

Agreed Key Performance Indicators

| Performance indicator | Target for 2017 | 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 | 95% (93% in 2016) | | ↑ | Applications 14% up in 2017 |
| Automatic European route registrations- no. of days to process. | 90% within 15 (working) days | 87% (84% in 2016) | | ↑ | Applications 23% down in 2017 |
| Reinstatements & Readmissions within 2 years. | 90% within 5 (working) days | 95% (93% in 2016) | | ↑ | Applications 20% down in 2017 |
| 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 14 weeks | 84% (86% in 2016 ¹) | | ↓ | The shortest time taken to deal with a case in this respect was less than one week, and the longest was 125 weeks. Cases can take longer for a variety of reasons but in this instance, the complaint was placed on hold pending the outcome of ongoing litigation in both France and England. |
| Complaints with IP – No. of weeks from referral of case to issue of final decision. | 80 % within 12 weeks | 83 % (81% in 2016) | | ↑ | The shortest time taken to issue a final decision was seven weeks, and the longest was 19 weeks. In this instance, the panel had divergent views, resulting in lengthy deliberations. |
| PCC Reports – No. of weeks from referral to production of Board solicitor's Report. | 80 % within 12 weeks | 65% (64% in 2016) | | ↑ | The shortest time taken for the Board's solicitor to prepare a final report was six weeks, while the longest was 33 weeks, as it required the input of an external expert witness report. |
| PCC Hearing date – No. of weeks from receipt of Board solicitor's Report to PCC hearing. | 80 % within 16 weeks | 70% (68% in 2016) | | ↑ | The longest time taken for staff to list a case for hearing was 38 weeks. The reason for the delay was due to architect and witness unavailability. The shortest time taken for staff to list a case for hearing was 7 weeks. |
| 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 | 95.8% (91.3% in 2016) | | ↑ | The shortest time taken to deal with cases in office was one week; the longest was 33 weeks due to the matter falling under Trading Standard's jurisdiction and ARB waiting to take over the complaint. ARB will always try to secure a successful resolution without reverting to a prosecution. |
| Title complaints with Board's solicitor to prosecution decision | 80 % within 12 weeks | 64% (83.33% in 2016) | | ↓ | The shortest time taken was four weeks, and the longest 42 weeks. This case was delayed due to the difficulties with the Court providing an initial hearing date. |

¹ The target in 2016 was 16 weeks, rather than 14

| Prescription Applications ² | | | | |
|---|--------------------|--------------------|--|---|
| Average no. of weeks to complete initial scrutiny of Prescription Applications | 95% within 2 weeks | 100% in 0.77 weeks | | This KPI has been exceeded. The Qualifications Team will review this in 2018 to see if the KPI should be adjusted. |
| Average no. of weeks taken between an application being received to it being considered by the Committee for the first time | 95% within 7 weeks | 96% in 5.45 weeks | | This KPI has been exceeded. The Qualifications Team will review this in 2018 to see if the KPI should be adjusted. |
| Average no. of weeks taken for an Independent Adviser to respond to Committee's request | 95% within 3 weeks | N/A | | No routine applications were referred directly by the Committee to its independent advisers. |
| Annual Monitoring Submissions (Prescription of Qualifications) | | | | |
| Average no. of weeks taken for an annual monitoring submission to be considered by the Committee for the first time | 95% within 6 weeks | 100% in 4.51 weeks | | This KPI has been exceeded. The Qualifications Team will review this in 2018 to see if the KPI should be adjusted. |
| Average no. of weeks taken for a significant change to be considered by the Committee for the first time | 95% within 6 weeks | 100% in 4.86 weeks | | This KPI has been exceeded. The Qualifications Team will review this in 2018 to see if the KPI should be adjusted. |
| Average no. of weeks taken for a minor change to be considered by the Committee for the first time | 95% within 6 weeks | 100% in 4.67 weeks | | This KPI has been exceeded. The Qualifications Team will review this in 2018 to see if the KPI should be adjusted. |
| Average number of weeks taken for evolutionary change/s to be considered by the Committee for the first time | 95% within 6 weeks | 100% in 6.31 weeks | | This KPI has been narrowly missed, due to the variances in Committee dates and/or further information needing to be sought immediately following the submission of the information. We will monitor this area closely in 2018 in order to ensure we improve performance in this area in 2018. |
| Average number of weeks taken for an extension to prescription request to be considered by the Committee for the first time | 95% within 7 weeks | N/A | | No institutions sought extensions to prescription outside of the routine exercise the staff undertaken to determine if prescription can be extended by up to one year through the 'making prescription more flexible' processes |

² Previous years' data unavailable for Qualifications' KPIs

| UK/European Notifications | | | | |
|---|------|------|--|--|
| To hold a planning meeting with each UK institution that has to notify its qualifications to the European Commission | 100% | 100% | | This KPI has been met. |
| UK to respond to all queries received within the 2-month consultation period set out in the Commission's Notification Procedures | 100% | 100% | | This KPI has been met. |
| ARB to respond to all queries received regarding a notified UK qualification within 2 weeks from the day of receipt | 100% | 66% | | Three UK notifications were made in 2017; queries were raised by other EU member states in relation to one of those three notifications. We prepared responses and sought the relevant institution's agreement to them. There were delays in securing the institution's agreement to the proposed responses due to the availability of staff/the timing of the queries. The Team will reflect on this and consider more effective strategies for securing institutions' agreement to proposed responses in 2018. |
| ARB to respond to the notifying Member States for each notified qualification with comments as appropriate within the 2-month consultation period set out in the Commission's Notification Procedures | 100% | 100% | | This KPI has been met. |

Key

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|-------------------|
| Met KPI |
| Within 20% of KPI |
| Failed KPI >20% |