

Information Released under Freedom of Information Act

Subject: Companies House Post Room employee details and procedures for incoming mail.

Date Released: 8 May 2006

Summary of request: The enquirer asked for

1. Details of Companies House systems for receipt of mail and quality reports for October and November 2005
2. The number of contract and temporary staff in Companies House post room during October 2005

Information released:

The following information was released to the enquirer, however the Post Room Procedure document and the Complaints Adjudicator Report are available in hard copy only.

To obtain a copy of these documents please contact The Information Rights Team, Companies House, Crown Way, Cardiff CF14 3UZ and **quote reference Disc Log 11**

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1. I have enclosed a copy of the procedures used in our Post Room for 'incoming mail' and 'general pre -sort'. Accounts are not separated out at pre-sort. It is impossible for Post Room staff to identify that the package/envelope includes accounts until the envelopes are opened as they would have generic addresses (eg Companies House or the Registrar of Companies". The opening of accounts mail would be included in 'All Non-Specific Mail'
Please note some items in the attachments have been redacted as they include personal information (names etc) which cannot be disclosed.

Regarding your request for the quality reports for the post room, I have retrieved the necessary information and extracted it from the quality reports for the months of October and November. During October a total of 33,356 items were quality checked and 1,102 errors were found (a monthly average of 13.26). During November a total of 57,934 items were quality checked and 1,327 errors were found (a monthly average of 15.59). I have not enclosed the actual reports as they are fairly complex and it would be too difficult to explain the categories and terminology used. However, if you still wish to see them I will be happy to provide them.

You will note that I have enclosed a copy of the Complaints Adjudicators Annual Report for 2005. W H Thomas is an independent adjudicator and deals with any complaints about Companies House. In this particular issue in item 7 you will see that Mr Thomas commented on the Post Room and made recommendations to procedures. Mr Thomas also makes regular unannounced visits to undertake spot

checks of the Post Room to ensure that the process of receiving mail is as thorough as possible.

2. In October 2005 the Post Room had 64.4 full time equivalent staff and 8.1 full time equivalent casual employees processing mail.