



**Subject** Reporting 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 statistical report on ARB's operational performance, indicators and trend information for January to December 2019.

#### 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 2018 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. The purpose of these documents is not just to describe ARB's performance, but to report on statistical trends and workloads, in order to guide Board policy making.
- iii. Staff are currently carrying out a comprehensive review of how statistics and information are reported, and how ARB can measure and communicate the impact its work has. As part of that review the feedback of Board members is always welcomed on the information they would like to see in order to assist them, and the style in which it is presented.
- iv. **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 of Architects. More detailed breakdowns of E&D data relating to specific areas of ARB's work is reported to the relevant committees responsible for the oversight in those areas.

- v. **Annex B** provides information on ARB's performance against agreed Key Performance Indicators.
- vi. **Annex C** provides an "at a glance" statistical analysis on figures and trends.
- vii. The areas the Board may particularly wish to note are that:
  - a) The Register continues to grow, despite a slight decrease in new registrants from 2016 and 2017;
  - b) There has been no increase in the number of disciplinary investigations into architects' conduct and competence, though misuse of title cases are increasing
  - 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. The Board considered 30 applications to renew qualifications for prescription from 10 institutions as well as 2 new qualifications, these often involving complex issues to resolve, especially with the introduction of apprenticeships in 2018.

#### 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 2018 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 has developed 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 to model the new style for reporting on ARB's impact.

