



The Insolvency  
Service

**Information Rights Team**  
The Insolvency Service  
Cannon House  
18 Priory Queensway  
Birmingham  
B4 6FD

Tel: 0300 678 0015

[foi@insolvency.gov.uk](mailto:foi@insolvency.gov.uk)

[www.gov.uk/insolvency-service](http://www.gov.uk/insolvency-service)

Our ref: FOI25/26-243  
Date: 6 March 2026

Dear [REDACTED]

**Re: Freedom of Information Act 2000 (FOIA) Request**

Thank you for your email of 10 February 2026 in which you requested from the Insolvency Service (the agency):

*“FOI requesting the following data....*

*A breakdown of the total Debt Relief Orders (DRO) completed between 2009 to 2025 in England (and Wales if available) by individual competent authority.*

*A breakdown of DRO numbers in the local authority across England (and Wales if available) between 2009 and 2025 based upon each competent authority. Please provide the breakdown for each local authority area.*

*Please breakdown the data provided by year, local authority, competent authority (i.e. Citizens Advice, Stepchange, National Debtline etc..) and England”*

On 18 February 2026, we asked you to explain what you meant by “Completed” Debt Relief Orders, and you provided the following clarification on the same day:

*“When I say ‘completed’ it is when a DRO has officially been closed and completed.*

*As per the government website “A DRO lasts 12 months. This is called the DRO period. At the end of the period, the DRO is closed and the debts do not have to be repaid (unless your circumstances have changed which I understand from Gov data happens in very few cases).”*

*If this is not available – please provide the data for the number of DRO application forms completed.”*

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 it is attached to this email.

### **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](mailto: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>