

Companies House Agency Business Board – Summary Minutes – 25 March 2009

Companies House Business Scorecard – February 2009

The Board monitored the business scorecard, tracking performance against targets and noting progress against deliverables. It was noted in particular that

- the “system busy” problem on the online services was becoming less of an issue, although there was still work to be done
- compliance figures were at record levels

Work Load– February 2009

The Board noted that volumes of paper received remained high, especially accounts and Annual Returns.

e-Filing Take-up Scorecard

The Board noted the scorecard as presented.

Companies Public Targets 2008/09

The Board noted progress made against the public targets.

Agency Business Board Critical Risks

The Board reviewed the risks as presented.

Health & Safety Update

The Board noted the content of the report.

Image Quality Target

The Board reviewed the current methodology used to sample this measure and suggested trialling a much larger sample for comparison.

New Business Scorecard 2009/10

The Board reviewed the draft business scorecard for 2009/10.

Absence Management

The Board noted significant improvements had been made over the past couple of years and considered what steps would need to be taken to further improve on our current performance.

Cellular Processing Trial

The Board were apprised of the progress made to date.

Intranet Re-Development Project Brief

The Board discussed the project brief to discuss the redevelopment of the internal intranet.

Corporate Bonus

The Board agreed the recommendation to change the way the efficiency part of the corporate bonus was calculated.

Business Priority Review

The Board were apprised of the work of the Business Priority Review Group.

Companies House Secretariat

March 2009