

Companies House Executive Board – summary minutes – 27 May 2010

Register Review - Update

The various work streams had since concluded and the findings were presented to the Board. The update touched upon the key findings which highlighted that there was a raft of information available that would help improve our customer insight. In response, it was agreed that a Customer Insight Group be established to take forward the work.

Website Strategy

A business case was submitted to the meeting that highlighted the agreed key aims, principles and assumptions that this piece of work would encompass; to provide a jargon free, self service customer focused website which both our filing and searching customers would use to conduct 100% of their interactions. It was also agreed that in order to make quick improvements, the current information on the website should be simplified where possible. The development work would be conducted by our in-house design team at no extra cost to the business.

Corporate Efficiency & Simplification – update

In light of the government's efficiency announcement, to achieve an 11% efficiency savings for this financial year, the Board were provided with an overview of the work/activities that the Efficiency Forum were taking forward.

e100 Programme – Update

In relation to the:

- *e-Accounts Project* – work had progressed on the joint Companies House/HMRC template. Work had also commenced with the third party software filing package providers.
- *Electronic Enhancement Capability Project (EECP)* - the summer release was on track which would enable the additional electronic functionality for LLP's and change of name. Plans also included full customer testing before go live but this had not yet taken place.

Agency Business Board (ABB) Update and review of the Monthly Scorecard for April

The Board was provided with the monthly update from ABB, members noted that: customer satisfaction levels had improved slightly; service availability throughout the month was good; electronic image quality continued to improve, following a concentrated effort in implementing fixes to resolve data overlap issues.

Financial Performance

The monthly Financial Performance pack for April was circulated and members noted that April's performance was consistent with our forecast for the month and our finances were on track. It was also noted that the year end audit had commenced.

Review of Executive Board Critical Risks

The Board reviewed the risk register and agreed the amendments that would be taken forward in order to reflect the current position.

**Secretariat
May 2010**