



**Title** Performance Monitoring Report  
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**From** Hugh Simpson (Chief Executive and Registrar)

If you have any enquiries on this paper, please contact Hugh Simpson at [Hughs@arb.org.uk](mailto:Hughs@arb.org.uk) or 0207 5805861.

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## 1. Purpose

To provide the Board with an overview of ARB operational performance.

## 2. Recommendations

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

## 3. Background and overview

- 3.1 The Board's responsibilities cover, broadly, three main areas: Setting of strategy, approving regulatory policy and standards, and assurance of the operational performance of the ARB.
- 3.2 Additionally, as part of the Framework Agreement with the Department for Levelling Up, Housing and Communities, there is an expectation that we regularly report on performance across each of our statutory functions, as well as finance and human resources.
- 3.3 We will provide a detailed update on HR and staffing data as part of the next quarterly review of performance monitoring reporting which will enable further input from the Remuneration and Appointments Committee.
- 3.4 The report blends a summary narrative in this cover paper with the highlighted performance data set out in a single **Annex** presentation document.
- 3.5 The next update on performance is scheduled to be presented to the Board in October.
- 3.6 The narrative for each section below, in some places replicates information in the Annex and draws out the key points for consideration.

## 4. Professional Standards: Performance Update

- 4.1 The challenges in meeting the agreed Key Performance Indicators in relation to the throughput of investigations, identified in Q4 of 2021, have continued into 2022. The Professional Standards department has carried out an audit of all cases to identify blockages in the investigations process and put in place steps to alleviate them.
- 4.2 An action plan has now been proposed to and agreed by the Senior Leadership Group. Steps include the recruitment of additional PCC legal chairs, which is the main cause of a backlog in scheduling hearings, the expansion of the Investigations Panel to improve its ability to deal with fluctuations in workload, and the introduction of a new case-

tracking system as an interim measure while the transformation project is implemented.

## **5. Registration: Performance Update**

### **5.1 *UK Route to Registration***

New applications are broadly tracking the first quarter of 2021, with a minor decrease in April. There is evidence that this may be due to institutions issuing awards later than in previous years, as May 2022 applications are up on the previous year. Overall the volume assumptions in the budget are holding, with an increase in the prescribed fee for those re-joining the register.

The KPI for UK applications is 15 working days from receipt. YTD the performance is 93%, up from 90% in 2021. We have refined our initial logging and triage process, meaning we can request missing information earlier, and improve customer service with more responsive communications. The cumulative rate of new UK applications is matching 2021 exactly, and our resource planning is based on this.

There has been an increase in time to process applications, due to missing information. We have enhanced our guidance to applicants. We are still well within the KPI tolerances.

### **5.2 *EU Route to Registration***

There have been three consecutive months where EU applications are higher in 2022 than in 2021. We are also having more enquires from EU applicants about returning to UK Register. We will monitor this through 2022.

The KPI performance has stabilised after a period of complexity associated with the EU Transition period in Q1 2021. Seven of the last eight months have exceeded the KPI target. Low numbers of applications, and small numbers of breaches affect %. There are only 9 EU applications that were not processed within KPI. Those that did not were missing documentation from the home competent authority, who can be slow to respond. YTD there is a marked performance improvement (89% within KPI, versus 59% in 2021), due to our enhanced processes for checking applications earlier.

The cumulative number of EU applications is similar to the pattern for 2021, though there is evidence that EU applications may be starting to increase. Our budget and resourcing assumptions match these levels of activity.

Changes in processing times have been significant, from 25+ working days in Q1 2021, dropping through the remainder of the year, to 8.2 days for 2022 applications. This has been a direct result of earlier changes and chasing missing information, resulting in better customer service outcomes.

### **5.3 *Re-joining the Register***

There have been significantly more (almost double) architects re-joining the Register in 2022 than in comparison with 2021. The majority of these were removed for non-payment, despite the campaign of awareness and extended deadline for payment. These attracted the new prescribed fee of £80. We have had four complaints about

the level of the fee from almost 500 re-joins. 10% of the re-joins were returning to architecture after some time away.

Performance for reinstating these architects has stabilised with five consecutive months of almost 100% compliance, despite the increased volumes. Having a permanent (not temporary) team, and reviewing our processes has yielded this result. We are confident this level of performance can be maintained.

## **6. Prescribed Examination: Performance Update**

- 6.1** There were 30 Prescribed Examinations in January to end of March, and a further 14 in April. There are a further 25 examinations booked into July, which matches our budget and resource assumptions, and is similar to volumes in 2021.
- 6.2** There are almost equal male to female applicants so far in 2022, whereas females have been higher numbers in previous years.
- 6.3** The pass rate at Part 1 has increased and the pass rate decreased at Part 2. This relates to the re-take numbers in Part 1. We will review more closely the trend in Part 2, by country of applicant, and by stage of failure and report back.
- 6.4** Hong Kong and Chinese applicants account for 25% of 2022 applicants. Another 25% of applicants are UK nationals with a non-prescribed qualification.

## **7. Accreditation: Performance Update**

- 7.1** The proportion of Part 1 qualifications remains the same, at 45%. Four new qualifications have been added since the last Board update
- 7.2** The Prescription Committee has met three times so far in 2022, and there is a further meeting in May. This phasing of activity has allowed all Annual Monitoring considerations to be made, six months earlier than the previous cycle. This smoothing of the activity allows a greater, current, view of the institution for the Executive, and assists the institution to focus on their action plans or developments for the next cycle.
- 7.3** In anticipation of IET and any transition of accreditation systems, we have started to analyse the existing qualifications to determine whether any qualifications (or institutions) may be required to extend or shorten their prescription periods. This will help plan activity to bridge the change in governance, and be based on risk assessment of the current performance.

## **8. Policy and Communications: Performance Update**

**8.1** The Policy and Communications performance update set out in the annex includes an overview of the extensive work undertaken in the last quarter. The information is broadly set out in the following areas:

- Consultations and survey events
- Engagement meetings and events
- Policy led communications
- Registrant communications
- Website and social media
- Forward look

**8.2** There were three formal ARB consultations which enabled us to proactively engage and see feedback. Two of these were very technical and targeted at only a very narrow audience. The third was a Initial Education and Training Survey which reflected our very strong engagement results with over 700 responses.

**8.3** We continue to proactively engage with interested parliamentarians to ensure they have up to date and accurate information about legislative change relating to the regulation of architects.

**8.4** We continue to gather useful insight from our data analytics (web, email and social media) which is enabling us to target our communications on the channels preferred by our audiences. In particular we see that certain topics and in particular video clips, gifs and other forms of animation help to promote our key messages.

## **9. Equality and Diversity Implications**

There are no specific equality and diversity implications arising from this performance monitoring report, although we continue to track our performance data to consider wider policy implications in relation to EDI.

## **10. Communications**

This performance monitoring report is an important public record of ARBs performance so that we can be transparent and that key stakeholders, including our sponsor department, can receive assurance that we are delivering our statutory functions.

## **11. Resources**

There are no specific resource implications arising from this paper.