

Companies House Agency Business Board (ABB) – Summary Minutes – 26 May 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 agreed to request an overhaul of the format and content of the report.

e-Filing Take-up Scorecard

The Board viewed the scorecard as presented, noting the addition of e-Accounts Take-up and PROOF targets from the 2010/11 Business Plan.

Companies House Public Targets

The Board noted the results had been discussed at the last meeting of the Steering Board.

Avoidable Customer Contact – Quarterly report

Analysis of results was still ongoing with web navigation and call volumes continuing to cause concern.

Staff Survey

The Board agreed the next Civil Service Staff Survey would commence week commencing 27 September 2010, subject to confirmation by Business Innovations & Skills (BIS).

ABB Role in Project Management

The Board agreed recommendations for their involvement in a project life cycle.

Date of the Next Meeting

The date of the next meeting will be Tuesday 29 June 2010.

Secretariat

May 2010