

Companies House Agency Business Board – Summary Minutes – 19 January 2010

Companies House Business Scorecard (including Service Ownership Group & Draft Public Targets)

The Board reviewed the business scorecard, tracking performance against targets and noting progress against deliverables. Draft Public Targets for 2010/11 were reviewed as presented.

Agency Business Board Critical Risks

The Board reviewed the risks as presented.

Work Load Targets

The Register size was slightly lower than in the previous year but was still above plan.

e-Filing Scorecard

The Board viewed the scorecard as presented, noting another record overall e-Filing take up level of 67.9%. This included a new record volume of 36k e-filed accounts, a record take up percentage for e-filed accounts of 24%, double our achievement 12 months ago.

Companies House Public Targets

The Board noted the results as presented.

Draft Business Plan

The Board were invited to comment on the draft Business Plan for 2010/11.

Avoidable Customer Contact – Quarterly report

Analysis of results was still ongoing with call volumes continuing to run higher than forecast.

Date of the Next Meeting

The date of the next meeting will be Wednesday 24 February 2010.

Secretariat

January 2010