

Performance Indicator	Target for 2016	Jan - Jun 2014 ¹	Jan - Jun 2015 ²	Jan - Jun 2016	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	90%	95%	92%		↓	11% increase in the number of applications
European route registrations- no. of days to process	90% within 15 (working) days	80%	82%	77%		↓	A 25% increase in the 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	47%	89%	93%		↑	
Readmissions within 2yrs	90% within 5 (working) days	52%	89%	84%		↓	
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	84%	95%	90%		↓	Shortest: 1 week Longest: 19 weeks Average: 9 weeks
Complaints with IP – No. of weeks from referral of case to issue of final decision.	80 % within 12 weeks	54%	74%	73%		↓	Shortest: 7 weeks Longest: 15 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	90%	80%	83%		↑	Shortest: 8 weeks Longest: 16 weeks Average: 11 weeks

¹ Registration statistics have been recalculated from previous reporting

² Registration statistics have been recalculated from previous reporting

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PCC Hearing date – No. of weeks from receipt of Board solicitor's Report to PCC hearing.	80 % within 16 weeks	90%	92%	87%		↓	Shortest case from receipt of complaint to conclusion at PCC: 36 Longest case from receipt of complaint to conclusion at PCC: 91 Average from receipt of initial complaint to conclusion at PCC: 56 weeks. The longest case was subject to delay owing to the original listing finishing part heard and delays in re-listing owing to availability
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	92%	91%	90%		↓	Shortest: 1 week Longest: 28 weeks This was a case where there protracted correspondence owing to changes being made to advertising on a piecemeal basis.
Title complaints with ARB's solicitor to conclusion–No. of weeks from date of referral to non-prosecution conclusion/ summons	80 % within 12 weeks	100%	67%	71%		↑	New solicitors appointed in January 2016 Shortest:3 Longest: 60 weeks This was a case where substantial investigation into trading status of the company was required

Traffic Light Benchmarks:

KPI met/exceeded

KPI met within 20%

KPI not met >20%