

Information Released under Freedom of Information Act

Subject: Enquiry relating to the time taken to process company documents provided by hand or post

Date Released: 21 April 2015

Summary of request: The enquirer requested information relating to the time taken to process company documents provided by hand or post

Information Released

How long does it currently take to process company documents that are presented by hand or received by post?

Currently it takes approximately 10 days.

What is the target time for processing such documents?

Our internal target is to - Ensure that 99% of paper transactions (excludes restorations) are available to view on the public record within eight working days (excludes weekends & bank holidays).

What is being done to ensure that target is met?

A number of management actions are in place to reduce paper processing times (however it should be noted that in terms of general performance year to date, we are currently achieving 90% which does not indicate a systemic performance issue).

The action which is most likely to reduce paper processing times is for those companies and their agents who can file online to do so, as this represents a significantly swifter service.

When is it expected that this target will be being met?

Within approximately two months.