



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

Daniel Ayres
ayresy911@hotmail.co.uk

www.gov.uk/insolvency-service

Our ref: FOI2026/02062
Date: 17 August 2026

Dear Daniel Ayres

Re: Freedom of Information Act 2000 (FOIA) Request

Thank you for your email of 24 July 2026 in which you requested from the Insolvency Service (the agency):

“Under the Freedom of Information Act 2000, I request the following information regarding the organisational structure and information management arrangements of the Insolvency Service

For clarity, I am not requesting copies of any records, case files or datasets. I am seeking information that identifies what information is held, where it is held, who is responsible for it, and which business areas maintain searchable information systems.

Please provide the following:

1. *A list of all directorates, divisions, departments, units, teams, offices or other business areas that form part of the Insolvency Service*
2. *For each area identified, please provide:*
 - *The official name.*
 - *A brief description of its responsibilities.*
 - *The senior responsible officer (job title only).*
 - *The Information Asset Owner, business owner or equivalent person responsible for the information held by that area (job title only, where available).*
3. *For each directorate, division or business area, please provide a list or description of the information assets for which it is responsible, including but not limited to:*
 - *Databases.*
 - *Registers.*
 - *Case management systems.*
 - *Document management systems.*
 - *Searchable electronic records.*
 - *Information repositories.*
 - *Any other searchable information systems used in the course of its functions.*
4. *For each information asset or system identified, please state, where held:*

- *The name of the system or information asset.*
 - *Its purpose.*
 - *The business area responsible for maintaining it.*
 - *Whether it is electronically searchable.*
 - *Whether staff are able to search the information held within that system.*
5. *Please provide a copy of your current Information Asset Register (IAR). If disclosure of the complete register is considered exempt, please instead provide a schedule listing:*
- *The name of each information asset.*
 - *The responsible business area.*
 - *The Information Asset Owner (job title only).*
6. *Please provide a list of all executive agencies, arm's-length bodies, advisory bodies, public bodies or other organisations sponsored by, accountable to, or reporting through the Attorney General's Office, together with a brief description of their responsibilities.*
7. *Please provide details of your Freedom of Information process, including:*
- *The business area responsible for coordinating FOI requests.*
 - *Whether searches are coordinated centrally or by individual business areas.*
 - *How requests are allocated to relevant teams for searches.*

If any of the requested information is already publicly available, please provide links to the relevant publications instead of reproducing the material.

If compliance with this request is likely to exceed the appropriate cost limit under Section 12 of the Freedom of Information Act 2000, I request that you provide advice and assistance under Section 16. In particular, please identify which parts of the request can be answered within the statutory cost limit so that the request may be refined if necessary."

On 12 August 2026, we provided advice and assistance because questions 3, 4, and 5 were likely to exceed the appropriate cost limit under section 12 of FOIA. On 13 August 2026, you refined the scope of those questions to the following:

"For points 3, 4 and 5, please limit the scope to the Insolvency Service's primary information assets only.

All other parts of my original request can remain unchanged.

For clarity, I am particularly interested in identifying the agency's main information assets, the business areas responsible for them, and the principal systems used to hold or manage them, rather than attempting to capture every minor or operational information asset."

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 and attached to this email.

1. A list of all directorates, divisions, departments, units, teams, offices or other business areas that form part of the Insolvency Service

Please see the following list of all the directorates that form the Insolvency Service:

- Insolvency
- Enforcement
- People and Communications

- Finance and Commercial
- Corporate and Operation Services
- Governance, Policy and Insight

2. For each area identified, please provide:

The official name.

Please see the response to question 1.

A brief description of its responsibilities.

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.

The senior responsible officer (job title only).

Please see the following list of Senior Responsible Officers by job title for each directorate:

- Director of Insolvency (Insolvency)
- Director of Enforcement x2 (Enforcement)
- Director of People and Communications (People and Communications)
- Director of Finance and Commercial (Finance and Commercial)
- Chief Operating Officer (Corporate and Operation Services)
- Co-Directors of Policy, Regulation and Insight (Governance, Policy and Insight)

The Information Asset Owner, business owner or equivalent person responsible for the information held by that area (job title only, where available).

The Senior Civil Servant (SCS) who leads each operational area acts as the Information Asset Owner (IAO) for that area. They are supported, as required, by senior Information Asset Managers (IAMs) and subject matter experts acting as Information Asset Assistants (IAAs).

3. For each directorate, division or business area, please provide a list or description of the information assets for which it is responsible, including but not limited to:

- **Databases.**
- **Registers.**
- **Case management systems.**
- **Document management systems.**
- **Searchable electronic records.**
- **Information repositories.**
- **Any other searchable information systems used in the course of its functions.**

The agency holds the information that you have requested, please see the attached excel document.

4. For each information asset or system identified, please state, where held:

- **The name of the system or information asset.**
- **Its purpose.**
- **The business area responsible for maintaining it.**
- **Whether it is electronically searchable.**
- **Whether staff are able to search the information held within that system.**

The agency holds the information that you have requested, please see the attached excel document.

5. Please provide a copy of your current Information Asset Register (IAR). If disclosure of the complete register is considered exempt, please instead provide a schedule listing:

- **The name of each information asset.**
- **The responsible business area.**
- **The Information Asset Owner (job title only).**

The agency holds the information that you have requested, please see the attached excel document.

6. Please provide a list of all executive agencies, arm's-length bodies, advisory bodies, public bodies or other organisations sponsored by, accountable to, or reporting through the Attorney General's Office, together with a brief description of their responsibilities.

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.

7. Please provide details of your Freedom of Information process, including:

The business area responsible for coordinating FOI requests.

Corporate and Operation Services

Whether searches are coordinated centrally or by individual business areas.

Searches are coordinated by the individual business area if they are believed to hold the requested information.

How requests are allocated to relevant teams for searches.

The Information Rights Team (IRT) send commissioning emails to each team, service, or business area that is believed to hold the requested information.

The IRT holds a list of points of contact for this purpose.

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>