

Performance Indicator	Target for 2016	Jan - Jun 2015	Jan - Jun 2016	Jan - Jun 2017	Traffic Light	Direction of Travel from 2016	Comments
<b>Maintaining the Quality of the Register</b>							
UK route registrations-no. of days to process	90% within 15 (working) days	95%	92%	94%		↑	
European route registrations- no. of days to process	90% within 15 (working) days	82%	77%	88%		↑	
Reinstatements within 2yrs	90% within 5 (working) days	89%	93%	95%		↑	
Readmissions within 2yrs	90% within 5 (working) days	89%	84%	91%		↑	
<b>Maintaining the Standards of Conduct and Practice of Architects</b>							
Complaints in office – No. of weeks from date of receipt to IP referral or closure.	80 % within 14 weeks*  *reduced from 16 weeks for 2017	95%	90%	77%*		↓	Shortest: 0.7 weeks Longest: 58.9 weeks** Average: 10.7 weeks  **Architect untraceable
Complaints with IP – No. of weeks from referral of case to issue of final decision.	80 % within 12 weeks	74%	73%	86%		↑	Shortest: 7.9 weeks Longest: 16.3 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	80%	83%	67%		↓	Shortest: 7.2 weeks Longest: 15.1 weeks Average: 11.3 weeks
PCC Hearing date – No. of weeks from receipt of Board solicitor's Report to PCC hearing.	80 % within 16 weeks	92%	87%	83%		↓	Shortest:10 weeks Longest: 19 weeks Average: 13 weeks

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End-to-end complaints process: No. of weeks from receipt of complaint to completion of PCC hearing	80% within 56 weeks	N/A	N/A	60%		N/A	Shortest: 34 weeks Longest: 99 weeks* Average: 55 weeks  *case stayed pending parallel proceedings

**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%	95%		↑	Shortest: 1 week Longest: 23 weeks
Title complaints with ARB's solicitor to conclusion–No. of weeks from date of referral to non-prosecution conclusion/ summons	80 % within 12 weeks	67%	71%	71%		↔	Shortest: 4 weeks Longest: 7 weeks

Traffic Light Benchmarks:	
<b>KPI met/exceeded</b>	<b>6</b>
<b>KPI met within 20%</b>	<b>5</b>
<b>KPI not met &gt;20%</b>	<b>0</b>