

Update on Actions agreed at last meeting, 14 February 2018 (and those carried forward from previous meetings), if not appearing on May 2018 Agenda

Action	Update
Review the organisation's Key Performance Indicator bandings – to include benchmarking against other organisations and input from Internal Auditors.	The Operational Management Group is currently collating information from other organisations. There will also be an Internal Audit on Management Information taking place in October 2018.
Monitor and report to the Board as appropriate on EU resignations.	An update on statistics and trends relating to EU qualified architects, and in particular resignation statistics, has been included in the operational activities report.
Undertake a review of the Board/Committee paper templates and consider timing of circulation of papers ahead of meetings. Board member feedback to be sought via online survey.	A survey concerning Board paper distribution was circulated on 25 October 2017. The results of this will be covered as part of the presentation to be given at the Board Development Day on the outcomes of the Board Effectiveness Review.
Consider ways to improve and develop the annual Communications Report to the Board; as part of this, consider ARB's strategy and approach when communicating with Professional Bodies and how to better define the 'users of architectural services'.	This will be reviewed by the staff team with an update reported as part of the Operational Activities report in due course.
Formulate a report on common themes arising from the Board appraisals and build into business planning with a view to implementing some of the ideas for improvement.	The common themes will be discussed as part of the Board's Development Day.
Once the pass list project is complete, interrogate data and report on how many individuals might be eligible for registration but don't apply.	Work on the passlist portal continues and an update is provided in the operational activities report.
Audit Committee to provide feedback to the Board on the delivery of the Equality & Diversity Performance Plan.	The Committee will be discussing the Performance Plan at its next meeting in June.
With reference to the Equality & Diversity heading on Board papers, staff should specifically identify how the equality and diversity conclusion had been reached, rather than simply stating 'none identified'.	This action has been implemented although further feedback is welcomed.
Information to be circulated on the number of UK applicants who apply for registration but who fail to meet the criteria.	Our records indicate that there were five individuals who applied via the UK route in 2017 who were deemed ineligible for Registration. In all cases the individual failed to provide evidence that they had prescribed qualifications at Part 1, Part 2 and Part 3.
With reference to the Report to the Board, it was	These requests will be considered as part of the next

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<p>requested that in future reports:</p> <ul style="list-style-type: none"> • the figures for the short and long term sickness should be reported separately; • future reports should contain actual numbers rather than percentages where appropriate; • with regard to prescription information, future reports should include information on the total number of UK institutions prescribing qualifications; • Include more analysis about how the information contained in the report could inform ARB’s future strategic and policy decision. 	<p>version of the Report to the Board due at the July Board meeting.</p>
<p>In the Complaints Procedure (for complaints about those undertaking a role on the Board’s behalf), consider whether an alternative member of the Operational Management Group should act in the post of ‘reviewer’ in some circumstances.</p>	<p>The wording under the ‘reviewer’ heading on the policy has now been amended to include ‘or other member of the Operational Management Group as appropriate’.</p>