Board Paper
for Open session

Subject: Performance Monitoring Updates

To receive an update on the performance data for Q3 of 2023.

Purpose
To provide the Board with an overview of operational performance for Q3 of 2023.

Recommendations
The Board is asked to note and comment on the operational performance of ARB as set out in the paper.

Annexes
Performance dashboards for ARB's main functional areas are included in Annex A.

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Open Session

This item will be held in open session.

Professional Standards

1.1. The backlog of cases awaiting a hearing at the Professional Conduct Committee (PCC) continues to have an impact on KPI compliance. While the additional PCC members and hearing staff put in place at the start of the year is having a positive impact in reducing the number of cases at this stage, the existing backlog still needs to be disposed of before we will see an improvement in the end-to-end KPI that relates only to cases concluded at the PCC.

1.2. It is our intention to review the KPIs, in conjunction with the Board, in 2024. It will be important to have indicators that accurately reflect changes in the investigations process, and are better able to reflect performance in terms of quality as well as timeliness.

1.3. There continues to be a higher-than-normal number of misuse of title cases generated by third-party complaints. To deal with this increase and allow us to carry out the proactive regulation we set out in the Business Plan, we have committed an additional fixed term resource since July 2023.

Registration and Accreditation

1.4. Processing of applications to join the Register for the first time continues to demonstrate sustained high performance, with 99% of UK applications and 96% of EU applications achieving or bettering the KPI requirement of 15 working days.

1.5. Volumes of UK applications is higher than the previous year, and volumes of EU applications slightly lower. Year to date, there have been some fluctuations in the phasing of receipt of the applications, but the combined volumes are higher than the previous year, and slightly above budgeted predictions.

1.6. The period Q3 includes the change from manual systems of processing, to the new CRM system. Registration team members have not only dealt with changes in ways of working and adapted to a new system, but have exceed performance, providing

evidence that the CRM will deliver efficiencies. Staff morale is high, and feedback is that the system is a genuine improvement to the work and workload management.

1.7. The volumes of re-join applications continues the increased trend of higher volumes. Again, these applications are all well within the KPI, despite the increases in volume.

1.8. Analysis of prescribed examinations over the last three years shows a slight increase in the fail rate at Part 2 (59% in 2023, versus 50% in 2022 and 41% in 2021 – however, the numbers are small, so changes in percentages can be large). This may be as a direct result of more candidates re-taking examinations from the previous year, in 2023.

1.9. Part 1 examinations: 117 in 2021 (50% pass rate), 111 in 2022 (51% pass rate), 125 in 2023 (47% pass rate)

1.10. The failures are categorised as either Refer To Lead, where a candidate narrowly misses out on a pass, and can submit additional material to the Lead Examiner, who will decide if this then constitutes a pass. The other fail option is that the candidate needs re-examining.

1.11. Part 1 failures were: 58 in 2021 (28 were refer to lead, 30 were re-examination); 54 fails in 2022 (27 refer to leads, and 27 re-examinations), and 67 fails in 2023 (30 were refer to lead, and 37 were re-examinations)

1.12. Looking at Part 2 examinations: 42 in 2021 (59% pass rate), 52 in 2022 (50% pass rate), and 41 in 2023 (41% pass rate).

1.13. Part 2 failures were: 17 fails in 2021 (10 were refer to lead and 7 re-examinations); 26 fails in 2022 (13 were refer to lead and 13 were re-examinations); 24 fails.

1.14. We continue to monitor closely, the volumes and outcomes of the examination progress, and are analysing the data and impact on those taking the exams, as part of the policy work on international and non-prescribed assessment routes workstream.

1.15. We have conducted 115 UK Adaptation Assessments in the period July to 31 October. Of these 13 were US MRA candidates, of which 13 passed and 2 failed. There were also 2 Australia/New Zealand candidates, both of whom passed. The pas rate for combined UK Adaptation Assessments is therefore 88%.

1.16. We have so far received 73 applications for US MRA certificates, of which 56 were compliant with the MA, and 122 Australia/New Zealand MRA certificates, of which 114 were issued as being compliant.

Policy and Communications

1.17. The focus of our engagement during Q3 was the publication of the Board's decisions on education reform, along with the consultation report. This work has been the topic of the majority of our meetings, including one to one briefings and wider online events, and nearly half the media stories about ARB. The pre-briefings ahead of the Board's announcement proved particularly useful in ensuring stakeholders understood our evidence-base and the rationale for the decisions. Similarly, our social media engagements peaked in September, due to the education announcements.

1.18. We continue to build on the success of our direct communications, with open rates showing that more registrants are receiving and reading important regulatory updates. Our August edition of ARB Insight was opened by 57.42% of recipients, and our September edition was opened by 60.65% – our best open rate for an edition this year. For comparison, the average open rate for ARB Insight in 2022 was 53% and for the eBulletin (its predecessor) in 2021, 31%. Direct communications about the MyARB portal also showed good open rates, in particular the email warning those with a shared email address that they would need to use a unique one for their registration in the future.

1.19. The data from this year shows that we achieve more successful engagement when it is targeted and purposeful, concerning specific announcements or changes that are part of our corporate strategy – for example, the MRAs in April and education reforms in September. Nonetheless, the continuous improvement in the open rates of our regular communications shows that the format and approach we developed in 2022 is still proving successful.

Human Resources

Executive Team

1.20. The People Committee receives updates employee statistics at each of its meetings. The annex provides some key statistical and performance updates.

1.21. During the period of 1 October 2022 to 30 September 2023, 7 employees left ARB, representing a staff turnover of 14.87%. By comparison for the period October 2021 and September 2022 staff turnover was 9.49%. The average staff turnover rate in

the UK is 15% a year although this varies drastically between industries, with the charity and not for profit organisations being at the higher end.

1.22. ARB continues to use exit interviews to understand drivers for leaving, as well as retention and engagement strategies, such as a more in-depth introduction and regular interaction with our HR Officer to help retain the right employees longer term, to minimise staff turnover and recruitment costs. Of the 6 voluntary leavers, the reasons for leaving were not strongly related to their role at ARB (e.g. relocation, career change and industry change).

1.23. We are noticing an increase in staff absence, in the last 12 month rolling period the average days sick rose from 1.97 to 6.93 per employee with a marked increase in mental health related absence.

1.24. Partly in response to the increase in mental health related absence we invested in providing managers and senior leadership with Mental Health Awareness training in November. The training is designed to help managers to support staff who might be struggling and to spot signs of adverse mental wellbeing at an earlier stage. Following the feedback on how useful the course was, we are looking to roll it out to all staff in the new year.

1.25. We are also raising awareness, via our monthly newsletter and also presentation to our staff group from our benefits advisor, as well as signposting staff to other ways to support their mental health and wellbeing and how they can access the services. This includes our Employee Assistance Programme, the Civil Service Benevolent Society and the Staff Benevolent Fund.

1.26. As part of our EDI monitoring and collection, we do collect a wide spectrum of information which we use to support our policy decisions. However, given the small numbers of staff (c50 employees) we are only reporting on gender balance, to avoid the risk of identifying individuals which could be a breach of data protection and lead to an increase in selection of 'prefer not to say' options.

Associates pool

1.27. ARB has a large pool of associates, which are not employees, who carry out important work for us. They carry out work in the areas profession conduct, examination and assessment, accreditation and support the work of our committees.

1.28. Over the period **1 October 2022 to 30 September 2023** we have made appointments to the following associate roles:

- Inquirer (3 appointments)
- Investigation Pool – Architect Member (2 appointments)
- Accreditation Committee Member – Lay Chair
- Accreditation Committee Members (Lay and Architect) x 6
- Accreditation Visitors (Lay and Architect) x 20
- Examiners and Assessors x 7

1.29. Our focus on diversity of applicants for the Associate roles, and in particular the Examiner opportunity, encouraged applications from female candidates. Gender inequality is a particular issue within the sector. We focussed on job boards such as workingmums.co.uk and investinginwomen.co.uk. Based on previous Associate recruitment data (January 2022 to December 2022) 44% of Associate applications were from female candidates, and only 36% of people appointed as Associates were female. For the period 1 October 2022 to 30 September 2023, Associate recruitment data shows that 38.8% of applicants were female and 38.5% of those offered/appointed were female.

1.30. Whilst there has been a drop in the percentage of female applicants, the percentage of those appointed has increased by 2.5%. Looking at the Examiner and Assessor roles in particular, 60.7% of applicants were male and 39.3% were female. 55% of those shortlisted for interview were male and 45% were female. For those offered/appointed into the Examiner and Assessor roles, 57.1% were male and 42.9% were female. This demonstrates that compared to the overall figures for Associates roles, the Examiner and Assessor roles did in fact have a higher percentage of female applicants and appointees.

Invoice Statistics

1.31. ARB has a duty to pay invoices no later than the end of a period of 30 days from the date on which the invoice is regarded as valid and undisputed.

1.32. ARB doesn't currently have a centralised purchasing system and so invoices have been sent to individual teams (both via email and post) which can cause delays, especially if the invoices is being disputed, in payment. In order to improve our performance, we now request that all invoices are sent electronically to a centralised mail box for logging and distribution to the relevant teams. This way we can track and chase invoice as well as log centrally when an invoice is in dispute. Whilst this is resource intensive, the graph shows a marked improvement in our

invoice payment performance. As part of our IT transformation, we will be looking at more efficient technological solutions in relation to payment and tracking of invoices, including a purchase order system.

Governance

1.33. We have, for the first time, included data in relation to the Freedom of Information and Data Subject Access Requests we have received during 2022 and 2023 to date. Responsibility for this area has moved to the Governance and International Department and Alice Pun, our Governance Manager is now our Data Protection Officer.

1.34. Whilst numbers of requests are low, we have in 2023, responded to all Freedom of Information and Data Subject Access requests within the statutory deadlines that we are required to adhere to.

1.35. The majority of Freedom of Information Requests seek commercial information relation to ARB's operational and contractual activities.

1.36. We would welcome the Board's feedback on whether there are additional statistics or information in this area that the Board would like to see in future performance monitoring reports.

2. Resource Implications

2.1 There are no resource implications specifically relating to this paper.

3. Risk Implications

3.1 Risks relating to the delivery of our corporate strategy are set out in the corporate risk register and within programme and project risk registers.

3.2 There are no specific additional risks arising from this paper although a number of risks are highlighted within the content, particularly in relation to operational performance within Professional Standards and Accreditation. Mitigating actions are referenced in the paper.

3.3 The risks relating to staffing, particularly the rise in mental health absences were considered by the People Committee.

4. Equality and Diversity implications

4.1 No additional EDI implications have been identified as a result of this paper, but a wide range of EDI implications were discussed at People Committee when the report on recruitment of Associates was considered.

5. Recommendations

5.1 The Board is asked to note and comment on the operational performance of ARB as set out in the paper.

Contents

1. Professional Standards
2. Registration and Accreditation
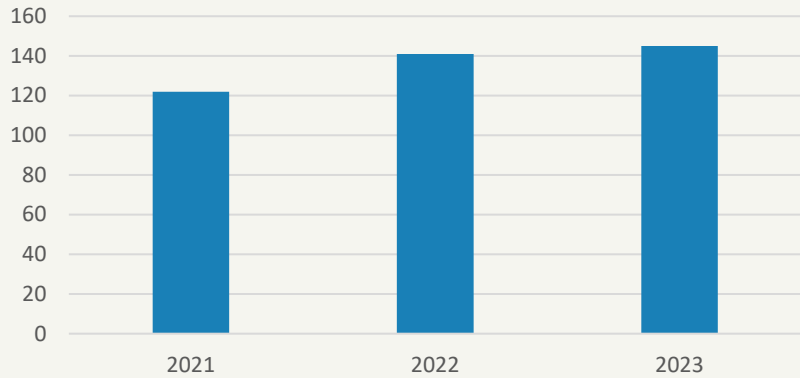3. Policy and Communications
4. Human Resource & Finance
5. Governance

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Professional Standards

Performance Update: Q3 2023

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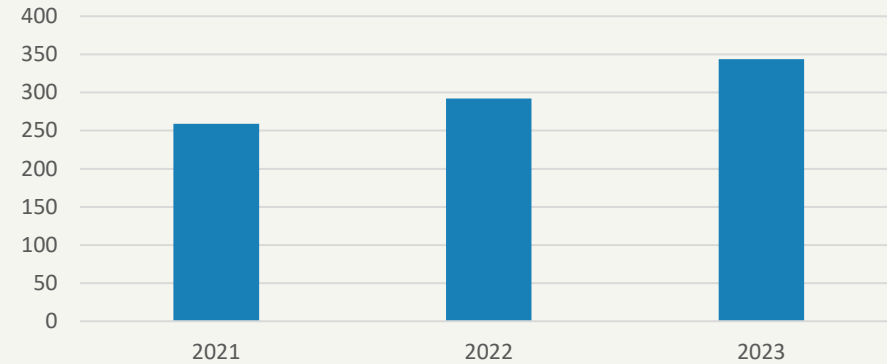# Professional Standards Management Information Dashboard
Referral activity and KPIs
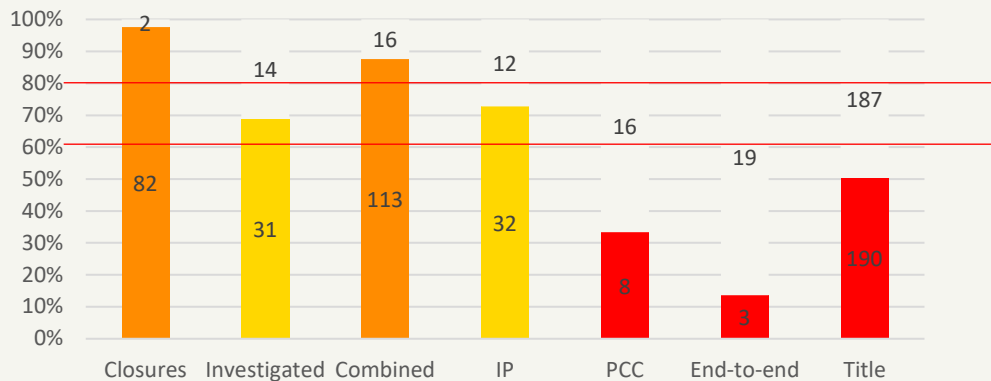
New complaints (year to date)

We have seen a consistent number of new complaints as during the same period last year.
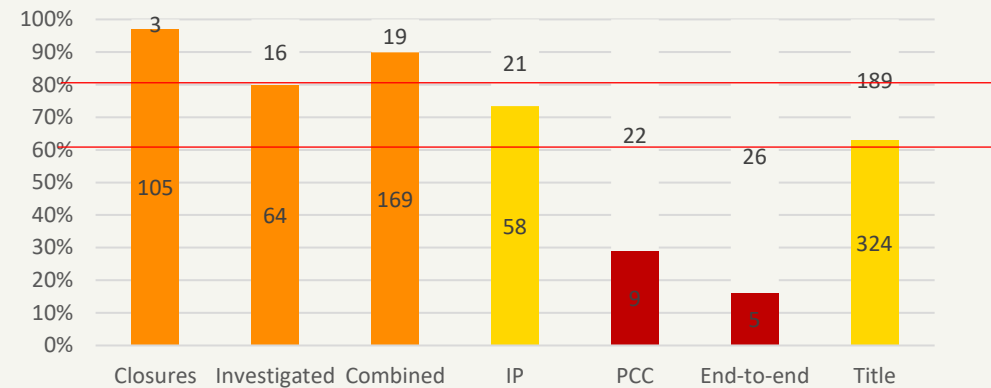
New title cases opened

We have opened 344 cases this year, an average of 37 cases per month.

KPIs 2023

KPIs rolling 12 months

The KPI figures for PCC reflect the challenges we have had in securing hearings due to availability of all the parties. There are four further cases listed for the year, one of which is a joinder of 6 cases and this will significantly decrease the number of cases at the PCC stage. A streamlined process to list hearings is also being implemented and this will have a material impact on timeously listing hearings. We are also prioritising any IP referrals that do not require an inquirer, so that these cases are not held up.

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Professional Standards Management Information Dashboard
Notes on data

Caseload and referral RAG ratings

No apparent risk or concern over caseload or referral numbers

Growing concern over caseload or referral numbers. To be monitored closely.

Caseload or referral rate reaching critical level, posing risk to operational delivery.

KPI RAG ratings

Achieving 80% or above

Achieving between 60% and 80%

Compliance below 60%

KPI timeframes
Initial screening closures*: 14 weeks
Cases investigated*: 14 weeks
IP decisions: 12 weeks
PCC scheduling: 29 weeks
End-to-end: 56 weeks
Title: 14 weeks

*reported as a combined KPI to the Board

NB:
Some of the data sets in these dashboards are areas not reported upon historically. Therefore some 2019/20 data is estimated based on averages of the data available.

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Registration and Accreditation

Performance Update: Q3 2023

UK route to registration 2023 YTD

UK apps received 2023 versus 2022

UK apps KPI within 15 working days (2021 to date)

Cummulative number of UK apps received 2023 versus 2022

UK apps processing times (working days: KPI is 15 working days)
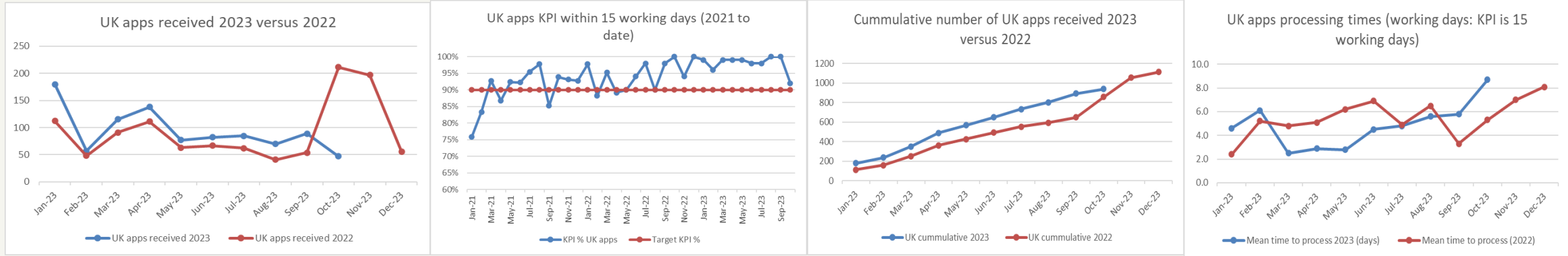
Date	Jan-23	Feb-23	Mar-23	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23	Total 2023
UK apps received 2023	180	57	115	138	77	82	85	70	89	47			940
UK added to register	156	70	110	140	70	63	56	72	92	36			865
Processed under 15 days	155	67	109	139	69	62	55	72	92	33			853
Processed over 15 days	1	3	1	1	1	1	1	0	0	3			12
KPI % in 2023	99%	96%	99%	99%	99%	98%	98%	100%	100%	92%			99%
Mean time to process 2023 (days)	4.6	6.1	2.5	2.9	2.8	4.5	4.8	5.6	5.8	8.7			3.8
Mean time to process (2022)	2.4	5.2	4.8	5.1	6.2	6.9	4.9	6.5	3.3	5.3	7.0	8.1	5.5
UK apps received 2022	112	48	91	111	63	67	62	41	54	211	197	56	1183
Added to Register 2022	132	51	83	111	72	64	45	51	46	109	252	84	1100
KPI % in 2022	98%	88%	95%	89%	90%	94%	98%	90%	98%	100%	94%	100%	95%

Performance update:

- The unbroken run of achieving the KPI target continues, with every month so far in 2023 exceeding the required performance. The YTD figure is 99% of applications processed within the 15 working days, including those received and processed under the new CRM system, and the associated training and changing ways of working period.
- There appears to be a delay in the number of new applications received in October, compared to last year. This is related to one large London P3 course awarding later (n=300+ graduates). These applications are now starting to arrive in November.
- The processing times have risen slightly in November, but are still well within the KPI.
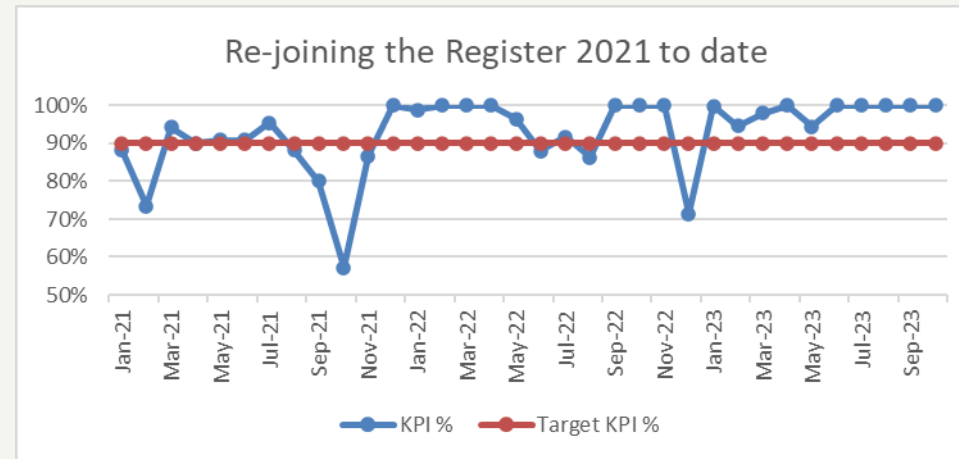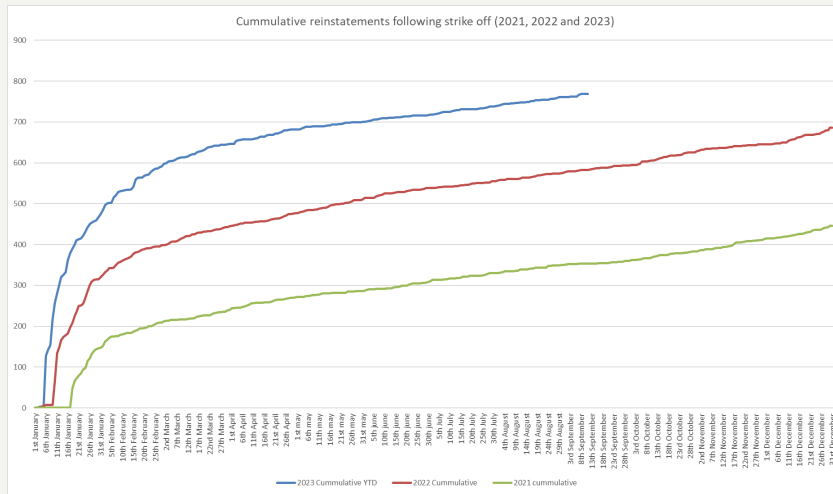
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EU route to Registration 2023 YTD

EU apps received 2023 versus 2022

EU app KPI within 15 working days performance

Cummulative number of EU apps received (2023 versus 2022)

EU apps processing times (15 working days is KPI)
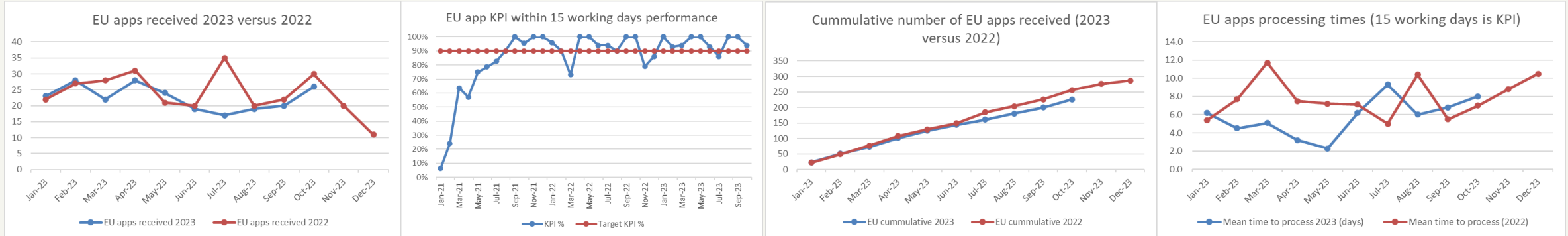
Date	Jan-23	Feb-23	Mar-23	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23	Total 2023
EU apps received 2023	23	28	22	28	24	19	17	19	20	26			226
EU added to register	18	14	18	14	13	15	7	11	9	18			137
Processed under 15 days	18	13	17	14	13	14	6	11	9	17			132
Processed over 15 days	0	1	1	0	0	1	1	0	0	1			5
KPI % 2023	100%	93%	94%	100%	100%	93%	86%	100%	100%	94%			96%
Mean time to process 2023 (days)	6.2	4.5	5.1	3.2	2.3	6.2	9.3	6.0	6.8	8.0			4.7
Mean time to process (2022)	5.4	7.7	11.7	7.5	7.2	7.1	5.0	10.4	5.5	7.0	8.8	10.5	7.3
EU apps received 2022	22	27	28	31	21	20	35	20	22	30	20	11	287
Added to Register in 2022	25	10	26	18	12	16	18	10	30	20	14	7	206
KPI % 2022	96%	90%	73%	100%	100%	94%	94%	90%	100%	100%	79%	86%	92%

Performance update:

- The number of EU applications remains within budget and resource assumptions.
- The performance remains good, with 96% compliance year to date. As numbers are low, a single non-compliance can skew performance within a month (see July).
- The time to process applications remains well within KPI, including those received and processed during the handover from manual to CRM system.

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Re-joining the Register

Date	Jan-21	Feb-21	Mar-21	Apr-21	May-21	Jun-21	Jul-21	Aug-21	Sep-21	Oct-21	Nov-21	Dec-21	Jan-22	Feb-22	Mar-22	Apr-22	May-22	Jun-22	Jul-22	Aug-22	Sep-22	Oct-22	Nov-22	Dec-22	Jan-23	Feb-23	Mar-23	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sep-23	Oct-23
Within 5 working days	134	72	33	27	10	20	21	15	8	12	13	8	344	106	56	28	27	22	11	19	14	33	20	5	513	105	50	38	17	15	13	23	6	31
Outside KPI	18	26	2	3	1	2	1	2	2	9	2	0	4	0	0	0	1	3	1	3	0	0	0	2	1	6	1	0	1	0	0	0	0	2
Total	152	98	35	30	11	22	22	17	10	21	15	8	348	106	56	28	28	25	12	22	14	33	20	7	514	111	51	38	18	15	13	23	6	31
KPI %	88%	73%	94%	90%	91%	91%	95%	88%	80%	57%	87%	100%	99%	100%	100%	100%	96%	88%	92%	86%	100%	100%	100%	71%	100%	95%	98%	100%	94%	100%	100%	100%	100%	100%

Cummulative reinstatements following strike off (2021, 2022 and 2023)

Re-joining the Register 2021 to date

Performance update:

- The rate of re-joining the Register remains significantly higher than in 2022 and 2021 (Blue line is 2022, Red line is 2022, Green line is 2021). We are seeing a trend of re-joiners as a result of the MRA requirements for US and Australia/New Zealand.

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Policy and Communications

Performance Update: Q3 2023

Policy and Communications Management Information Dashboard – Q3 2023

Measures of success: Events and targeted meetings	• Number and profile of attendees (i.e. whether the attendees are from our target audiences) • Value of insights gathered in the meetings (i.e. whether we hear useful anecdotes that help us understand the sector or policy topics) • Whether participant feedback is positive (i.e. satisfaction surveys or positive comments about the event or ARB)

ARB Event	SUBJECT DETAIL	DATE	AUDIENCE
Thinks workshop	Professionalism research	15 Aug	Public
MRA roundtable	Insight to inform new MRAs	23 Aug	Practices
Education briefing	Updating post-Board	7 Sept	Institutes, schools, others

MEETINGS	SUBJECT DETAIL	DATE
RSUA	Catchup	5 Jul
Edge roundtable - Education	Undergraduate education	6 Jul
RIAS	Catchup	13 Jul
RSAW	Catchup	17 Jul
RIBA	Education pre-briefing	31 Aug
APSA	Education pre-briefing	1 Sept
SCOSA	Education pre-briefing	1 Sept
DLUHC	Catchup	4 Sept
CIAT	Education post-Board	20 Sept
RIAI	Catchup	20 Sept
DLUHC	Education post-Board	22 Sept
University of Cambridge	Education post-Board	27 Sept

Key insights – Education

Reforms to initial education and training have been our priority in this period.

Our planning included assessing stakeholder groups and developing individual approaches to each, with targeted Prebriefing and engagement on consistent key messages before the Board. We also planned simultaneous announcements to cover different Board's decisions.

Then, once the proposals had been approved by the Board, we announced this publicly across our channels alongside publishing the report from our public consultation. This included the media, emails across both sector and political audiences, and holding a briefing session to update stakeholders on the outcomes and next steps, and later a Q&A session for architects and consultation respondents.

Later in September we then published the finalised competency Outcomes and Standards for learning providers.

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Measures of success: **Parliamentary and stakeholder activities**	• Number and profile of respondents (i.e. whether the respondents are from our target audiences) • Whether we have sent out briefings on the issues (i.e. Bill debates) that matter to us, and whether they have been read and/or resulted in positive comments about ARB or architects • Number of primary target individuals or organisations that agree to meet with us

STAKEHOLDER AND PARLIAMENTARY COMMUNICATIONS	DATE
International Agreements Committee – Switzerland	6 Sept
Education - Announcement of Board decisions	7 Sept
Committee on Standards in Public Life – AI and regulation	19 Sept
Education – Outcomes and Standards published	21 Sept

Key insights – AI and regulation

We provided information to the Committee on Standards in Public Life after its chair, Lord Evans, wrote to regulators asking them for an update on how they are adapting to the challenges posed by AI.

Our response outline that we are not currently using AI to make regulatory decisions but reassured about the considerations we will make if we do so. It then set out how AI may interact with competencies within education and training, our approach to plagiarism within our application routes, and relevant standards within the Code.

Key insights – Switzerland

We were contacted by the House of Lords International Agreements Committee as part of their short inquiry into the agreement with Switzerland on mutual recognition of qualifications.

In doing so we carefully managed our comments to ensure they were used to inform about the positives and negatives to different approaches the Government could take to future agreements, rather than being seen as potential criticism of the agreement itself.

The committee published its report in September and we observed areas of our response had been incorporated into the committee's conclusions.

The report and publication of written evidence meant we were also able to compare our views to that of other professional regulators and note significant areas of alignment.

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Measures of success:	• Number of people who open, read and interact with (i.e. click on links in) our relaunched eBulletin.
Direct communications	• Number and profile of people who act upon our targeted communications (i.e. complete surveys, visit landing pages or download reports).
Consultations and surveys	• Number and profile of respondents (i.e. whether the respondents are from our target audiences) • Whether we have derived insights that support Board decision-making (i.e. whether we know the extent of support for our proposals, or have identified operational or policy risks we can mitigate)

REGISTRANT COMMUNICATIONS	DATE	NUMBER SENT	UNIQUE OPENS	UNIQUE CLICKS
Section 11 Notices	26 Jul	249	166	116
ARB Insight - August	2 Aug	45,527	24,379	1,946
Changes to registration details	5 Sep	380	143	109
Education consultation results	7 Sep	893	530	228
Using MyARB to manage your registration (to recipients with *unique* email addresses)	14 Sep	28,944	19,966	1,533
Using MyARB to manage your registration (to recipients with *shared* email addresses)	14 Sep	12,308	6,789	1,678
ARB Insight - September	22 Sep	41,084	23,591	1,586
Education Competencies and Standards publication	28 Sep	1202	829	270

Key insights – email communications to registrants

Between Q2 and Q3, we have seen our open rate improve from 56.55% to 59.80%, with our click-to-open rate improving slightly to 5.87%. A strong proportion of contacts are opening our emails, and when they do open our emails, they are also continuing to engage with the content we share.

Our August edition of ARB Insight was opened by 57.42% of recipients, and our September edition was opened by 60.65% – our best open rate for an edition this year. For comparison, the average open rate for ARB Insight in 2022 was 53% and for the eBulletin (its predecessor) in 2021, 31%.

The most popular links in our August edition were: a feature piece on minimising risks around the use of Professional Consultants Certificates, the results of our consultation on CPD and the consultation report, and PCC decisions.

The most popular links for September were the education consultation results, a feature piece on how architects should handle and respond to complaints, and the Chair's message.

CONSULTATIONS AND SURVEYS	START DATE	CLOSE DATE	RESPONSES
None during this period			

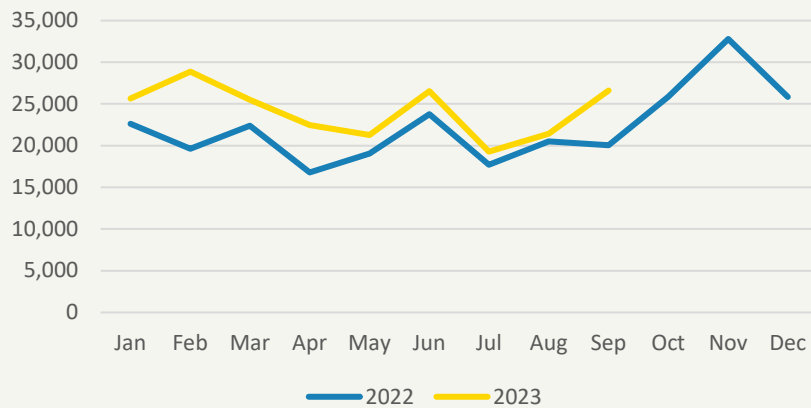**arb** Architects Registration Board

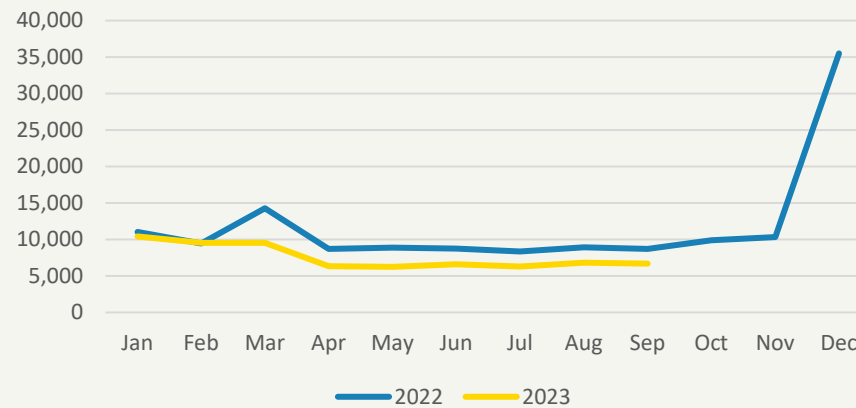| Measures of success Online (website and social media) Media	• Number and (where possible) profile of users who have watched a video, completed a form or survey, read a page, downloaded a report, or requested a meeting. • Number of times our online social media posts have been seen and/or shared and/or commented on or have resulted in further engagement i.e. meetings. • Whether our key messages are included in the stories (i.e. stories about our retention fee increase also include details of our strategy and the rationale for our increase)

Website: Users

35,000
30,000
25,000
20,000
15,000
10,000
5,000
0

Jan Feb Mar Apr May Jun Jul Aug Sep Oct Nov Dec

—— 2022 —— 2023

Register: Users

40,000
35,000
30,000
25,000
20,000
15,000
10,000
5,000
0

Jan Feb Mar Apr May Jun Jul Aug Sep Oct Nov Dec

—— 2022 —— 2023

Key insights – media
We recorded 25 ARB mentions in the media in Q3.

Of these:
• ARB was the main subject of 12
• 7 were proactively placed
• 14 reported our key messages

Topics covered included:
- Education consultation and reforms (11)
- Annual Report (3)
- Professional Conduct (3)
- Profession and salaries (3)
- MRAs (2)
- Prescribed examinations (1)
- The title (1)
- Other (1)

Key insights – website

User traffic levels are continuing to follow a similar pattern to last year, although we are still seeing an increased level of traffic to the website. In September, we had 26,613 users on the website – an increase of more than 6,000 compared the same month in 2022. This is driven by the education announcement and the introduction of MyARB. As of September, we have on average approximately 24,200 users on the website per month for 2023. This compares to 22,200 in 2022 and 21,100 in 2021.

Besides the home page, our most popular page for July and August was the arb.org.uk landing page for the Register, which is also the top page showing on Google searches for 'arb register'. This was supplanted in September, when the MyARB landing page became the most popular page. The launch of MyARB is the reason for the jump in traffic we saw in September, and the MyARB landing page accounted for one out of every twenty pages viewed in September.

We are still seeing a slight decrease in the level of traffic we are receiving to the Register microsite. However, the gap between 2022 and 2023 is shrinking.

Measures of success Online (website and social media)	• Number and (where possible) profile of users who have watched a video, completed a form or survey, read a page, downloaded a report, or requested a meeting. • Number of times our online social media posts have been seen and/or shared and/or commented on or have resulted in further engagement i.e. meetings.

LinkedIn: Impressions

2022   2023
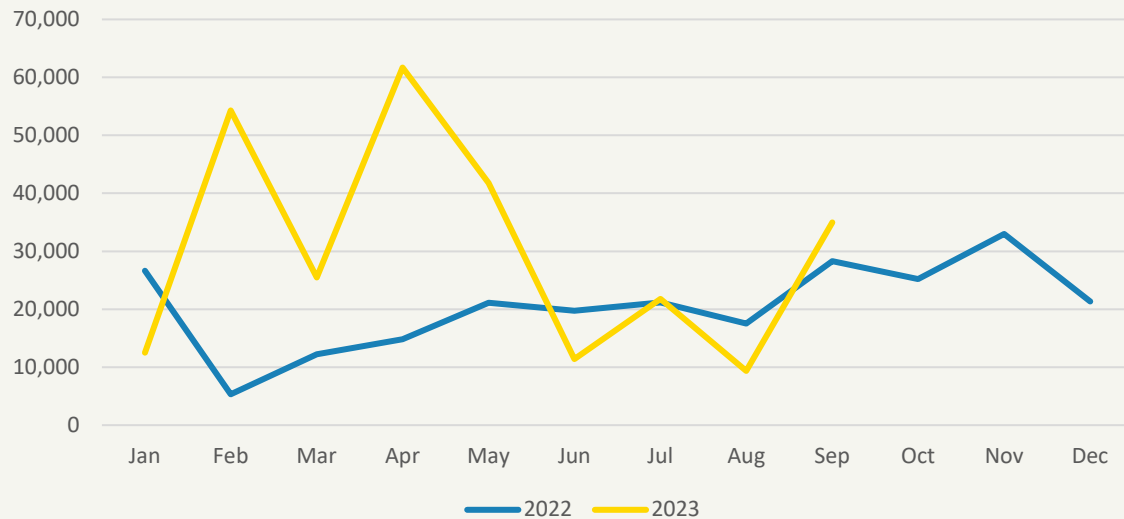
X (formerly Twitter): Impressions

2022   2023
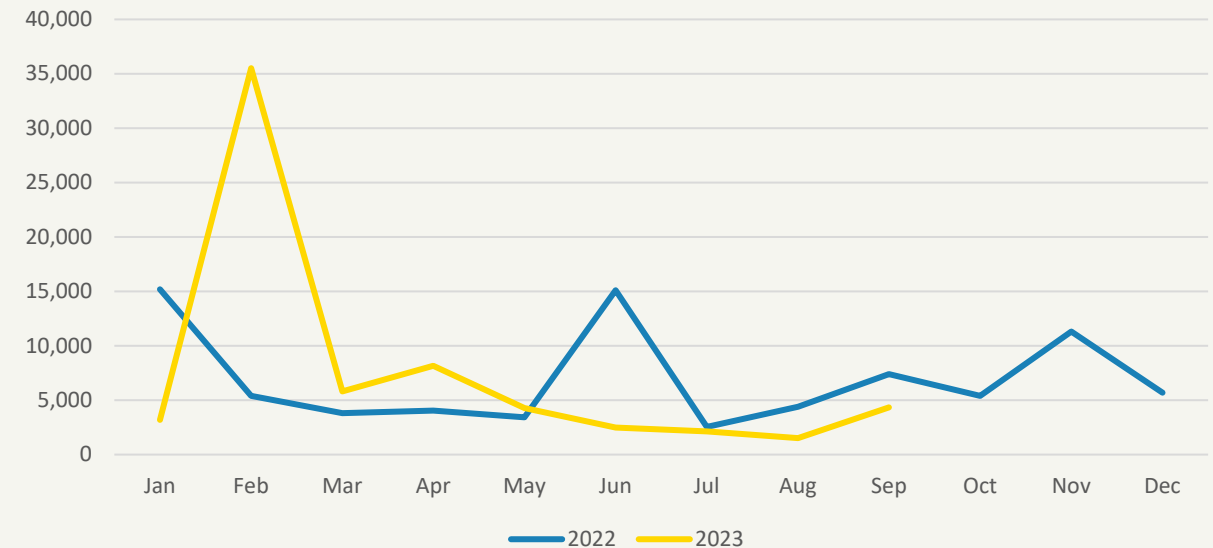
Key insights

In terms of overall performance for the year, we have already surpassed the total number of impressions received in 2022. Our most popular post for each month in Q3 included a post promoting the Register, a post explaining the makeup of the Board, and a post promoting the results of the education consultation.

Lower levels of engagement in June and August were due to a lack of external announcements. The higher figures in September are due to the education announcement.

The level of impressions we received for Q3 2023 was down compared to the same quarter in 2022. However, it is currently being reported that the number of daily active users on X has shrunk by about 15% from 2022, and this may explain our decreased numbers.

arb Architects Registration Board

We also have Instagram, Facebook and YouTube accounts, which are currently less popular so we have not tracked their performance here. LinkedIn remains our key social media platform, given our professional role.

Policy and Communications Management Information
Look Ahead to Q4 2023

October	• Education reforms Q&A webinar • Retention fee announced • First sessions as part of our new student visits programme
November	• Plagiarism policy consultation launched • Employers Engagement Group session to discuss professionalism research • Progress of statutory instrument to implement EEA/EFTA recognition of qualifications • SCOSA AGM • Government Autumn Statement • RSAW Conference • New session of Parliament
December	• Implementation of EEA/EFTA recognition of qualifications (expected)

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Human Resources & Finance

Performance Update: Q3 2023

Human Resourcing Staffing Statistics – September 2023

AVERAGE HEADCOUNT

1 October 2021 to 30 September 2022	42.17
1 October 2022 to 30 September 2023	47.08

STAFF TURNOVER

1 October 2021 to 30 September 2022	9.49
1 October 2022 to 30 September 2023	14.87

GENDER OF STAFF

Gender at 30/09/2023
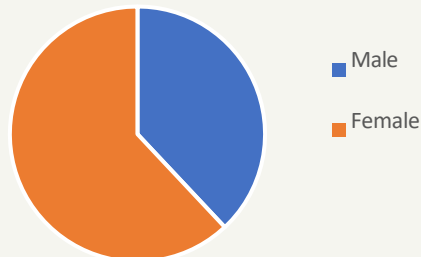
- Male
- Female

*gender as record on HR system. No-one has identified other than as male/female.

ABSENCE REASONS

Categories: Mental health, Non-mental health, Family leave (maternity), Medical App'ts, Compassionate, Other approved time off, Unauthorised absence

- 1 October 2021 to 30 September 2022
- 1 October 2022 to 30 September 2023
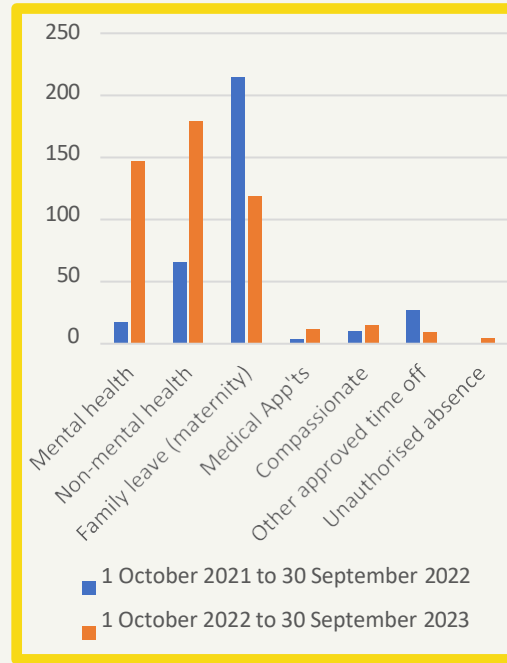
AVERAGE DAYS LOST (SICKNESS)

1 October 2021 to 30 September 2022	1.97
1 October 2022 to 30 September 2023	6.93

INDUCTION SUCCESS

Probation completion - 1 October 2022 to 30 September 2023

- Successful
- Unsuccessful
- Ongoing
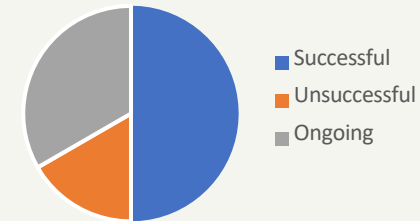
HEADCOUNT 30/09/2023

50 Employees

SERVICE LENGTH

At 30/09/2023 (or leave date in last 12 months)

Categories: under 6 months, 1 year up to 3 years, 6 years up to 10 years, 15 years or more

Number of staff

- Current
- Leavers

arb — Architects Registration Board
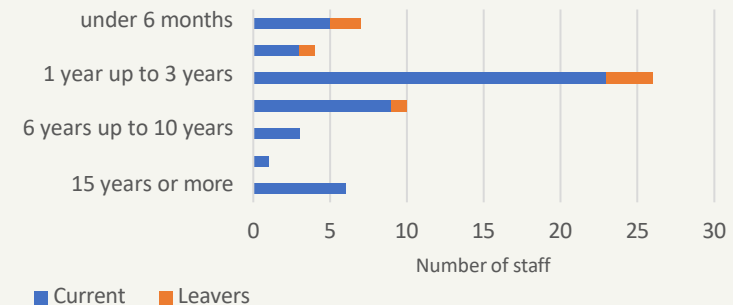
Associates recruitment EDI data – September 2023
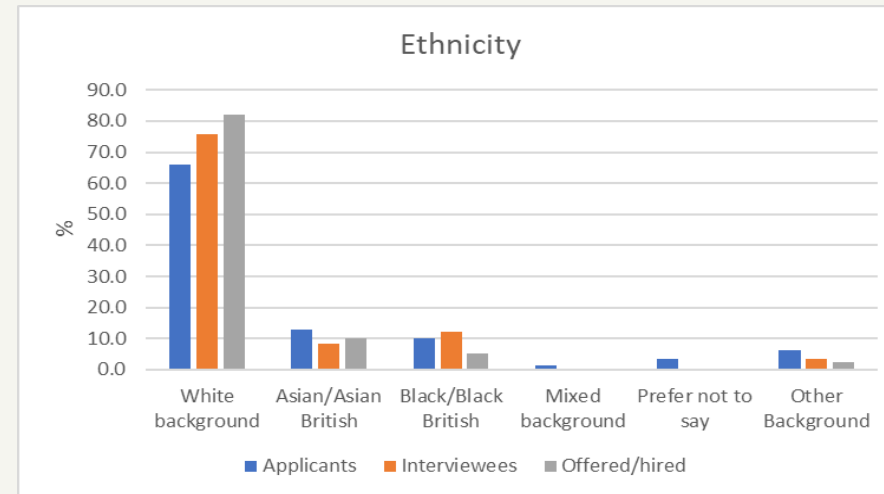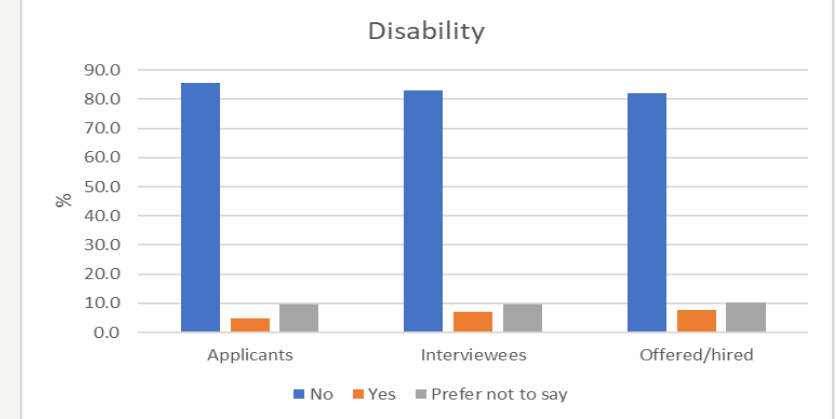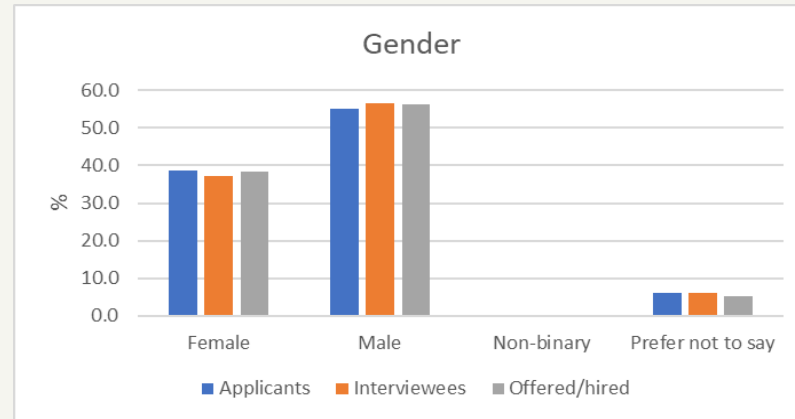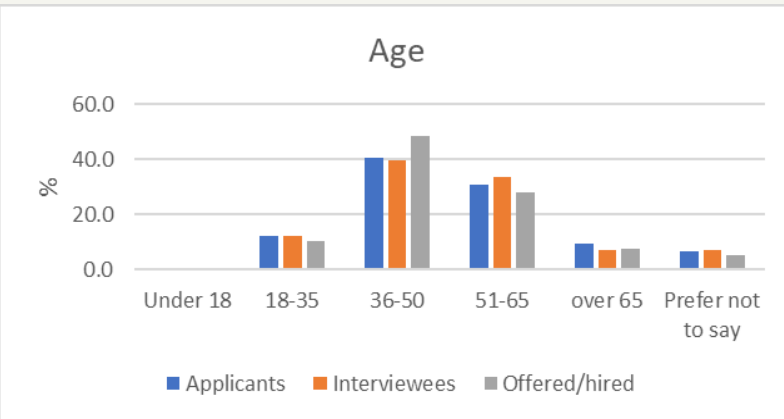
Finance - Undisputed Invoices paid within 30 days of receipt

**Undisputed invoices paid
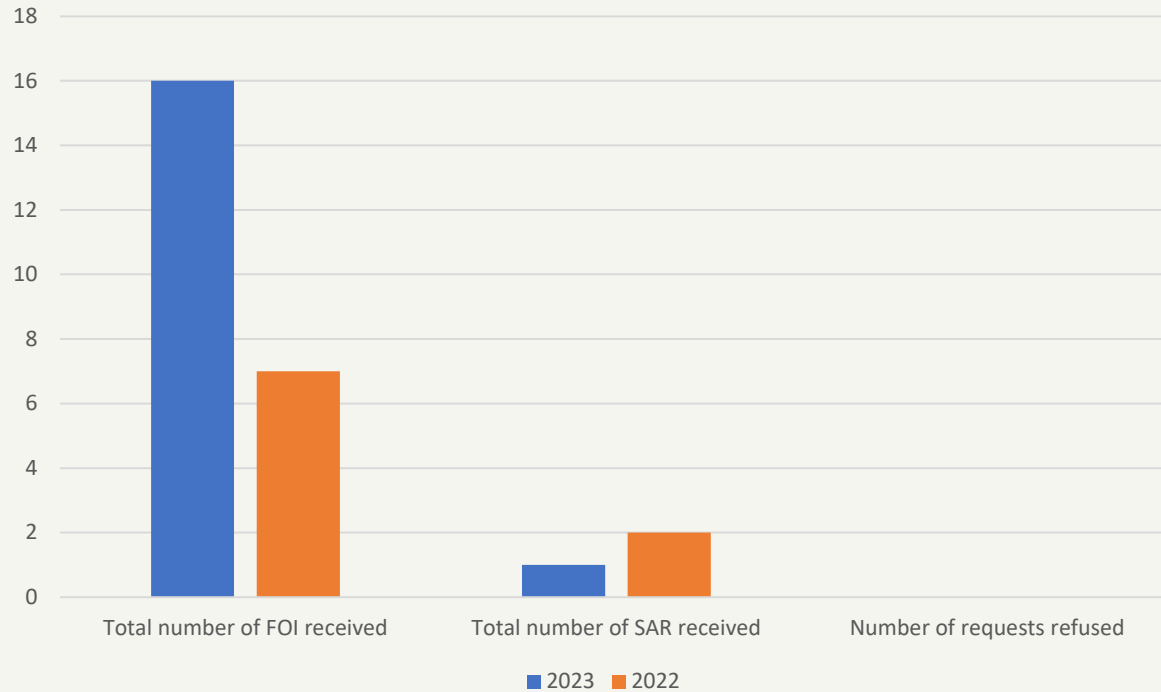within 30 days of receipt**

No of Invoices

Q1: 258 (blue), 233 (yellow) — 90%
Q2: 211 (blue), 209 (yellow) — 99%
Q3: 217 (blue), 214 (yellow) — 99%

Quater year
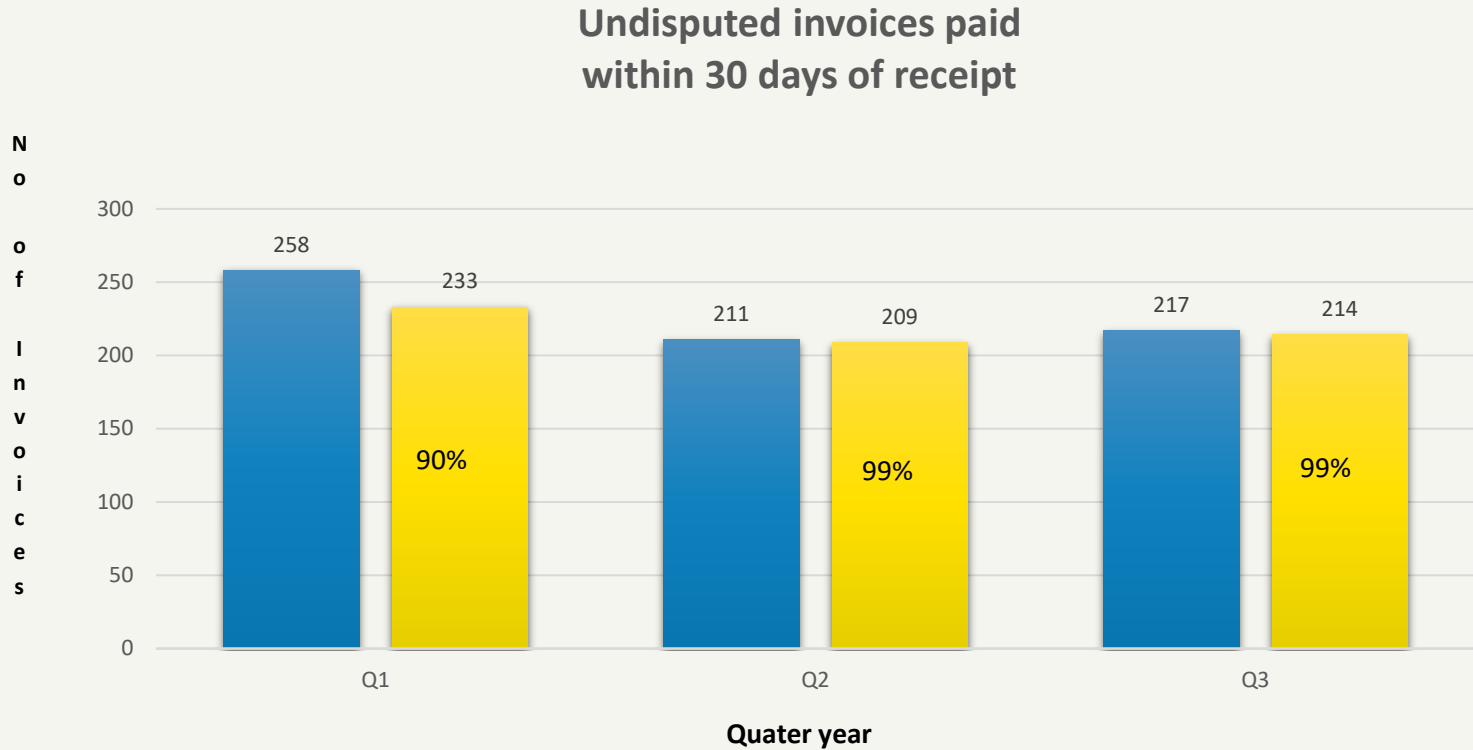
■ Total number of invoices received in the period

■ Undisputed invoices paid within 30 days of receipt

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Governance

Performance Update: Q3 2023

Architects Registration Board

Freedom of Information (FOI) Requests/Data Subject Access Requests (SAR) 2022-2023 (to date)

Data requests received by month

Architects Registration Board