

Report on Statistics and Trends

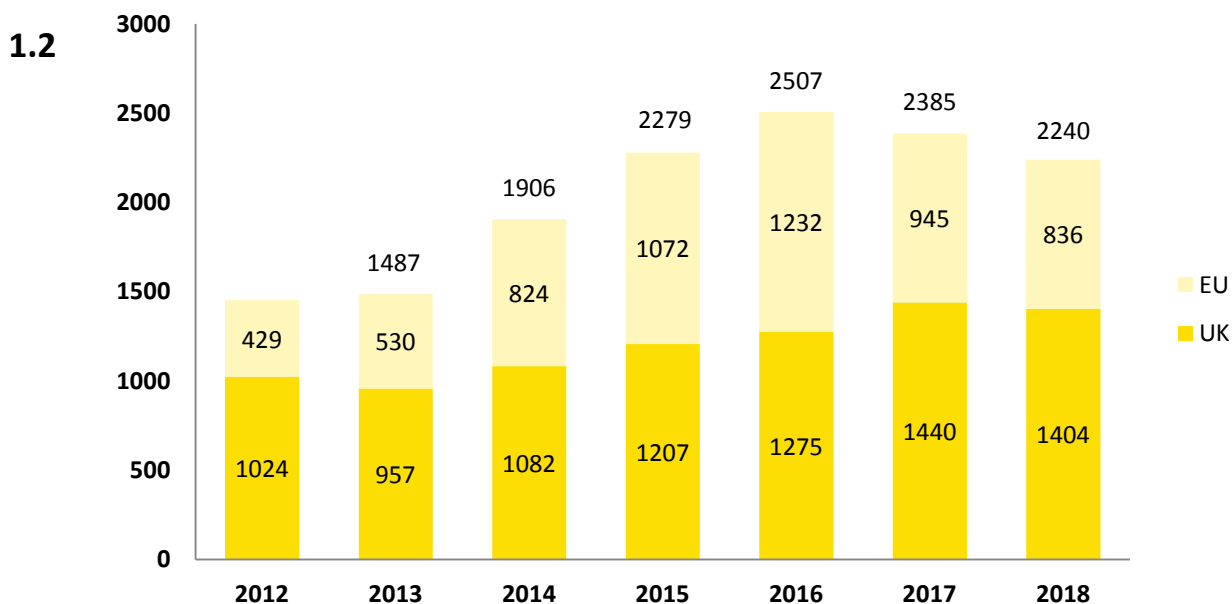
1. Maintain the Quality of the Register

1.1 Admissions

The graph below illustrates that during 2018, there were 2240 new admissions to the Register, a decrease of 6% from 2017.

There have been a lower percentage of applicants applying via both the UK and EU routes. 63% were made through the UK routes to registration, including those who qualified over 2 years ago. The remaining 37% applications were made through all EU routes¹. By comparison last year, 40% of applicants arrived via EU route applications, with 60% coming via the UK route.

Admissions to the Register - UK & EU



UK Applications

The number of applications we received was relatively stable against 2017, but the average time taken to process a UK application decreased from 7 working days in 2017 to 6 in 2018.

96% of UK applications were processed within the 15 day target timescale in 2018, compared with 95% in 2017

¹ Including those applying through the equivalence route

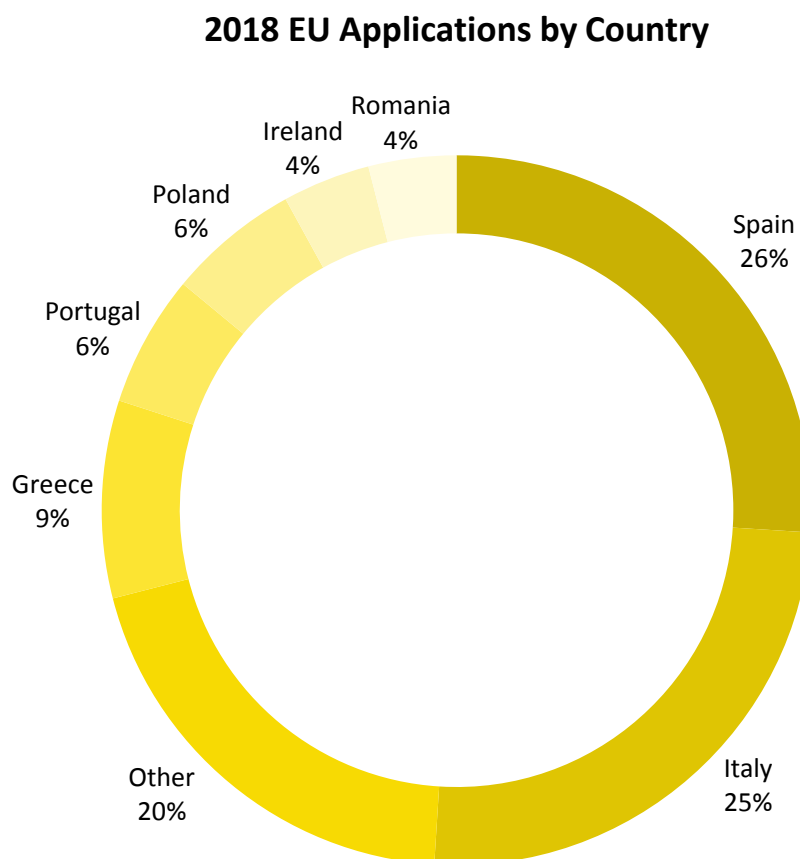
1.3 European Applications

ARB processed 755 EU applications through the automatic EU route to registration, a decrease of 14% from 2017 when 881 were processed. The remaining 81 were processed via other EU routes.

84% of automatic recognition applications were processed within the 15 day target, compared to 87% in 2017. The average working days to process an application decreased from 11 working days in 2017 to 10 working days in 2018.

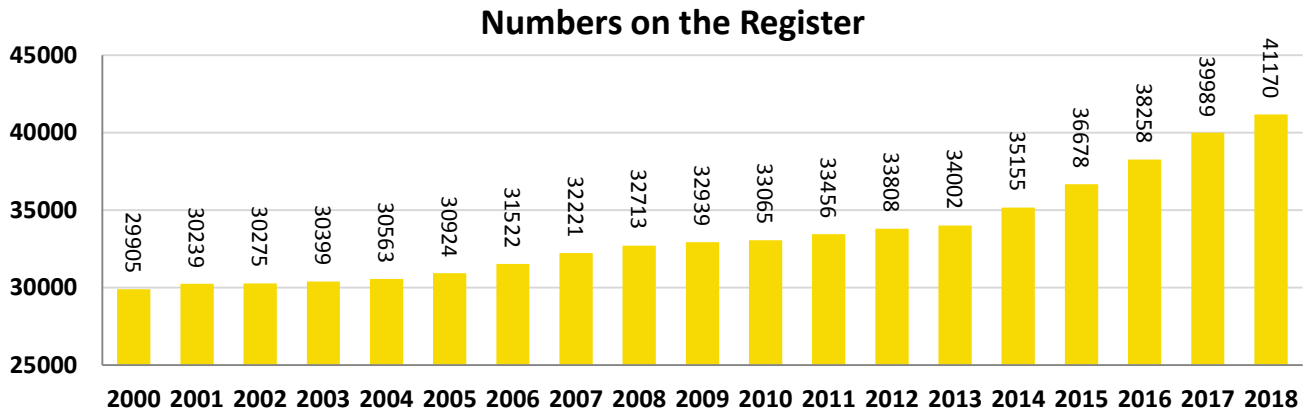
EU applications frequently involve a significant amount of external interaction with other competent authorities, sometimes resulting in long delays while information is sought either from ARB's counterparts in other member states or from applicants themselves. By way of example, in 2018, 59% of all of EU applications were submitted incorrectly or with incomplete information, compared with 50% in 2017.

The graph below illustrates the number of applications arising from other countries during 2018.



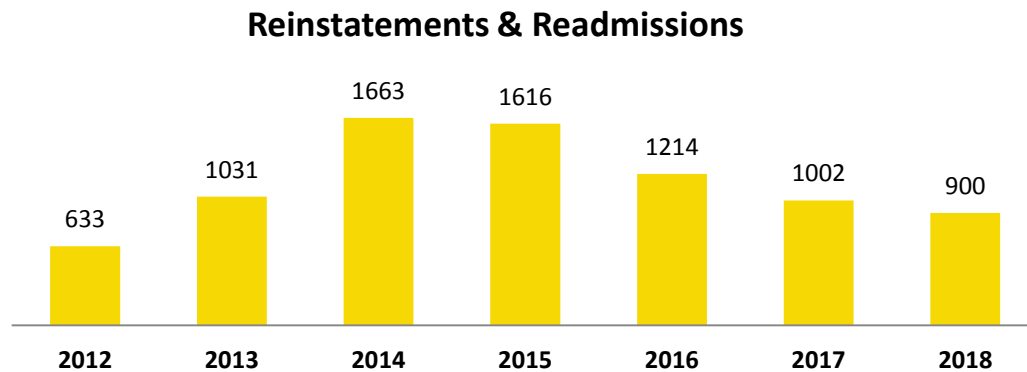
1.4 The Register

At the end of 2018 there were 41,170 architects on the Register, compared with 39,987 at the end of 2017, an increase of 3%.



1.5 Re-joining the Register

There were 900 reinstatements and readmissions to the Register in 2018 (including 45 competency standards applications). This compares with 1,002 reinstatements and readmissions to the Register in 2017.



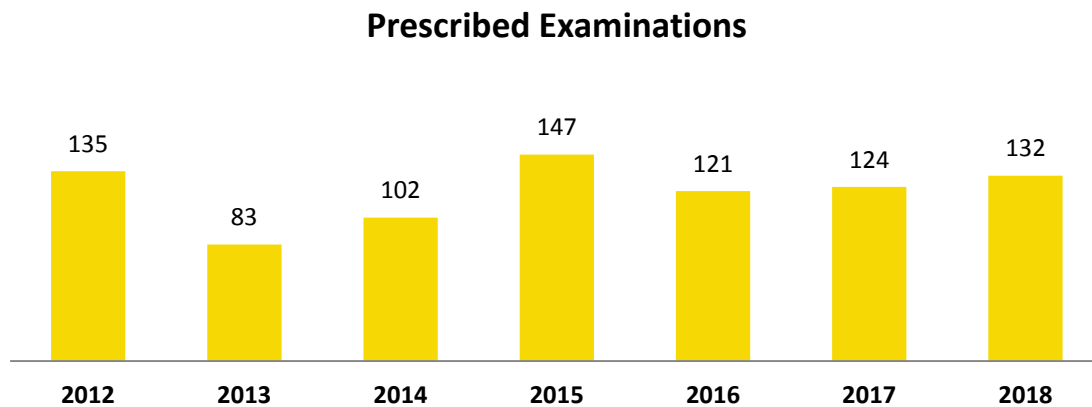
The performance target for processing reinstatements and readmissions (re-joining within 2 years) is five working days. 94% of applications met the performance target, with an average processing time of 3 days. This is down on 2017 when 95% were processed within 5 working days and the average days to process was 2 working days.

1.6 Prescribed Examinations

132 examinations were conducted in 2018. 88 examinations were undertaken at Part 1, and 44 examinations at Part 2. The overall pass rate for 2018 was 59%, compared to 58% in 2017 and 54% in 2016.

We received five appeals in 2018. Four were rejected by the Chair of the Prescription Committee on the basis that there were no grounds for appeal as there were no flaws identified in the process.

The other appeal was upheld by the Appeals Panel. The Panel noted that it could not be certain that irregularities in the process had not adversely affected the candidate. A re-examination was offered to the candidate.



1.7 Online Registration Statistics

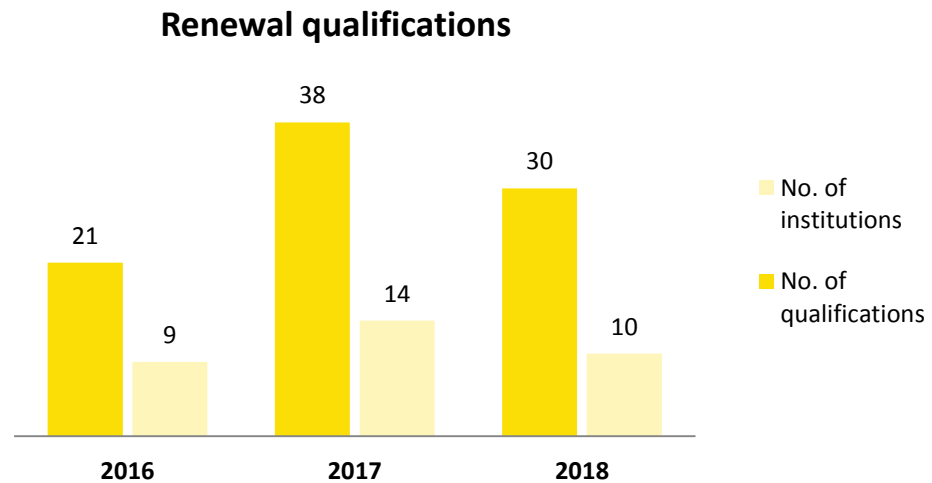
ARB's online application system was introduced in 2012 and provides an online portal for all types of registration applications. Ongoing improvements have been made to the system to increase efficiency and respond to user feedback. 97% of all applications for registration were received online, the same as in 2016 and 2017.

2. Qualifications

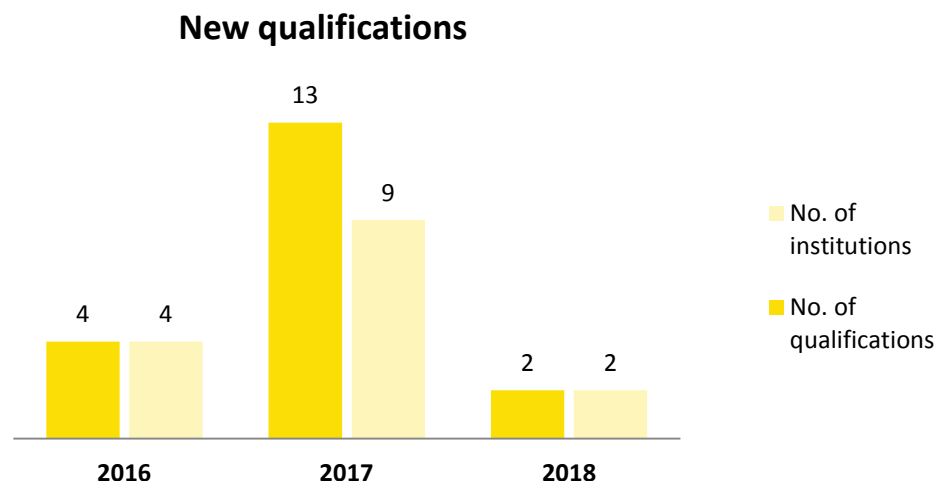
Prescription of Qualifications

Prescription Cycle

2.1 During 2018, the Board considered applications for the renewal of prescription for 30 qualifications from 10 institutions.



2.2 Two new qualifications, one from an existing institution and one from a new institution, were also considered by the Board. 2017 was at variance with other years as of the 13 new qualifications prescribed, five were based on existing qualifications but with slight differences that resulted in a separate qualification being prescribed by the Board, e.g. BA (Hons) Architecture with a Year Abroad, which included all of the modules and assessment within an existing BA (Hons) Architecture award but with an additional year spent overseas.

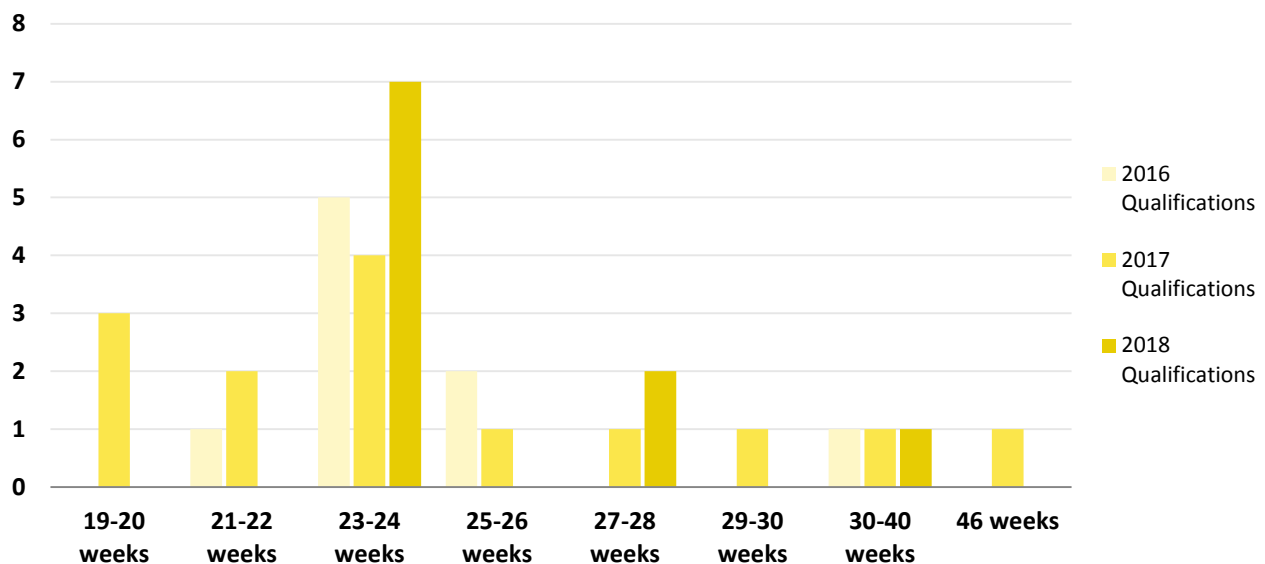


Processing of Applications

Timings

- 2.3 In accordance with the timescales outlined in the Board’s Procedures for Prescription, an application should be reviewed by the Prescription Committee for the first time within eight weeks. Of the applications approved by the Board in 2018, 100% were considered within that timescale. Challenges in meeting this deadline arise where Committee meetings are more widely spread. The risk of missing this deadline is mitigated through careful planning and spread of Committee meetings throughout the year, and through prioritisation of workloads.
- 2.4 On average, applications for the renewal of prescription took 25 weeks to process from submission to the Board making its final decision. The fastest application was processed in 23 weeks. At the other end of the scale, one application took 33 weeks to process.

Renewal Applications: Time taken (weeks)



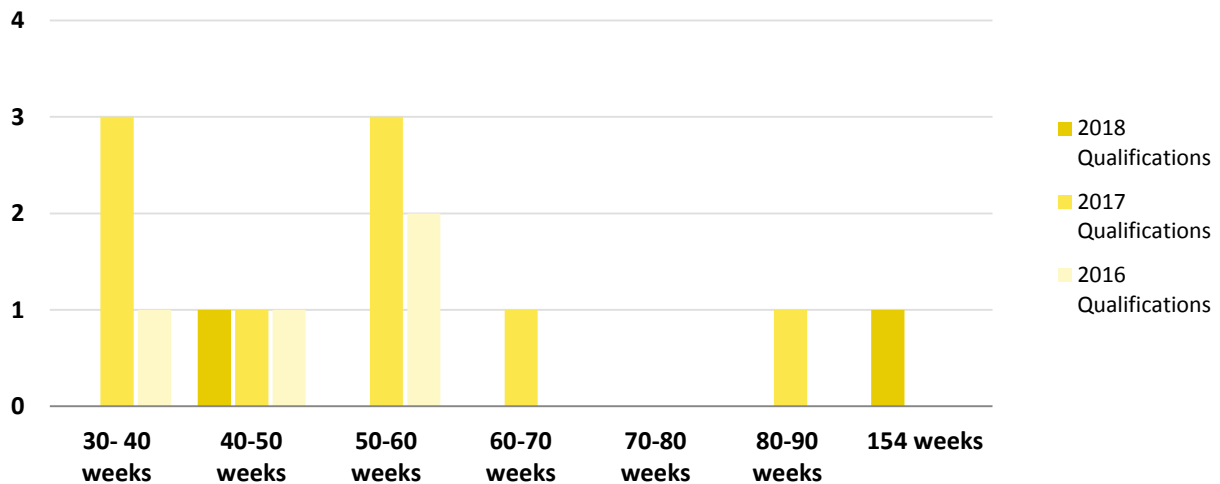
Applications which take longer to process often involve the Prescription Committee seeking clarification about complex issues, e.g. new qualification structures and the mapping of learning outcomes to ARB’s Criteria. It is crucial that institutions are offered reasonable opportunities to respond and clarify complex matters where queries arise. Additionally, the Committee can request that one of its independent advisers meets with representatives from an institution in order to seek clarification. During 2018, the Committee agreed that its adviser should meet with one institution as part of the renewal of prescription process.

Timings may also be affected by the scheduling of Committee and Board meetings as these do not remain static each year.

- 2.5 The Board granted prescription of two new qualifications during 2018. New qualifications typically take longer to process than renewal qualifications because the Board must consult for a period of up to three months before prescription can be granted. Additionally, the issues which require clarification are often more complex and difficult to resolve.

The average time taken to process a first time application for prescription during 2018 was 102 weeks. One application took 50 weeks to process, which is comparable to the average time taken in previous years. However, a second extremely complex application took 154 weeks from the point of receipt until the Board was able to make a final decision. This application involved the consideration of a dual award, and where the Committee needed to clearly establish whether the qualification met the requirements of the Professional Qualifications Directive.

New application processing time (weeks)

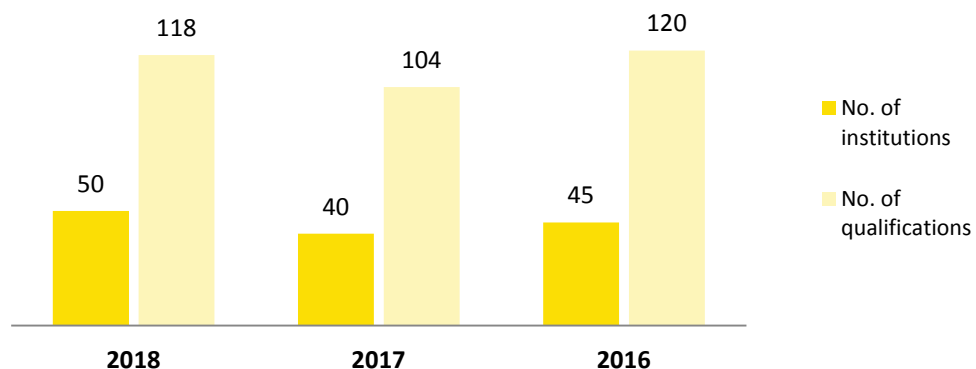


There are no published timescales by which the Board must make a decision following the submission for an application for prescription/renewal of prescription.

Annual Monitoring Submissions and Course/Title Changes

2.6 During 2018, the Prescription Committee reviewed 50 annual monitoring submissions, covering a total of 118 qualifications. An institution is expected to have a single annual monitoring date for all of its prescribed qualifications. Annual monitoring submissions are not normally expected from institutions renewing prescription in any given year.

Annual monitoring submissions



Annex A

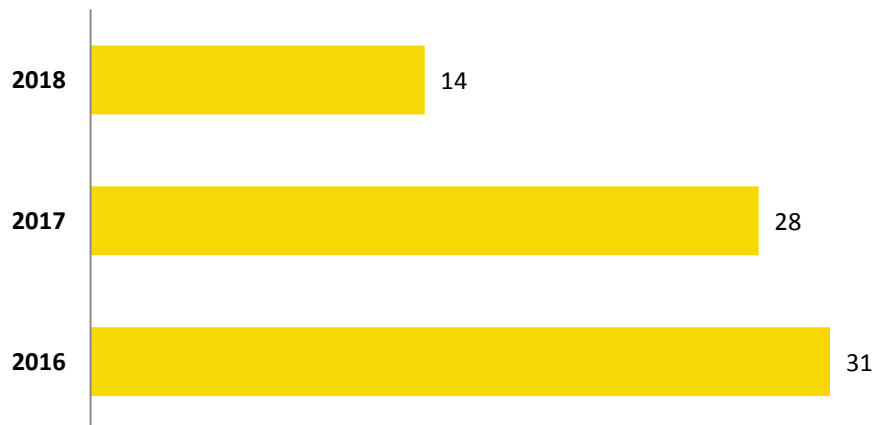
2.7 Variances can occur year-on-year because the number of institutions required to make an annual monitoring submission differs in any given year, depending on the number of institutions seeking renewal of prescribed qualifications. Additionally, the number of prescribed qualifications offered by institutions can vary with some offering five or more while others may offer only one.

Follow-up to Annual Monitoring Submissions

2.8 During the reporting period, additional information was sought from 14 institutions. Information was sought for a variety of reasons including:

- Clarification regarding title or awarding body changes and evolutionary changes to modules/units;
- Concerns over the appropriateness of both staff and physical resourcing provision;
- Whether peer review recommendations and been responded to appropriately;
- Clarification on the appropriateness of external examining provision and examination procedures;
- Documents which should have been provided as part of the submission but were not;
- Comments from External Examiners in relation to threshold standards.

Committee follow up requests



2.9 2018 has seen a marked decrease in the number of annual monitoring submissions where the Committee has sought additional explanation. Information is being provided by staff to institutions in advance of annual monitoring submissions being due to help ensure that all relevant material is submitted. A reduction in the number of explanations sought has had a positive impact on the staff resources required to deal with annual monitoring submissions.

Course and Title Changes

2.10 Over the reporting period, the Department received two requests from institutions to make changes to the titles of prescribed qualifications. There were a further nine requests relating to course changes. Some institutions also submit changes through their annual monitoring submissions rather than through a specific request.

Apprenticeships

2.11 In 2018, the Board approved two qualifications which will be provided within the apprenticeship framework, with one being at Part 1 and one at Part 2. The Committee received requests from three institutions to approve qualifications provided within the apprenticeship framework. Two of these requests are ongoing. The number of institutions seeking qualifications which will be offered within the apprenticeship is expected to grow considerably during 2019. Clear guidance for institutions has been developed, and will continue to remain under review as things develop, to ensure that they are aware of the Board's expectations in this area.

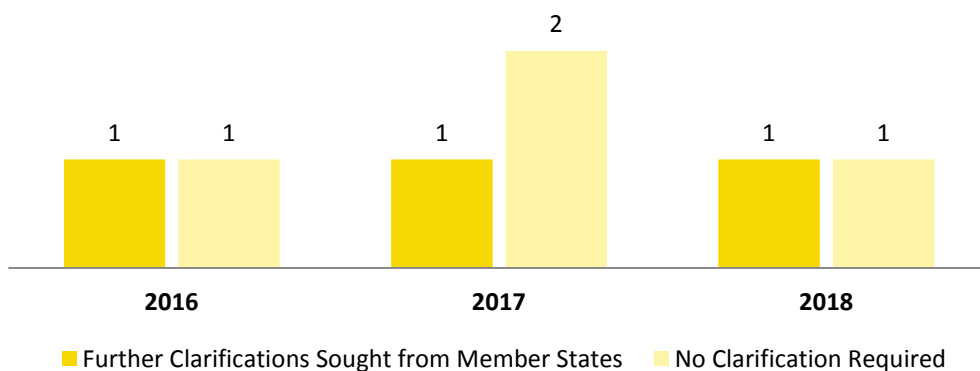
European Qualifications

Notification of UK Qualifications for Listing under the Directive

2.12 Two new UK qualifications were notified in 2018. One was successfully listed under Annex V in 2018, and the other was open for comments at the time of writing this report.

2.13 Four European Notification Planning meetings were held. Only institutions making significant changes to their Part 2 level qualifications or gaining prescription of their Part 2 level qualifications for the first time require planning meetings.

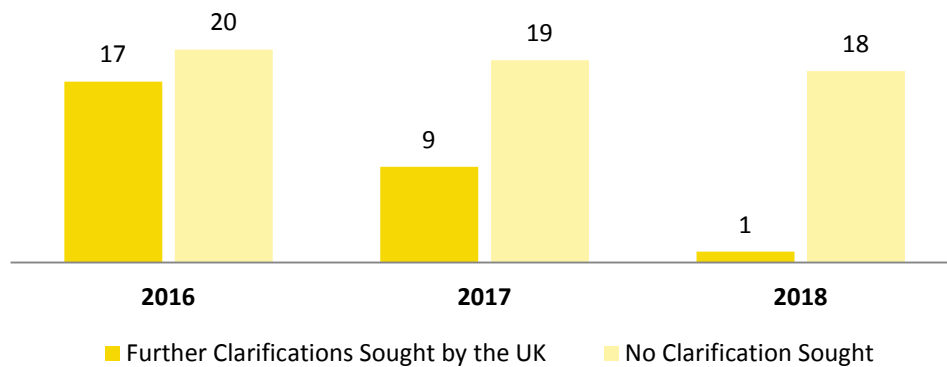
UK Notifications 2016 - 2018



Number of European Qualifications Reviewed

2.14 21 EU qualifications were notified by seven different Member States during 2018. This compares with 28 qualifications in 2017, 37 in 2016 and 47 in 2015. Of the 21 notifications considered, further information was sought by the UK in relation to one qualification thus far, and the UK Expert in Architecture and Independent Adviser were reviewing two notifications at the time of writing this report.

EU notifications received 2016 - 2018

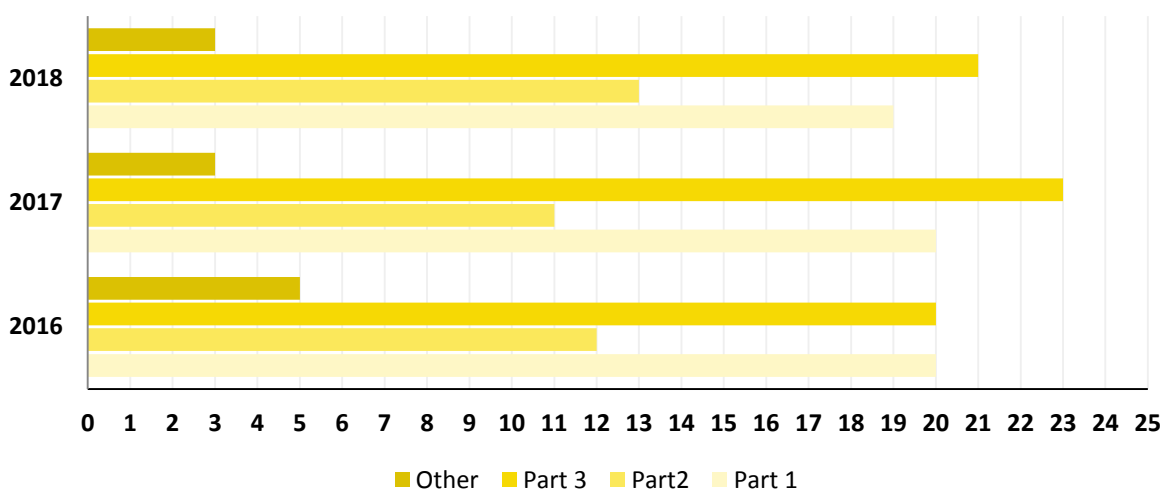


University Liaison Programme

2.15 During the reporting period, 56 presentations were delivered in 40 institutions. Sessions took place throughout the academic year, with peaks occurring during the spring and autumn terms.

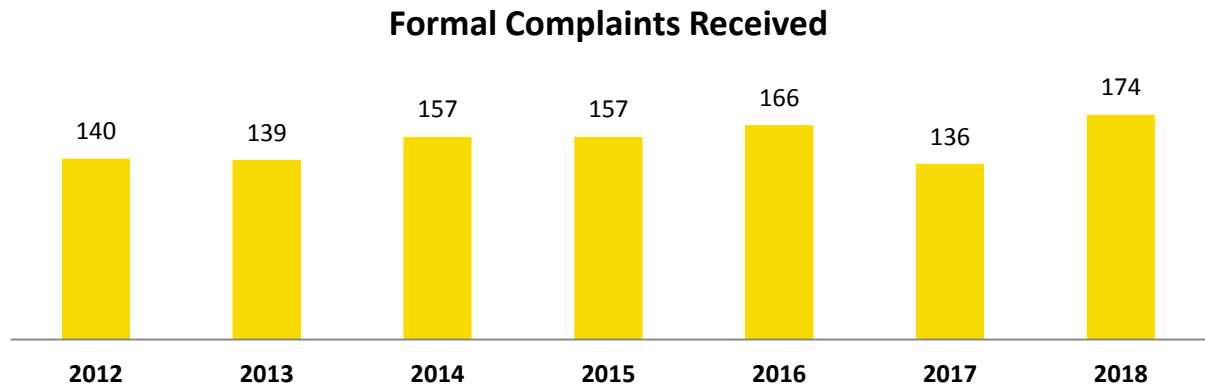
2.16 In addition to the typical liaison sessions in institutions offering prescribed qualifications; one presentation was delivered to the Practice in the UK course for EU candidates offered jointly by the RIBA and London Metropolitan University, and one for students undertaking their first year of experience between Parts 1 and 2 at the University of Central Lancashire.

Distribution of sessions by Part



3. Maintaining the Standards of Conduct and Practice of Architects

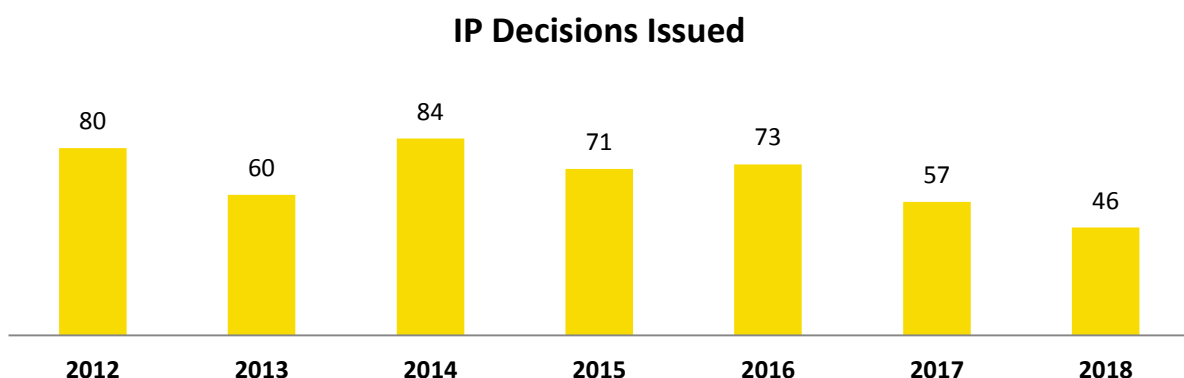
3.1 Complaints and Performance Indicators



Of the 174 formalised complaints received, 126 were concluded without the need for further investigation. This might have been because of a lack of evidence, or that the issues complained of were out of ARB’s remit, or that alternative dispute resolution was deemed a more appropriate route.

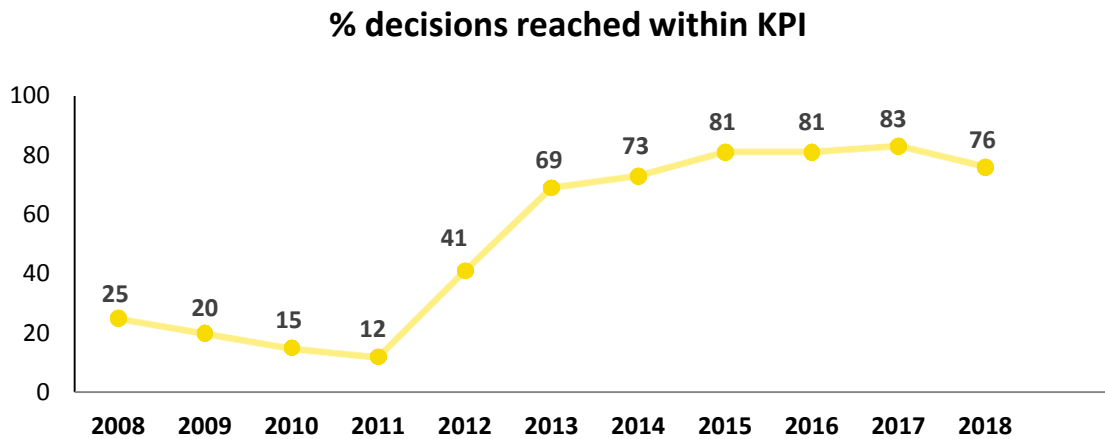
It took an average of seven weeks for the department to either refer a case to the Investigations Panel or to close the case. The target is 14 weeks from the date the ARB’s standard of acceptance is met, which was met in 89% of cases in 2018 (83% in 2017 and 86% in 2016 when the target was 16 weeks).

3.2 Investigations Panel (IP) Decisions and Performance Indicators

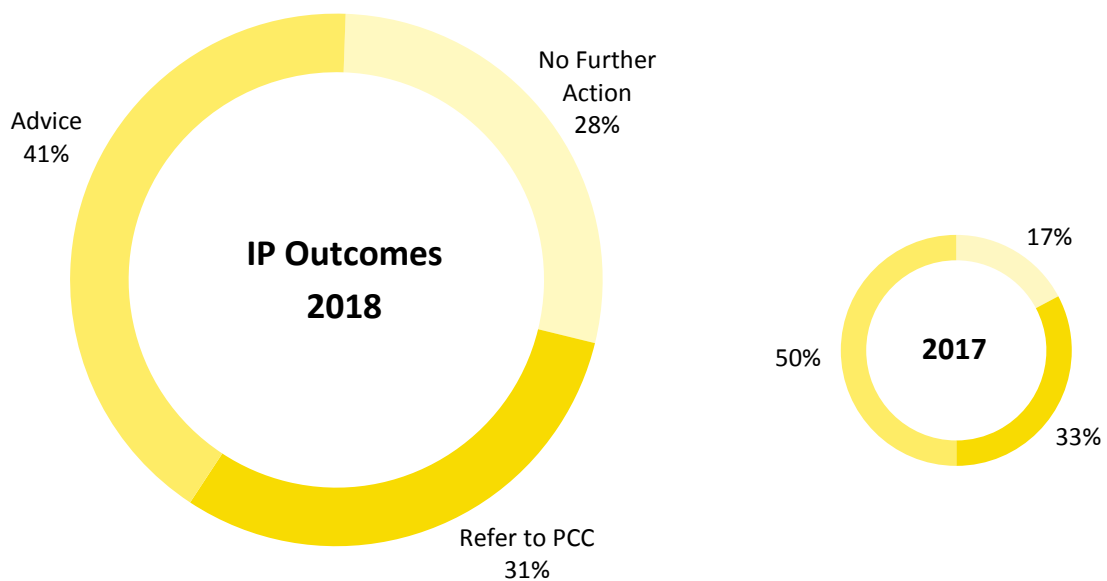


Annex A

The IP took an average of 12 weeks to reach a decision in 2018, compared to 11 weeks in 2017. 76% of decisions were reached within the 12 week target.



All areas of ARB's disciplinary processes are currently being reviewed in 2018 to ensure that they are as effective as they can be under the legislation. The recommended changes will come into force in 2019.



There were no judicial reviews of the Investigations Panels' decisions and eight applications for a Third Party Review (further information can be found at para 3.5).

3.3 Inquirers

Inquirers were appointed on four occasions in 2018 (three in 2017) to produce reports; once by the Investigations Panel and three times by ARB to provide expert evidence to the PCC.

3.4 ARB Solicitors

In 2018, ARB engaged three firms of solicitors to prepare and present cases to the Professional Conduct Committee. The solicitor has 12 weeks in which to prepare a report to the PCC. On average it took 13 weeks to prepare a report (12 weeks in 2017), and 64% of cases met the 12 week target (compared with 65% in 2017). This area of work remains vulnerable to the co-operation of third parties in providing witness statements and the delays incurred in instructing expert inquirers, however the performance of all of ARB's legal providers remains subject to continuous review.

3.5 Third Party Review

Third Party Review considers certain Board/ Committee/ Panel procedures that do not have a statutory appeal to the courts. Third Party Review does not revisit the original decision, but looks at whether the process was properly and correctly followed. There are two independent Third Party Reviewers.

There was one Third Party Review undertaken in 2018. There were six further applications for a Review which were refused on the grounds that they failed to identify any flaws in the procedure by which the decision was reached, which is a requirement of acceptance. One review was granted by the Registrar in December 2018 and has not yet concluded.

The Review undertaken did not find any defects or irregularities in the investigation process but gave advice to panel members to ensure clear reasoning within determinations.

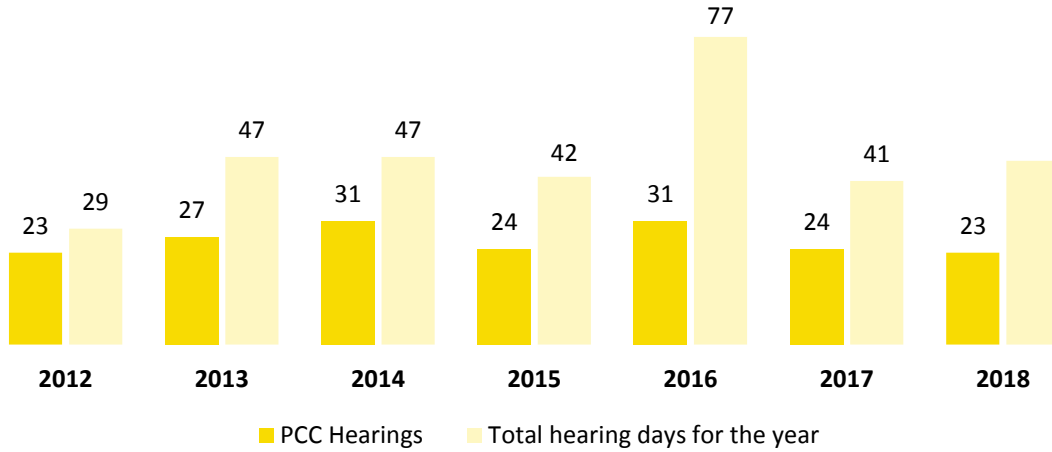
All Third Party Reviews are considered by the Investigations Oversight Committee throughout the year, and Reviewers submit an annual report to the IOC. That committee has the opportunity to interrogate their individual reports in greater detail than the Board has time to, and it then summarises its own findings in an annual report to the Board.

3.6 Professional Conduct Committee (PCC)

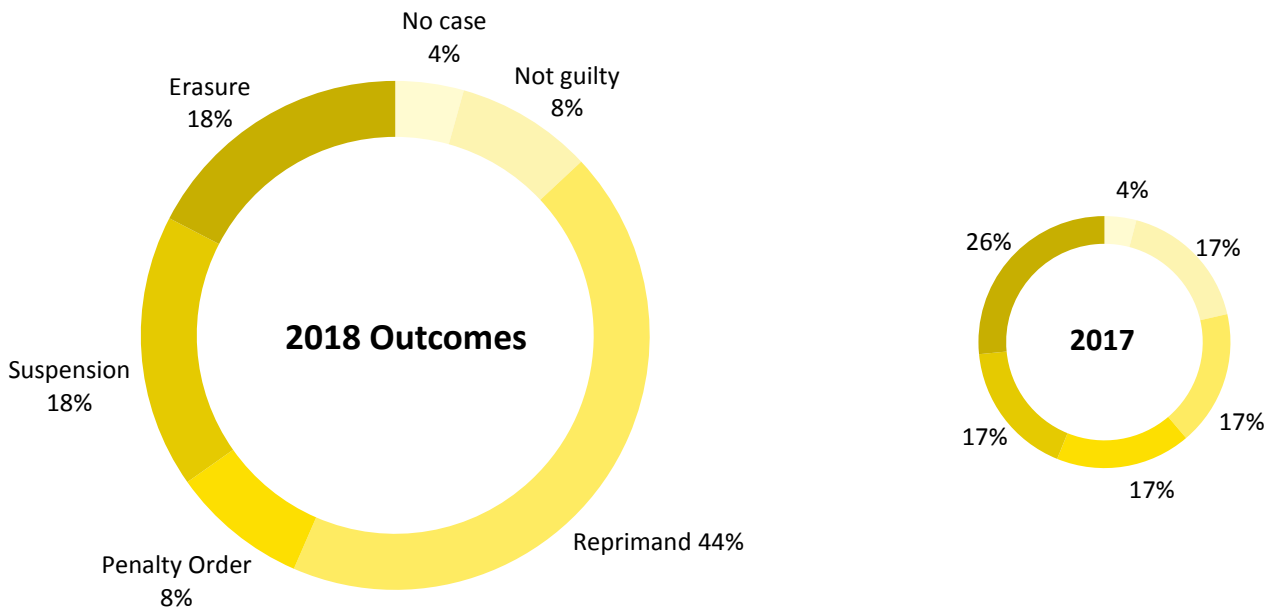
In 2018 the PCC held 18 hearings, a 25% drop on the number of hearings in 2017. In 2018 five cases were dealt with by consent order meaning there was no need for a public hearing. There were 23 PCC outcomes in total.

81% of cases were listed within the KPI of 16 weeks, compared to 70% of cases in 2017.

PCC cases and Total Hearing days



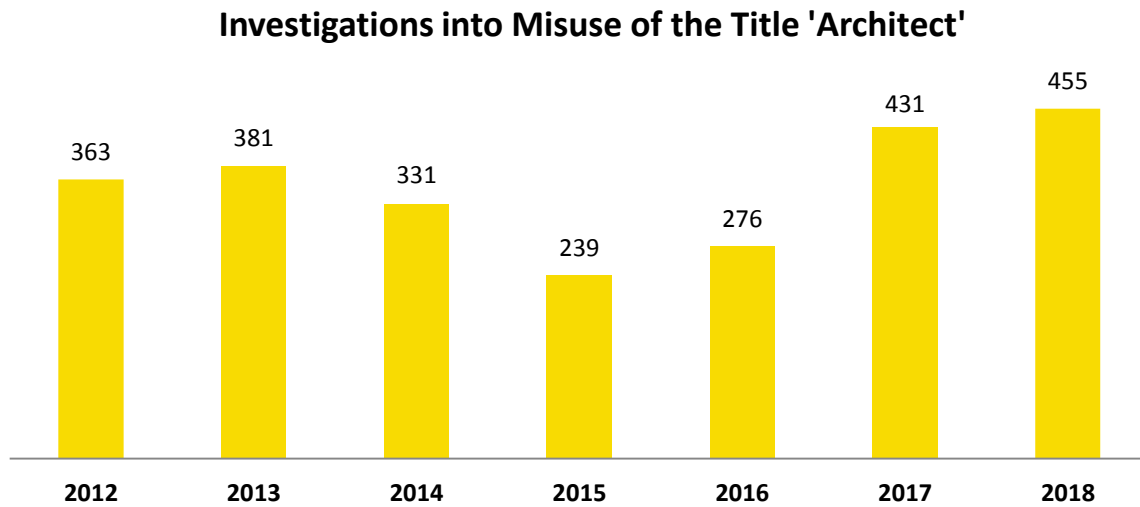
The substantial increase of hearing days in 2016, caused by a small number of complex and lengthy cases, has not emerged into a trend.



The Chair of the PCC submits an independent report on behalf of the Committee to the Board each year.

3.7 Assisting the Public to make Informed Choices

Regulation of title and performance indicators



The target for either referring a case to ARB’s Solicitor or to closing it is 16 weeks. 96% of cases met this target in 2018, the same as in 2017.

There were four prosecutions completed in 2018 (two in 2017). All defendants were successfully convicted of breaching Section 20 Architects Act 1997. The average fine imposed by the Magistrates’ Courts for prosecutions was £7,425, with an average of a further £3,737 being awarded to ARB in costs. One prosecution resulted in a penalty of £23,700 and £5,825 awarded in costs.

Of the misuse of title investigations concluded in 2018, 51% originated from architects, 37% from members of the public, and 12% from other sources or as a result of ARB’s own enquiries.

4 Communications

4.1 ARB website (www.arb.org.uk) and the online Register of Architects (www.architects-register.org.uk)

Changes to cookie consent policy as a result of the GDPR means that our ability to track users on the arb.org.uk website from 1 May 2018 until the end of the year was significantly reduced. Analysis of website interactions should be viewed with this context in mind. The online Register of Architects was unaffected by this issue.

There were 93,571 sessions on the main ARB website 1 January-30 April 2018, down by 5% compared with the same time frame in 2017.

There were 350,788 session on the online Register of Architects, up by 14% from 2017.

Where does the web traffic come from?

ARB does not pay for any listings or online advertisements. In 2018 54% of traffic to the Register and 62% of traffic to the ARB website was from search engine results that were earned (not paid for).

4.2 ARB logo

We continue to work to encourage architects to link to their page on the online Register and use the logo to highlight their registered status. There were 3,449 downloads of logo in 2018, an increase of 91% from the previous year.

4.3 Social Media

We continue to use social media to reach out directly to stakeholders. The below table shows social media audience numbers as at the end of 2018 and the percentage increase this represents on the 2017 numbers.

	As at end 2018	As at end 2017	% difference
Twitter followers	2,285	2,013	+14%
LinkedIn followers	5,425	2,721	+99%
Facebook likes	1,102	948	+16%
YouTube	97	45	+116%

YouTube

Online videos are an increasingly popular method of accessing advice information, from how to Register to steps architects can take to avoid disputes or complaints arising.

YouTube	Total views	Time watched (in hours)	Equivalent working days
2013	3658	200	29
2014	4965	253	36
2015	9728	406	58
2016	9590	387	55
2017	13,123	379	54
2018	17,239	294	42

4.5 Exhibitions

During 2018 we exhibited at three major exhibitions aimed at consumers planning domestic construction projects. We took stands at the National Homebuilding and Renovating Shows in Birmingham, Edinburgh and Somerset.

4.6 Publications

eBulletins

Our eBulletins, periodically sent to architects, are held on microsites and are designed to encourage readers to click through to different sections, and read multiple articles. We are also able to track which articles are the most popular. The aim of the eBulletin is to keep readers informed about the ARB's regulatory role, and is a useful tool in prompting architects to provide us with up-to-date contact details.

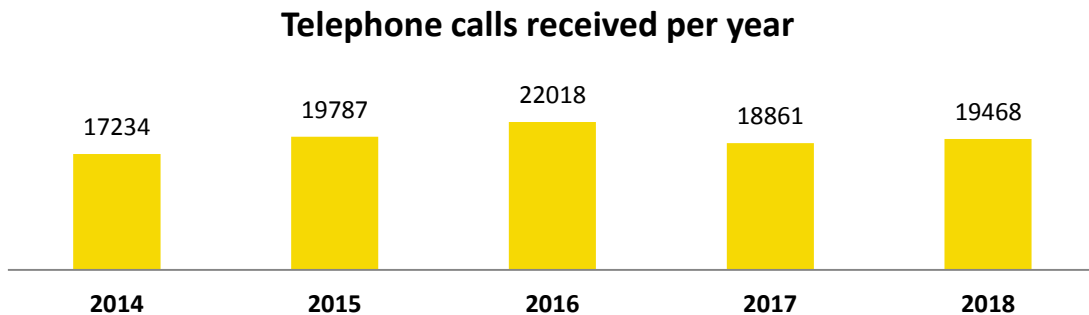
Unique opens for the five eBulletins issued in 2018 averaged at 13,247 per edition, up by 8% from the 2017.

Annual Report

The 2017 Annual Report was published online in June 2018 and generated 517 sessions by the end of the year, a decrease of 16% from compared with the equivalent time frame for the 2016 report.

4.7 Telephone Calls

19,468 telephone calls were received in 2018, compared with 18,861 in 2017. People wishing to use ARB's services are encouraged to 'self-serve' by using the newly developed online resources provided on the website.



4.8 Online Chat Facility

In 2012 an online chat facility was introduced as an alternative option for those wishing to contact ARB. In 2018 we dealt with 1,830 queries, an increase of 36% from the previous year.

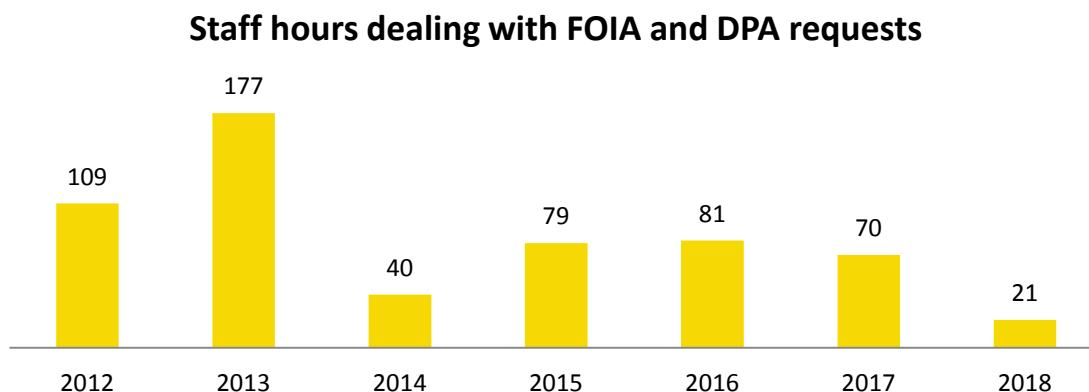
4.9 Freedom of Information Act (FOIA) / Data Protection Act (DPA)

ARB received 11 requests for information under FOIA and DPA, compared to 20 in 2017.

ARB is legally required to respond to all FOIA requests within 20 working days (or 40 working days in relation to subject access requests under DPA). All requests were responded to within the statutory timescale.

There was one data breach reported to the Information Commissioner's Office, which resulted in advice being issued but no further action required.

21 staff hours were spent on dealing requests for information. ARB continues to publish information about its work so that those seeking data about the organisation can find it without having to make specific requests.



5. Human Resources

5.1 Working time lost through absence during 2018

The number of days lost through sickness absence for the 26 Full Time Employees was 58 days (82.5 in 2017 for 23.8 employees). This is equivalent of 2.2 days per employee (3.5 in 2017, and 2.8 in 2016).

The national average for days lost through sickness is 4.1 days per employee.

Minor illnesses, such as cold, flu, headache/migraine and viruses remain the most common cause of short-term absence.

Maternity / Paternity and Special Leave

During 2018 no members of the team took any Maternity/Paternity/Shared Parental Leave. However, 9 employees had a total of 12 compassionate days between them and 4 days were given to 1 employee as Special Leave.

5.2 Recruitment, retention and turnover

In 2018, seven members of the staff team left ARB, representing a turnover of 27%, up from 21% in 2017. CIPD Recourse and Talent Planning shows the median labour turnover across all workforces of 16.5%.

The relatively high figure for ARB staff turnover should be viewed in perspective of having such a low number of staff, as any departures and recruitment will have a significant statistical impact.

6. Equality & Diversity Statistics

6.1 Information held

ARB started collecting Equality & Diversity (E&D) information about those on the Register in 2012, with those entering (or re-entering) the Register are asked to provide details. Registrants can also update their E&D information online.

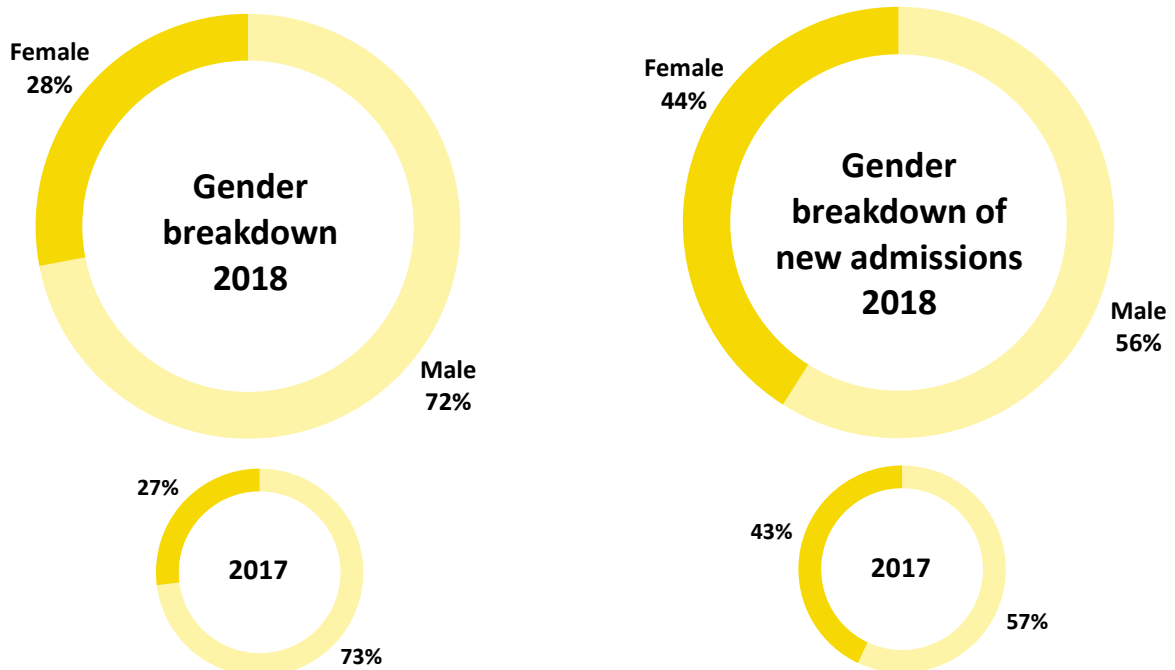
ARB now holds E&D information on 60% of registrants².

From 2019 ARB will also start asking a question about architects' socio-economic status. This will begin to allow a picture to be formed about any changes to the make-up of the profession over time; however it is likely to be some years before sufficient data is collected to justify reporting.

6.2 Gender

ARB holds gender information about the entire Register.

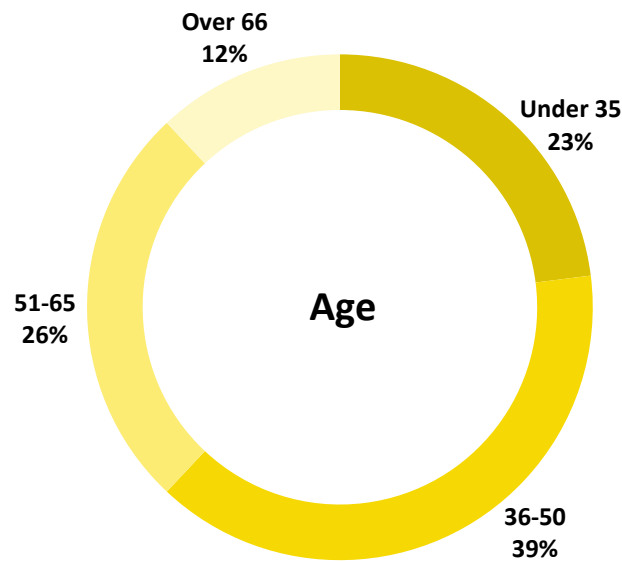
72% of architects are male and 28% female. The proportion of female architects on the Register continues to grow by about 1% every year.



² All data in this section was accurate as of 6 February 2019. It includes completed responses that selected 'Prefer not to say'. Due to the fractions involved, the displayed percentages may not add up to 100%

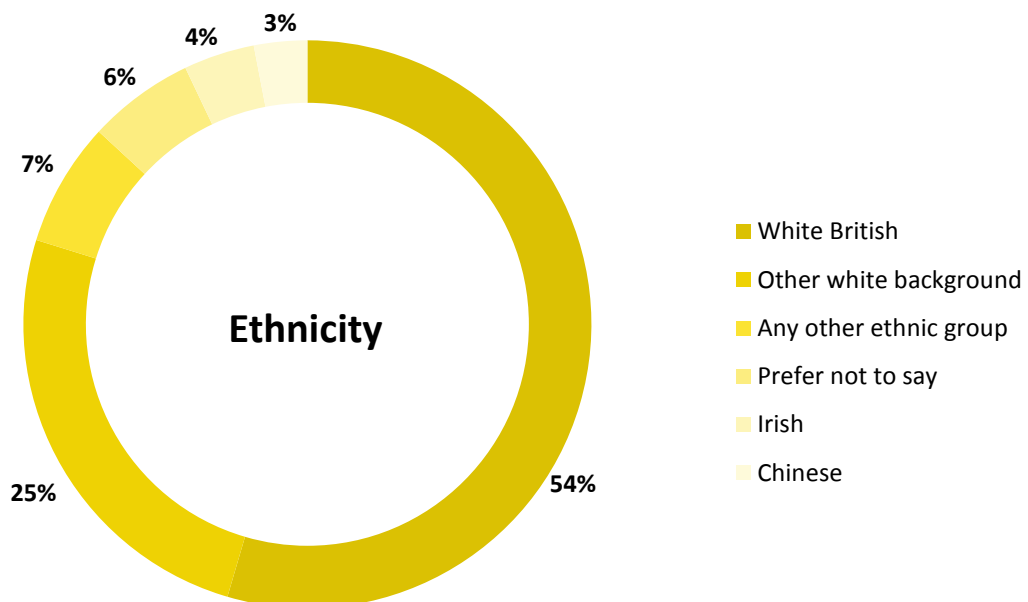
6.3 Age

ARB holds age information for all architects on the Register.



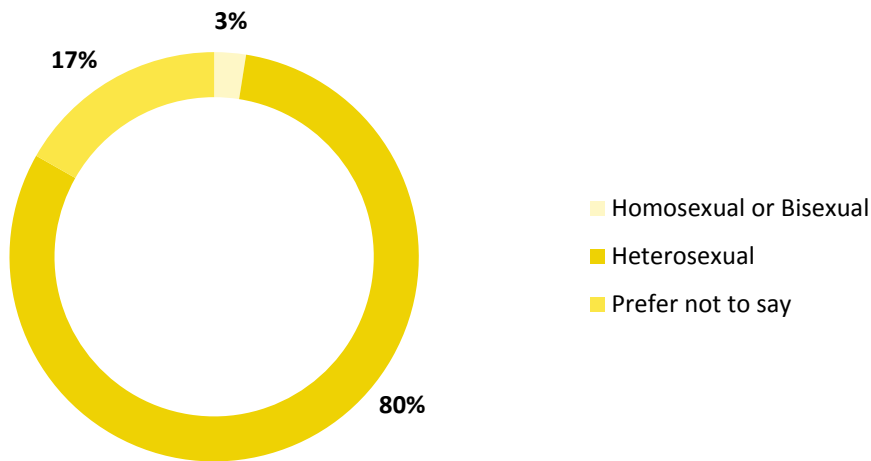
6.4 Ethnic Background

The ethnicity of architects on the Register is as shown below.³

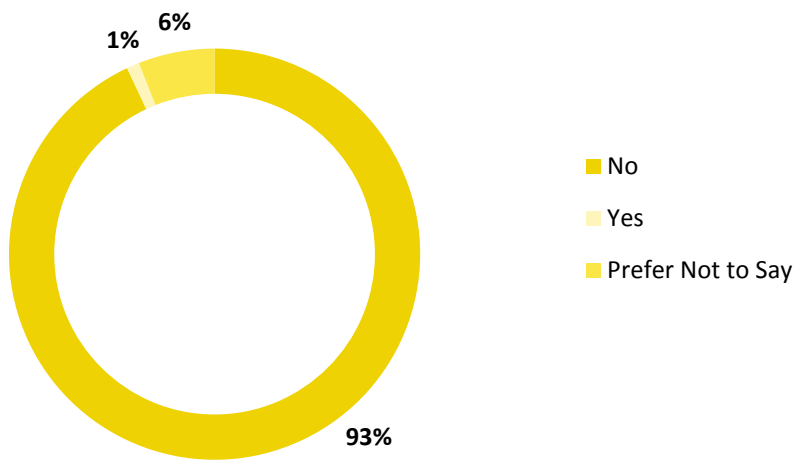


³ White British includes White English, White Welsh, White Scottish
Board Meeting
1 April 2019
Open Session

6.5 Sexual Orientation



6.6 Disability



6.7 Religion

