



**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](mailto:simonh@arb.org.uk) or on 020 7580 5861

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## 1. Summary

To provide the Board with a report on ARB's operational performance, indicators and trend information for January to June 2018.

## 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 lights<sup>1</sup> 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.

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<sup>1</sup> The traffic light criteria is set out in the Annex

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

a) **THE REGISTER**

There has been a sharp drop in the number of both UK and EU applications to the Register, down by 25% from the same period in 2017.

b) **NUMBER OF COMPLAINTS**

Last year's drop in professional conduct complaints has abated, with more serious complaints being referred for further investigation than ever before. This has had an adverse impact on KPIs, but there is no reason to suggest that performance targets will not be met by the end of 2018.

c) **COMMUNICATIONS**

The work undertaken to raise awareness of the Register and ARB's work is showing results. Visits to the online Register at [www.architects-register.org.uk](http://www.architects-register.org.uk) are up by nearly 20%, and readership of the eBulletin by 8%.

**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.

**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.