

Performance Indicator	Target for 2015	Jan - Jun 2013	Jan - Jun 2014	Jan - Jun 2015	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	96%	91%	96%		↑	
European route registrations- no. of days to process	90% within 15 (working) days	90%	80%	77%		↓	A larger than anticipated number of applications has been received. A number of applicants have applied without the appropriate Competent Authority certificate, leading to lengthy delays.
Reinstatements within 2yrs	90% within 5 (working) days	98%	47%	88%		↑	
Readmissions within 2yrs	90% within 5 (working) days	98%	71%	82%		↑	
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	52%	84%	95%		↑	Shortest: 1 week Longest: 21 weeks Average: 9 weeks
Complaints with IP – No. of weeks from referral of case to issue of final decision.	80 % within 12 weeks	95%	54%	74%		↑	Shortest: 5 weeks Longest: 31 weeks Average: 11 weeks
PCC Hearing date – No. of weeks from IP final decision to production of Board solicitor's Report.	80 % within 12 weeks	64%	90%	80%		↓	Shortest: 3 weeks Longest: 55 weeks Average: 13 weeks

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PCC Hearing date – No. of weeks from receipt of Board solicitor's Report to PCC hearing.	80 % within 16 weeks	100%	90%	92%		↑	Shortest case from receipt of complaint to conclusion at PCC: 15 (criminal conviction case) Longest case from receipt of complaint to conclusion at PCC: 101 Average from receipt of initial complaint to conclusion at PCC: 53 weeks.

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	88%	92%	91%		↓	
Title complaints with Board's solicitor to conclusion–No. of weeks from date of referral to non-prosecution conclusion/ summons	80 % within 12 weeks	44%	100%	67%		↓	Based on just 6 cases, two of which required substantial further investigation.

Traffic Light Benchmarks:

80%+
40-79%
39%-