



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

If you have any enquiries on this paper, please contact Simon Howard at simonh@arb.org.uk or on 020 7580 5861

1. Summary

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

2. Open Session

3. Contribution to the Board's Purpose and Objectives

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. Its aim is to encapsulate all elements of ARB's work in the calendar year, and allow Board members to use the information to consider performance, statistics and trends.
- 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.
- iii. We have recently been considering how best to meet Board members' expectations that we will report not only statistically on the work and performance of ARB, but on what impact the organisation has on architects, the users of architects' services and other stakeholders. With this in mind we will be introducing new feedback channels, but will also need to be less passive about seeking this information if it is important to the Board. It may require additional resource to provide a more structured assessment of ARB's ongoing impact and if so we will revert to the Board with proposals.

- iv. As always, feedback on the content and format of this report is welcomed, and will be used to guide future reports.
- v. **Annex A** provides a detailed report on statistics and trends. It also contains an annual report of the Equality & Diversity information ARB holds about just under half of the Register. More detailed breakdowns of E&D data relating to specific areas of ARB's work is reported to relevant committees.
- vi. **Annex B** provides information on ARB's performance against agreed Key Performance Indicators.
- vii. **Annex C** provides an "at a glance" statistical analysis on figures and trends.
- viii. The areas the Board may particularly wish to note are that:
 - a) The Register continues to grow with an increase in all applicants, but particularly as a result of a higher number and greater proportion of new registrants arriving via the EU application route. At the current rate of growth, the Register will reach 40,000 by early 2018;
 - b) The time taken to process registration applications went up in the first half of 2016 but has been driven down significantly in the second half of the year following process changes;
 - c) There has been a notable increase in the number and complexity of disciplinary cases at the Professional Conduct Committee;
 - d) The Qualifications Team dealt with an increased number of challenging and complex prescription applications/annual monitoring submissions during 2016
 - e) 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.

5. 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.

6. 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.

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 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 2016 to collect Equality and Diversity information continue to be successful, with information held about almost half of the Register, in excess of the 42% target set for the end of 2016.

ARB continues to work with other regulators to establish a framework to measure success against Equality & Diversity objectives.

9. Further Actions

Any feedback on the content and quality of this report will be used when generating the mid-year 2017 report, to be presented at the July Board meeting.