

Companies House Agency Business Board – Summary Minutes – 18 November 2009

Companies House Business Scorecard (including Service Ownership Group update)

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 (CAP) and any ongoing issues.

Work Load Planning Model

The Board agreed the terms of reference for the work load planning model and recommended the group meet on a bi-monthly basis.

Agency Business Board Critical Risks

The Board reviewed the risks as presented.

Workload Targets

The Board discussed the results as presented, noting the Register had continued to grow for the sixth month in a row.

E-Filing Take-up Scorecard

The Board noted the scorecard as presented. October's overall take-up level was now 63%, shattering the previous record of 53%.

Companies House Public Targets 2009/10

The Board noted the results as presented.

CH Connect

The Board discussed the new internal communication tool and discussed the benefits this would bring to the business.

HR Business Partnering

The Board discussed the new concept of introducing HR Business Partners.

Bonus Targets

The Board discussed the guiding principles and agreed a simplified process was required.

Any Other Business – Out of Hours Service

The Board agreed there was a need to have guidelines in place for each office in order to clarify procedures.

Secretariat
November 2009