



Subject	Reporting to the Board		
Status	Open Session		
Purpose	For Note		
From	Operational Management Group		
History	Parent Committee	First submitted	Revision Number
	N/A	Biannual report	1

If you have any enquiries on this paper, please contact Simon Howard on simonh@arb.org.uk

1. Purpose

To provide the Board with a report on ARB's operational performance, indicators and trend information for January to June 2016.

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 2016 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, which reports on its work annually.
- 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. The Board is asked to note the traffic lights in [Annex A](#), particularly the absence of any 'red lights' during this reporting period. While there are areas for improvement, there are no identified areas of high risk where ARB's statutory obligations are being left unfulfilled.

- iv. **Annex B** provides “at a glance” historical analysis information.

- v. The areas the Board may particularly wish to note are:
 - a) **THE REGISTER** There continues to be an accelerated increase in the size of the Register, once again supported by a particularly high number of applicants through the European route. For the first time these new registrants outnumber those arriving through the UK route to registration.
 - b) **KPIs** KPIs are generally being met in the first six months of 2016. The exceptions are Investigations Panel (IP) decisions, which have been reached in time on 73% of cases and are vulnerable to third-party delays, and the processing of EU applications, which have been affected by the 25% increase in number.
 - c) **NUMBER OF REMOVALS** The number of architects being removed from the Register for non-payment of their retention fee continues to fall from the high numbers involved when the payment date changed to 1 January in 2014.
 - d) **PROFESSIONAL STANDARDS** The increase in the number of complaints, investigations and Professional Conduct Committee hearings has abated; the volume of disciplinary matters remains steady, as ARB continues to focus on signposting non-serious disputes to more appropriate resolutions.

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. A full report on Equality & Diversity information will be provided to the Board as part of the 2016 Annual Report on statistics in February 2017.