



Companies House

# Statistical release

Public targets 2014-15



COMPANIES HOUSE PUBLIC TARGET UK SUMMARY 2014/2015			2014/2015 Monthly Performance														
			Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	YTD		
CH TARGETS	<b>Customer Targets</b>																
	CEO to respond to all letters from MPs 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	100.0	100.0
	Accounts compliance rate	99	99.1	99.2	99.2	99.2	99.2	99.2	99.2	99.0	99.2	99.1	98.7	99.1	99.1	99.1	99.1
	Annual Returns compliance rate	98	98.1	98.1	98.3	98.4	98.2	98.4	98.5	98.3	98.0	98.5	98.5	98.4	98.3		
	Resolve complaints within 5 days	99	99.5	99.4	99.2	99.5	99.3	99.0	99.6	99.2	99.5	98.5	98.6	98.8	99.2		
	Service availability of Web filing	99.7	99.97	99.95	99.85	99.92	99.83	100.00	99.8	100.0	99.8	99.9	100.0	100.0	99.92		
	Service availability of Software filing	99.9	99.97	99.95	99.85	99.94	99.83	99.92	99.8	100.0	100.0	99.9	100.0	99.8	99.92		
	Service availability of CHD	99.7	99.95	99.95	99.85	99.93	99.68	99.98	99.8	100.0	100.0	99.9	100.0	100.0	99.92		
	Service availability of WebCheck	99.7	100.00	100.00	99.85	100.00	99.88	100.00	99.9	100.0	100.0	99.9	100.0	100.0	99.96		
	Search customers can access requested documents within 35 seconds	98	98.95	97.27	99.1	98.04	89.6	69.4	87.1	95.7	99.4	98.4	98.8	99.5	94.28		
	Customer satisfaction (Annually Ipsos Mori result) *	>88								89.0					89.0		
	<b>People Targets</b>																
	Average work days lost per person	# see note below	<7.5	5.85	5.9	6.2	6.5	7.3	9.8	7.8	8.8	9.8	9.7	6.8	7.3		7.6
	<b>Process Targets</b>																
	Electronic transactions received are available to view on public record (image format) within	99.9	100.0	100.0	100.0	100.0	95.7	100.0	99.4	100.0	100.0	99.9	100.0	100.0	99.6		
Images placed on CH image system are legible and complete	99.8	99.5	99.7	99.6	99.3	99.3	99.4	99.4	99.4	99.4	99.3	99.2	99.3	99.4			
<b>Digitalisation Targets</b>																	
To achieve an average electronic filing target for accounts	70	65.8	63.9	63.4	65.1	64.6	57.7	67.6	67.9	67.9	70.9	72.8	70.4	66.2			
To achieve an average electronic filing target for all transactions apart from Accounts	87.5	86.9	87.1	87.1	87.8	86.4	86.9	87.7	86.8	87.3	87.4	88.9	89.5	87.5			
Payment of invoices within 5 days	95	97.1	98.6	98.9	99.3	97.6	99.0	98.6	99.2	98.5	98.4	98.3	99.2	98.6			

Notes:

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

**Process**

Reduce carbon created from utilities by 10% per building user, at Crown Way (compared with previous year) by end March 2015

**Outturn**

**MET - 11% Reduction**

**2013-14 target Carbon emission outturn = Met 2.2% Reduction achieved**

Figure amended due to change in calculating target

**Financial**

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

**MET - 8.6%**

Efficiency - Saving on operational costs - 25% target (3 year target)

**MET - 8% (first year of three year target)**

(this is a three year target to achieve by 2016/17 a reduction, in real terms, of 25% compared to 2013/14 in the operational monetary cost of the registry per company on the register)

**2013-14 target Rate of Return outturn = Met 9.8%**

**2013-14 target Efficiency Savings outturn = Met 28.7%**

Average work days lost per person # Figures for current month are provisional and could be subject to change

\* Customer Satisfaction. From April 2014, our public target will be reported annually, in October, based on an independent survey conducted by Ipsos Mori. Customer satisfaction results reported prior to October were based on Companies House survey results