

Companies House Agency Business Board – Summary Minutes – 27 July 2009

Companies House Business Scorecard (including Service Ownership Group)

The board reviewed the business scorecard, tracking performance against targets and noting progress against deliverables. The board were pleased to note that all of the customer targets for meeting service availability were met for June.

Work Load Planning Model

The board reviewed the current model and made a number of recommendations to be taken forward.

Work Load Targets

Work Loads were continuing to trend upwards and it was important Companies House continued to focus all resources in managing this as we prepare for Companies Act 2006.

e-Filing Take-Up Scorecard

The board noted the content of the scorecard.

Companies House Public Targets 2009/10

The board noted the results as presented.

Agency Business Board Critical Risks

The board reviewed the risks as presented.

Health & Safety

The board were content for Human Resources to continue to manage this issue.

Companies House Values – ‘Unsung Heroes’

The board reviewed the progress of this scheme.

e-Filing Query Handling Reduction

The board commissioned further work on this matter, which would be taken forward as a project.

Pre-Paid Accounts

The board agreed with the recommendations of the paper, subject to consultation with the Legal Team.

Intranet Project Brief

The board expressed no objections to the commencement of this project.

Debbie Marley
Secretariat
5 August 2009