

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

Cessation of Microfiche Product – Update

The Board agreed the recommendations and a feasibility study should be undertaken to include comments made at the meeting.

Companies house Business Scorecard (including Service Ownership Group)

The Board reviewed the business scorecard, tracking performance against targets and noting progress against deliverables. They were pleased to note that all categories had been noted as green.

Workload Targets

Figures were almost identical to June as the expected increase in workload had not evolved.

E-Filing Take-up Scorecard

The Board noted the positive results shown for last month.

Companies House Public Targets 2009/10

The Board noted the results as presented, actions from the Customer Satisfaction Survey would be presented to the Executive Board in September.

Agency Business Board Critical Risks

The Board reviewed the risks as presented.

Health and Safety Update

The Board noted the information provided within the update.

ICT Quarterly Update

The Board noted the brief provided.

Workload Planning Group

The Terms of Reference would be agreed at the September meeting.

Avoidable Customer Contact

The Board accepted that this was a key measure of business efficiency and agreed to review on a quarterly basis via the Business Scorecard.

Meinir Morgan
Secretariat
1 September 2009