

 COMPANIES HOUSE PUBLIC TARGET UK SUMMARY 2011/2012		2011/2012 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
	Accounts compliance rate	98	98.7	98.8	98.9	98.9	98.9	99.0								98.9
	Resolve complaints within 5 days	98	98.3	98.6	99.0	98.7	98.6	99.0								98.7
	Service availability of Web filing	99.5	100.0	100.0	99.7	99.0	100.0	100.0								99.8
	Service availability of WebCheck and CHD	99.5	99.5	99.8	99.6	99.9	100.0	100.0								99.8
	Search customers can access requested documents within 60 seconds	98	98.5	98.6	99.4	99.7	98.9	99.9								99.2
	To increase the proportion of transactions that can be filed electronically (by March 2012)	92	91.5	92.5	92.1	91.4	91.5	92.3								92.0
	Customer satisfaction (Quarterly)	86			83.7			84.5								84.2
	People Targets															
	Average work days lost per person # see note below	<10	7.9	7.9	10.4	10.2	10.2									9.3
	Process Targets															
	Electronic transactions received are available to view on public record within 72 hours	98	99.6	99.97	100.0	99.95	99.97	99.97								99.9
	Images placed on CH image system are legible and complete	99.5	99.7	99.9	99.8	99.8	99.7	99.9								99.8
	To achieve an electronic filing target for accounts by year end	50	35.1	39.8	39.4	39.4	38.3	39.4								38.7
To achieve an electronic filing target for all transactions apart from Accounts by year end ~	78	78.5	80.5	80.1	79.2	79.5	80.3								79.7	
Payment of invoices within 5 days	80	93.7	90.3	94.0	95.2	93.2	93.5								93.3	

Notes:

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

Process

Reduce carbon emission rating of Companies House headquarters building by end of March 2012 - 10% target

Financial

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

Efficiency - Saving on operational costs - 5% target

(this is a new three year target to achieve by 2013/14 a reduction, in real terms, of 15% compared to 2010/11 in the operational monetary cost of the registry per company on the register)

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