

## **Companies House Agency Business Board – Summary Minutes – 16 December 2009**

### **Companies House Business Scorecard (including Service Ownership Group & Companies Act updates)**

The Board reviewed the business scorecard, tracking performance against targets and noting progress against deliverables. The Board also continued their review of the new Companies Act including any ongoing issues.

### **Agency Business Board Critical Risks**

The Board reviewed the risks as presented.

### **Work Load Targets**

There appeared to be some signs of stability within the Register which was beginning to behave as forecast.

### **e-Filing Scorecard**

The Board viewed the scorecard as presented, noting last month Companies House hit a record 67%, shattering the previous record.

### **Companies House Public Targets**

The Board noted the results as presented.

### **Avoidable Customer Contact**

Analysis work was continuing.

### **Business Priority Review**

The Board agreed to formally close of the work of the Business Priority Review Group.

### **Review of Procedures for Receipt of Packages at Crown Way Reception**

The Board reviewed the guidelines and recommended they be published on the Companies House Website.

### **Date of the Next Meeting**

The date of the next meeting will be Tuesday 26 January 2010.

**Secretariat  
December 2009**