

Companies House Agency Business Board – Summary Minutes – 24 June 2009

Companies House Business Scorecard (including Service Ownership group) – May 2009

The board reviewed the business scorecard, tracking performance against targets and noting progress against deliverables. The board were pleased to note phase one of e-PROOF had successfully been implemented and also the move to new premises for the Edinburgh office had gone exceptionally well.

Work Load Targets – May 2009

The board noted overall we were close to forecast but the mix of documents was slightly different.

e-Filing Take-Up Scorecard

The board noted it had been another good month for e-Take Up.

Companies House Public Targets 2009/10

The board noted the results as presented.

Benefits Report – Quarter One

The board duly noted the content of the report.

Agency Business Board Critical Risks

The board reviewed the risks as presented.

Diversity Awareness

The board were pleased to note that Companies House had received an award from the Career Wales Cardiff & Vale, Education Business Partnership for 'Most Valued Business Partner'.

Cessation of Microfiche – Options

The board discussed the options presented within the paper and requested a project brief be prepared for next months meeting.

Proposal to Provide 24/7 Online Customer Services

The board noted the proposal to provide a trial for 24/7 online customer service availability.

Replacement of Envelope Inserter and Printer to Produce WebFiling Authentication Code Letters

The board agreed with the recommendation of the paper to purchase new equipment.

Future Organisation of Paper Processing within Central Operations

The board noted the qualitative argument for introducing cellular processing was powerful and provided much improved resilience and recommended a detailed business case be produced.

Companies House Secretariat June 2009