

 COMPANIES HOUSE PUBLIC TARGET SUMMARY 2009/2010		2009/2010 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	95.3	97.79	97.56	97.73	97.84	97.79	97.98	98.2	97.7	98.1	98.0	97.2		97.8
	Resolve complaints within 5 days	97	99.0	98.4	98.9	98.90	99.20	98.4	98.3	98.1	96.3	96.4	97.9		98.2
	To achieve an electronic filing target for accounts by year end	20	16.7	15.7	16.6	15.4	20.5	18.2	19.2	20.0	24.2	26.5	21.7		19.9
	To achieve an electronic filing target for all transactions apart from Accounts by year end ~	67	62.8	63.7	64.0	64.9	64.5	65.9	77.2	78.5	78.6	79.1	80.1		72.1
	Search customers can access requested documents within 60 seconds	95	99.8	99.7	99.9	99.7	99.9	99.6	83.9	99.7	99.6	99.8	99.9		98.3
	Customer satisfaction (Quarterly)	>86			84.99			86.0			81.1				83.9
	People Targets														
	Average work days lost per person #	<10	9.5	9.8	10.5	12.6	9.7	11.5	13.7	12.4	11.4				11.2
	Process Targets														
	Electronic transactions received are available to view on public record within 72 hours	95	99.5	99.5	99.39	99.3	99.40	99.6	93.9	97.7	98.3	98.9	98.2		98.3
	Paper transactions received are available to view on public record within 8 days	95	95.9	97.2	97.6	97.4	97.3	96.7	98.2	96.5	94.9	81.4	96.7		95.4
	Images placed on CH image system are legible and complete	99.5	98.95	99.62	99.36	99.79	99.74	99.93	96.5	97.10	99.10	98.40	98.2		99.2
	Service availability of Web filing, WebCheck and CHD } Webfiling	99	99.6	89.9	100.0	98.8	99.9	99.9	93.5	99.8	100.0	100.0	100.0		98.3
(between 7am & midnight) } WebCheck and CHD	99	97.7	99.9	99.88	99.1	99.9	99.7	93.5	99.8	100.0	100.0	100.0		99.0	
Payment of invoices within 10 days	100	96.2	99.5	98.7	98.9	99.2	99.6	99.3	98.2	99.41	98.90	98.8		98.8	

Notes:

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

MET Actual efficiency rating improved by 11%.

People
 Improve the current Crown Way building's operational energy efficiency rating by 10%
 - 3.5% Target

Financial
 Rate of Return as a % of the average net assets
 Reduction in operating cost per company on 07/08 figures by 15% over 3 years
 Average work days lost per person # With effect from September 09 this target is reported retrospectively by 2months. Figures for April to June were revised October 09