

## **Companies House Agency Business Board – Summary Minutes – 26 July 2010**

### **Agency Board Risks**

The Board reviewed the risks as presented.

### **Companies House Steering Wheel (including Service Ownership Group)**

The Board reviewed the Companies House Steering Wheel, tracking performance against targets and noting progress against deliverables.

### **Work Load Index**

The Board reviewed the headline information and discussed the new prototype report which would replace the current version.

### **e-Filing Take-up Scorecard**

The Board noted the June figure of 82% for take-up for Forms – a new record.

### **e-Procurement Business Case**

The Board endorsed the automation of this paper based process, which would simplify the existing system and provide tighter controls.

### **Companies House Staff Survey**

The Board reviewed the action plan drawn up following the 2009 survey and agreed outcomes could be used for the 2010 survey.

### **Companies House Security Policy**

The current policy was being refreshed and would be agreed ex-committee.

### **Avoidable Customer Contact**

Work was on going to meet this target next year.

### **Date of the Next Meeting**

The date of the next meeting will be Tuesday 24 August 2010.

**Secretariat**

**July 2010**