



Subject Mid-Year Statistical Report 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 June 2017.

2. Open

Open Session

3. Contribution to the Board's Purpose and Objectives

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. This is streamlined progress paper on how ARB is performing against its KPIs and to report any significant statistical matters which may require the Board's attention. 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 lights¹ in **Annex A**, particularly the absence of any 'red lights' during this reporting period. While there are areas for improvement required to achieve 'green lights' in all areas by the end of the year, 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.

¹ The traffic light criteria is set out in the Annex

v. The areas the Board may particularly wish to note are:

a) **THE REGISTER**

The increase in the number of European route applications would appear to have abated, with numbers down to 2015 levels, 20% less than for the same period last year. The number of UK applications has continued to rise, up by 9% from 2016. Given that ARB's income is linked directly to the numbers on the Register, we will continue to monitor the numbers of applications and removals carefully.

b) **KPIs**

KPIs are generally being met in the first six months of 2017. All performance targets in Registration have been met, and although there remains room for improvement in areas of ARB's investigations process, there are no high risk areas that should cause undue concern for the Board.

c) **NUMBER OF COMPLAINTS**

The number of official complaints recorded has fallen from last year, as the Professional Standards department continues to update its guidance and signpost inappropriate enquiries to more suitable areas of dispute resolution.

d) **MISUSE OF TITLE INVESTIGATIONS**

There has been a 130% increase in the number of misuse of title investigations, as a result of a project to identify those architects removed from the Register for non-payment who may still be in practice as architects.

e) **THE ONLINE REGISTER**

Staff continue to work hard to promote awareness of the online Register wherever possible. This work is reflected by the 10% increase in visitors to the Register at www.architects-register.org.uk

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 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 2017 Annual Report on statistics in February 2018.

9. Further Actions

ARB workload and performance is constantly monitored. Any new and significant risks will be raised with the Board (or relevant committee) as and when they arise.