



**COMPANIES HOUSE PUBLIC TARGET UK SUMMARY
2010/2011**

2010/2011 Monthly Performance

		Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	YTD	
CH TARGETS	Customer Targets														
	CEO to respond to all letters from MP delegated to him to reply within 10 working days of receipt	100	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
	Accounts compliance rate	96	98.2	98.3	98.5	98.5	98.7	98.7	98.2	99.0	98.7	98.0	98.7	98.8	98.5
	Resolve complaints within 5 days	97	98.2	98.1	98.5	98.0	97.50	98.3	98.7	98.1	98.1	99.2	98.6	98.4	98.3
	To achieve an electronic filing target for accounts by year end	30	24.0	27.1	25.6	29.4	25.3	28.3	22.6	28.5	44.0	24.9	36.3	35.5	35.5
	To achieve an electronic filing target for all transactions apart from Accounts by year end ~	73	80.0	81.2	81.9	82.0	80.8	81.1	79.4	77.9	79.9	75.8	78.3	78.7	78.7
	Search customers can access requested documents within 60 seconds	97.5	99.5	99.8	99.7	99.0	97.6	99.3	97.2	97.8	99.7	99.0	98.2	99.9	98.8
	To increase the proportion of transactions that can be filed electronically (by March 2011)	90	87.13*	86.8	86.7	86.6	91.6	91.4	90.7	89.4	89.7	89.3	90.3	92.5	90.7
	Customer satisfaction (Quarterly)	>86			77.6			77.0**			81.1			84.4**	79.9
	People Targets														
	Average work days lost per person # see note below	<10	7.1	7.4	9.9	11.0	12.0	13.0	12.3	12.4	14.0	9.9	10.3	9.8	10.8
	Process Targets														
	Electronic transactions received are available to view on public record within 72 hours	96	90.7	98.3	99.0	94.6	99.5	99.4	99.6	99.7	99.0	99.9	99.9	99.9	98.0
	Paper transactions received are available to view on public record within 8 days	95	94.4	97.0	97.6	97.2	96.2	97.5	98.2	98.3	98.4	89.7	98.5	98.5	96.6
	Images placed on CH image system are legible and complete	99.5	99.1	98.4	99.3	99.3	100.0	99.9	99.4	99.6	99.8	99.8	99.9	99.8	99.6
Service availability of Web filing	99	100.0	99.9	99.8	99.9	100.0	100.0	100.0	99.8	100.0	100.0	99.6	99.9	99.9	
Service availability of WebCheck and CHD	99	99.7	99.9	100.0	99.9	99.9	100.0	100.0	99.8	100.0	99.7	99.9	99.9	99.9	
Payment of invoices within 10 days	100	96.9	99.6	99.7	99.6	99.6	99.8	99.1	98.5	98.6	98.7	99.8	99.1	98.9	

Notes:

There are further Public targets that are calculated at the Financial year end.

People

Improve the current Crown Way building's operational energy efficiency rating by 10%

MET. Actual efficiency rating improved by 21.9%

Financial

Rate of Return as a % of the average net assets - 3.5% Target

MET. Actual Rate of Return 13.4%

Reduction in operating cost per company on 07/08 figure by 15% over 3 years

MET. Actual Reduction in Operating cost over three years 22%

Average work days lost per person # With effect from July 2010 this target is reported retrospectively by 1 month.

Public targets are UK based. Previous Tables have reported GB outturn.

* April Outturn for 'To increase the proportion of transactions that can be filed electronically to 90% by March 2011' has been amended from 89.5%

** September and March Outturn for 'Customer Satisfaction (Quarterly)' have been amended from 18.2% and 85.3% respectively