

## Agreed Key Performance Indicators

Performance indicator	Target for 2015	Year to Date	Traffic light	Direction of Travel	Comments
<b>Maintaining the quality of the Register</b>					
UK route registrations- no. of days to process.	90% within 15 (working) days	<b>97%</b> (91% in 2014)		↑	Applications 13% up in 2015
Automatic European route registrations- no. of days to process.	90% within 15 (working) days	<b>82 %</b> (82% in 2014)		↔	Applications 30% up in 2015
Reinstatements & Readmissions within 2 years.	90% within 5 (working) days	<b>88%</b> (74% in 2014)		↑	Applications 6% down in 2015
<b>Maintaining the standards of conduct and practice of Architects</b>					
Complaints in office – No. of weeks from date of receipt to IP referral or closure.	80 % within 16 weeks	<b>94%</b> (86% in 2014)		↑	The shortest time taken to deal with a case in this respect was 1, and the longest was 26 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	<b>81%</b> (73% in 2014)		↑	The shortest time taken to issue a final decision was 4 weeks, and the longest was 24 weeks. This case took longer owing to the appointment of an Inquirer.
PCC Reports – No. of weeks from referral to production of Board solicitor's Report.	80 % within 12 weeks	<b>71%</b> (88% in 2014)		↓	The shortest time taken for the Board's solicitor to prepare a final report was 2 weeks, while the longest was 25 weeks. This matter was a document heavy case which required numerous witness statements.
PCC Hearing date – No. of weeks from receipt of Board solicitor's Report to PCC hearing.	80 % within 16 weeks	<b>91%</b> (87% in 2014)		↑	The shortest time taken for staff to list a case for hearing upon receipt of the Board Solicitor's report was 7 weeks, while the longest was 24 weeks. The reason for the delay was due to Respondent and witness availability.
<b>Assisting the public to make informed choices</b>					
Title complaints in office – No. of weeks from date of receipt to referral to Board's solicitor or closure.	80 % within 16 weeks	<b>90%</b> (90% in 2014)		↔	The shortest time taken to deal with cases in office was 1 week, while the longest was 27 weeks. ARB will always try to secure a successful resolution without reverting to a prosecution where possible.
Title complaints with Board's solicitor to conclusion–No. of weeks from date of referral to non-prosecution conclusion/ summons.	80 % within 12 weeks	<b>71%</b> (67% in 2014)		↑	The shortest time taken was 3 weeks, and the longest 32 weeks.

