

Companies House Agency Business Board – Summary Minutes – 20 April 2009

Companies House Business Scorecard (including Service Ownership Group) – March 2009

The Board monitored the business scorecard, tracking performance against targets and noting the final results made against the deliverables for 2008/09.

Companies House Bonus Point 2008/09

The board discussed the proposal and agreed the final number of points for the 2008/09 year.

Work Load– March 2009

The board were pleased to note, the month on month increase in average document processing time had been stopped.

e-Filing Take-up Scorecard

The Board noted the scorecard as presented, in particular the increase in the amount of Annual Returns now coming in electronically.

Companies House Public Targets 2008/09

The Board noted the final results against the public targets.

Agency Business Board Critical Risks

The Board reviewed the risks as presented, including two new additional risks - Data Security and Health & Safety Legal Compliance.

Benefits Quarterly Report

The board were pleased to see the impact of our 17/7 availability for online services, which was having a marked impact on the number of complaints previously received.

Health & Safety Update

The Board noted the content of the report. Companies House was pleased to have retained the Corporate Health Standard "Silver" award, which was a national mark of quality for health and well-being in the workplace.

Intranet Re-Development

The Board agreed to undertake work on the technical framework during the summer and launch the new staff Intranet site by March 2010.

New Business Scorecard 2009/10

The Board reviewed the draft business scorecard for 2009/10 and would sign off the new version on 5 May 2009.

Succession Planning

The Board received an update on the progress of embedding a succession planning policy within Companies House.

Business Priority Review

The board were apprised of the analysis work undertaken so far.

Cellular Processing Trial

The Board noted the progress made to date. The trial appeared to be working well and would be extended further to see if the concept worked on a larger scale.

Companies House Secretariat April 2009