



Subject	Reporting to the Board		
Status	Open Session		
Purpose	For Note		
From	Registrar & Chief Executive		
History	Parent Committee	First submitted	Revision Number
	N/A	Biannual report	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 July 2015.

### For Note

### 2. Open

This item is being held in the open session.

### 3. Terms of Reference

In delivering the Act, ARB's objectives are to:

- Protect the consumer
- Support architects through regulation

Providing the Board with information on ARB's operational performance from January to July 2015 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. Following feedback from the Board this year's mid-year report has been streamlined, with a focus on how ARB is performing against its Key Performance Indicators (KPIs). A more comprehensive report on data, long term trends, and ARB general performance is provided annually at the first Board meeting of the year.

- iii. Also provided in January 2016 will be a report on Equality & Diversity statistical information. While this information is usually provided to the Board mid-year, ARB is currently undertaking an Equality & Diversity survey; the collection of that data is not yet complete.
- iv. The Board is asked to note the traffic lights in [Annex A](#), particularly the absence of any 'red lights' during this reporting period, along with the detailed graphs and narrative.
- v. [Annex B](#) provides "at a glance" historical analysis information.
- vi. The areas the Board may particularly wish to note are:
  - a) At over 36,000 the Register continues to grow at an increased rate, boosted by a greater number of applications from EU Member States. For the first time there is parity between the number of UK and EU applicants.
  - b) KPIs are generally being met in the first six months of 2015. The only exceptions are Investigations Panel (IP) decisions, which have been reached in time on 74% of cases, and the processing of EU applications, at 77%. The target is 80%. The IP figure is a significant improvement from the 2014 performance.
  - c) After unprecedented numbers of architect removed for non-payment in 2014, there were 10% fewer removed for the same reason this year. Of the 1,824 removed, 72% were subsequently reinstated.
  - d) The number of Professional Conduct Committee hearings is down by 26% from the same period in 2014. This is due to a greater number of adjourned and part-heard cases, rather than a drop in caseload. Steps have been taken to try and mitigate the risk of further adjournments. The number of overall hearings in 2015 is expected to be consistent with the previous year.

## 5. 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.

## 6. Resource Implications

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

**7. 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 organisation is performing against its targets. The report is placed on the open session agenda and is published in full on the Board's website.

**8. Equality and Diversity Implications**

None that are immediately apparent as the paper is reporting on ARB's performance. However, any trends or concerns produced by the data will be assessed, and equality implications considered where appropriate.