



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

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1. Summary

To provide the Board with a statistical report on ARB's operational performance, indicators and trend information for January to December 2017.

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 2017 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 set the strategy of the organisation.
- iii. The primary purpose of this document is not just to describe ARB's performance, but to report on statistical trends and workloads, in order to guide policy making.
- iv. As always, feedback on the content and format of this report is welcomed, and will be used to inform 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 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, but as a result of fewer removals and resignations rather than from an increase in new registrants;
 - b) The number of disciplinary investigations and Professional Conduct Committee referrals has dropped in 2017;
 - c) The use of the online Register continues to grow at a healthy rate; and
 - d) Prescription applications continue to be processed within the agreed KPIs despite the continued heavy workload, an 11% rise in the number of institutions offering prescribed qualifications, and applications often involving complex issues to resolve.

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

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 over half the Register. There is however much work to do, and ARB is developing an Equality & Diversity Performance Plan to set out that work over the next three years.

9. **Further Actions**

Any feedback on the content and quality of this report will be used when generating the mid-year 2018 report, to be presented at the July Board meeting.

In 2018 there will be an internal audit into ARB's reporting of statistics and performance.