

## **Companies House Agency Business Board (ABB) – Summary Minutes – 29 June 2010**

### **Agency Business Board Critical Risks**

The Board reviewed the risks 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 Index**

The Board reviewed the headline information contained within the report. A new version of the report would be presented at the next meeting.

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

The Board noted the results as presented within the report.

### **Companies House Public Targets**

The Board noted the results as presented.

### **Quarterly Sick Absence Report**

The Board reviewed the work to continue to tighten up on procedures.

### **Change Delivery Group (CDG) and Projects Outside the Scope of a Project Board**

The Board were updated on the remit and progress of the new CDG.

### **Validation of Query Handling Improvements**

The Board were presented with an overview of the initial analysis work and the proposals for future action.

### **Avoidable Customer Contact**

Analysis of results was still ongoing and continued to be monitored by the Board.

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

The date of the next meeting will be Monday 26 July 2010.

**Secretariat**

**June 2010**