

## **Companies House Agency Business Board – Summary Minutes – 23 March 2010**

### **Minutes and Actions**

The minutes and actions from the previous meeting were reviewed.

### **Agency Business Board Risks**

The Board reviewed the risks as presented.

### **Quarterly Benefits Report**

The Board reviewed the report as presented.

### **Companies House Business Scorecard (including Service Ownership Group)**

The Board reviewed the business scorecard, tracking performance against targets and noting progress against deliverables

### **Work Load Targets**

The Board reviewed the headline information as presented.

### **e-Filing Take-up Scorecard**

The Board reviewed the scorecard as presented, noting another excellent month for e-Filing take-up.

### **Companies House Public Targets**

The Board noted the results as presented.

### **Intranet Development Update**

The Board were updated on the current position of this project and reaffirmed continued support.

### **Future Storage Requirements**

The Board continued their discussion on our future storage requirements.

### **Microfiche Products – Update**

The Board were updated on the current position of this project.

### **Companies House Scorecard 2010/11**

The Board agreed the new Companies House Business Scorecard for 2010/11.

### **Avoidable Customer Contact**

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

### **Date of the Next Meeting**

The date of the next meeting would be Tuesday 27 April 2010.

**Secretariat  
March 2010**