

Agreed Key Performance Indicators

Performance indicator	Target for 2014	Year to Date	Traffic light	Direction of Travel from January	Comments
Maintaining the quality of the Register					
UK route registrations- no. of days to process.	90% within 15 (working) days	91% (96% in 2013)*		↓	During 2014, 1062 applications to register (which excludes those whose qualifications were achieved over two years ago) were processed, compared with 964 in 2013 (1,040 in 2012). *The percentage processed within the 15 day target was 91% as opposed to 96% within 30 working days in 2013.
Automatic European route registrations- no. of days to process.	90% within 15 (working) days	82 % (88% in 2013)*		↓	During 2014, 776 (492 in 2013) applications to register were processed. *The percentage processed within the 15 day target was 82% as opposed to 88% within 30 working days in 2013.
Reinstatements & Readmissions within 2 years.	90% within 5 (working) days	74% (88% in 2013)		↓	1663 applications processed. In comparison to 970 in 2013. The increase in numbers has reduced the percentage processed within the KPI. The KPI has been lowered from 14 working days to 5.
Maintaining the standards of conduct and practice of Architects					
Complaints in office – No. of weeks from date of receipt to IP referral or closure.	80 % within 16 weeks	86% (61% in 2013)		↑	The shortest time taken to deal with a case in this respect was one week, and the longest was 42 weeks. Cases can take longer for a variety of reasons but in this instance, the parties were attempting to resolve matters without ARB's involvement and the matter was therefore put on hold.
Complaints with IP – No. of weeks from referral of case to issue of final decision.	80 % within 12 weeks	73% (69% in 2013)		↑	The shortest time taken to issue a final decision was three weeks, and the longest was 41 weeks – this was an exceptional case where additional information had to be sought from the architect and numerous requests for additional time were received from both parties to the complaint.
PCC Reports – No. of weeks from referral to production of Board solicitor's Report.	80 % within 12 weeks	88% (46% in 2013)		↑	The shortest time taken for the Board's solicitor to prepare a final report was 7 weeks, while the longest was 25 weeks. The reason this case took significantly longer than expected was due to its complexity and third party delays in obtaining witness statements.

Annex B

PCC Hearing date – No. of weeks from receipt of Board solicitor's Report to PCC hearing.	80 % within 16 weeks	87% (95% in 2012)		↓	The shortest time taken for Staff to list a case for hearing upon receipt of the Board Solicitor's report was eight weeks, while the longest was 42 weeks. This was a criminal conviction case where staff had to liaise with the prison service to establish the architect's availability to attend.
Assisting the public to make informed choices					
Title complaints in office – No. of weeks from date of receipt to referral to Board's solicitor or closure.	80 % within 16 weeks	90% (92% in 2012)		↓	The shortest time taken to deal with cases in office was 1 week, while the longest was 41 weeks.
Title complaints with Board's solicitor to conclusion–No. of weeks from date of referral to non-prosecution conclusion/ summons.	80 % within 12 weeks	67% (64% in 2012)		↑	The shortest time taken was 3 weeks, and the longest 29 weeks. There is a relatively small number of cases referred per annum and lengthy cases can have a substantial impact on the performance indicator.