

A LOOK BACK AT 2012

ARB Annual Report



Qualifications



Registration



Professional Standards



Accountability



OUR PERFORMANCE IN 2012



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"As a statutory regulator working in the public interest, ARB has a key role to play in setting standards."

Chair's foreword

As a statutory regulator working in the public interest, ARB has a key role to play in setting the standards that both protect the users and potential users of architects' services and support architects through regulation. This report sets out the work of ARB over the past year in pursuit of those aims.

Our Board of 15 members, a mix of architects and members of the public, oversees this work. We saw a significant change to the membership of the Board this year following the three-yearly architect elections to the Board and the standing down of one of our long-serving lay members who had completed two successive three-year terms of office. We said goodbye to five of our architect members, and welcomed their successors to the Board – John Assael, Hans Eisner, Richard Parnaby, Susan Ware and Alex Wright. We also saw two Board members returning for a second three-year term following their successful re-election to the Board: Ruth Brennan and Andrew Mortimer. We said goodbye to lay member David Jones, who so admirably chaired the Prescription Committee, and welcomed Arun Singh in his place. Our new members come from a variety of backgrounds and bring a number of different views to the table, but without exception, they quickly got into their stride and they have brought a new perspective and fresh thinking to our debates and decision making.

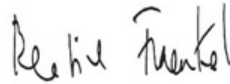
The election itself saw the highest number of candidates yet – 24 architects put themselves forward for election to the Board. This was hugely encouraging, and demonstrated that there is considerable interest amongst the profession to be part of the regulatory body that sets standards for architectural education, conduct, and practice. It was, however, unfortunate that there was such a low number of architects who took advantage of their right to have a say in who gets elected to the Board – just 13.7% of architects on the register elected to vote, despite a high profile campaign to publicise the election and to encourage architects to take part. ARB is currently one of the few regulators where members of the profession are elected to the governing body by their peers. While this remains the case, we will continue to encourage architects to both stand for election and to vote.

Anyone who has read our previous annual reports will know how much I enjoy getting out and about to meet people. Not only does this give me the opportunity for sharing information about ARB's work with others, it also means that I can learn from what other organisations are doing. The more informed I am, the more I can share it with the Board and the better our performance will be. Over the past year, I have continued to meet with representatives of the RIBA, including the President, Angela Brady, and we have had some very useful discussions about how we can strengthen the ties between our two bodies. I have also been fortunate to be invited to sit as a panel member in a discussion forum organised by the Association of Consultant Architects and I attended the Chartered Institute of Architectural Technologists' annual event in Belfast. I came away from each meeting with considerably more knowledge than when I arrived, and I look forward to our continued cooperation in future years.

You will read in the Registrar's report about the revised and updated online Register that we launched during 2012. This was developed with the express intention of making it easy for members of the public to find and contact an architect quickly and easily by giving every architect on the Register their own webpage, which they can then enhance by adding their contact details. While this development was applauded by architects, the architectural professional bodies were initially less than enthusiastic in welcoming it. It was of course never our intention to promote ARB as an alternative to the professional bodies. On the contrary, it was entirely from a consumer perspective that the idea of an enhanced online register came about. Consumer protection is at the heart of

everything that we do, and we believe we have a responsibility to ensure that users and potential users of architects' services have a means through which they can access a reliable source of information when they are looking for an architect to assist them with their building project. The new online register fulfils this requirement, and we take every opportunity we can to increase its profile.

To conclude this foreword to the 2012 annual report, I must acknowledge the significant input of our Registrar, Alison Carr, ably supported by her management team and staff, to ensuring that ARB runs smoothly, and for their resolute commitment to delivering ARB's statutory duties efficiently and effectively within limited resources. I must also pay tribute to the men and women who make up our Board for their unwavering support not just of ARB, but for me as Chair. They all have busy lives outside of ARB, and yet they continue to find the time to participate in every aspect of ARB's work. Such a contribution cannot be underestimated.



Beatrice Fraenkel
Chair, ARB



"2012 saw the completion of a number of areas of work we started in 2011."

Registrar's report

2012 saw the completion of a number of areas of work which got off the ground in 2011. It is important that ARB's approach to delivering the Architects Act 1997 and our systems and procedures are regularly reviewed to ensure that we reflect good practice and are adopting the most efficient ways of working.

Work continued on ARB's website during 2012, and we concentrated on increasing the availability of our online facilities, including a range of online application forms. The new website was launched in January 2013, and work on developing online tools is continuing. You will see from the details provided within this Report that the take-up of online registration has been good and this has helped us improve the turnaround time on dealing with applications. In the second half of the year, we introduced an online chat facility where people using the website can ask questions in real time. The questions we're asked usually relate to the application process, and we hope to extend this facility in 2013 to cover other aspects of our work.

One of the most controversial elements that we cover in this report relates to the improvements that we have made to the online Register. Our aim has been to ensure that the online Register is as accessible as possible so that clients and potential clients can find the information that they need to help them to make an informed choice. We have encouraged architects to link to their own Register entry and to add their contact details, including their website and email addresses. This is to help members of the public to find an architect and to contact them easily if they wish to do so. Maintaining the Register is one of ARB's statutory obligations, and we know from our research that the majority of individuals and firms considering using the services of an architect turn to the internet to find one. It is important that we make the Register available and identifiable to those who use the internet as their search tool.

Our work in the area of title regulation grew with the number of complaints about misuse of title rising by 85% in comparison with 2011. The majority of complaints come from architects themselves and their contribution to identifying misuse of title in their local areas is becoming an increasingly valuable part of the system. ARB continues to take a proportionate approach to regulating use of the title and the work must go hand in hand with raising awareness of the Register. Although architects are concerned about misuse of title and often press for prosecutions, helping individuals to make informed choices about choosing an architect can help to mitigate misuse as the public are encouraged to check the Register. We continue to investigate cases of misuse and our prosecutions increased to six successful cases in 2012. We were particularly pleased to secure a prosecution regarding the use of a meta-tag where, although not visible on a website itself, the use of the word "architect" as a meta-tag means that the site comes up when a search is made for an architect.

We undertook a great deal of work during the year on keeping stakeholders informed and advising Government on developments for possible changes to the Professional Qualifications Directive. This Directive facilitates the movement of architects across Europe through recognising qualifications which are listed at a European level. Changes to the Directive potentially impact on the recognition of qualifications secured by architects in the UK. The output of this work will not be seen until late 2013, when it is anticipated that the changes to the Directive will be finalised.

2012 also saw the continuing trend for more cases to be referred to the Professional Conduct Committee, with 23 cases being considered in 2012 compared with 16 in 2011. Although an increase, this remains a relatively low number for the profession. We provide relevant information to

complainants so they can raise their complaint with ARB easily and be kept informed with regard to progress. In preparing the new website, we also kept in mind the need to provide information to architects to mitigate the possibility of complaints arising and we have, as always, included details in this Report of the most common types of complaint and how they can be avoided. In the latter part of the year, we delivered a pilot seminar through the Royal Institute of British Architects' CPD programme on "Keeping out of Trouble". Further seminars will be held in 2013, again through the RIBA. We are also talking to other professional institutions on how we can help architects to prevent complaints.

We continued to have a presence at two consumer shows in 2012, Homebuilding and Renovating and Grand Designs. Not only did this provide an opportunity for us to alert consumers who may be considering embarking on a building project of the availability of the Register and the status of an architect, but also to hear first-hand about clients' experiences and how they secure the services of an architect. This remains one of the few opportunities for ARB to speak directly to consumers, providing them with a valuable point of information.

Our work continues to increase in most areas. Numbers on the Register are rising, as are applications for registration, which continue to grow year on year. We are using email and our eBulletins more actively to encourage architects to keep their contact details up to date so that they don't miss information from us. Despite this escalating workload, our staff team has remained the same size in 2012, reflecting their commitment to ensuring that ARB operates in the most effective way. Our aim is to provide an efficient service to everyone we are in contact with and in particular, users and potential users of architects' services and architects themselves. We are constantly looking to ensure that we provide good customer service whilst continuing to meet our statutory obligations, and this will be a continuing focus of our work in 2013.



Alison Carr
Registrar & Chief Executive

2012 headlines

- Renewed prescription* of 36 qualifications from 17 institutions
- Approved prescription* for the first time to 5 qualifications from 4 institutions
- Average time taken to process an application for prescription* was 28 weeks
- Received and processed 37 annual monitoring submissions involving 97 qualifications
- Average time taken to process an annual monitoring submission was 4 weeks
- Undertook 12 planning meetings at institutions seeking to renew or apply for prescription*
- Processed 1,481 applications to join the Register
- Administered 135 prescribed examinations
- Collected 33,266 annual retention fees
- Dealt with 633 readmissions and reinstatements to the Register
- Processed 664 resignations from the Register
- Processed 18,040 changes of contact details
- Dealt with 307 company formations
- Investigated 476 cases of potential misuse of the title 'architect', and successfully prosecuted six cases
- Dealt with 144 formal complaints about architects
- Issued 80 Investigations Committee decisions
- Held 23 Professional Conduct Committee hearings
- Managed the three-yearly election of architects to the Board
- Welcomed 6 new members to the Board, 5 architects and 1 lay
- Attended 2 consumer shows to highlight the value of the Register
- Launched a new online Register to help members of the public find an architect quickly and easily
- Dealt with 31 Freedom of Information/Data Protection requests
- Dealt with 73 service complaints about ARB's processes

* Prescription

ARB prescribes (recognises) the qualifications in architecture that lead to registration as an architect. Institutions seeking prescription of their qualifications for the first time, or renewing existing prescription, must present ARB with documentary material demonstrating that key objectives have

been or will be met. This gives the Board confidence that, among other things, students obtaining a prescribed qualification will have demonstrated that they have met all of the relevant Criteria, which set out the minimum standards that a qualification in architecture must meet.

How did we do in 2012?

98% of UK registration applications were processed within the target of 30 working days

81% of European registration applications were processed within the target of 30 working days

70% of complaints met the target of 16 weeks for referral to the Investigations Committee or closure

100% of cases referred to the Professional Conduct Committee met the target of 16 weeks from the date of receiving the Board's solicitor's report through to the formal hearing

82% of misuse of title cases met the target of 16 weeks for referral to the Board's solicitor or closure

Complaints about our service

Every forward-thinking organisation should be open to receiving complaints about any aspect of its service. Complaints provide us with valuable feedback from users of our services, and while we are committed to providing a high level service, we recognise that things can sometimes go wrong. We also recognise that complaints can frequently arise because people disagree with our policies and procedures, and when they make their complaint, we then have the opportunity of providing them with an explanation of why a particular process is in place. These types of complaints also inform us on whether our procedures are open, transparent and fair.

During 2012, we received 73 customer complaints about our services. Of these, 32 related to the changes we implemented for the annual retention fee, with the majority of complaints focusing on the increase, with a smaller number raising concerns about the changed payment date. Of the more general complaints about our service, these comprised a mix from architects and members of the public. Some related to Investigations Committee or Professional Conduct Committee processes and procedures, while others ranged from complaints about being removed from the Register for non payment of the retention fee through to the work that we do in regulating use of the title "architect".

We take each complaint we receive seriously and look to see whether there are improvements to be made or lessons to be learned, and we implement these in appropriate circumstances.

Liaison with stakeholders



Consumers

One of our key objectives in discharging the Architects Act is to protect the users and potential users of architects' services – consumers. A large part of this role stems from the standards of conduct and competence that are enshrined in the Architects Code, but we also have a responsibility to help consumers make well-informed choices when it comes to embarking on a building project. One way of achieving this is to ensure that they are aware of the ARB's Register so that they can either find an architect or check an architect's registration.

To help us get this message across, we attended two consumer shows in 2012, Homebuilding and Renovating and Grand Designs. Both these shows are targeted at the consumer, and our presence gives us a valuable platform to raise awareness of the Register with members of the public direct, and to help them understand how they can identify whether an architect is genuine. On average, we talk to around 400 consumers at each show and also find that we get quite a number of enquiries from people who are considering architecture as a career. Educating the public in this way is an important part of our work, particularly in regulating title, because informed consumers are far less likely to be misled by someone who is using the title unlawfully and will instead elect to search the Register to find a genuine architect for their building project. We also take the opportunity to conduct surveys on how people find an architect, which provides evidence on which to base our approach to raising awareness of the Register.

Architects

Alongside consumers, our other major stakeholder is the architects' profession. We are conscious that in discharging our responsibility for maintaining standards, we also need to provide architects with a reliable service not only relating to their registration, but also for providing advice and information that is relevant to them in their working lives.

In developing our new website, we have made more information/resource available to architects, much of which can be accessed by the click of a button. We will be continuing to improve this aspect of the website during 2013. We issued a number of eBlasts during the year, particularly with regard to the annual retention fee, but also in relation to other matters, for example, when we were looking to appoint architect members to the new Investigations Pool (which replaced the Investigations Committee). We continue to provide an electronic update service to those architects who subscribe to it, and have, during the year under review, sent out press releases, PCC decisions and the periodic eBulletin. Using the technology that is available to us, this is a cost effective way for us to keep architects up to date with developments at ARB.

As well as dealing with queries from architects on complaints and professional indemnity insurance, we also seek feedback from them. For example, if they have been party to a complaint, we will ask for feedback once the process has been concluded. This allows us to analyse the responses to see whether there are opportunities to improve the service that we provide not only to architects, but to members of the public as well. We also seek feedback from those architects who use our online service for joining or rejoining the Register. Again, the responses are invaluable in helping us to improve the service that we offer.

Educational bodies

As in previous years, we met regularly with the Standing Conference of Heads of Schools of Architecture (SCHOSA), Association of Professional Studies of Architecture (APSAA) and the RIBA on educational issues during 2012. We have also actively engaged in meetings held by the United Kingdom Inter-Professional Group (UKIPG) and by the Quality Assurance Agency (QAA). These meetings add value to our work, as they allow us to share information and keep fully up to date with developments that might impact on the work we do in relation to prescribing qualifications and our involvement in Europe.

Professional Bodies

In the latter part of 2012, we joined forces with the RIBA to deliver a CPD seminar entitled "Keeping out of trouble". The content for the seminar was drawn from our knowledge of what can go wrong with building projects and was informed by our role of investigating complaints about an architect's conduct or competence. The seminar was well attended, and given the subject matter, of great relevance to architects as it identified the most common reasons giving rise to complaints, and how they can be avoided. The seminar will run again in Woking, Leicester and Wakefield during 2013, and we will announce the details in advance on our website.

Throughout the year, we met regularly with the RIBA on qualifications matters, and are keen to continue this good working relationship on other matters to help raise consumer awareness. We have also been in contact with the Chartered Institute of Architectural Technologists (CIAT), the Association of Consultant Architects (ACA), and the Royal Incorporation of Architects in Scotland (RIAS). As with many of the educational stakeholders mentioned above, this contact means we can keep abreast of developments in other organisations and professions, and is a useful benchmark against which we can assess ARB's work and activities. Our participation in discussions with external organisations also means that we can learn from others and ensure that we follow best practice.

Europe

Architects Council of Europe

ARB is a joint member of the Architects Council of Europe with the RIBA. ARB and the RIBA work collaboratively in matters relating to ACE in order to respond collectively on issues at ACE and other European forums. ARB benefits from ACE membership by having access to topical information and by having the opportunity to influence ACE's European activities, which in some cases have impacted on the development of European policies. In the last year, ARB has been particularly involved in the following issues:

- EU minimum requirements for training (such as the duration and location) and UK flexible routes to education and registration
- EU mobility programmes
- The potential administrative and financial burden associated with the possible introduction of a card system for EU registration
- The potential risks of the introduction of a system of partial access to the profession of architect at EU level
- The progress in the implementation of the Services Directive
- EU free trade agreements and potential mutual recognition agreements for the profession of architect

Through its membership of ACE, ARB has, over the years, built a strong network of contacts across Europe, including both regulators and professional bodies. This network enables ARB to gather and exchange information regarding European and international developments which could affect the UK. It has also meant that ARB has been able to alert UK Government to growing issues on a timely basis.

European Network of Architectural Competent Authorities

The European Network of Architectural Competent Authorities (ENACA) is a voluntary network of competent authorities for the architectural profession in Europe. The network provides a forum for exchanging information and discussing issues affecting competent authorities or areas within competent authorities' jurisdiction, such as registration and EU listing of new qualifications.

As with its membership of ACE, ARB benefits from being a part of ENACA by gaining information about European activities and having the opportunity to influence the development of European-level policies. Attendance at ENACA meetings and discussions via electronic means have also provided a unique opportunity to learn more and share information about the day-to-day practicalities involved in the registration of architects across European borders. This has helped to improve the process of registration for architects seeking to work in other European States as well as providing other Member States with a greater understanding of the UK's processes.

OUR PERFORMANCE IN 2012

Qualifications

University Liaison Prescription of UK qualifications Europe

University Liaison



University Liaison visits continue to form an important part of our work. Not only do they establish a useful and constructive point of contact between ARB and the schools/institutions of architecture, but they also raise student awareness of the responsibilities placed on architects, along with an understanding of professional regulation.

We provide workshops on request for students taking prescribed qualifications at all levels. The workshops introduce students to ARB and the professional responsibilities which come with registration, as well as the importance of ensuring good practice and maintaining good standards for the benefit of the public and the profession. The workshops equip students with an understanding of the obligations they must meet once they join the Register, and feedback from the Professional Studies Advisers confirms that the workshops continue to be of high quality in terms of their nature and scope.

We made 45 university liaison visits during 2012. Of these:

15 were at Part 1 level (two of which were at institutions offering newly prescribed qualifications)
10 were at Part 2 level
20 were at Part 3 level

Prescription of UK Qualifications

ARB is responsible for prescribing (recognising) the qualifications in architecture that an individual must possess to enter the UK Register of Architects. Institutions wishing to renew prescription of existing qualifications or seeking to have their qualifications prescribed for the first time, must present documentary material to demonstrate that key objectives have been or will be met. Meeting the key objectives provides the Board with confidence that, among other things, students obtaining a prescribed qualification will have demonstrated that they have met all of the relevant Criteria. The Criteria set out the minimum standards that a qualification in architecture needs to meet. Once prescription has been granted for the first time or renewed, qualifications are then subject to an annual review to check that the Board's requirements are continuing to be met.

ARB runs a rolling cycle for renewing prescription of qualifications it recognises in addition to considering qualifications where prescription is being sought for the first time. During 2012, the Board:

Renewed prescription of 36 qualifications from 17 institutions
Approved prescription for the first time for 5 qualifications at 4 institutions
Turned around the applications for prescription in an average of 28 weeks
Received and processed 37 annual monitoring submissions involving 97 qualifications
Processed the annual monitoring submissions in an average of 4 weeks

Whilst the number of annual monitoring submissions and applications to renew prescription has remained relatively stable, we have noted that interest from new institutions seeking to gain prescription of their qualifications for the first time continues to grow. Over the last three years, an average of three new institutions approached us each year with a view to gaining prescription of their qualifications at either Part 1 or at Part 2 level.

Once the relevant qualifications have been prescribed for the first time, we then work to secure their listing under the relevant section of the Mutual Recognition of Professional Qualifications Directive [2005/36/EC] by supporting the institution through the notification process established by the

Europe

European Commission's Review of the Professional Qualifications Directive

The Mutual Recognition of Professional Qualifications Directive [2005/36/EC] allows professionals who meet the criteria within the Directive to move within Europe by claiming access to the national title of professionals who do the same work. Mutual recognition is based on the principle that qualifications gained in one country are recognised in another country. For the profession of architects, this process of recognition can be automatic if the qualifications leading to access to the title are listed under Annex V of the Directive.

ARB is the UK's competent authority for architects and is responsible for implementing the Directive's provisions that are relevant to architects.

Last year, we reported on our contribution to the European authorities' review of the Directive. In 2012, we continued to be actively engaged in the review of the Directive through our relationship with Government and through our membership of the European Network of Competent Authorities in Architecture (ENACA) and the Architects Council of Europe (ACE), as revisions to the legislation were debated by the European Parliament, the Council of Ministers and the European Commission. We also continued to work hard to ensure that the views of the UK's key stakeholders were made known to the European authorities as debates about amendments to the Directive carried on throughout 2012. Feedback from our stakeholders confirms that our expertise and experience in this area has been valued.

The revisions to the Directive will continue to be debated in early 2013 and we anticipate that agreement between the European authorities will be reached in mid to late 2013. We will continue to disseminate information and work with our key stakeholders in this area to ensure that the transposition of the Directive in all EU Member States is harmonised.

Reviewing UK and European qualifications for listing under the Qualifications Directive

All European qualifications leading to automatic recognition are listed in Annex V of the Qualifications Directive.

The European Commission circulates detailed information about notified qualifications to all EU Member States, giving them two months to indicate whether a qualification complies with the Directive (in terms of duration, location and content of the training) or whether they need further information before making a decision. If Member States still have concerns after the consultation period, the qualification is given additional scrutiny by the Commission's Architecture Sub-Group, at which the UK is represented. Only when it is deemed to comply with the Directive can a qualification be listed in Annex V of the Directive and published in the Official Journal. Annex V also lists each Member State's requirements for registration, which typically includes the qualifications as well as any practical training experience requirements. Architects holding listed qualifications and who meet any additional requirements set out in the Directive can benefit from the automatic recognition in Member States.

In the UK, ARB scrutinises each qualification notified to the European Commission to ensure it complies with the Directive. During 2012, ARB reviewed 27 European qualifications from seven Member States which are illustrated as follows:

	Country	Number of Qualifications
	Austria	2
	Germany	9
	Lithuania	6
	Italy	1
	Poland	2
	Portugal	6
	Spain	1
	Total	27

Keeping the UK's entry under Annex V up to date

The UK notifies ARB-recognised qualifications to the European Commission, both to demonstrate the quality of its qualifications and to build trust and understanding with institutions in other European Member States.

Acting in our role as the UK's competent authority for architects, we have worked closely with the schools/institutions of architecture to support them in securing the Commission's listing while their qualifications were scrutinised and, ultimately, approved at European level. In 2012, we secured approval for the listing of one new qualification and seven title changes.

The feedback we've received has confirmed that the UK schools/institutions have found our support and assistance in this area to be vital. The schools/institutions have also welcomed our efforts to reduce the need for them to duplicate material which has previously been submitted for the purposes of prescription. Additionally, our European counterparts have reported that they value the clarity we have brought to the notification process, with several adopting the templates we have developed for our UK notifications.

Delegations from Macedonia and South Africa

We were pleased to welcome delegations from Macedonia and South Africa during 2012. Representatives from the Macedonian Government and the existing professional bodies in South Africa asked to meet with us to learn more about our processes for registration, and in the case of Macedonia, our role as a European competent authority. We took each of the delegations through aspects of the Architects Act 1997 and the routes to registration in the UK. We also explained ARB's procedures for prescribing qualifications. The meetings were also of benefit to us as they presented us with the opportunity to learn more about the parallel processes in both Macedonia and South Africa.

OUR PERFORMANCE IN 2012



Registration

Registration facts and figures

Online systems

Annual retention fee

Registration facts and figures

The Register 2012

(as at 31.12.12)

Architects

34,074 (33,456)



Male - 26,755 (79%) Female - 7,319 (21%)

Architects residing in the UK

30,419



Male - 23,815 (78%) Female - 6,604 (22%)

Location of architects



UK
30,419 (89%)

Overseas
3,655 (11%)



England
25,296



Scotland
3,396



Wales
788



Northern Ireland
939



Overseas
3,655

Male – 19,730 (78%)
Female – 5,566 (22%)

Male – 2,648 (78%)
Female – 748 (22%)

Male – 677 (86%)
Female – 111 (14%)

Male – 760 (81%)
Female – 179 (19%)

Male – 2,940 (80%)
Female – 715 (20%~)

Year	Deaths	Resignations	Removals for non payment	Reinstatements and readmissions	New admissions	Total as at 31.12.12
2002	121	657	722	412	1,123	30,275 (+36)
2003	98	610	585	289	1,128	30,399 (+124)
2004	81	486	615	351	1,115	30,563 (+164)
2005	100	472	638	425	1,146	30,924 (+361)
2006	70	438	651	493	1,285	31,522 (+598)
2007	74	429	680	502	1,391	32,221 (+699)
2008	85	719	747	550	1,496	32,713 (+492)
2009	65	768	819	509	1,377	32,939 (+226)
2010	78	746	853	542	1,261	33,065 (+126)
2011	49	594	792	582	1,244	33,456 (+391)
2012	75	664	750	633	1,481	34,074 (+618)

In addition to the above, five people were suspended from the Register for conduct issues, three people were removed and one was restored to the Register.

Amendments to the Register occur on a daily basis, and this table provides a snapshot of the profession as at 31 December 2012.

New admissions to the Register 2012 (Last year's figures in brackets)



UK applicants
1,024 (836)

Male – 723 (71%)
Female – 301 (29%)



EU applicants
429 (389)

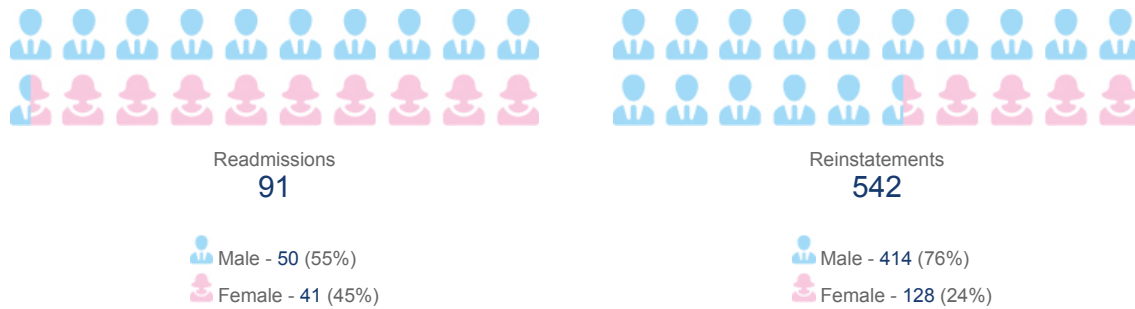
Male – 255 (59%)
Female – 174 (41%)



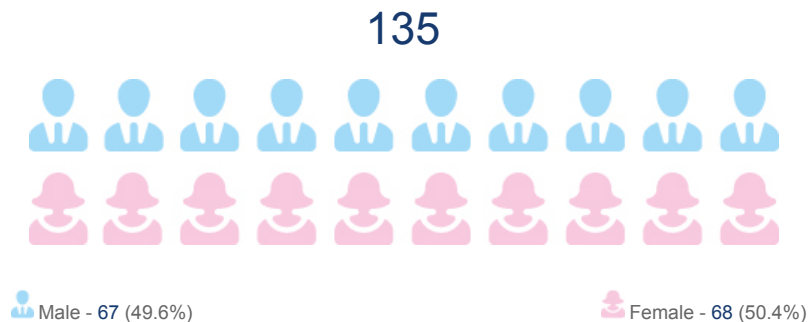
Entry through prescribed route
28 (19)

Male – 16 (57%)
Female – 12 (43%)

Rejoining the Register



Prescribed examination



Retention fee collection

Payments	
Bank transfer	2,483
Cash	19
Direct Debit	13,539
Website	11,799
Credit card (by phone)	1,173
Cheques	4,253



Telephone Calls answered

1 January – 31 December 2012

18,048

Average waiting time for your call to be answered

3.24 seconds

Total number of fees collected - 33,266*

*Please note that this figure will differ from the Register due to prepayment and credit balances

Online systems

In last year's annual report, we outlined the work we had been doing to develop a safe, efficient and convenient online service for joining or rejoining the Register. This aspect of our online systems would complement the existing electronic processes for paying the retention fee and for updating personal details that appear in the online Register of Architects. In particular, we have worked hard to promote the ease and convenience to architects of paying their fee online, and the fact that almost 12,000 architects chose to pay their fee by this method is a measure of success in this area. It also means that the architect receives instant confirmation of receipt of their payment and a pdf certificate of registration, leaving no doubt as to whether their payment has been received.

After extensive testing, the online registration system went live in April 2012. When we were developing the system, our ultimate aim was to provide a service that would drive down timelines and make registration and re-registration as quick, as easy and as accessible as possible in a secure environment. We wanted to offer applicants the flexibility to begin an application, save it if needs be, and then come back to it at the point in the application where they had left off. Because the system was developed to be fully electronic, applicants would need to have a facility to upload the required supporting documents rather than submitting an electronic application and sending the documents to us by other means, and they would need to be able to make the relevant payment online once their application was complete.

The system we have delivered achieves all of these aims, and this is supported by the feedback we have had from users of the service, which has been very positive and complimentary with some good ideas for improvements and enhancements to the system.

An example of some of the comments we have received is:

"Simple to use"

"Very fast and intuitive"

"Sorry if my feedback can't help you to improve the system, but I am fully satisfied as it is right now"

"I found the online application easy to use and understand"

"I think that the online application system is very efficient"

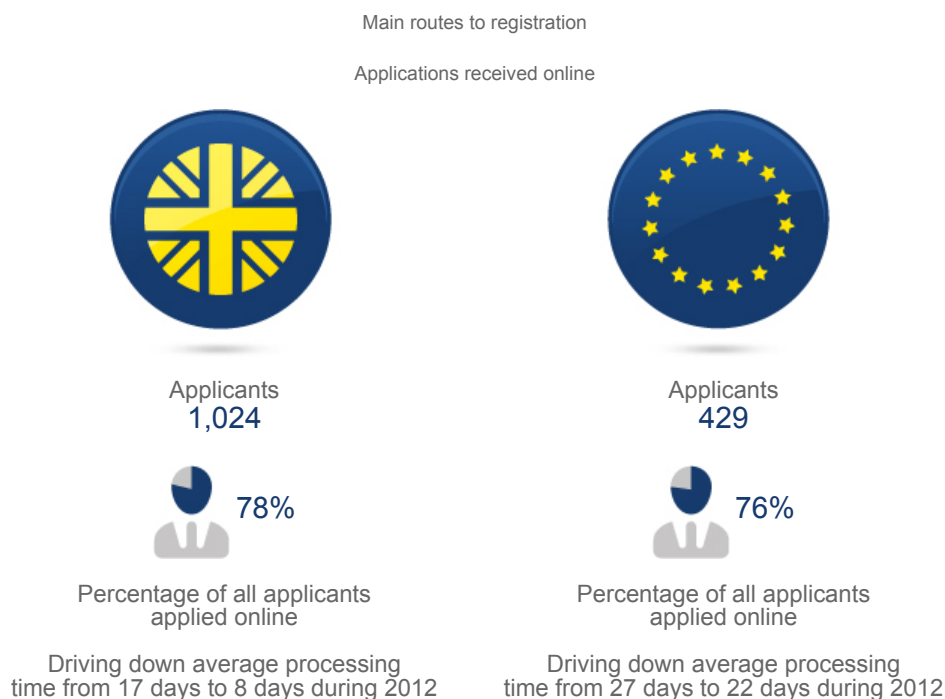
"I found the process very user friendly and wasn't complicated"

"It took approximately 10 minutes to complete"

We consider all suggestions we receive, and we have made amendments to enhance the users' experience of online registration.

Online registration statistics

The following statistics, from going live in April 2012 through to 31 December 2012, demonstrate the effectiveness of the online registration system.



Annual retention fee

2012 saw some changes to the retention fee, both in its level and the time period for payment.

Fee increase

It was never going to be an easy decision to increase the fee, particularly when set against the backdrop of an uncertain economic situation for everyone connected with the building and construction industry. By way of background, the fee had remained at the same level - £86 – for both 2009 and 2010. The fee was reduced by £6 for 2011, and this £80 fee was held for 2012. The Board was only by a combination of efficiency savings, running a deficit budget and drawing on its reserves that the Board could achieve this. It acknowledged at the time that it would be unable to continue holding the fee at this level without it impacting on the delivery of ARB's statutory duties.

When it came to setting the fee at £98.50 for 2013, the Board took a number of factors into account. The level of reserves was falling below the Board's policy of holding four months' operating costs, as these had been used to subsidise the retention fee and also to fund ARB's escalating workload. The Board also needed to ensure that there were sufficient funds for discharging the other elements of ARB's regulatory activities, for example, maintaining the Register, prescribing qualifications, and regulating use of the title "architect". In deciding upon the level of increase, the Board was determined to

keep the increase to as low a level as possible to avoid placing too much of a financial burden on architects, and even at £98.50, it is still one of the lowest fees paid by any professional.

Revised payment period and deadline

As well as an increase to the fee, the Board agreed some other changes during 2012 both to the timescale for payment to be made and to the cut-off point for payment. Once the changes are fully implemented, all retention fees will be paid by 1 January in the calendar year for which the fee is due.

The Board consulted on the proposed changes and agreed that the payment period should be reduced from 90 days to 60 days. A shorter timeframe for payment means that architects are less likely to overlook paying their fee, and costs are reduced because there would be less of a need to send out reminders to those architects who had not yet paid their fee.

In conjunction with this change, the Board also agreed to change the cut-off point for payment. Historically, the retention fee invoice was posted to architects in late November/early December of the year before the fee fell due. Architects would then have three months in which to pay their fee, with a payment deadline of 31 March. The Board found that this system created uncertainty for members of the public who may be using the Register either to find an architect or to check an architect's registration because for the first three months of the year, the registered status of those architects who had not paid their fee was technically in limbo.

The Board therefore agreed to change the current system both to ensure clarity of the Register for consumers and a fairer process for all. The Board also agreed that there should be a transitional arrangement for introducing the new system to help lessen the impact of the changes on architects. For the 2013 fee, this meant that the retention fee invoice was sent out in November, with the final payment date being 31 January 2013.

Payment period for the 2014 annual retention fee

Arrangements for paying the 2014 fee are slightly different from those we operated in 2013. The formal invoice will be sent out in October 2013, with a final date for payment falling on 31 December 2013.

We will be sending out information about the new timeline and payment date later in the year, both to help architects ensure that they pay their fee in time and avoid being removed from the Register for non-payment, and to publicise our opening hours during the retention fee collection period.

OUR PERFORMANCE IN 2012



Professional Standards

Misuse of title Consumer protection Investigating complaints Professional Conduct Committee How to avoid complaints

Misuse of title

We carried out 476 investigations into misuse of the title “architect” during 2012, an increase of 85% over 2011. The majority of these were raised by architects and involved the use of the title “architect” on the internet. In most instances, we were able to resolve them with the offending firm or individual once we made them fully aware of the law. A significant source of the problem is that architectural companies, increasingly aware of the importance of effective search engine optimisation, embed terms such as “cheap architect” within their websites. The problem is further compounded because these companies use external website developers, who often have no understanding of the restrictions surrounding the title “architect”, to build and design websites on their behalf.

During 2012, the Board reviewed its policy on title regulation to provide greater clarity to its approach, finally approving it in February 2013. The policy is available on our [website](#), and sets out two criteria for pursuing a prosecution in the magistrates’ courts: there must be sufficient evidence, and it must be in the public interest to bring a prosecution. In all other instances, we try to secure cooperation to cease using the title improperly through correspondence.

However, in those instances which are too serious or too persistent to be resolved through correspondence, we will consider prosecution. 2012 saw six such cases successfully prosecuted in the magistrates’ courts. Five of the prosecutions were for directly using the term “architect” on a website or in promotional material. The other related to the firm being found guilty of misusing the title in their internet *meta-tags* – the hidden computer code that internet search engines use to classify websites. Such a finding was particularly important as there has been an unprecedented increase in the mislisting of non-architects by search engines, particularly Google. This finding gives judicial backing to ARB’s view that using the internet in this way amounts to a misuse of title, and is a powerful public message to those non-architects who believe that such actions can be immune from legal action.

Consumer protection



Consumer protection is a cornerstone of ARB’s role, and regulating use of the title “architect” is an important aspect that we must take into account in delivering this role. With the proliferation of websites advertising architectural services, regulating how the title is used has become more and more difficult for us. We have therefore had to be more imaginative about how we can discharge our responsibility in this area.

One of the ways we seek to achieve this is our attendance at consumer shows, mentioned elsewhere in this report. This is where we have the opportunity to meet with the public on a one-to-one basis both to alert them to the Architects’ Register and explain to them that the title “architect” is a protected one that can only be used by people who are on the Architects’ Register. We know from the research we have undertaken at these shows that by far the biggest majority of consumers would look for an architect on the internet. In the interests of increasing consumer confidence in the profession, it is important that we do as much as we can to help consumers find a genuine architect when they are searching online. By increasing consumer awareness of the Register, this will begin to have a greater impact on regulating the title than the old-style monitoring process. Both have their place, but as our research shows, internet searches are by

far the most favoured approach and it is this aspect that we are focusing on and developing. We have therefore enhanced our online Register by expanding the search options and creating an individual webpage register entry for every architect where they can add their contact details to allow clients and potential clients contact them quickly and easily.

We have, throughout the year, been encouraging architects to add their contact details (phone and fax numbers, and email and website addresses) to their personal register entry. Not only does this help architects to differentiate themselves from unregistered practices and individuals working in the market, but more importantly, it also means that members of the public can make contact with an architect direct from the webpage, leaving it less likely

that they will browse other websites or search engines where unregistered individuals may be unlawfully advertising their services as architects. To further demonstrate their registered status to clients and potential clients, architects can also [download a copy of ARB's logo](#) to use on their websites and business stationery to highlight their registered status.

Investigating complaints



In 2012, and following a period of public consultation, the Board decided to change the way that complaints were investigated. Since its establishment in 1997, ARB's investigation of complaints had been conducted by a committee – the Investigations Committee – made up of one architect and two lay Board members. In response to concerns about increasing levels of work and meeting timescales for decisions, the membership was expanded in 2011 by the appointment of two external investigators, one lay and one architect. Increasing the number on the Committee helped to reduce the time taken to reach decisions in the short term, but the conflicting time commitments of the Board members on the Committee meant that the Committee was once again failing to meet its target timescales.

The Board recognises that complaints investigation is one of its highest profile activities and failing to deal effectively with the workload is one of the key risks that the Board faces. Only 41% of decisions by the Investigations Committee were made within agreed timescale of 12 weeks, and while this was an improvement from the figure in 2011, more was needed to resolve the issue.

In seeking a solution for reducing the time taken to investigate a complaint, the Board decided to remove Board members from the process of investigating complaints about architects and give the responsibility for this work to a pool of investigators. This pool would comprise both architect and lay members, who were all specifically experienced and skilled in this type of work. An open recruitment exercise was initiated, and we were encouraged by the large number of architects – over 500 – who expressed an interest in becoming involved in this area of our work. At the end of the exercise, we were able to appoint four lay members and three architect members, ready to take up their positions when the new investigations structure came into being on 1 January 2013.

The number of decisions being made at investigation stage is on a general increase for ARB, just as it is for all professional regulators. It is therefore important to have a structure in place that minimises any delays in investigating allegations of unacceptable professional conduct or serious professional incompetence, both in the interests of justice and because of the ongoing impact it has on the architect and complainant involved.

Professional Conduct Committee

When a complaint is referred to the PCC there is a full public hearing. The PCC sits in panels of three, and the Chair is a solicitor nominated by the Law Society. After listening to the representations of both parties, the PCC will weigh the evidence carefully before deciding whether the architect behaved in the way being claimed and whether this behaviour could be considered serious enough to amount to unacceptable professional conduct or serious professional incompetence, or both. The Committee can dismiss the case if it believes that the allegations have not been proved or, after considering any mitigation put forward by the architect, it can impose one of four penalties if it finds the architect guilty. These penalties are laid down in the Architects Act and are:

- a formal warning (a reprimand)
- a fine
- a suspension
- erasure of the architect's name from the Register.

In line with Section 15(4) of the Architects Act and in keeping with the principles of transparency, we will usually issue a press release in a guilty finding and publish this, along with a transcript of the decision, on our website. However, if an architect is found "not guilty" by the Committee, we would only issue a press release at the express request of the architect concerned. We would not otherwise give any publicity to such a case. This is covered in Section 15(5) of the Act.

How to avoid complaints

Most complaints we receive about architects centre around the same few issues that are, in fact, relatively easy to avoid. Dealing with complaints, both directly from a client or through ARB, can be a drain on the resources of any practice, and while the following suggestions can never guarantee the complete avoidance of disputes, they may well go some way to reducing the risk of problems arising.

1. Give proper terms of engagement

The cornerstone to any project is adequate terms of appointment. Missing or inadequate terms are by far and away the most common complaint ARB deals with about architects, and it also makes collecting fees from non-paying clients problematic. At the very minimum, your practice should have a standard letter to give to all clients – even those with whom you have worked before – setting out the basics of the project, such as how it will be paid for and who will do the work. By putting down in writing what is to be expected from all the parties involved in a project, you are ensuring that the scope for disputes to arise is greatly reduced.

2. Choose your work carefully

The prospect of turning work away might be a surprising notion, but embarking on a project which you cannot properly resource is a false economy. Are your fees at an appropriate rate that you can commit sufficient time to the job? Does the client have unrealistic expectations as to what can be achieved on the budget? Does the client have a history of non-payment? All of these might be good reasons to decline work, as dealing with an unhappy client will have a disproportionately damaging effect on your business.

3. Manage your client's expectations

Don't assume that your client will know what you know, especially if you are dealing with a domestic project. For example, many clients will not know that you cannot guarantee planning permission; the difference between planning drawings and construction drawings; or that architects do not supervise contractors – unless you tell them beforehand.

4. Manage your conflicts

Conflicts of interest, whether they are real or merely perceived, are often a source of complaint, particularly when a project is going wrong. These can be managed by declaring any areas that may give rise to suspicion at the outset – most commonly where you have an existing relationship with a contractor. If you are offering both architectural and contracting services, it is vital that you explain in writing the natural conflict of interest that will occur.

5. Communicate

The key to avoiding disputes arising as a project progresses is effective, two-way communication. Understand and acknowledge the brief: too often, architect and client assume that they are working to the same parameters when in practice they are not. A good place to start is with three questions:

What do you want?

When do you need it?

How much can you pay for it?

As the contract progresses, be sure to let your client know of any unforeseen changes to cost or schedule. An informed client is often a happy client.

6. Delegating responsibility

It is understandable that many practices will delegate certain tasks on a project to non-architects. If this is the case, then you should explain to your client the reasons why this is a proportionate measure to take. It is also important that you remember that delegating the task will not delegate your responsibility for it. Non-architects should be properly supervised in accordance with their own abilities and experience.

7. Professional indemnity insurance

It is not only vital to have appropriate cover for your work, but that you use it appropriately. Remember that PI cover is there for your benefit, so in the event of a dispute notify your broker early and ask what assistance your insurers might offer you in finding a resolution.

8. Deal with complaints before they become disputes

Most complaints can easily be dealt with before they become entrenched disputes, by acknowledging your client's concern and by indicating that you take it seriously. It is never pleasant to receive a complaint about your work – especially when you think that it might be an unjustified criticism – but it is a fact of professional life that grievances will be raised on occasion. Have a written complaints procedure and use it; it will help to avoid any personal antipathy from aggravating the situation. If possible, have a colleague review the complaint to give you an objective assessment of the position. Always inform your professional indemnity insurers and let clients know if there will be a delay in your response because you are taking advice.

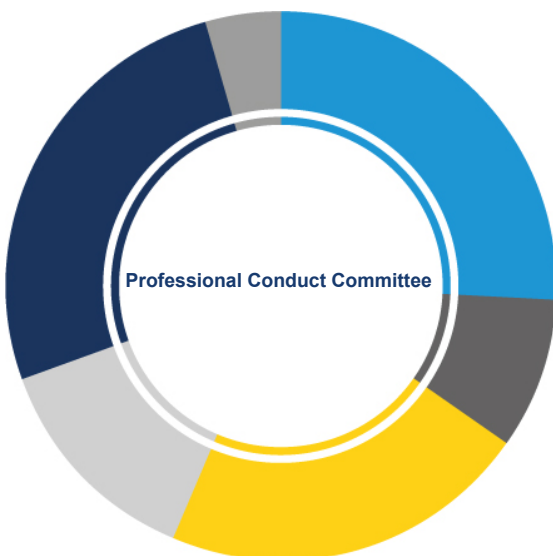
Complaints 2012: facts and figures

(2011 figures in brackets)



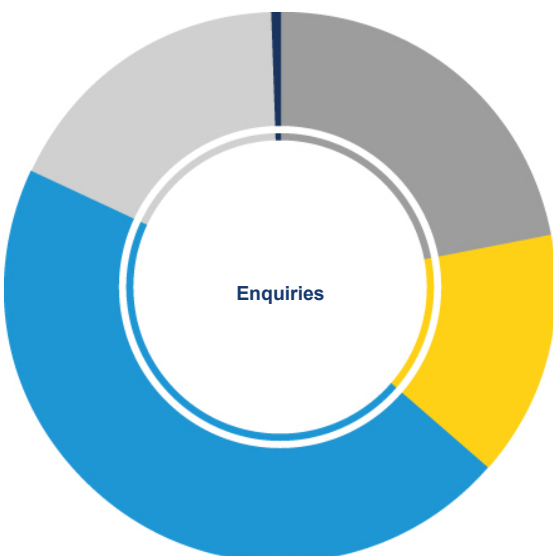
- No Further Action
25 (15)
- Cautionary Advice
28 (22)
- Refer to Professional Conduct Committee
27 (18)

Total number of decisions:
80 (55)



- Reprimand
6 (5)
- Penalty Order
6 (9)
- Suspension
5 (2)
- Erasure
3 (0)
- Not guilty
2 (0)
- No sanction
1 (0)

Total number of decisions:
23 (16)



- Title
476 (348)
- Company formations
307 (313)
- Potential complaints
984 (658)
- PII
376 (238)
- Other
7 (81)

Total number of enquiries:
2150 (1638)

The figures for enquiries show a minor variance on previous years, although the variances are not material. We are working to improve our data capture to eliminate these variances.

OUR PERFORMANCE IN 2012

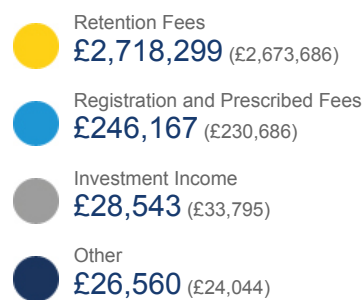
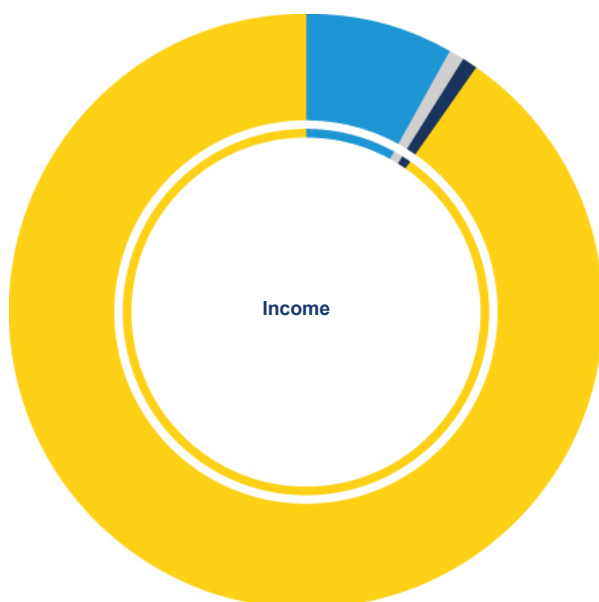
Accountability

Income and expenditure

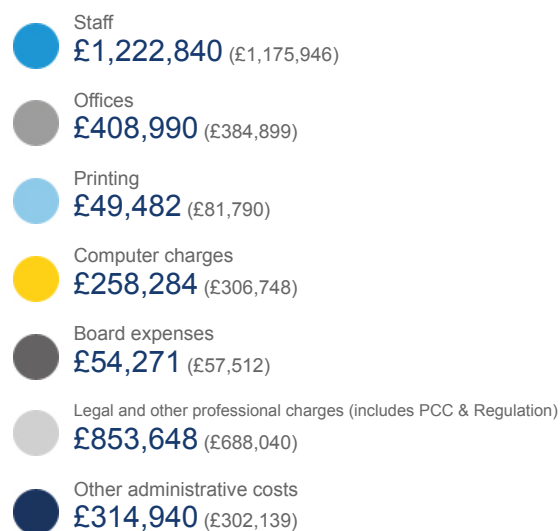
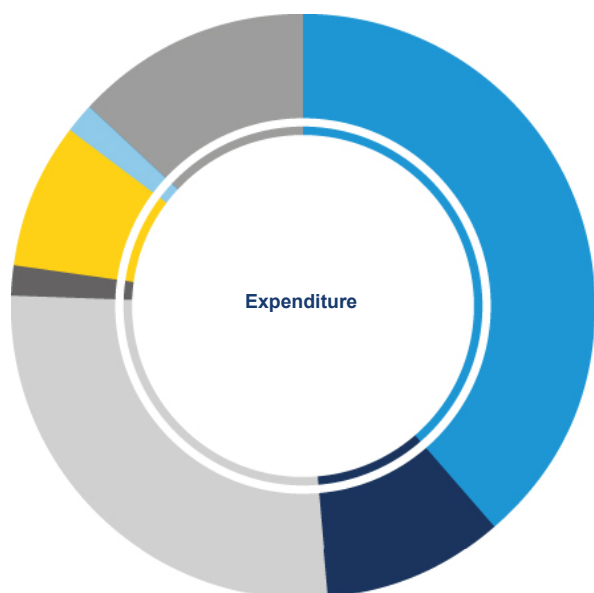
Board members

Annual report and financial statements 2012

Income and expenditure



Total income:
£3,019,569 (£2,962,329)



Total expenditure:
£3,162,455 (£2,997,074)

NB. The category "Board expenses" includes the cost of Board days only; other committees' costs are included within the category of "other administrative costs".

2011 figures in brackets

Board members

2012 was an architect election year, and so the composition of the Board changed with effect from 1 April 2012 when the new Board members took their places. A new lay member was appointed by the Privy Council, and he also took up his place on 1 April 2012.

Board members – January to March 2012

Beatrice Fraenkel (Chair); Ruth Brennan*; Colin Brock; Peter Coe; Alex Galloway; Gordon Gibb (Vice Chair); Agnes Grunwald-Spier; Alan Jago; David Jones; Myra Kinghorn; Sarah Lupton; Andrew Mortimer; George Oldham*; Neil Watts; Bernard Wyld

*Resigned February 2012

Board members – April to December 2012

Beatrice Fraenkel (Chair); John Assael; Ruth Brennan; Peter Coe; Hans Eisner; Alex Galloway; Agnes Grunwald-Spier; Alan Jago; Myra Kinghorn; Andrew Mortimer; Richard Parnaby (Vice Chair); Arun Singh; Susan Ware; Neil Watts; Alex Wright

Meetings attended by Board members in 2012

Board Member	Board Meetings	Additional Board Days	Prescription Committee	Remuneration Committee	Audit Committee	Investigations Committee	Other Meetings/ Attendance	Total Meetings Attended
John Assael	(5) 5	1	(4) 3				2	11
Ruth Brennan	(5) 5	1	(3) 2		(2) 2		4	13
Colin Brock	(1) 1				(1) 1			2
Peter Coe (Board delegate on European issues)	(6) 6	1	(4) 3				3	13
Hans Eisner	(5) 5	1					3	9
Beatrice Fraenkel (Chair)	(6) 6	1	1	(2) 2			29	39
Alex Galloway (Chair of IC)	(6) 5	1				(5) 5	1	12
Gordon Gibb (Vice Chair to Mar 2012)	(1) 1		(3) 2					3
Agnes Grunwald-Spier	(6) 6	1			(2) 2	(2) 2		11
Alan Jago	(6) 6	1	(8) 8	(2) 2			4	21
David Jones (Chair of Prescription Committee)	(1) 1		(3) 3					4
Myra Kinghorn (Chair of Audit Committee)	(6) 5	1			(3) 3		1	10

Sarah Lupton (Board delegate on European issues)	(1) 1				(1) 1	1	3
Andrew Mortimer	(6) 5	1			(2) 2	2	10
George Oldham	(0) 0					1	1
Richard Parnaby (Vice Chair from Apr 2012)	(5) 4	1	(4) 3			3	11
Arun Singh	(5) 5	1			(3) 3	4	13
Susan Ware	(5) 5	1	(4) 4	(2) 2		1	13
Neil Watts	(6) 6	1	(8) 8		(1) 1	1	17
Alex Wright	(5) 5	1			(3) 2	6	14
Bernard Wyld	(1) 1		(3) 3				4

Where a column is blank, the Board member is not a member of that Committee.

Summary of expenses and allowances claimed

Board Member	Attendance Allowance	Reading	Train/Tube	Air	Car	Taxi	Other	Hotel	Subsistence	Total
	£	£	£	£	£	£	£	£	£	£
John Assael	2,000.00	-	-	-	58.50	-	-	-	-	2,058.50
Ruth Brennan	3,250.00	475.00	1,045.70	-	86.00	4.80	-	169.20	67.47	5,098.17
Colin Brock	500.00	-	-	-	-	-	-	-	-	500.00
Peter Coe	3,000.00	100.00	147.79	-	-	48.59	-	154.59	2.69	3,453.66
Hans Eisner	2,250.00	-	677.84	-	-	107.90	-	338.40	42.00	3,416.14
Beatrice Fraenkel	7,006.17	-	2,469.00	61.45	156.80	323.40	-	1,790.40	221.13	12,028.35
Alex Galloway	2,875.00	6,925.00	-	-	-	-	-	-	-	9,800.00
Gordon Gibb	750.00	1,050.00	922.80	-	-	33.80	551.32	-	-	3,307.92
Agnes Grunwald Spier	2,750.00	1,662.50	72.00	-	288.00	28.00	14.00	-	-	4,814.50
Alan Jago	4,500.00	1,375.00	329.00	-	-	-	-	169.20	20.00	6,393.20
David Jones	1,000.00	600.00	-	-	-	-	-	-	-	1,600.00
Myra Kinghorn	2,000.00	-	28.40	-	-	64.00	-	-	-	2,092.40
Sarah Lupton	650.00	2,900.00	-	-	-	25.00	715.00	-	-	4,290.00
Andrew Mortimer	2,100.00	-	82.30	-	-	-	-	-	-	2,182.30
George Oldham	250.00	-	80.45	-	-	-	-	153.20	-	483.65
Richard Parnaby	2,500.00	-	910.70	-	-	-	-	338.40	-	3,749.10
Arun Singh	2,400.00	1,715.00	42.30	-	-	26.00	-	-	-	4,183.30
Susan Ware	2,125.00	-	-	-	-	-	-	-	-	2,125.00
Neil Watts	3,875.00	7,200.00	878.35	-	147.90	-	-	270.0	11.35	12,382.68

Alex Wright	3,500.00	8,755.00	1,306.00	-	18.00	39.00	-	338.40	109.25	14,065.65
Bernard Wyld	1,000.00	450.00	119.65	-	-	-	-	-	-	1,569.65
Total	50,281.17	33,207.50	9,112.28	61.45	755.20	700.49	1,280.32	3,721.87	473.89	99,594.16

Board members are paid £250 a day or part thereof for time spent on Board business, Please note that more than one meeting may occur during a day, in which case, the amount charged will not reflect the number of meetings. Please also note that some members do not charge the full daily rate for meetings.

Registrar's Expenses 2012

Taxi £	Rail £	Air £	Bus £	Car Travel £	Hotel £	Meals £
267.88	452.90	257.15	0.00	0.00	554.19	206.73

Annual report and financial statements 2012

Please [click here](#) to download a copy of the Financial Statements 2012 in pdf format.

