

Companies House Executive Board – summary minutes – 22 September 2009

Health & Safety Quarterly Report

A progress report was provided as a result of the additional measures that were put in place following the review. The Board were reassured that a more comprehensive control system now operated within Companies House. The Board reaffirmed its commitment to the health and safety of staff and visitors by making clear that it was Companies House number one priority.

Strategic Direction

Members were invited to comment on the information presented within the Strategic Roadmap and to put forward any amendments or additions. Following agreement of the plan, the main development required over the next couple of months was to ensure that the financial plan comfortably fitted with the Strategic Plan.

Product Strategy

The Board discussed Companies House's future Product Strategy and the resource implications surrounding our product development for 2009 – 2012.

Board Effectiveness Review

Following completion of an effectiveness survey, the Board reviewed the results / comments and agreed a number of measures that would improve their overall performance.

Companies Act Programme Programme - Update

The Board received the latest update before implementation of the Companies Act 2006 on 1 October. Overall, Companies House was in a good position and all teams were focussed and prepared.

Customer Satisfaction Survey

The Board reviewed the results following publication of quarter 2's Customer Satisfaction Survey Report. It was agreed that a fundamental review be conducted as members were keen to understand our customer needs and behaviours in more depth which would enable us to plan our future more clearly.

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

The Board was provided with the monthly update from ABB. From a customer perspective, it was noted that performance had been good during the month and we had received record take – up on electronic filing and compliance.

Financial Performance

The monthly Financial Reporting Pack for August was circulated to members for information. The Agencies finances are in a healthy position.

Review of Executive Board Critical Risks

The Board members reviewed the current risk register and agreed the amendments to some of the risk profiles presented.

e100 Programme - Update

A progress report reflecting the latest position of the various projects that sat within the programme was provided. It was noted that a full end to end plan was being scoped in order to define the end position of the programme.

Secretariat

September 2009