



The Insolvency
Service

Information Rights Team
The Insolvency Service
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www.gov.uk/insolvency-service

Our ref: FOI24-25-080
Date: 9 October 2024

Dear [REDACTED]

Re: Freedom of Information Act 2000 (FOIA) Request

Thank you for your email of 11th September 2024 in which you requested from the Insolvency Service (the agency):

“Question 1:

What staff training do employees of the Insolvency Service receive to equip them to deal effectively with bankrupts who seek to delay or obstruct the Official Receiver progressing a bankruptcy?

Question 2:

What are the policies of the Insolvency Service that affect the speed at which a bankruptcy case is dealt with?

Question 3:

What are the policies of the Insolvency Service that prevent the Insolvency Service from informing petitioning creditors of the progress of a bankruptcy case?

Question 4:

How many employees of the Insolvency Service working in regional offices hold recognised legal qualifications and what are those qualifications?

Question 5:

Has there been any review of the activities of the Insolvency Service in the last 5 years?

Question 6:

How many Insolvency Service employees work from home (a) more than 3 days per week, and (b) more than 1 day per week?

Question 7:

How many staff are employed by the Insolvency Service and what are the number of staff in each office?"

Your request has been dealt with under the Freedom of Information Act 2000 (FOIA).

I can confirm the agency holds the information that you have requested, and I have provided answers to your questions below.

Question 1:

What staff training do employees of the Insolvency Service receive to equip them to deal effectively with bankrupts who seek to delay or obstruct the Official Receiver progressing a bankruptcy?

Non-cooperation matters are generally referred to examiners in official receiver offices. Examiners complete an internal two-year qualification including duties of the bankrupt and the powers and duties of the official receiver. Learners are required to demonstrate that they can invite, compel and/or enforce the attendance of bankrupts on the official receiver. In addition, staff can learn from colleagues and mentors.

Question 2:

What are the policies of the Insolvency Service that affect the speed at which a bankruptcy case is dealt with?

There are a number of factors including statutory requirements that determine the speed of the progress of case work. The operational targets and priorities are set out in the annual plan.

www.gov.uk/government/publications/insolvency-service-annual-plan-2023-2024

Question 3:

What are the policies of the Insolvency Service that prevent the Insolvency Service from informing petitioning creditors of the progress of a bankruptcy case?

The agency does not hold the information you have requested.

Question 4:

How many employees of the Insolvency Service working in regional offices hold recognised legal qualifications and what are those qualifications?

There are 84 people across the service who have recorded at least one professional qualification or accreditation on their Skills Tool profile.

They cover the following;

- Bar Professional Training Course (BPTC) – 1 person
- Bar Vocational Course – 8 people
- CILEX Apprenticeship Level 6 Chartered Legal Executive – 2 people

- CILEX Level 3 certificate in Law & Practice – 3 people
- CILEX Level 6 Chartered Legal Executive – 2 people
- CILEX Level 6 Diploma in Law & Practice – 1 person
- CILEX Level 6 Chartered Legal Executive – 4 people
- Common Professional Exam – 10 people
- Graduate Diploma in Law – 10 people
- Higher National Diploma in Legal Practice – 1 person
- Law Degree (LLB) – 59 people
- Law Society Criminal Litigation Accreditation – 4 people
- Legal Practice Course – 42 people
- Masters in Law (LLM) – 9 people
- Professional Skills Course (PSC) – 18 people

The Skills Tool data is subject to what staff have recorded and some may have qualifications that they have not recorded here.

Question 5:

Has there been any review of the activities of the Insolvency Service in the last 5 years?

Our parent department DBT (BEIS as was) conducted a review of the Insolvency Service in 2022/23 under the public bodies review programme. A summary of the findings of the review was published on GOV.UK in July 2023 and can be found here: [The Insolvency Service public body review outcome - GOV.UK \(www.gov.uk\)](https://www.gov.uk/government/publications/the-insolvency-service-public-body-review-outcome).

Question 6:

How many Insolvency Service employees work from home (a) more than 3 days per week, and (b) more than 1 day per week?

- At present there are 212 people work more than 3 days a week (based on Full Time Equivalent)
- Most employees work from home more than 1 day per week where appropriate.

Question 7:

How many staff are employed by the Insolvency Service and what are the number of staff in each office?

Office	No
Birmingham	381
Brighton	18
Bristol	27
Cardiff	87
Chatham	32
Croydon	69
Edinburgh	71
Exeter	57
Ipswich	60
Leeds	136
London	286
Manchester	287
Newcastle	94

Nottingham	81
Plymouth	42
Southampton	17
Grand Total	1745

Please note FOIA only applies to recorded information, it does not require public authorities to create information in order to answer a question.

Complaints

If you are not satisfied with the response we have provided to you and would like us to reconsider our decision by way of an internal review (IR), please contact our Information Rights team within 40 working days of this letter at foi@insolvency.gov.uk or by post at:

Information Rights Team
The Insolvency Service
3rd Floor
Cannon House
18 Priory Queensway
Birmingham
B4 6FD
United Kingdom

You also have the right to contact the Information Commissioner's Office (ICO) if you wish for them to investigate any complaint you may have regarding our handling of your request. However, please note that the ICO is likely to expect an IR to have been completed in the first instance.

Yours sincerely

Information Rights Team
The Insolvency Service

The Department for Business and Trade, Official Receivers and the Adjudicator are Data Controllers in respect of personal data processed by the Insolvency Service. For the details about how personal data is processed by the agency, please see the full Insolvency Service Personal Information Charter here: <https://www.gov.uk/government/organisations/insolvency-service/about/personal-information-charter>