

Information Released under Freedom of Information Act

Subject: Enquiry regarding successful and failed online submission of Accounts

Date Released: 18 April 2016

Summary of request: The enquirer requested information regarding successful and failed online submission of Accounts

Information Released

I have provided answers to the questions in the order that they appear in your letter for 31 December 2015 and 1 January 2016.

1. The number of Company accounts returns successfully processed online.

Between midnight 31 December 2015 and midnight 1 January 2016 Companies House successfully processed 8,764 documents via Software filing and 14,392 via Web filing.

2. The server log files indicating server IP addresses, traffic levels, opened sessions, session durations, session terminations and timeouts, re-opened sessions.

I have been advised that due to file storage restrictions Companies House would only hold such information for a period of two weeks. Therefore, we no longer hold this information for the dates you have specified.

3. The number of failed online submissions

Companies House does not hold this information as we do not register failed online submissions.

4. The number and value of penalties issued as the result of online submission failures.

Companies House does not hold statistics of this nature as we do not register failed online submissions.

5. The number and value of penalties issued as the result of companies failing to submit by the deadline other than online submission failures

If I may explain, a late filing penalty is levied for the late submission of a company's accounts whether they are filed online or in paper format. Companies House publish statistics relating to late filing penalties on our website. From these figures you can find the number and value of penalties issued.

<https://www.gov.uk/government/statistics/late-filing-penalty-statistics-2015-2016>

Alternatively, from the home page on our website www.companieshouse.gov.uk scroll down and click on 'See all our statistics', then click on 'Late Filing Penalty Statistics 2015-2016'. Companies House is an Executive Agency of the Department for Business, Innovation and Skills (BIS)

6. Reasons given by companies unable to submit online, categorised and qualified.

I have inserted a link to the Late Filing Penalty Appeals Manual.

https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/436382/LFPManual_V8.0_2.pdf

Again you can access this information from home page of Companies House website:

www.companieshouse.gov.uk

click on Guidance > Late Filing Penalties > Late Filing Penalties Manual.

'Chapter 2 - Guidance on how to deal with the most common appeals' lists the categories under which an appeal may be logged. Point 18 provides a description of the various scenarios relating to the type of E filing appeals that are considered by a case officer in the Late Filing Penalty department (LFP).

As you will see from the published late filing penalty statistics, Companies House received thousands of appeals annually. LFP store appeals by company number file, therefore to provide the exact reasons given by companies unable to submit online would require a manual check of every appeal received. As you will appreciate this would be a huge undertaking which would unfortunately be above the cost threshold for freedom of information requests.

7. The times and duration of known bottlenecks and failures to open or maintain sessions.

Our IT department confirmed that there have not been any bottlenecks or network issues affecting the availability of the Webfiling service on either of the dates you have specified.

8. The number of Help requests received (a) successfully resolved (b) unresolved.

Having made enquires with the E filing section I have been advised that each contact they received would have been a request for help of some kind. For your information I have provided the number of telephone calls and emails received on the dates you have specified.

31st December:

Number of Calls 182
Number of Emails 35

1st Jan: (New Years Day Companies House was not open)

Number of Calls 0
Number of Emails 0

4th Jan:

Number of Calls 235
Number of Emails 83

I have been advised that statistics are not held relating to requests for help that were unresolved.

I should explain that the Contact Centre or Customer Services may receive telephone calls and emails relating to requests for help in respect of electronic filing matters, if these teams are unable to deal with the enquiry they are passed to the E filing section to deal with. I should point out that the Contact Centre or Customer Services do not hold statistics on the number of E filing queries they have dealt with.

9. Details of any remedial action taken since 1 January 2016 to address the problem.

As there were no reported issues on 31 December or 1 January 2016 no remedial action was required.