24 24%	21 15%	8 6%	46 26%	30 16%	45 17%
2	30 7%	25 7%	5 5%	1 2%	5 8%	2 3%	11 11%	11 8%	6 5%	13 7%	15 8%	15 6%
3-9	18 4%	12 4%	6 6%	-	-	-	7 7%	11 8%	-	7 4%	1 1%	17 7%
10+	5 1%	3 1%	2 2%	-	-	-	3 3%	2 1%	-	3 2%	-	5 2%
Don't know	37 8%	4 1%	31 29%	3 5%	1 2%	2 3%	6 6%	25 17%	4 3%	8 5%	6 3%	31 12%
Median	0	0	0	0	0	0	0	0	0	0	0	0
Mean Score	.68	.60	1.03	.07	.25	.36	1.15	1.04	.16	.81	.36	.93

## SPRING 2014 MEMBERSHIP SURVEY

### Q5 In what proportion of the completed cases that you worked on in the last year...

#### Summary table

Base: All Respondents

	Total									Nets		Mean score
		None (0)	1-5% (3)	6-10% (8)	11-15% (13)	16-20% (18)	21-50% (35.5)	More than 50% (55)	Don't know	6-15%	More than 15%	
Did you not receive a fee for your work?	444 100%	60 14%	117 26%	88 20%	46 10%	55 12%	30 7%	29 7%	19 4%	134 30%	114 26%	12.48
Did you receive less in fees income than would have been warranted for the hours you worked on a case?	444 100%	13 3%	12 3%	16 4%	11 2%	36 8%	111 25%	226 51%	19 4%	27 6%	373 84%	40.77

## SPRING 2014 MEMBERSHIP SURVEY

### Q5 In what proportion of the completed cases that you worked on in the last year...

#### Did you not receive a fee for your work?

Base: All Respondents

	Total	Insolvency appointment taker		Number of employees						Member of Smaller Practice Group		
		Yes	No	4 or fewer	5 to 9	10 to 49	50 to 249	250 or more	9 or fewer	10-249	Yes	No
Total	444	334	107	60	66	74	101	143	126	175	184	260
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
None	(0.0)	60	35	24	10	3	9	14	24	13	23	47
	14%	10%	22%	17%	5%	12%	14%	17%	10%	13%	7%	18%
1-5%	(3.0)	117	90	27	13	17	30	21	36	30	51	61
	26%	27%	25%	22%	26%	41%	21%	25%	24%	29%	30%	23%
6-10%	(8.0)	88	74	13	18	14	9	19	28	32	28	46
	20%	22%	12%	30%	21%	12%	19%	20%	25%	16%	23%	18%
11-15%	(13.0)	46	37	9	3	7	8	13	15	10	21	23
	10%	11%	8%	5%	11%	11%	13%	10%	8%	12%	13%	9%
16-20%	(18.0)	55	48	6	7	13	6	13	16	20	19	35
	12%	14%	6%	12%	20%	8%	13%	11%	16%	11%	11%	13%
21-50%	(35.5)	30	24	6	3	6	6	10	5	9	16	18
	7%	7%	6%	5%	9%	8%	10%	3%	7%	9%	7%	7%
More than 50%	(55.0)	29	24	5	1	5	6	9	8	6	15	14
	7%	7%	5%	2%	8%	8%	9%	6%	5%	9%	8%	5%
Don't know		19	2	17	5	1	-	2	11	6	2	16
	4%	1%	16%	8%	2%	-	2%	8%	5%	1%	2%	6%
<b>Nets</b>												
6-15%		134	111	22	21	21	17	32	43	42	49	69
		30%	33%	21%	35%	32%	23%	32%	30%	33%	28%	35%
More than 15%		114	96	17	11	24	18	32	29	35	50	67
		26%	29%	16%	18%	36%	24%	32%	20%	28%	29%	26%
Mean Score		12.48	13.19	9.98	9.26	15.02	12.39	14.83	10.85	12.38	13.79	13.34
												11.84

## SPRING 2014 MEMBERSHIP SURVEY

### Q5 In what proportion of the completed cases that you worked on in the last year...

#### Did you receive less in fees income than would have been warranted for the hours you worked on a case?

Base: All Respondents

	Total	Insolvency appointment taker		Number of employees						Member of Smaller Practice Group		
		Yes	No	4 or fewer	5 to 9	10 to 49	50 to 249	250 or more	9 or fewer	10-249	Yes	No
Total	444 100%	334 100%	107 100%	60 100%	66 100%	74 100%	101 100%	143 100%	126 100%	175 100%	184 100%	260 100%
None	(0.0) 13 3%	5 1%	7 7%	4 7%	- -	3 4%	1 1%	5 3%	4 3%	4 2%	1 1%	12 5%
1-5%	(3.0) 12 3%	7 2%	5 5%	1 2%	1 2%	1 1%	4 4%	5 3%	2 2%	5 3%	3 2%	9 3%
6-10%	(8.0) 16 4%	12 4%	4 4%	9 15%	1 2%	- -	3 3%	3 2%	10 8%	3 2%	5 3%	11 4%
11-15%	(13.0) 11 2%	7 2%	4 4%	2 3%	- -	2 3%	3 3%	4 3%	2 2%	5 3%	7 4%	4 2%
16-20%	(18.0) 36 8%	25 7%	10 9%	6 10%	6 9%	2 3%	8 8%	14 10%	12 10%	10 6%	16 9%	20 8%
21-50%	(35.5) 111 25%	83 25%	27 25%	8 13%	16 24%	18 24%	32 32%	37 26%	24 19%	50 29%	44 24%	67 26%
More than 50%	(55.0) 226 51%	191 57%	35 33%	25 42%	42 64%	47 64%	47 47%	65 45%	67 53%	94 54%	104 57%	122 47%
Don't know	19 4%	4 1%	15 14%	5 8%	- -	1 1%	3 3%	10 7%	5 4%	4 2%	4 2%	15 6%
<b>Nets</b>												
6-15%	27 6%	19 6%	8 7%	11 18%	1 2%	2 3%	6 6%	7 5%	12 10%	8 5%	12 7%	15 6%
More than 15%	373 84%	299 90%	72 67%	39 65%	64 97%	67 91%	87 86%	116 81%	103 82%	154 88%	164 89%	209 80%
Mean Score	40.77	42.76	34.38	33.96	45.41	45.05	40.20	39.33	40.21	42.27	42.83	39.25

## SPRING 2014 MEMBERSHIP SURVEY

**Q6 If fees were charged at a fixed rate, do you think that this would lead to an increase or decrease in each of the following, or do you think it would make no difference?**

### Summary table

Base: All Respondents

	Total	Increase	Stay the same	Decrease	Don't know
Returns to creditors	444 100%	47 11%	174 39%	176 40%	47 11%
IPs' fees	444 100%	53 12%	95 21%	237 53%	59 13%
Competition in the market	444 100%	69 16%	131 30%	214 48%	30 7%
The number of business / company rescues	444 100%	5 1%	126 28%	286 64%	27 6%
The number of cases taken on by the Official Receiver	444 100%	309 70%	64 14%	17 4%	54 12%
The number of cases taken on by IPs	444 100%	10 2%	77 17%	340 77%	17 4%
The number of complaints about fees	444 100%	55 12%	249 56%	100 23%	40 9%

## SPRING 2014 MEMBERSHIP SURVEY

**Q6 If fees were charged at a fixed rate, do you think that this would lead to an increase or decrease in each of the following, or do you think it would make no difference?**

### Returns to creditors

Base: All Respondents

	Insolvency appointment taker		Number of employees							Member of Smaller Practice Group		
	Total	Yes	No	4 or fewer	5 to 9	10 to 49	50 to 249	250 or more	9 or fewer	10-249	Yes	No
Total	444	334	107	60	66	74	101	143	126	175	184	260
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Increase	47	34	12	9	6	12	9	11	15	21	20	27
	11%	10%	11%	15%	9%	16%	9%	8%	12%	12%	11%	10%
Stay the same	174	132	42	17	29	35	30	63	46	65	75	99
	39%	40%	39%	28%	44%	47%	30%	44%	37%	37%	41%	38%
Decrease	176	128	46	23	25	24	46	58	48	70	70	106
	40%	38%	43%	38%	38%	32%	46%	41%	38%	40%	38%	41%
Don't know	47	40	7	11	6	3	16	11	17	19	19	28
	11%	12%	7%	18%	9%	4%	16%	8%	13%	11%	10%	11%

## SPRING 2014 MEMBERSHIP SURVEY

**Q6 If fees were charged at a fixed rate, do you think that this would lead to an increase or decrease in each of the following, or do you think it would make no difference?**

### IPs' fees

Base: All Respondents

	Insolvency appointment taker		Number of employees							Member of Smaller Practice Group		
	Total	Yes	No	4 or fewer	5 to 9	10 to 49	50 to 249	250 or more	9 or fewer	10-249	Yes	No
Total	444	334	107	60	66	74	101	143	126	175	184	260
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Increase	53	36	16	5	9	9	11	19	14	20	23	30
	12%	11%	15%	8%	14%	12%	11%	13%	11%	11%	13%	12%
Stay the same	95	70	25	15	13	9	19	39	28	28	35	60
	21%	21%	23%	25%	20%	12%	19%	27%	22%	16%	19%	23%
Decrease	237	184	52	30	32	48	60	67	62	108	100	137
	53%	55%	49%	50%	48%	65%	59%	47%	49%	62%	54%	53%
Don't know	59	44	14	10	12	8	11	18	22	19	26	33
	13%	13%	13%	17%	18%	11%	11%	13%	17%	11%	14%	13%

## SPRING 2014 MEMBERSHIP SURVEY

**Q6 If fees were charged at a fixed rate, do you think that this would lead to an increase or decrease in each of the following, or do you think it would make no difference?**

### Competition in the market

Base: All Respondents

	Insolvency appointment taker		Number of employees							Member of Smaller Practice Group		
	Total	Yes	No	4 or fewer	5 to 9	10 to 49	50 to 249	250 or more	9 or fewer	10-249	Yes	No
Total	444	334	107	60	66	74	101	143	126	175	184	260
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Increase	69	48	20	13	7	11	15	23	20	26	31	38
	16%	14%	19%	22%	11%	15%	15%	16%	16%	15%	17%	15%
Stay the same	131	95	36	20	18	21	27	45	38	48	51	80
	30%	28%	34%	33%	27%	28%	27%	31%	30%	27%	28%	31%
Decrease	214	166	46	20	35	39	54	66	55	93	89	125
	48%	50%	43%	33%	53%	53%	53%	46%	44%	53%	48%	48%
Don't know	30	25	5	7	6	3	5	9	13	8	13	17
	7%	7%	5%	12%	9%	4%	5%	6%	10%	5%	7%	7%



## SPRING 2014 MEMBERSHIP SURVEY

**Q6 If fees were charged at a fixed rate, do you think that this would lead to an increase or decrease in each of the following, or do you think it would make no difference?**

### The number of business / company rescues

Base: All Respondents

	Insolvency appointment taker		Number of employees							Member of Smaller Practice Group		
	Total	Yes	No	4 or fewer	5 to 9	10 to 49	50 to 249	250 or more	9 or fewer	10-249	Yes	No
Total	444	334	107	60	66	74	101	143	126	175	184	260
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Increase	5	3	2	2	1	-	1	1	3	1	2	3
	1%	1%	2%	3%	2%	-	1%	1%	2%	1%	1%	1%
Stay the same	126	93	32	18	9	22	32	45	27	54	48	78
	28%	28%	30%	30%	14%	30%	32%	31%	21%	31%	26%	30%
Decrease	286	217	67	34	48	50	64	90	82	114	119	167
	64%	65%	63%	57%	73%	68%	63%	63%	65%	65%	65%	64%
Don't know	27	21	6	6	8	2	4	7	14	6	15	12
	6%	6%	6%	10%	12%	3%	4%	5%	11%	3%	8%	5%

## SPRING 2014 MEMBERSHIP SURVEY

**Q6 If fees were charged at a fixed rate, do you think that this would lead to an increase or decrease in each of the following, or do you think it would make no difference?**

### The number of cases taken on by the Official Receiver

Base: All Respondents

	Insolvency appointment taker		Number of employees							Member of Smaller Practice Group		
	Total	Yes	No	4 or fewer	5 to 9	10 to 49	50 to 249	250 or more	9 or fewer	10-249	Yes	No
Total	444	334	107	60	66	74	101	143	126	175	184	260
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Increase	309	234	73	37	49	54	71	98	86	125	128	181
	70%	70%	68%	62%	74%	73%	70%	69%	68%	71%	70%	70%
Stay the same	64	48	16	12	6	10	14	22	18	24	24	40
	14%	14%	15%	20%	9%	14%	14%	15%	14%	14%	13%	15%
Decrease	17	11	5	-	3	3	5	6	3	8	6	11
	4%	3%	5%	-	5%	4%	5%	4%	2%	5%	3%	4%
Don't know	54	41	13	11	8	7	11	17	19	18	26	28
	12%	12%	12%	18%	12%	9%	11%	12%	15%	10%	14%	11%

## SPRING 2014 MEMBERSHIP SURVEY

**Q6 If fees were charged at a fixed rate, do you think that this would lead to an increase or decrease in each of the following, or do you think it would make no difference?**

### The number of cases taken on by IPs

Base: All Respondents

	Insolvency appointment taker		Number of employees							Member of Smaller Practice Group		
	Total	Yes	No	4 or fewer	5 to 9	10 to 49	50 to 249	250 or more	9 or fewer	10-249	Yes	No
Total	444	334	107	60	66	74	101	143	126	175	184	260
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Increase	10	7	3	2	1	-	2	5	3	2	2	8
	2%	2%	3%	3%	2%	-	2%	3%	2%	1%	1%	3%
Stay the same	77	57	20	12	9	9	16	31	21	25	25	52
	17%	17%	19%	20%	14%	12%	16%	22%	17%	14%	14%	20%
Decrease	340	254	83	42	54	63	77	104	96	140	148	192
	77%	76%	78%	70%	82%	85%	76%	73%	76%	80%	80%	74%
Don't know	17	16	1	4	2	2	6	3	6	8	9	8
	4%	5%	1%	7%	3%	3%	6%	2%	5%	5%	5%	3%

## SPRING 2014 MEMBERSHIP SURVEY

**Q6 If fees were charged at a fixed rate, do you think that this would lead to an increase or decrease in each of the following, or do you think it would make no difference?**

### The number of complaints about fees

Base: All Respondents

	Insolvency appointment taker		Number of employees							Member of Smaller Practice Group		
	Total	Yes	No	4 or fewer	5 to 9	10 to 49	50 to 249	250 or more	9 or fewer	10-249	Yes	No
Total	444	334	107	60	66	74	101	143	126	175	184	260
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Increase	55	40	14	4	10	4	16	21	14	20	18	37
	12%	12%	13%	7%	15%	5%	16%	15%	11%	11%	10%	14%
Stay the same	249	188	60	38	37	51	46	77	75	97	105	144
	56%	56%	56%	63%	56%	69%	46%	54%	60%	55%	57%	55%
Decrease	100	72	27	11	13	13	28	35	24	41	41	59
	23%	22%	25%	18%	20%	18%	28%	24%	19%	23%	22%	23%
Don't know	40	34	6	7	6	6	11	10	13	17	20	20
	9%	10%	6%	12%	9%	8%	11%	7%	10%	10%	11%	8%

## SPRING 2014 MEMBERSHIP SURVEY

**Q7 If fees were charged as a percentage of realisations, do you think that this would lead to an increase or decrease in each of the following, or do you think it would make no difference?**

### Summary table

Base: All Respondents

	Total	Increase	Stay the same	Decrease	Don't know
Returns to creditors	444 100%	67 15%	149 34%	180 41%	48 11%
IPs' fees	444 100%	55 12%	104 23%	241 54%	44 10%
Competition in the market	444 100%	63 14%	148 33%	209 47%	24 5%
The number of business / company rescues	444 100%	15 3%	137 31%	265 60%	27 6%
The number of cases taken on by the Official Receiver	444 100%	290 65%	81 18%	20 5%	53 12%
The number of cases taken on by IPs	444 100%	19 4%	77 17%	333 75%	15 3%
The number of complaints about fees	444 100%	83 19%	231 52%	98 22%	32 7%

## SPRING 2014 MEMBERSHIP SURVEY

**Q7 If fees were charged as a percentage of realisations, do you think that this would lead to an increase or decrease in each of the following, or do you think it would make no difference?**

### Returns to creditors

Base: All Respondents

	Insolvency appointment taker		Number of employees							Member of Smaller Practice Group		
	Total	Yes	No	4 or fewer	5 to 9	10 to 49	50 to 249	250 or more	9 or fewer	10-249	Yes	No
Total	444	334	107	60	66	74	101	143	126	175	184	260
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Increase	67	52	14	11	8	13	15	20	19	28	28	39
	15%	16%	13%	18%	12%	18%	15%	14%	15%	16%	15%	15%
Stay the same	149	114	35	15	21	30	30	53	36	60	60	89
	34%	34%	33%	25%	32%	41%	30%	37%	29%	34%	33%	34%
Decrease	180	133	45	24	29	26	43	58	53	69	75	105
	41%	40%	42%	40%	44%	35%	43%	41%	42%	39%	41%	40%
Don't know	48	35	13	10	8	5	13	12	18	18	21	27
	11%	10%	12%	17%	12%	7%	13%	8%	14%	10%	11%	10%

### SPRING 2014 MEMBERSHIP SURVEY

**Q7 If fees were charged as a percentage of realisations, do you think that this would lead to an increase or decrease in each of the following, or do you think it would make no difference?**

#### IPs' fees

Base: All Respondents

	Insolvency appointment taker		Number of employees							Member of Smaller Practice Group		
	Total	Yes	No	4 or fewer	5 to 9	10 to 49	50 to 249	250 or more	9 or fewer	10-249	Yes	No
Total	444	334	107	60	66	74	101	143	126	175	184	260
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Increase	55	31	23	6	5	6	12	26	11	18	13	42
	12%	9%	21%	10%	8%	8%	12%	18%	9%	10%	7%	16%
Stay the same	104	80	24	17	9	12	26	40	26	38	40	64
	23%	24%	22%	28%	14%	16%	26%	28%	21%	22%	22%	25%
Decrease	241	187	53	30	43	49	54	65	73	103	109	132
	54%	56%	50%	50%	65%	66%	53%	45%	58%	59%	59%	51%
Don't know	44	36	7	7	9	7	9	12	16	16	22	22
	10%	11%	7%	12%	14%	9%	9%	8%	13%	9%	12%	8%

## SPRING 2014 MEMBERSHIP SURVEY

**Q7 If fees were charged as a percentage of realisations, do you think that this would lead to an increase or decrease in each of the following, or do you think it would make no difference?**

### Competition in the market

Base: All Respondents

	Insolvency appointment taker		Number of employees							Member of Smaller Practice Group		
	Total	Yes	No	4 or fewer	5 to 9	10 to 49	50 to 249	250 or more	9 or fewer	10-249	Yes	No
Total	444	334	107	60	66	74	101	143	126	175	184	260
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Increase	63	41	21	10	6	7	17	23	16	24	26	37
	14%	12%	20%	17%	9%	9%	17%	16%	13%	14%	14%	14%
Stay the same	148	114	34	23	20	21	25	59	43	46	58	90
	33%	34%	32%	38%	30%	28%	25%	41%	34%	26%	32%	35%
Decrease	209	158	49	21	35	42	55	56	56	97	89	120
	47%	47%	46%	35%	53%	57%	54%	39%	44%	55%	48%	46%
Don't know	24	21	3	6	5	4	4	5	11	8	11	13
	5%	6%	3%	10%	8%	5%	4%	3%	9%	5%	6%	5%



## SPRING 2014 MEMBERSHIP SURVEY

**Q7 If fees were charged as a percentage of realisations, do you think that this would lead to an increase or decrease in each of the following, or do you think it would make no difference?**

### The number of business / company rescues

Base: All Respondents

	Insolvency appointment taker		Number of employees							Member of Smaller Practice Group		
	Total	Yes	No	4 or fewer	5 to 9	10 to 49	50 to 249	250 or more	9 or fewer	10-249	Yes	No
Total	444	334	107	60	66	74	101	143	126	175	184	260
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Increase	15	11	4	4	2	1	4	4	6	5	5	10
	3%	3%	4%	7%	3%	1%	4%	3%	5%	3%	3%	4%
Stay the same	137	101	35	17	16	19	30	55	33	49	48	89
	31%	30%	33%	28%	24%	26%	30%	38%	26%	28%	26%	34%
Decrease	265	199	64	33	42	49	62	79	75	111	117	148
	60%	60%	60%	55%	64%	66%	61%	55%	60%	63%	64%	57%
Don't know	27	23	4	6	6	5	5	5	12	10	14	13
	6%	7%	4%	10%	9%	7%	5%	3%	10%	6%	8%	5%

### SPRING 2014 MEMBERSHIP SURVEY

**Q7 If fees were charged as a percentage of realisations, do you think that this would lead to an increase or decrease in each of the following, or do you think it would make no difference?**

#### The number of cases taken on by the Official Receiver

Base: All Respondents

	Insolvency appointment taker		Number of employees							Member of Smaller Practice Group		
	Total	Yes	No	4 or fewer	5 to 9	10 to 49	50 to 249	250 or more	9 or fewer	10-249	Yes	No
Total	444	334	107	60	66	74	101	143	126	175	184	260
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Increase	290	222	66	34	50	56	63	87	84	119	123	167
	65%	66%	62%	57%	76%	76%	62%	61%	67%	68%	67%	64%
Stay the same	81	59	22	15	5	9	23	29	20	32	32	49
	18%	18%	21%	25%	8%	12%	23%	20%	16%	18%	17%	19%
Decrease	20	13	6	1	4	3	3	9	5	6	5	15
	5%	4%	6%	2%	6%	4%	3%	6%	4%	3%	3%	6%
Don't know	53	40	13	10	7	6	12	18	17	18	24	29
	12%	12%	12%	17%	11%	8%	12%	13%	13%	10%	13%	11%

### SPRING 2014 MEMBERSHIP SURVEY

**Q7 If fees were charged as a percentage of realisations, do you think that this would lead to an increase or decrease in each of the following, or do you think it would make no difference?**

#### The number of cases taken on by IPs

Base: All Respondents

	Insolvency appointment taker		Number of employees							Member of Smaller Practice Group		
	Total	Yes	No	4 or fewer	5 to 9	10 to 49	50 to 249	250 or more	9 or fewer	10-249	Yes	No
Total	444	334	107	60	66	74	101	143	126	175	184	260
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Increase	19	14	5	3	3	1	5	7	6	6	9	10
	4%	4%	5%	5%	5%	1%	5%	5%	5%	3%	5%	4%
Stay the same	77	53	24	12	7	10	16	32	19	26	26	51
	17%	16%	22%	20%	11%	14%	16%	22%	15%	15%	14%	20%
Decrease	333	255	75	43	55	61	75	99	98	136	141	192
	75%	76%	70%	72%	83%	82%	74%	69%	78%	78%	77%	74%
Don't know	15	12	3	2	1	2	5	5	3	7	8	7
	3%	4%	3%	3%	2%	3%	5%	3%	2%	4%	4%	3%

## SPRING 2014 MEMBERSHIP SURVEY

**Q7 If fees were charged as a percentage of realisations, do you think that this would lead to an increase or decrease in each of the following, or do you think it would make no difference?**

### The number of complaints about fees

Base: All Respondents

	Insolvency appointment taker		Number of employees							Member of Smaller Practice Group		
	Total	Yes	No	4 or fewer	5 to 9	10 to 49	50 to 249	250 or more	9 or fewer	10-249	Yes	No
Total	444	334	107	60	66	74	101	143	126	175	184	260
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Increase	83	58	24	7	16	5	20	35	23	25	24	59
	19%	17%	22%	12%	24%	7%	20%	24%	18%	14%	13%	23%
Stay the same	231	172	58	39	29	44	43	76	68	87	95	136
	52%	51%	54%	65%	44%	59%	43%	53%	54%	50%	52%	52%
Decrease	98	79	18	10	16	17	30	25	26	47	49	49
	22%	24%	17%	17%	24%	23%	30%	17%	21%	27%	27%	19%
Don't know	32	25	7	4	5	8	8	7	9	16	16	16
	7%	7%	7%	7%	8%	11%	8%	5%	7%	9%	9%	6%