

Service issues resolved

News story

Update for customers on disruption to IPO services



We're very sorry that customers experienced intermittent difficulties with several of our web services today (8 July).

All issues have now been resolved and all services are operating as normal

Thank you for your patience.

Published 8 July 2022

Last updated 8 July 2022 [+ show all updates](#)

1. 8 July 2022

Updated customer information – disruption to services now resolved

2. 8 July 2022

First published.

Cost of living: managing your debts

The government understands that people are worried about the impact of rising prices and its effect on household incomes.

The government's [MoneyHelper](#) has lots of free information and resources to help you manage your money in uncertain times and how to keep up with essential bills and payments.

If you are worried about debt, speaking to a [trained and experienced debt](#)

[adviser](#) about your situation could help you decide what to do.

And if you are concerned about missing a payment towards your [Individual Voluntary Arrangement](#), [Income Payments Agreement](#) or [Income Payments Order](#) having early conversations is the best first step to resolving your money issues and avoiding missing payments.

Individual Voluntary Arrangements (IVA)

If you are in an IVA, you can ask your supervisor to review your income and expenses to see if you are eligible for a reduction in payments or payment break.

You will be required to provide evidence of your income and expenditure to support a change to your contributions. This could include providing payslips, statement of benefits or utility bills.

Any amendments to your contributions into your IVAs would need to be agreed with your creditors.

Your supervisor has been provided with the latest guidance on adjustments to payments, via the IVA Standing Committee, and they will also be aware of alternative solutions to help you resolve your debt issues and can help you find further information where appropriate.

Income Payments Agreements and Income Payments Orders

If you have an Income Payments Agreement or Income Payments Order, you can ask for a review of your income and expenses to see if you are eligible for a reduction in payments, or payment break.

The spending guidelines have been updated for inflation in the current financial climate and if you feel you need a review, you should contact the organisation you make payments to.

If you pay Advantis, the Official Receiver's collection agent, you can contact them on:

If you pay the Official Receiver directly, you can contact them on:

If you pay an Insolvency Practitioner or their collection agent, please contact them directly.

Further information can be found in the [Guide to Bankruptcy](#)

Other payment agreements

If you currently have an agreement to pay the Official Receiver as trustee in bankruptcy or liquidator of a company, and are concerned about future payments please email the DART Team via dart.post@insolvency.gov.uk.

Scarborough security boss ordered to pay a £164,000 confiscation order from proceeds of crime

Press release

Christopher Browne of Scarborough was ordered to pay a £164,000 confiscation order within three months.



Security Industry Authority

On Tuesday 5 July, Christopher Browne of Scarborough was ordered by York Crown Court to pay a £164,000 Confiscation Order within three months or face an 18-month jail sentence following a Proceeds of Crime action. The amount is the realisable funds from the sale of his Scarborough house which is currently subject to a Proceeds of Crime Act Restraint Order. The court also sentenced him to a £200 fine and a £20 victim surcharge.

Tuesday's sentencing follows Browne's conviction on 9 February 2021 at Scarborough Magistrates' Court for working as an unlicensed company director of Scarborough based, Coastal Security Ltd. The prosecution was brought by the Security Industry Authority (SIA).

Browne held a valid SIA security guard licence up until 15 February 2016. After his licence expired, he refused to apply for a new security guard licence even after repeated attempts by the SIA to help him to engage with the SIA's licensing process. He continued to work as an unlicensed director of a company supplying security for more than four and half years between 15 February 2016 and 21 August 2020.

He responded to a request for information when he gave a full and frank account during an interview under caution on 20 August 2020 and admitted that he had knowingly acted as a director of a company supplying private security industry services without an SIA licence.

Browne was a director of Scarborough's Coastal Security Ltd for 21 years from

December 2000. The business supplied CCTV, security equipment as well as security guards but the company has been put into liquidation during the last two months.

Jenny Hart, one of the SIA's Criminal Investigation Managers, said the court order reflects the seriousness of Browne's failings to engage with the SIA and get licensed.

We did everything possible to engage with Mr Browne, but he failed to renew and apply for a licence to operate. He was negligent and put the public at risk as he refused to get licensed. His non-compliance has exacerbated the situation which could have easily been avoided. The purpose of the SIA's licensing regime is to protect the public. He has incurred a significant court order which reflects four years' worth of greed. His business has subsequently been liquidated and it has cost him deeply.

Notes to editors:

1. The offence relating to the Private Security Industry Act 2001 that is mentioned above is as follows: Section 3 – unlicensed security operative. By law, security operatives working under contract must hold and display a valid SIA licence.
2. [The Private Security Industry Act 2001](#) is available online.
3. The [Proceeds of Crime Act](#) (POCA) sets out the legislative scheme for the recovery of criminal assets with criminal confiscation being the most commonly used power. Confiscation occurs after a conviction has taken place.
4. If a person has a POCA Order against them they have to pay it regardless of if they serve a jail sentence.
5. Information about [SIA enforcement and penalties](#) can be found on GOV.UK.

Further information:

- The Security Industry Authority is the organisation responsible for regulating the private security industry in the United Kingdom, reporting to the Home Secretary under the terms of the [Private Security Industry Act 2001](#). The SIA's main duties are the compulsory licensing of individuals undertaking designated activities and managing the voluntary Approved Contractor Scheme.
- For further information about the Security Industry Authority or to sign up for email updates visit: www.gov.uk/sia. The SIA is also on [LinkedIn](#)

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Secretary of State for Northern Ireland speaks with Northern Ireland political parties

Press release

The Secretary of State for Northern Ireland, Shailesh Vara MP, has pledged to work tirelessly to restore the Stormont institutions.



Following his appointment, the Secretary of State has spoken with Party leaders and reiterated the Government's commitment to the Belfast (Good Friday) Agreement. He said that his first priority is to restore the Executive and Assembly at the earliest possible moment.

The Secretary of State stressed the importance of a stable and accountable devolved government that is delivering for the people of Northern Ireland and he committed to remain in close contact with all the parties in the days and weeks ahead.

The Secretary of State also had discussions with Irish Minister for Foreign Affairs Simon Coveney focusing on their shared desire to restore the devolved institutions in Northern Ireland and joint commitment to the Belfast (Good Friday) Agreement.

The Secretary of State returns to the Northern Ireland Office having previously served as Minister from January to November 2018.

Secretary of State for Northern Ireland Shailesh Vara MP said:

"I am looking forward to returning to Northern Ireland and have fond memories of the people and the place from my time there as a Minister.

"I was very pleased to speak with Michelle O'Neill, Sir Jeffrey Donaldson, Doug Beattie and Colum Eastwood yesterday afternoon following my appointment, and I'm looking forward to speaking with Naomi Long and engaging with others in the coming days and weeks ahead.

"My immediate priority, and that of the Government, remains restoring the Northern Ireland Assembly and the Executive as soon as possible.

"By working together we can create a more prosperous Northern Ireland with a strengthened and growing economy, as well as reconciling issues of the past and taking decisive action on the issues that matter most.

"I look forward to playing my part, along with my ministerial team, to make Northern Ireland a better place to live, to work and to invest, and to strengthen its place within the United Kingdom."

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[UK public urged to stop using heated hairbrush and dryer model](#)

News story

Urgent product safety warning to the public.



The Office for Product Safety and Standards (OPSS) is urging the public to stop using a heated hairbrush and dryer which can catch fire during normal use.

The product, originally branded 'One Step model SM-5250', was initially recalled in 2020 but OPSS has since identified a number of similar models that are still being sold through online marketplaces.

As a result, the public are being asked to check the design of any heated hairbrushes in their home. If they are similar in design to the recalled product, even if under a different brand, they must stop using them immediately and contact the seller for a refund.

OPSS is issuing this urgent warning to the public following its own tests of models it purchased through online marketplaces in recent weeks. All were found to be non-compliant, and a number caught fire during testing.

In the meantime, OPSS is in contact with suppliers to require them to stop the sale of these or similar dangerous models.

OPSS Chief Executive Graham Russell said:

OPSS is issuing this urgent warning to the public because we believe there is real danger that these products will cause serious harm if used. The fact that they are still available for sale two years after the initial recall is a matter that we are currently investigating.

[Read the initial recall details in 2020](#) – Safety Gate

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