



Subject	Reporting to the Board		
Status	Open Session		
Purpose	For Note		
From	Professional Standards Manager		
History	Parent Committee	First submitted	Revision number
	N/A	11/02/2015	1

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### 1. Purpose

To provide the Board with a report on ARB's operational performance, indicators and trend information for January to December 2014.

#### For Note

### 2. Open

### 3. Contribution to the Board's Strategic Aims

In delivering the Act, ARB's objectives are to: protect the consumer and support architects through regulation.

Providing the Board with information on ARB's operational performance from January to December 2013 demonstrates how these objectives are being met.

### 4. Key Points

- i. This information is reported to the Board at six-monthly intervals. The exception is the Qualifications Department and its work. This area of ARB's activities forms an annual report from the Qualifications team, which is normally presented to the Board in November.
- ii. In 2014 Board members' views were sought on the composition and style of this report, so as to ensure it was sufficiently focussed on useful areas of information. In this regard more emphasis has been placed on longer term trends, so that the Board is in an informed position to guide the strategy of the organisation.
- iii. [Annex A](#) provides a detailed report on statistics and trends.
- iv. [Annex B](#) provides information on ARB's performance against agreed Key Performance Indicators.

- v. **Annex C** provides an “at a glance” statistical analysis on figures and trends.
  
- vi. The areas the Board may particularly wish to note are that:
  - a) The Register continues to grow, particularly as a result of a higher number and proportion of new registrants arriving via the EU application route.
  - b) The number of cases heard by the Professional Conduct Committee has continued to increase, although the cost and length of hearings have remained within budget. Discussions are currently underway with the Department of Communities and Local Government as part of the Periodic Review to ascertain whether legislative changes may make the disciplinary process more efficient.
  - c) There has been a significant amount of work undertaken in looking at how ARB can effectively communicate with the public and the profession, particularly through the medium of social media.
  - d) Due to the higher number of removals for non-payment, a significant increase in the number of reinstatements were received and processed during the first three months of 2014.

## 5. Resource Implications

Producing this report requires staff time, particularly where statistical information is not automatically provided by ARB’s current systems. Ongoing enhancement of the organisation’s management information systems will assist in producing the information more efficiently.

## 6. Communication

Under the reporting to the Board project, the Board receives six-monthly updates (annually in the case of the Qualifications team), covering the different areas of ARB’s operations. The Board will also be kept up to date with trend information and how the office is performing against its targets. The report is placed on the open session agenda and is published in full on the Board’s website.

## 7. Risk Implications

Presenting management information within the report minimises operational risk as the Board is regularly updated on ARB’s performance. Instances of risk to delivery will also be highlighted, informing the Board of any resource concerns.

## 8. Equality and Diversity Implications

None that are immediately apparent as the paper is reporting on ARB’s performance. More extensive collection of Equality and Diversity information is underway, and a dedicated report on this area work will be brought to the Board later in 2015.