

Board Paper

for Open session

Subject: **Performance Monitoring Update**

To receive an update on the performance data for Q3 of 2025.

Board meeting:

16 October 2025

Agenda item:

9

Action:

- For noting ☒
- For discussion ☐
- For decision ☐

Purpose

To provide the Board with an overview of operational performance for Q2 of 2025.

Recommendations

The Board is asked to note and comment on the operational performance of ARB as set out in the Annexe to this paper.

Annexes

Annexe A: Q3 Performance Monitoring Report.

Author/Key Contact

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1. Open Session

1.1. This item will be noted in the open session of the Board meeting.

2. Background and key points

Operations

Professional Standards

Case Load

- 2.1. Case load is consistent within the forecasted parameters. We anticipate a spike in new cases during Q4, where architects will be reminded at the point of registration of their obligations to report any incidents in which they have fallen short of the standards within the Code of Conduct, or criminal convictions.

KPI Performance

- 2.2. Performance against KPIs is strong, particularly in respect of the initial investigation of allegations, and the effective disposal of cases at the Professional Conduct Committee.

Registration and Accreditation

- 2.3. The Register consisted of 40,906 architects on 1 October 2025. This includes just under 1,000 reinstatements following non-payment of the 2025 retention fee.
- 2.4. There have been 176 resignation applications in the year to date. Of these, 107 have already left the Register, with the remaining 69 architects requesting to leave between 1 October and 31 December. We anticipate the number of notifications to resign to increase once the 2026 retention fee statutory notice is issued, and are prepared to process their instructions using CRM to meet the five working day KPI.
- 2.5. The majority (124, or 70%) of those resigning gave the reason of recent or previous retirement from work, or being over the UK retirement age.
- 2.6. Age group analysis of those currently on the Register shows that 6.9% of architects (2810 individuals) are over the UK retirement age.
- 2.7. Analysis of those joining the Register for the first time in 2025 year to date, shows that 96% of those applying through UK, EU or MRA/MOU routes meet the 15 day target. The mean and median times are 5.4 days and 4.0 days respectively. For those joining using the Competency Standards Group route, 100% of the applications met the 45 day KPI, with an average and median time of 17 and 15 days respectively.
- 2.8. Similar analysis of those rejoining the Register, following a previous resignation, or after being removed for non-payment of the retention fee, continue to meet the relevant KPIs. For those rejoining within 2 years of leaving, 98% of the 1122 applications were processed within 5 days (1.9 days average, 2.0 days median). For those returning after more than 2 years away, via the CSG panel route, 93% meet the KPI, with an average of 21.9 days, or 16 days median.
- 2.9. We have held 96 Prescribed Examinations year to date. Of the 72 Part 1 exams, there was an immediate pass rate of 68%, with a further 21% of candidates being able to submit further materials to the Lead Examiner in order to pass. The immediate fail rate at Part 1

was 11%. For the 24 Part 2 examinations, the immediate pass rate was 67%, with a further 13% able to submit additional materials to the Lead Examiner. The immediate Fail rate at Part 2 is therefore 21%.

- 2.10. For those with one or more Prescribed Examination passes, there have been 53 architects who have joined the Register in 2025 so far. This constitutes 5% of those who joined the Register in total.
- 2.11. We have held eight UK Adaptation Assessments year to date. This is significantly lower than we had anticipated on the inception of the assessment route. This affects our income, but as the assessments are cost recovery, we also have lower spending on assessor costs. However, in addition to the assessment route, if they have recognised qualifications under the MRA at Part 3, architects from partner countries can join via a non-assessment route. To date, in 2025, 34 architects have joined the Register this way.
- 2.12. Five of these UK Adaptation Assessments were under the NCARB MRA, and 3 under the Australia/New Zealand agreement. In 2025, five of the eight applicants have failed the assessment.
- 2.13. Accreditation activity continues to focus on the Transition Period of December 2028, after which all accredited qualifications must meet the new academic and practice outcomes. We are working with 20 different Providers (which includes 3 who have no current accredited qualifications), on a mix of transitional adaptation of existing Part 2 qualifications, as well as integrated qualifications.
- 2.14. In addition to the processing of new and transitional qualifications, we continue to assess progress with compliance with the Standards for Providers, via the Annual Monitoring process. We are more than half-way through the assessment of standards 3 (Governance and Leadership) and standard 6 (Student Support). This review and approval by the Accreditation Committee requires extensive data on equality and diversity, and on policies and awareness of support. This requires intensive efforts from both Providers, and on the Executive.

External

Policy and Communications

- 2.15. Our engagement in Q3 has focused largely on working with stakeholders to develop our Professional Practical Experience changes as part of our education reforms. We've held focus groups on the co-ordinating role we're developing for learning providers, and have set up a reference group to support our work developing a new record of competence or experience. Other events held during this period include a roundtable with learning providers and employers in Glasgow, and a webinar with over 200 architects to share our new Code of Conduct and Practice.
- 2.16. The summer period has been quieter across other activities, with only one consultation during this quarter, and fewer announcements or reports to garner social media interest. Opens of the July issue of ARB Insight were also slightly lower.

- 2.17. On our website, we've changed our approach to cookies twice this year, to comply with new data collection requirements. The second change took place at the end of August and attempts to improve the data collection that was reduced by our initial approach to the new requirement. As such, our website statistics are still much lower than in comparative periods, but we continue to investigate options to improve our ability to track website use.

Freedom of Information and Subject Access Requests, Whistleblowing and Service Complaints

- 2.18. During Q3 we have received five Freedom of Information requests and three Subject Access requests. We have received a total of 34 Freedom of Information and Subject Access requests to date during 2025. The Freedom of Information requests have covered areas including commercial information and contract details, professional conduct cases, staff expenses and air travel, and AI provision amongst other things.
- 2.19. During Q3 we have met all of the statutory deadlines in terms of providing responses to the requests we received.
- 2.20. There have been no instances of whistleblowing to date during 2025.
- 2.21. We have received three service complaints since 1 January 2025, all of which have progressed to the review stage. Further details, including an overview of the lessons learned are set out within the slides which are annexed to this paper.

Internal

Human Resources

- 2.22. There is little movement on the data for HR compared to Q2, headcount and resource costs are in line with budget assumptions and forecasts. There is a reduction in terms of absence levels, and this is due to an employee on long term sickness returning to the workplace.

Finance

Financial Performance & outlook

- 2.23. Payment of invoices within 30 days was at 99% during Q3. During Q3, new reporting capabilities were rolled out across all departments, providing detailed purchase order reporting for improved forecasting and budget tracking.
- 2.24. August Management Accounts which include August YTD Actuals, and the full year reforecast have been prepared. Key points are given below:
- 2.25. August 2025 YTD actuals:
- Revenue Performance:
- 98% of the years reforecast revenue has now been collected.

Expenditure Performance:

- Professional Conduct is tracking marginally above the burn rate; we continue to work closely with the team to monitor these costs. It is anticipated a clearer picture of full year costs will be available towards the end of October.
- All further cost categories are either on track or marginally above or below pro-rated budgeted amounts due to timing factors.

Project Costs:

As of the end of August, Project Invoices have been received for the PPE commission and Grenfell case costs.

2.26. 2025 Full Year Reforecast:

- Forecast operating revenue for the full year is projected to be down 4% against budget due to a decline in Registrations. The new forecast includes downside against budget for examinations and international assessments. Income from investments and interest has been increased in the forecast due to performance of the portfolio year to date.
- Forecast operating expenditure is up favourably 2% (£216k) against budget, with savings now captured in the forecast on staff and MRA costs.
- IT project costs are no longer forecast to go ahead in 2025 and will now be budgeted for in 2026.

3. Risk Implications

- 3.1 There are no risk implications specifically relating to this paper, although organisational performance directly relates to the delivery of our corporate strategy and our Business Plan.

4. Equality and diversity implications

- 4.1 There are no EDI implications specifically relating to this paper.

5. Recommendations

- 5.1 The Board is asked to note and comment on the operational performance of ARB as set out in the paper.