

Companies House Agency Business Board – Summary Minutes – 18 May 2009

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

The Board monitored the business scorecard, tracking performance against targets and noting the results against the deliverables for 2009/10.

Work Load– April 2009

The board were pleased to note, the month on month increase in average document processing time was now holding steady.

e -Filing Take-up Scorecard – April 2009

The Board noted the scorecard as presented, and were pleased electronic filing was still overall increasing.

Companies House Public Targets 2009/10

The Board noted the first set of results against the new public targets.

Agency Business Board Critical Risks

The Board reviewed the risks as presented, including a new additional risk – Customer/Stakeholder (Business Process).

Internal Communication Team – Quarterly Update

The board were appraised of the work of the team.

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.

Civil Service People Survey

The Board viewed a copy of the draft Civil Service People Survey, which would be rolled out to staff later in the year.

Business Priority Review

The board were appraised 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 had been extended further to see if the concept worked on a larger scale.

Annual Report – Update

The board noted the draft Annual Report and Accounts would be presented to the Audit Committee on 20 May for comment.

Companies House Secretariat May 2009