

Insolvency Service transitions to regional hubs as part of efficiency drive

News story

Over the next five years, the Insolvency Service is set to transition to regional centres, reducing the number of offices whilst maintaining high standards of customer service and delivering better value for money.



To enhance value for money for the taxpayer whilst maintaining excellent customer service, the Insolvency Service has announced plans to reduce its number of offices across England from 22 to 11 Regional Centres, in addition to maintaining its existing offices in Cardiff and Edinburgh.

Currently, the Insolvency Service operates from 22 different office locations across England, Wales and Scotland.

Over the next five years, the agency's smaller offices will be consolidated into larger existing offices. The move to regional centres will deliver savings of more than £20 million over the next 10 years, enabling improved collaboration and better utilisation of office space.

The Insolvency Service will continue to operate from Scotland, Wales, and each of England's regions. The agency will look to reinvest savings into improved online facilities, making the agency's services more customer focused, efficient and accessible.

The 11 existing offices which will become Regional Centres are:

- Birmingham
- Cardiff
- Croydon
- Edinburgh
- Exeter
- Ipswich

- Leeds
- London
- Manchester
- Newcastle
- Nottingham

Chief Executive of the Insolvency Service, Dean Beale, said:

This is an exciting development which will see us become a more modern and streamlined organisation in the right locations for our customers, enabling us to better meet their needs.

As well as supporting the government's effort to help the country build back better from the pandemic, we will be able to focus on improving our services while delivering best value for money for taxpayers.

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