

Companies House Agency Business Board – Summary Minutes – 21 September 2009

Companies house Business Scorecard (including Service Ownership Group)

The Board reviewed the business scorecard, tracking performance against targets and noting progress against deliverables.

Work Load Planning Model

The work load planning model was under review and when finalised would form the basis of the business planning process.

Quarterly Benefit Review

The Board noted the outcome of the report which realised the benefits of all Companies House projects.

Agency Business Board Critical Risks

The Board reviewed the risks as presented.

Workload Targets

The Board noted there appeared to be some normality returning to throughput figures.

E-Filing Take-up Scorecard

The Board noted positive results were continuing to be realised.

Companies House Public Targets 2009/10

The Board noted the results as presented.

Event Management Process Post CAP

The board agreed in principle with the revised process which would be put in place post CAP implementation.

Environmental Management Review and Report 2008/09

The board discussed the report which was prepared as a requirement for continued accreditation to ISO14001:2004.

Microfiche Replacement Project Brief

The Board were updated on the current position of this project.

10 Day Prompt Payment Target

The Board noted the recommendations of the report and noted we continued to perform well and above BIS.

Charter Mark / Customer Service Excellence Standard

The board were pleased to note Companies House had retained the Charter Mark and would be aiming for the new Customer Service Excellence standard next year.

Secretariat

21 September 2009