

Agreed Key Performance Indicators

Performance indicator	Target for 2016	Year to Date	Traffic light	Direction of Travel	Comments
Maintaining the quality of the Register					
UK route registrations- no. of days to process.	90% within 15 (working) days	93% (96% in 2015)		↓	Applications 6% up in 2016
Automatic European route registrations- no. of days to process.	90% within 15 (working) days	84 % (82% in 2015)		↑	Applications 17% up in 2016
Reinstatements & Readmissions within 2 years.	90% within 5 (working) days	93% (90% in 2015)		↑	Applications 24% down in 2016
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	86% (94% in 2015)		↓	The shortest time taken to deal with a case in this respect was one week, and the longest was 20 weeks. Cases can take longer for a variety of reasons but in this instance, the complainant took time to collate evidence
Complaints with IP – No. of weeks from referral of case to issue of final decision.	80 % within 12 weeks	81% (81% in 2015)		↔	The shortest time taken to issue a final decision was three weeks, and the longest was 19 weeks. In this instance, a final decision could not be made until expert evidence had been secured.
PCC Reports – No. of weeks from referral to production of Board solicitor's Report.	80 % within 12 weeks	64% (71% in 2015)		↓	The shortest time taken for the Board's solicitor to prepare a final report was six weeks, while the longest was 36 weeks. This matter was unusual in that it had to be referred back to the Investigations Panel for additional allegations to be considered.
PCC Hearing date – No. of weeks from receipt of Board solicitor's Report to PCC hearing.	80 % within 16 weeks	68% (91% in 2015)		↓	The longest time taken for staff to list a case for hearing was 38 weeks. The reason for the delay was due to Respondent and witness 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	91% (90% in 2015)		↑	The shortest time taken to deal with cases in office was one week; the longest was 29 weeks. ARB will always try to secure a successful resolution without reverting to a prosecution where possible.
Title complaints with Board's solicitor to prosecution decision	80 % within 12 weeks	71% (71% in 2015)		↑	The shortest time taken was three weeks, and the longest 22weeks.