



Subject	Reporting to the Board		
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Purpose	For Note		
From	Operational Management Group		
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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 2015.

#### 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 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 covers both the period of September 2014 – December 2014 and the year 2015. A report covering the work of all departments will be produced in 2017.
- ii. Board members' views are consistently sought on the composition and style of this report, to ensure it is 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. Feedback on the content and format of this report is always welcomed, and will be used to guide future reports.
- iii. **Annex A** provides a detailed report on statistics and trends. It also contains an annual report of the Equality & Diversity information ARB holds about a third of

the Register.

- 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 greater proportion of new registrants arriving via the EU application route.
  - b) The time taken to process registration applications continues to be driven down.
  - c) The sustained increase in Professional Conduct Committee cases has abated, although individual cases continue to go on for longer. The number of complaints remains steady, and investigations are being undertaken more efficiently than ever before.
  - d) 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.
  - e) The strenuous efforts made to encourage architects to pay their retention fee on time had some success; there were 387 fewer removals for non-payment in 2016 despite an increased number on the Register.

## 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 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.

**8. Equality and Diversity Implications**

ARB's efforts in 2015 to collect Equality and Diversity information have been successful, with a significant response to the Equality Survey. More work is required to reach the stage where sufficient data is held to allow conclusions to be drawn, and policies influenced.