

Companies House Executive Board – summary minutes – 25 June 2009

Target Operational Model (TOM)

The paper submitted to the meeting set out the reasons why it was necessary for the organisation to have a TOM.

Cellular Processing

Cellular Processing within Central Operations had now been running since March. Members reviewed the process and agreed that further cells should be rolled out in order for further intelligence to be gathered regarding the longer term future.

Proposal to Provide 24 / 7 Online Customer Service

Building on the analysis work undertaken since 17 / 7, a decision was made to implement a phased approach, from 1 August 2009, whereby our on-line services will be available 24 hours a day, 7 days a week.

Outcomes from the Strategic Review Meeting on 15 June

Members were invited to review the information presented and to highlight any gaps. The Executive Board and Steering Board awayday would build on previous discussions and any relevant outcomes would be factored into the strategic roadmap.

CAP Update

The programme was on schedule and training was being effectively rolled out. An OGC review would be conducted during July.

E100 Programme Update

eProof and eAccounts were implemented as planned. It was agreed that a communication note should be drafted for ministers and Steering Board members as collectively delivering these two milestones contributed further to our efforts on mitigating company hi-jacks.

Northern Ireland Registry (NI)

It was confirmed that the Trading Fund debate had been agreed by Parliament the day before. Final steps could now be taken to ensure the NI Registry would be fully integrated into Companies House by October 2009.

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

The Board was provided with the monthly update from ABB. Members noted that there was one downtime incident during the month, but the situation had since been resolved. Compliance remained strong (97.68% accounts; 95.92% annual returns) and all internal processes were working well.

Financial Performance

The monthly Financial Reporting Pack for May 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.

Stakeholder Management

It was explained, at the Account Managers meeting on 8 June, three top stakeholders had been identified. Within BIS, the Company Law Group and Fair Markets Departments, HMRC and the Accountancy Profession. Going forward members were invited to discuss how they wanted the relationships to evolve.

**Companies House Secretariat
June 2009**

COMPANIES HOUSE MANAGEMENT BOARD