

Companies House Agency Business Board – Summary Minutes – 21 October 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 discussed the successful implementation of the new Companies Act (CAP).

Work Load Planning Model

The work load planning model was still under review. When finalised it would form the basis of the business planning process.

Agency Business Board Critical Risks

The Board reviewed the risks as presented.

Staff Survey

The Board noted the progress of the Civil Service Staff Survey which was currently underway and would end at the end of October.

Strategic Business Plan

Work was continuing on the strategic business plan, which was reviewed by the Board for the first time.

Workload Targets

The Board discussed the results as presented, noting that since CAP implementation, processing times for paper forms had increased to four days.

E-Filing Take-up Scorecard

The Board noted the scorecard as presented.

Companies House Public Targets 2009/10

The Board noted the results as presented.

Review of Sick Absence

The Board discussed how the current arrangements could be improved but agreed to defer making any changes until the New Year.

Secretariat
21 October 2009