

Information Released under Freedom of Information Act

Subject: Statistics relating to Companies House computer system failures, repairs and stoppages in the last 5 years

Date Released: 29 July 2015

Summary of request: The enquirer requested statistics relating to Companies House computer system failures, repairs and stoppages in the last 5 years

Information Released

I have answered your questions in the order that they appear in your request.

"How many times in the past five years has Companies House computer system been stopped, failed, amended, (inc new software and software amendments) repaired or replaced.

I have assumed that you are referring to our Webfiling system. I have attached a document outlining the Webfiling downtime as a result of system issues or planned maintenance. This document also shows the number of changes made to the Companies House Webfiling service. Please note that we only hold information on the number of changes made to Webfiling dating back to August 2014.

How many penalty notices have been rescinded because of computer faults of any description in the past five years.

The Registrar will use his discretion not to collect a late filing penalty if an appeal by the company is successful. On receipt of an appeal, it is allocated a code according to the category of appeal. Please see the following link to the appeals manual.

https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/422518/GP5_Late_filing_penalties_v2_9.pdf

There is no specific code/category for "computer faults" but if the appeal is based on complaints about Webfiling it is likely to be logged under E Filing.

Of course an appeal could be for a number of reasons not just Webfiling and the allocation of the code is down to interpretation. Statistics are held on the number of appeals that were successful in specific categories but these are only for management purposes, they are not validate or audited in any way.

I have obtained the following information from these statistics. I have therefore calculated that for the period 2011 - 2015 there were approximately 533 appeals not collected relating to E Filing and Web Filing issues. I must reiterate that this figure is not validated or audited and as such the accuracy of this figure cannot be guaranteed. I should explain that during this period there have been various changes to the categories that appeals are reported against. For example, in 2010 - 2011 there was no E Filing category.