

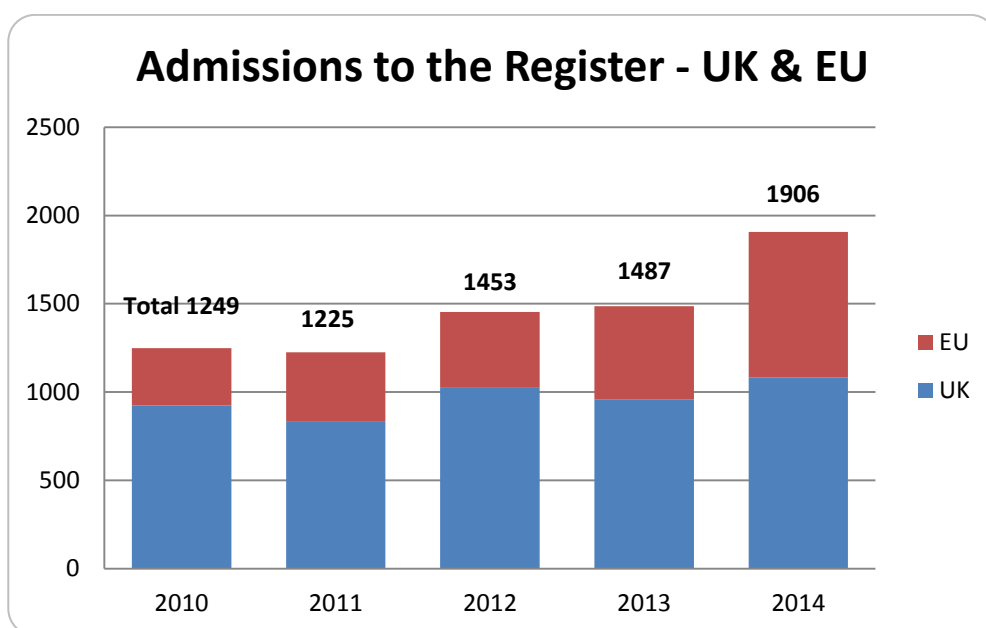
Report on Statistics and Trends

1. Maintain the Quality of the Register

1.1 Admissions

The graph below illustrates that during 2014, there were 1,906 new admissions to the Register, an increase of 27% from 2013.

Of the 1,906 new admissions in 2014, 1,082 (57%) applications were made through the UK routes to registration, including those who qualified over 2 years ago. The remaining 824 applications were made through all EU routes¹ (43%). In comparison, in 2013 there were 974 (64%) UK route applications and 530 (36%) EU route applications.



1.2 UK Applications

Despite the increase in the number of applications, 2014 saw the average time taken to process a UK application decrease from 11.9 days in 2013 to 9 days in 2014.

91% of UK applications were processed within the 15 day target timescale in 2014, compared with 96% in 2013 within 30 working days.

The Board is asked to note that there may be times during the year when these revised targets are difficult to achieve, due to the pressure of the annual retention fee collection and the sheer volume of reinstatement applications, particularly after architects are removed for failing to pay their retention fee.

¹ Including those applying through the equivalence route

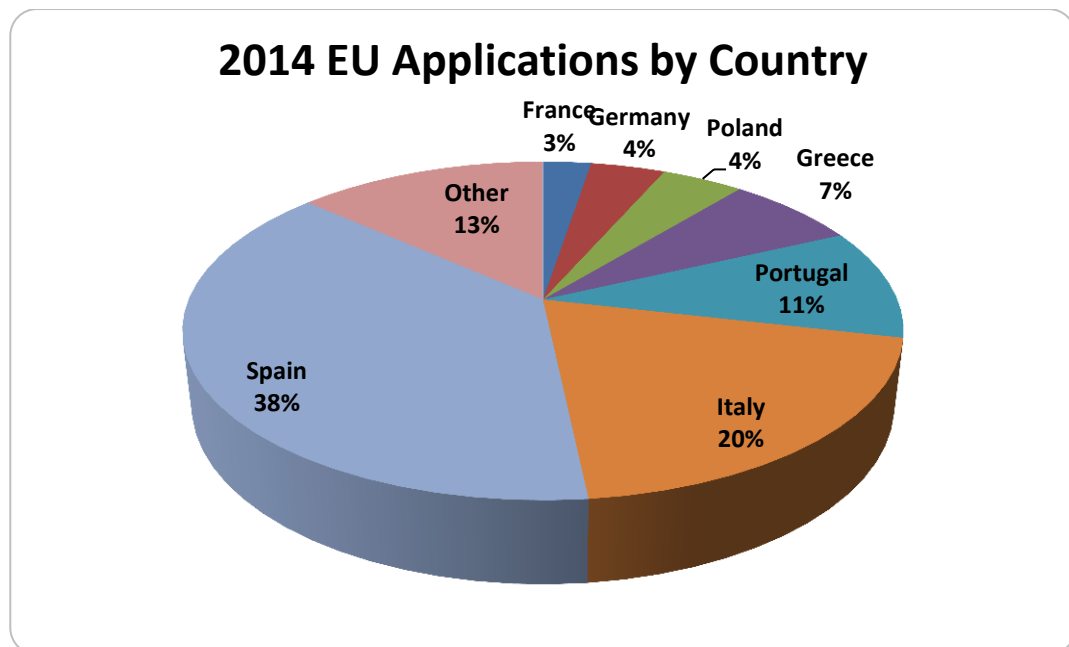
1.3 European Applications

During 2014, ARB processed 776 EU applications through the automatic EU route to registration, compared to 492 in 2013, an increase of 284 (57%) applications. The remaining 48 were processed via all other EU routes.

82% of applications were processed within the 15 day target, compared to 88% within 30 working days in 2013.

EU applications frequently involve a significant amount of external interaction with other competent authorities, sometimes resulting in long delays while information is sought either from ARB's counterparts in other member states or from applicants themselves.

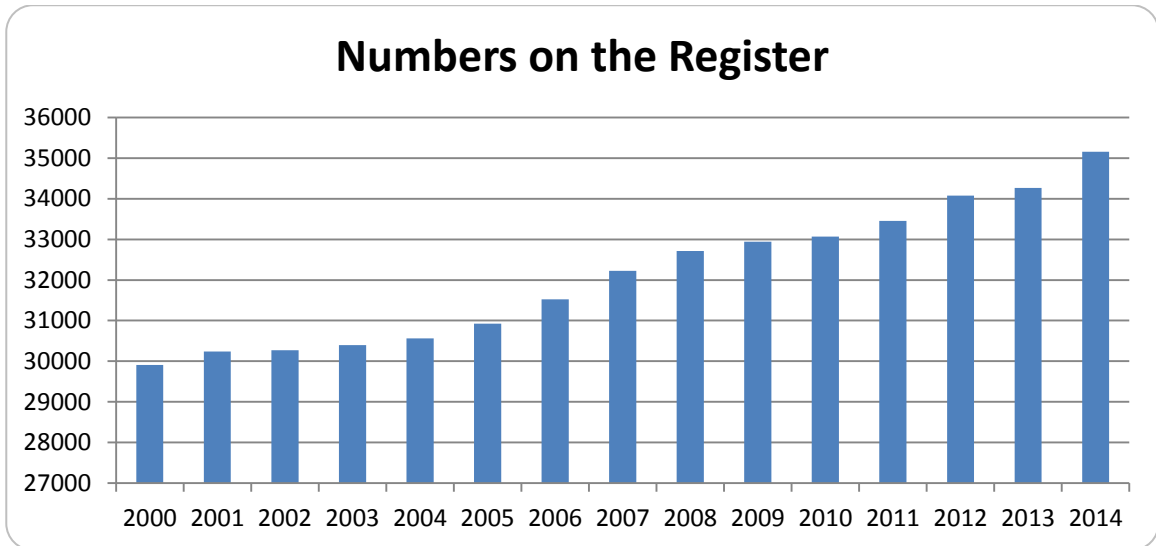
The graph below illustrates the number of applications from each country during 2014.



1.4 The Register

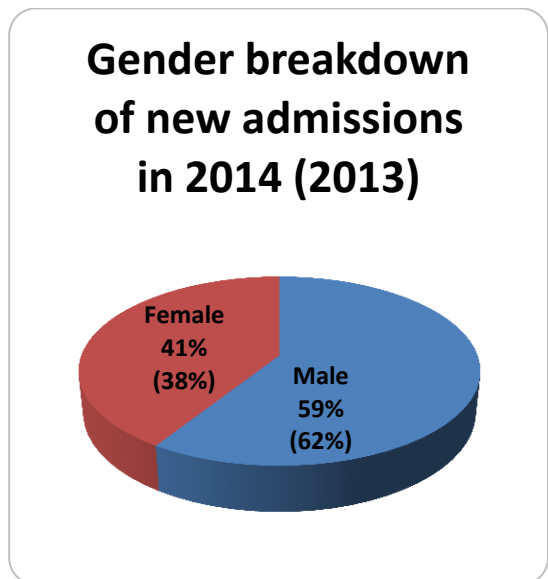
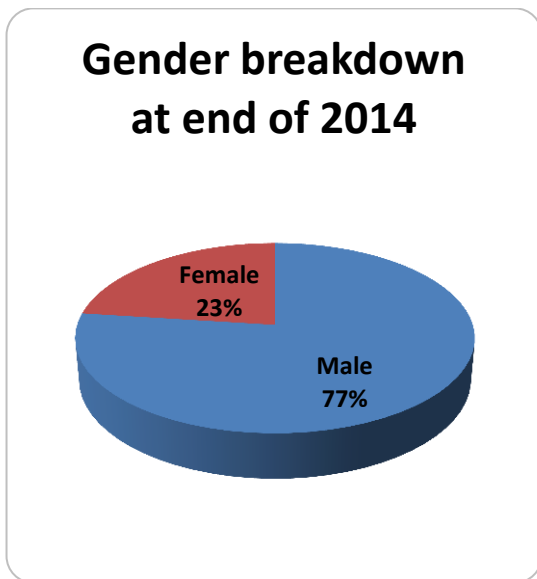
At the end of December 2014, there were 35,157 architects on the Register, compared with 34,266 at the end of 2013, an overall increase of 2.6%.

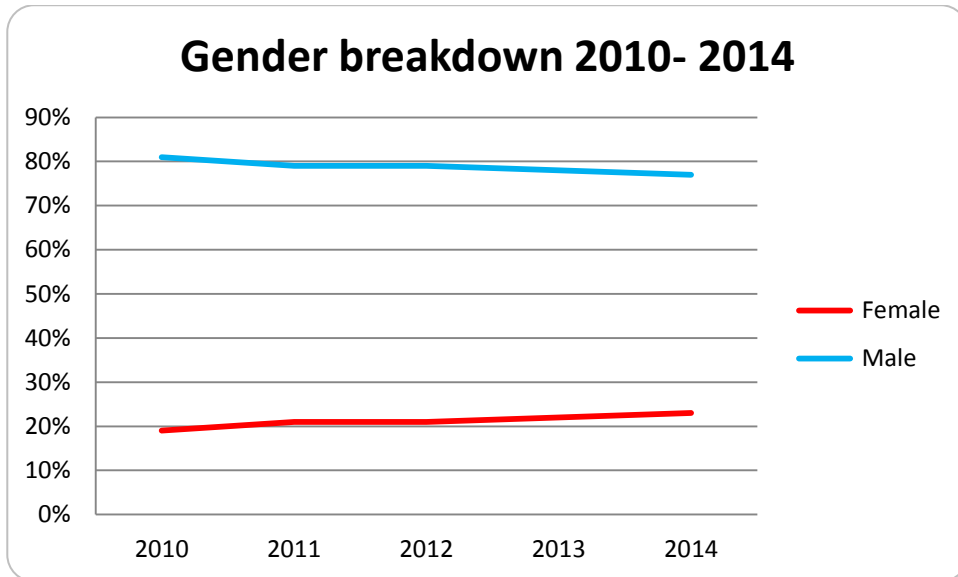
[Please note that due to the timing of the fee collection, resignations and removals from the Register are occurring daily. This may impact on the overall year-end figures.] The graph below illustrates the long term growth of the Register.



1.5 Gender Breakdown

Of the 35,157 on the Register at the end of December 2014, 23.2% (22% in 2013) were female and 76.7% (78%) were male. The percentage of female architects continues to grow slowly through new admissions to the Register.

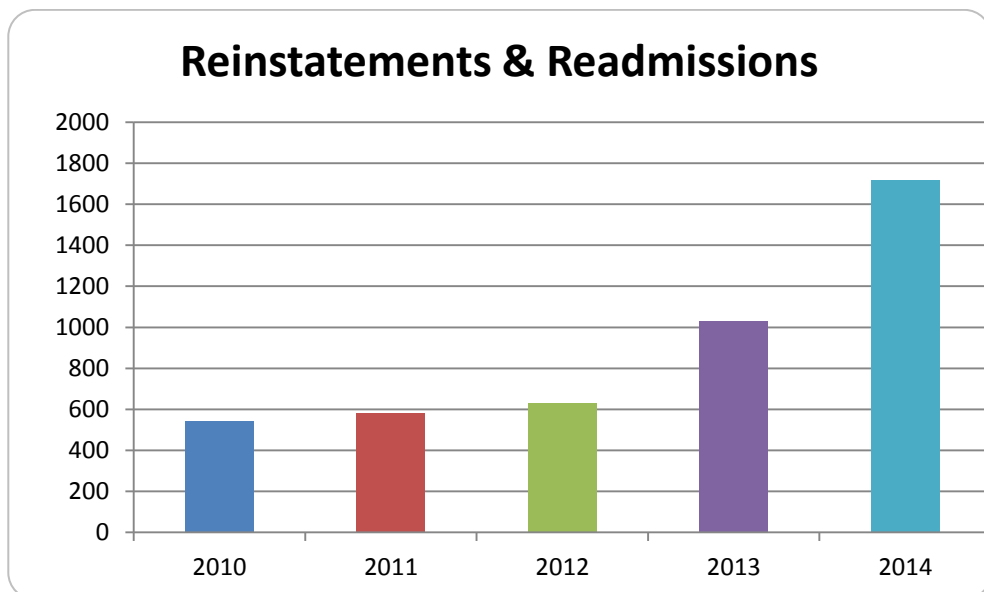




A more detailed report on the breakdown and diversity of the Register will be provided to the Board in a dedicated annual report in July.

1.6 Rejoining the Register

There were 1718 reinstatements and readmissions to the Register in 2014 (including 55 competency standards applications). This compares with 1031 reinstatements and readmissions to the Register in 2013 (including 61 competency standards applications). The increase in the number of reinstatements to the Register reflects the higher number removed for non-payment of the 2014 fee.

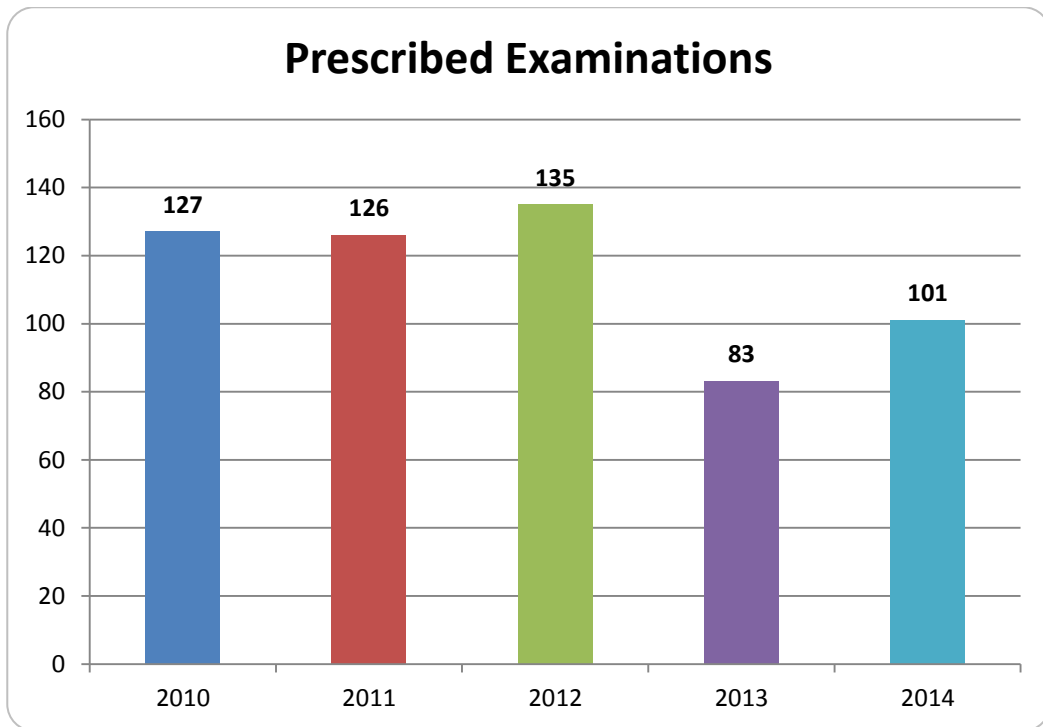


The performance target for processing reinstatements and readmissions (re-joining within 2 years) is 5 working days. Of the 1663 non competency standards applications processed, 74% of applications met the performance target, with an average processing time of 5 days. In 2013 of the 970 applications processed, 88% of applications met the performance target, with an average processing time of 6.1 days. Although there was a considerable increase in the number of reinstatements received, careful management of the application process allowed the average working days to be reduced. Due to ongoing efficiencies through the online and back office systems the prescribed fee for 2014 was lowered from £40 to £30, and to £20 per application in 2015.

1.7 Prescribed Examinations

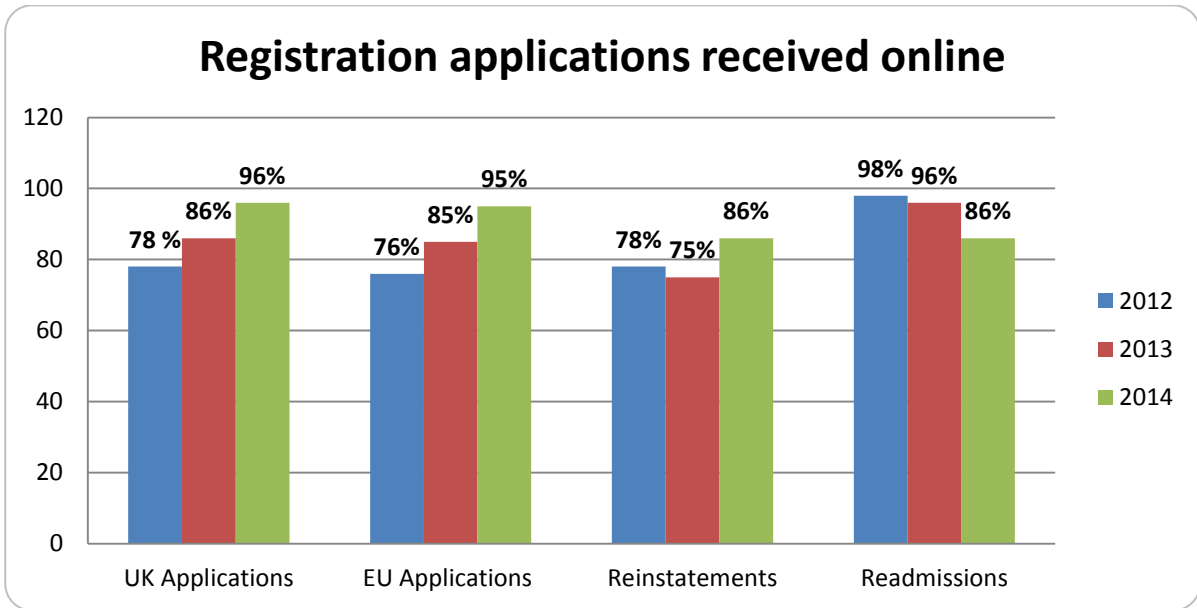
101 examinations were conducted in 2014. The overall pass rate for 2014 was 57%, compared to 55% in 2013 and 59% in 2012.

In 2014, 73 examinations were undertaken at Part 1, and 28 at Part 2. There were two appeals - both of which were referred to the Chair of Prescription Committee in line with the requirements of the procedure. One was disallowed by the Chair, and the other was upheld by the Appeals Group following careful consideration.



1.8 Online Registration Statistics

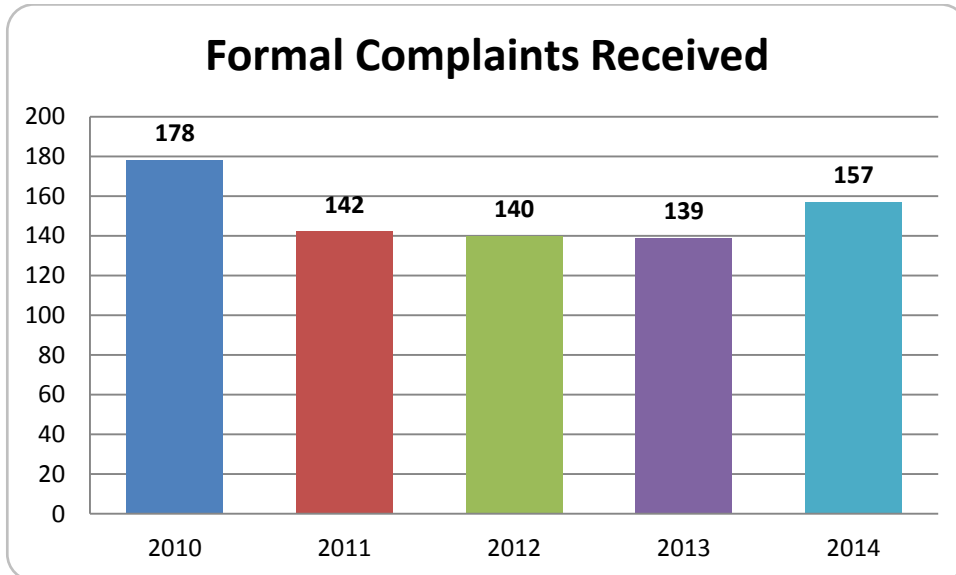
ARB’s online application system went live in April 2012 and provides an online portal for all types of registration applications. Ongoing improvements have been made to the system to increase efficiency and respond to user feedback. In 2014 85% of all applications for registration were received online, an annual increase of 5%. The graph below illustrates the percentage of applications received online for each type of entry to the Register. [The 2012 figures are from April 2012]



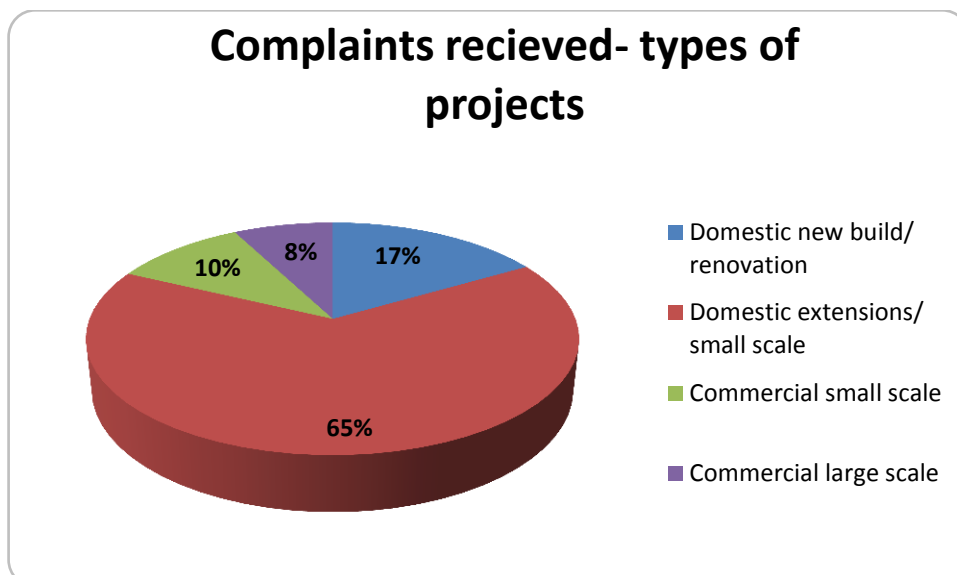
The introduction of the online systems has enabled the streamlining of the application process internally, leading to reduced targets in all application areas. For example, for UK applications the KPI was revised from 30 working days to 15 working days. Further efficiencies planned for 2015.

2. Maintaining the Standards of Conduct and Practice of Architects

2.1 Complaints and Performance Indicators

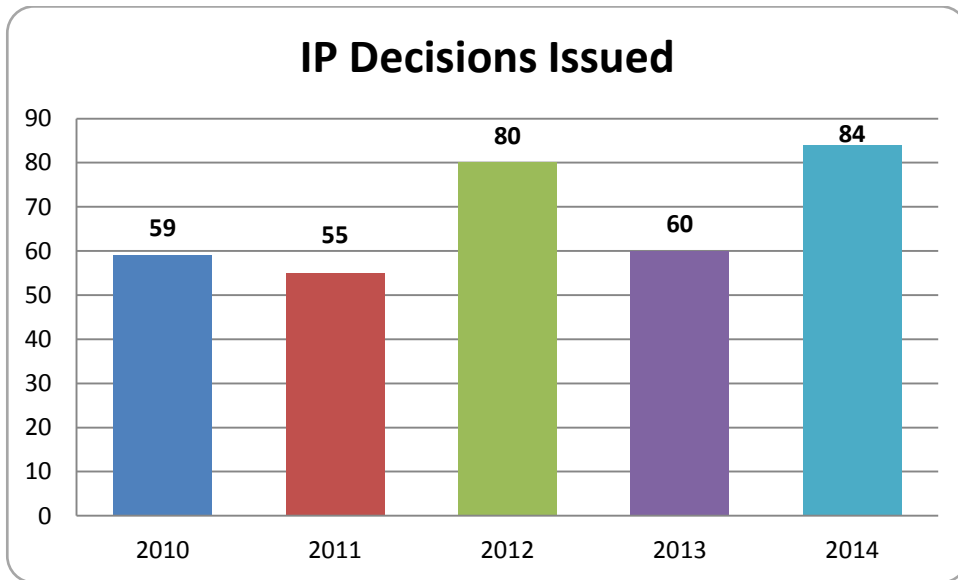


It took an average of 7.6 weeks for the office to either refer a case to the Investigations Panel or to close the case in the office. A triage system is operated to ensure that only appropriate cases are referred for further investigations. The target is 16 weeks from the date the complaint is received, which was met in 86% of cases in 2014 (61% in 2013).



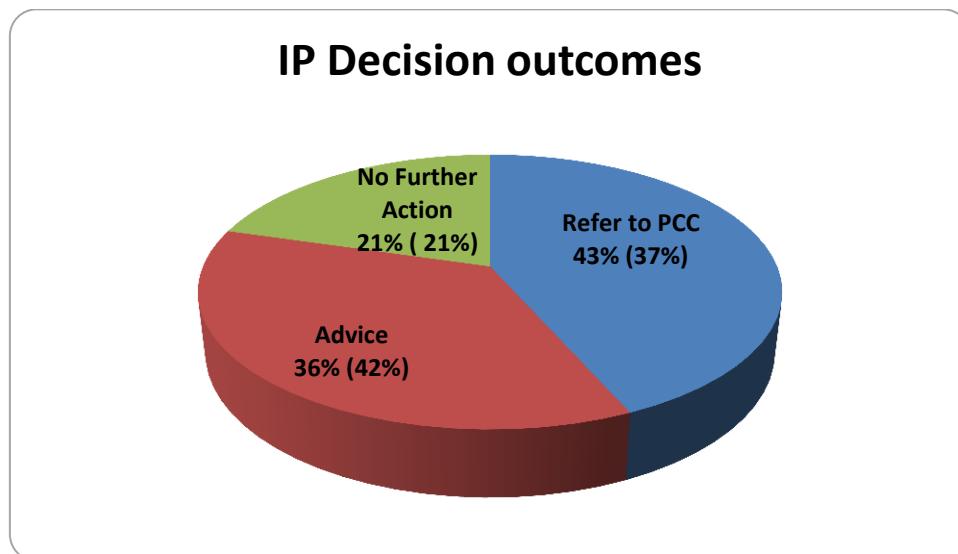
In 2014 ARB began to collect more information about the nature of complaints made, so that a risk profile could be accurately built and, in future, acted upon. As this collection continues a clearer picture will emerge of the type, location and nature of projects most susceptible to generating issues of competence and conduct. This will allow ARB to consider what steps might be taken to mitigate those risks.

2.2 Investigations Panel (IP) Decisions and Performance Indicators



The IP took an average of 11.6 weeks to reach a decision in 2014, identical to its performance in 2013. 73% of decisions were reached within the 12 week target; an improvement from 69% in 2013. There is no ‘stop-the-clock’ provision to ARB investigations, so this stage in the proceedings is vulnerable to third-party delays.

All areas of ARB’s disciplinary processes are to be reviewed in 2015, to ensure that the systems and procedures in place are proportionate and fit for purpose.



There were no judicial reviews of the Investigations Panels' decisions and five applications for a Third Party Review (further information can be found at Section 4 of this report). One decision to refer an architect to the PCC subsequently resulted in a finding of no case to answer at the hearing.

Seven decisions to refer an architect to the PCC were referred back to the Investigations Panel by ARB's solicitor for reconsideration (the number was two in 2013). This is done where there are new evidential matters or points of law that the solicitor believes the Investigations Panel should consider before its decision is finalised. Of those seven cases, four were subsequently changed to decisions of Advice or No Further Action, and three proceeded to the PCC.

2.3 Inquirers

One Inquirer was appointed at the end of 2014 with the appointment continuing in 2015, further details will be provided in the mid-year report.

2.4 ARB Solicitors

ARB engages four firms of solicitors to prepare and present cases to the Professional Conduct Committee. The solicitor has 12 weeks in which to prepare a report to the PCC. On average it took 11 weeks to prepare a report, and 88% of cases met the 12 week target (compared with 84% in 2013).

2.5 Third Party Review

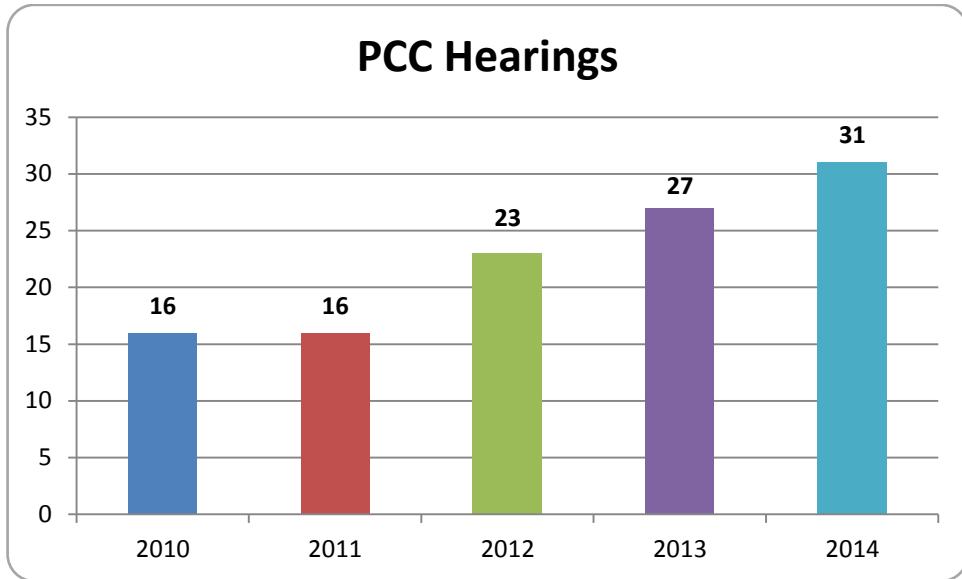
Third Party Review considers certain Board/ Committee/ Panel procedures that do not have a statutory appeal to the courts. Third Party Review does not revisit the original decision, but looks at whether the process was properly and correctly followed. ARB recruited a further Independent Reviewer at the start of 2014 following the resignation of the second Reviewer in 2012. While the workload is relatively low, it is nevertheless an important appointment in case one Independent Reviewer is unavailable or has a conflict of interest.

A total of five applications for Third Party Review were received in 2014, of which one was rejected by the Registrar on the basis that the application was received out of time, did not identify any procedural flaws, and had already been reviewed twice before on the application of the other party. This compares with the total of nine applications received in 2013 (of which seven were accepted).

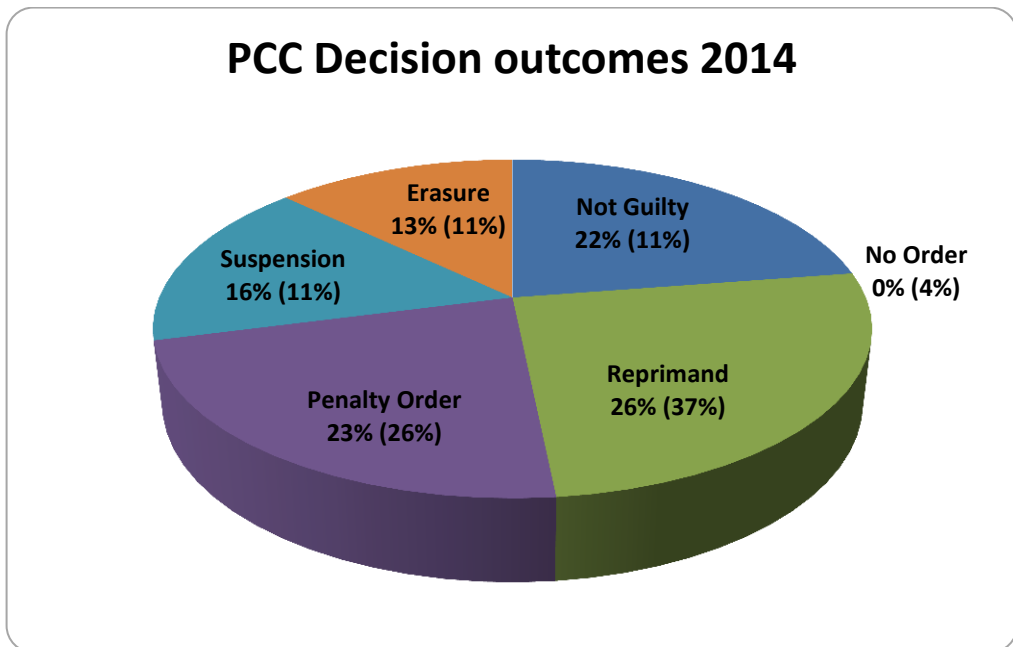
The Third Party Reviewers submit their own independent report to the Board annually.

2.6 Professional Conduct Committee

In 2014 the PCC held 31 hearings, a 15% increase on the number of cases heard in 2013.



Of the 31 individual cases heard by the PCC in 2014, 24 architects were found guilty of unacceptable professional conduct and/or serious professional incompetence. Seven architects were found not guilty.



There was one appeal against a decision made by the Professional Conduct Committee. The High Court dismissed the appeal on all grounds and confirmed the finding of unacceptable professional conduct and accompanying reprimand, awarding ARB costs in the case.

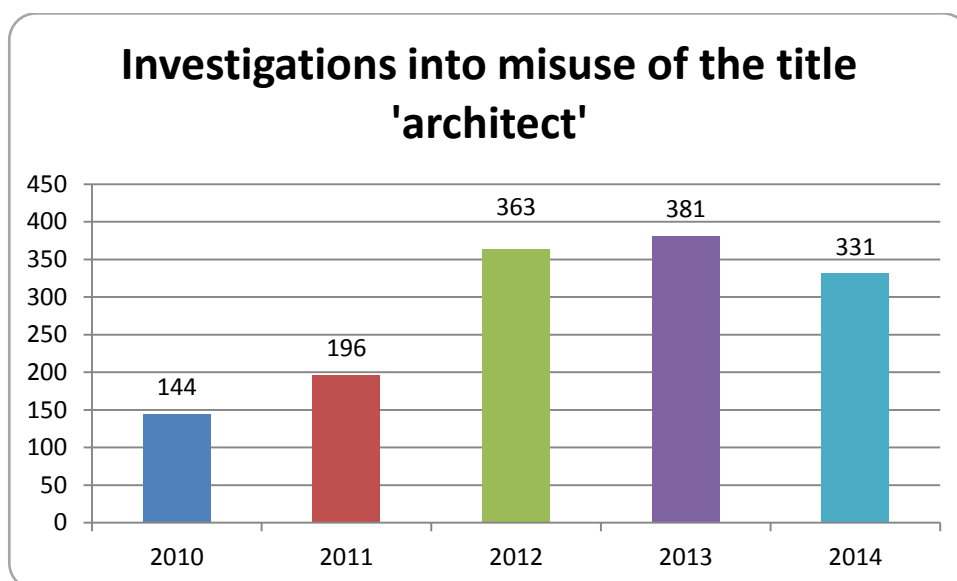
In 2014, the average cost of a Professional Conduct Committee hearing (which includes the preparation of the legal case and advocacy, cost of venue hire, and PCC member and witness/expert attendance) was approximately £18,800; a reduction on last year's £20,000 per case with further reductions expected going forward.

It is hoped that the introduction of PCC Consent Orders will reduce the number of cases requiring a full hearing, and that a revised approach to the presentation of cases will result in shorter hearings. Both should have a positive impact on the costs involved in regulating the profession.

A more detailed report on the work of the Professional Conduct Committee will be presented by its new Chair, Julian Weinberg, at the May 2015 Board meeting.

3. Assisting the Public to make Informed Choices

3.1 Regulation of title and performance indicators



The target for either referring a case to the Board's Solicitor or to closing it is 16 weeks. This target will be kept under review in 2015 to ensure that it is proportionate. 90% of cases met this target in 2014, compared to 92% in 2013.

There were two prosecutions completed in 2014, both defendants were successfully convicted of breaching Section 20 Architects Act 1997. The average fine imposed by the Magistrates' Courts for prosecutions was £2,000, with an average of a further £3,000 being awarded to ARB in costs.

Of the misuse of title investigations concluded in 2014, 28% of complaints originated from members of the public - with the remainder originating from architects, professional bodies, or from ARB initiating its own investigations.

3.2 Use of the Register (www.architects-register.org.uk)

There has been a steady increase in the number of annual visitors to the online Register of Architects in 2014, with unique visits rising by 20% to almost 230,000.

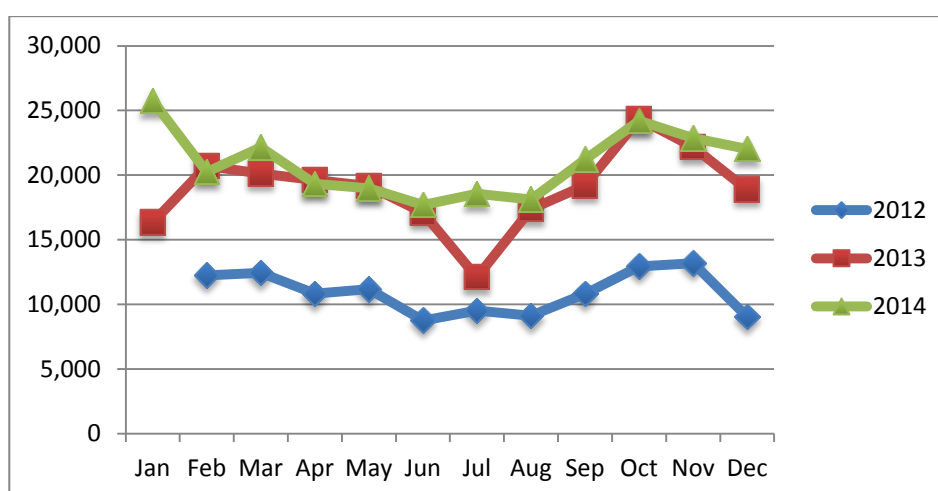
There were 341,750 individual searches of the Register, a decrease of 7% from 2013. Nevertheless, at almost 1,000 searches a day the online Register remains an important tool in providing the public with information as to whether an individual is registered.

4. Communications

4.1 ARB website (www.arb.org.uk)

There were just over a quarter of a million unique visits to the ARB website during 2014, an increase of 10.5% from 2013.

The chart below shows the increase in visitors to the website in 2014. The substantial increase in visits between 2012 and 2013 is accounted for by the relaunch of the website in February 2013.



Internet traffic directed to the website and the online Register from Google is up by 26%, a notable statistic given Google's dominance as a search engine. This increase can be linked to a number of factors - including ARB's awareness raising activities and the creation of new webpages and metadata, as well as an increased number of stakeholders' sites linking to ARB.

Architects have been encouraged to use the ARB logo to promote their registered status in ARB's communications and through social media. As a result of this, visits to the logo download webpage have increased by 89% to over 3000 in 2014.

4.2 Social Media

Work on social media as a way of communicating with the public and the profession has continued throughout 2014, with a large increase in the audience being reached. One of the successes of social media has been to drive traffic to the website and the Register, with over 2,100 visitors referred to the website or the Register via this route.

Youtube videos explaining various matters from registration procedures to matters of professional practice have been developed, and they attracted almost 5,000 views in 2014.

The below table shows social media audience numbers as at the end of 2014 and the percentage increase this represents on the 2013 numbers.

| | As at end 2014 | % increase on 2013 numbers |
|---------------------------|----------------|----------------------------|
| Twitter followers | 1022 | 180% |
| LinkedIn followers | 935 | 196% |
| Facebook likes | 359 | 155% |
| Google+ followers | 36 | Began in 2014 |

Focus Groups have been used in order to gain valuable objective feedback as to how we can more effectively communicate with the public as to the work of ARB, and the importance of the Register of Architects.

4.3 Exhibitions

ARB exhibited at the Grand Designs Show and the National Homebuilding and Renovating Show, both of which were held at the NEC in Birmingham. The combined total of visitor numbers for both shows was over 90,000.

The objective of these events is to inform visitors about the online Register and the work of ARB. Hundreds of consumers were spoken to and the feedback was very positive, and an offer has been accepted to speak at the Homebuilding and Renovating Show in March 2015.

4.4 Publications

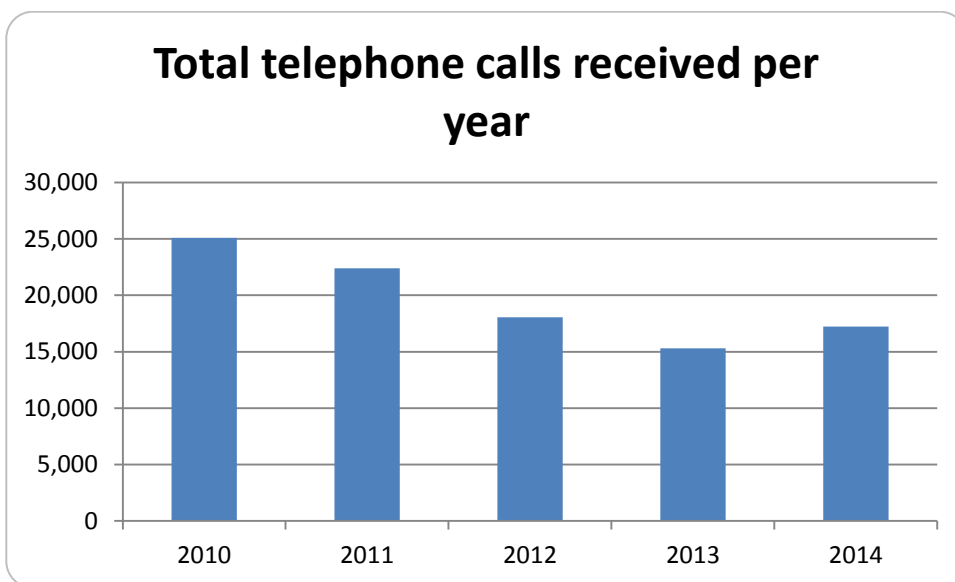
In 2014 ARB launched its new *Meeting your Architect* form at the Grand Designs Show, a public facing document aimed at informing those new to building projects about some of the important questions they will want to consider. The overall aim of such a document is to lessen the scope for miscommunication between architects and their clients, and so reduce the risk of complaints ensuing. Several hundred forms were distributed at the Show, and a further 900 downloaded from the ARB website between October and December 2014.

Nearly 2,000 people visited the 2013 Annual Report microsite, representing a 22% increase in visitor numbers compared to 2012. Page visits were up by 58% from the previous year.

ARB has also issued e-bulletins throughout the year, updating architects not only on the business and work of the Board, but advising them on matters of professional practice.

4.5 Telephone Calls

17,234 telephone calls were received in 2014, compared with 15,292 in 2013. People wishing to use ARB’s services are encouraged to use the online resources provided on the website, and while the long term reduction in calls illustrates ongoing success in this area, the high number of strike-offs at the start of the year generated a great deal of telephone traffic.



4.6 Online Chat Facility

In September 2012 an online facility was introduced as an alternative option for those wishing to contact ARB. In 2014 there were 918 queries, 3% less than in 2013.

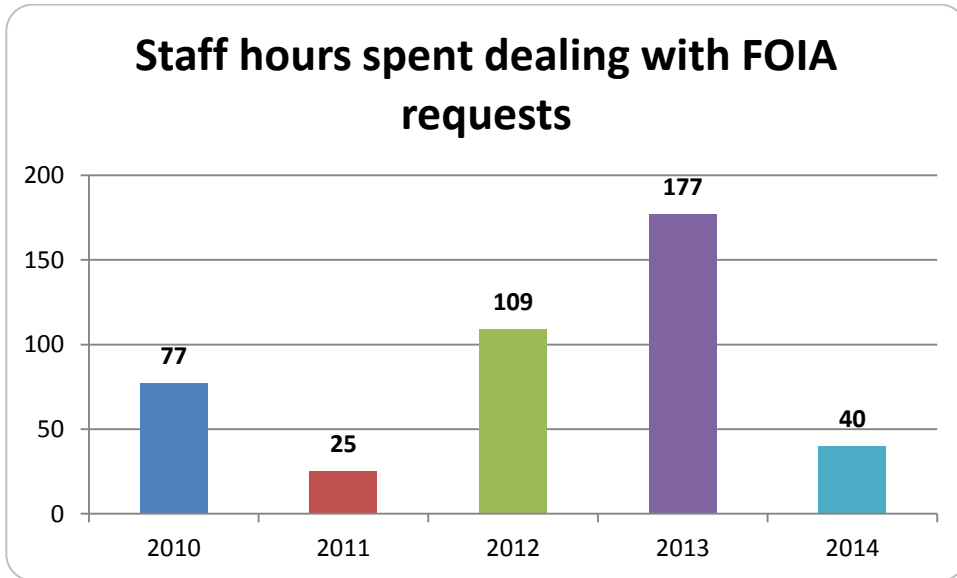
4.7 Freedom of Information/Data Requests

The chart below shows the number of requests that were received under the Freedom of Information Act (FOIA) and Data Protection Act (DPA). In 2014 ARB received 22 requests for information.

ARB is legally required to respond to all FOIA requests within 20 working days (or 40 working days in relation to subject access requests under DPA). All requests were responded to within the statutory timescale, and there were no appeals to the Information Commissioner.

There was a significant drop in the time spent on dealing with requests for information, with 40 hours being spent on this area of work, compared with 177 hours the previous year and 109 hours in 2012. This may in part be down to the increased amount of information being published by ARB on its website, and more efficient systems for dealing with requests being put in place. It may also

be to the fact that there was a lesser number of requests, and none of a particularly complex nature.



5. Human Resources

5.1 Working time lost through sickness absence during 2014

Average number of days lost through sickness absence per employee:

(Source: CIPD Absence Management: Annual Survey Report 2014)

| | |
|------------------------------|-----|
| Manufacturing and production | 7.2 |
| Private sector | 6.6 |
| Public sector | 8.2 |
| Not for profit | 8 |
| All organisations | 7.4 |

ARB

| | |
|------------------------------|------|
| Including long term sickness | 14.4 |
| Short term sickness only | 2.2 |

The figure for ARB (excluding long term sickness) is lower than the national average across all sectors. Low sickness absence can be an indicator of how effectively an organisation manages its people².

5.2 Recruitment, retention and turnover

Median labour turnover rates by industry sector (Source: CIPD Resource and talent planning 2013)

| | All Leavers |
|------------------------------|-------------|
| Manufacturing and production | 8.0% |
| Private sector | 16.3% |
| Public sector | 9.4% |
| Not for profit | 15.2% |
| All organisations | 11.9% |

| | |
|-----|--|
| ARB | 22.7% (excluding fixed term contracts) |
|-----|--|

The figure for ARB staff turnover is substantially higher than the national average across all sectors; however with such a low number of staff, any departures and recruitment will have a significant statistical impact.

Average number of staff during the year – 21

² Faculty of Public Health
Board Meeting
11/02/2015
Open Session