



The Insolvency
Service

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

Our ref: FOI25/26-046
Date: 30 July 2025

Dear [REDACTED]

Re: Freedom of Information Act 2000 (FOIA) Request

Thank you for your email of 8 June 2025 in which you requested from the Insolvency Service (the agency):

“As you will be aware in the case of an employer becoming insolvent certain unpaid benefits owed to an employee/worker under contract (such as notice pay/unpaid wages) and/or statute (such as Redundancy payments or holiday pay) is payable by the Government (with the Government then becoming a creditor in the insolvency).

My request is:

- 1. I am requesting details and findings of any data held by or research conducted by INSS on the extent of how many persons are eligible to make such claims to INSS but who do not do so, and any evidence as to the reasons for this.*
- 2. I also request for a total under each payment type (unpaid wages, notice pay, redundancy payments, holiday pay, etc) how many applications were made, how many were granted, and total paid out under each payment type.”*

We sought clarification on 10 June 2025 regarding the date range for information you requested. You provided clarification on 7 July 2025 and confirmed that the relevant period is the 2023 to 2024 financial year.

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

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

1. I am requesting details and findings of any data held by or research conducted by INSS on the extent of how many persons are eligible to make such claims to INSS but who do not do so, and any evidence as to the reasons for this.

The agency does not hold the information you have requested.

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

2. I also request for a total under each payment type (unpaid wages, notice pay, redundancy payments, holiday pay, etc) how many applications were made, how many were granted, and total paid out under each payment type.

<i>Type</i>	<i>Claimed</i>	<i>Paid</i>	<i>Value Paid</i>
Arrears of Pay	49,000	43,000	£52,500,000
Compensatory Notice Pay	74,000	55,000	£106,800,000
Holiday Pay Accrued	59,000	43,000	£27,300,000
Holiday Pay Taken Not Paid	6,000	1,000	£400,000
Notice Worked Not Paid	5,000	4,000	£2,500,000
Protective Award	17,000	8,000	£34,600,000
Redundancy Pay	67,000	53,000	£272,600,000

- **Claimed** – The number of payment types submitted across all applications, rounded to the nearest thousand.
- **Paid** – The number of payment types that have been approved and paid, rounded to the nearest thousand.
- **Value paid** – The total amount paid for all approved claims under each payment type, rounded to the nearest hundred thousand.

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
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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>