

Companies House Executive Board – summary minutes – 19 May 2009

Product Strategy

The paper submitted to the meeting outlined the strategy for Companies House search products and services.

Strategic Roadmap

A simplified roadmap was presented to the meeting, with some additional amendments identified during discussions. A mechanism for populating the document was identified, with the roadmap being reviewed on a quarterly basis.

Trusted Information

To continue the work in this area an exercise to check data against other sources would be undertaken.

CAP Update

The programme was on schedule. Emphasis on training would become the priority issue.

E100 Programme Update

eProof and eAccounts were on schedule for June implementation.

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

The Board was provided with the monthly update from ABB. The Board noted that there were two reported downtimes over Easter and early May. The causes were identified and remedial action taken. There had been a downturn in the Customer Satisfaction Survey with the reduction in the number of surveys being returned by customers. This would be investigated by ABB. Compliance levels remained high in April (97.7% on accounts, 96% on annual returns).

Financial Performance

The monthly Financial Reporting Pack for April was circulated to members for information.

Review of Executive Critical Risks

The Board reviewed the current risk register and agreed the amendments to the existing risk profiles.

**Companies House Secretariat
May 2009**