

Companies House Agency Business Board – Summary Minutes – 24 February 2010

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

The Board reviewed the business scorecard, tracking performance against targets and noting progress against deliverables. Business targets for next year would be addressed at a separate meeting of the Board.

Agency Business Board Risks

The Board reviewed the risks as presented.

Work Load Planning Model

The Board reviewed the changes to the model as presented.

Work Load Targets

The Register overall had reduced by 5% but was still holding above plan.

e-Filing Scorecard

The Board reviewed the scorecard as presented, noting another excellent month for e-Accounts filing.

Companies House Public Targets

The Board noted the results as presented.

WISh (Staff Suggestion Scheme)

The Board agreed the scheme should be reviewed by the Efficiency & Simplification unit.

Avoidable Customer Contact – Quarterly report

Work was ongoing to meet the Cabinet Office target to reduce avoidable contact by 50% by March 2011.

Hospitality Expenditure

The Board reviewed the two main areas of expenditure and agreed to adopt the Welsh Assembly guidelines for the provision of hospitality for future meetings.

Future Document Storage Requirements

Following changes to the Companies Act (2006), the Board agreed to undertake a review of our current document retention policy and also to undertake a rationalisation of available storage space.

Investors in People

The Board were updated on the work being undertaken ahead of the IiP assessment, which was due next summer.

Date of the Next Meeting

The date of the next meeting would be Tuesday 23 March 2010.

**Secretariat
March 2010**