


|  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 | | | | | 98.5 | |
| | 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 | | | | | 98.3 | |
| | 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 | | | | | 28.9 | |
| | 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 | | | | | 80.1 | |
| | 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 | | | | | 98.7 | |
| | 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 | | | | | 89.0 | |
| | Customer satisfaction (Quarterly) | >86 | | | 77.6 | | | 78.2 | | | 81.1 | | | | | | | 78.5 | |
| | 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 | | | | | | 10.9 | |
| | 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 | | | | | 99.3 | |
| | 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 | | | | | 96.5 | |
| | 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 | | | | | 99.5 | |
| | 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 | |
| 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 | | |
| 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 | | | | | 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%

Financial

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

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

Average work days lost per person # From august 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%