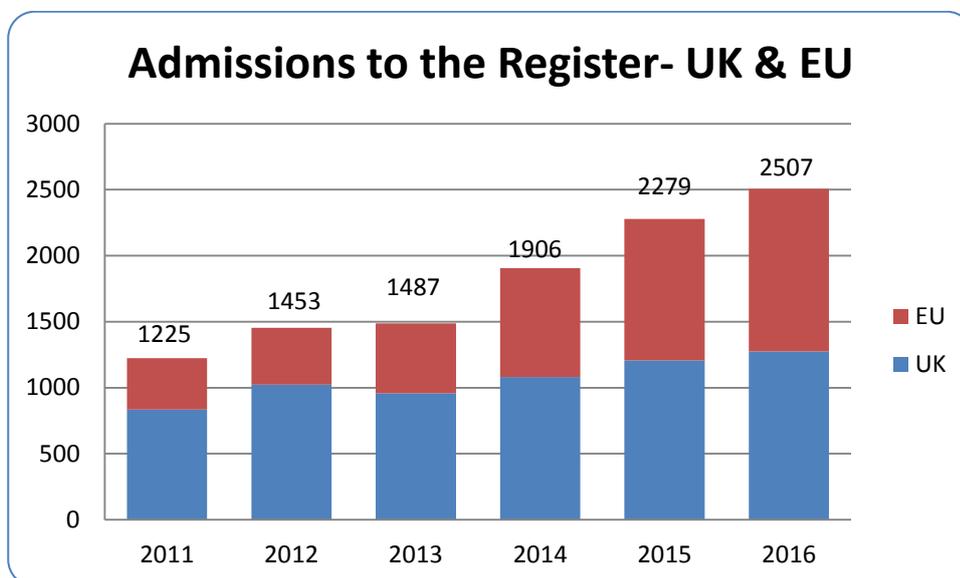# Report on Statistics and Trends

1.   Maintain the Quality of the Register

1.1   Admissions

The graph below illustrates that during 2016, there were 2,507 new admissions to the Register, an increase of 10% from 2015.

There have been a higher percentage of applicants applying via the EU route. 51% were made through the UK routes to registration, including those who qualified over 2 years ago. The remaining 49% applications were made through all EU routes[1]. By comparison last year, 47% of applicants arrived via EU route applications, with 53% coming via the UK route.

1.2   UK Applications

The increase in the number of applications saw the average time taken to process a UK application increase from 8 days in 2015 to 10 days in 2016.

93% of UK applications were processed within the 15 day target timescale in 2016, compared with 96% in 2015.

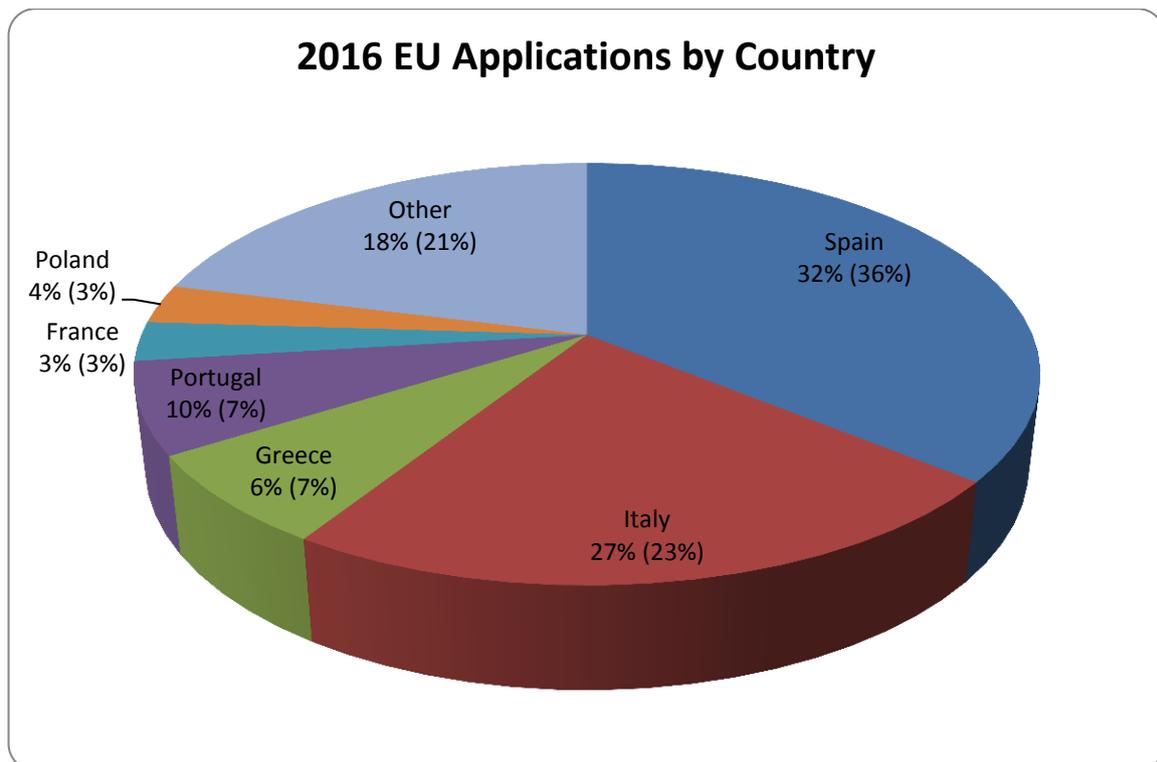[1] Including those applying through the equivalence route

1.3   European Applications

ARB processed 1,180 EU applications through the automatic EU route to registration, an increase of 17% from 2015. The remaining 52 were processed via all other EU routes.

84% of automatic recognition applications were processed within the 15 day target, compared to 82% in 2015. The average working days to process an application remained at 14 working days in 2016.
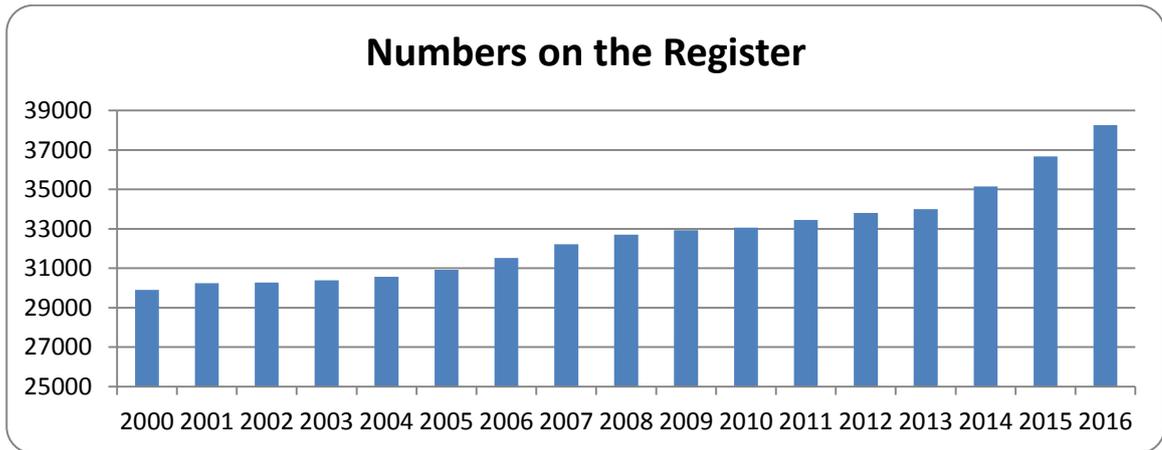
EU applications frequently involve a significant amount of external interaction with other competent authorities, sometimes resulting in long delays while information is sought either from ARB's counterparts in other member states or from applicants themselves. By way of example, in the last six months of 2016 almost half of all of EU applications were submitted incorrectly or with incomplete information.

The graph below illustrates the number of applications arising from other countries during 2016.
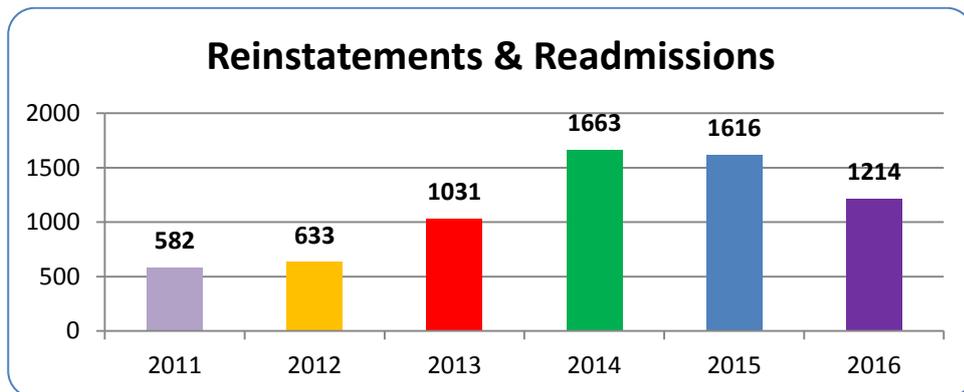
1.4   The Register

At the end of 2016 there were 38,258 architects on the Register, compared with 36,678 at the end of 2015. This is 4% increase was similar to the previous year's growth.

1.5   Re-joining the Register

There were 1,214 reinstatements and readmissions to the Register in 2016 (including 47 competency standards applications). This compares with 1,616 reinstatements and readmissions to the Register in 2015. The decrease in the number of reinstatements to the Register reflects the lower number removed for non-payment of the 2016 fee.
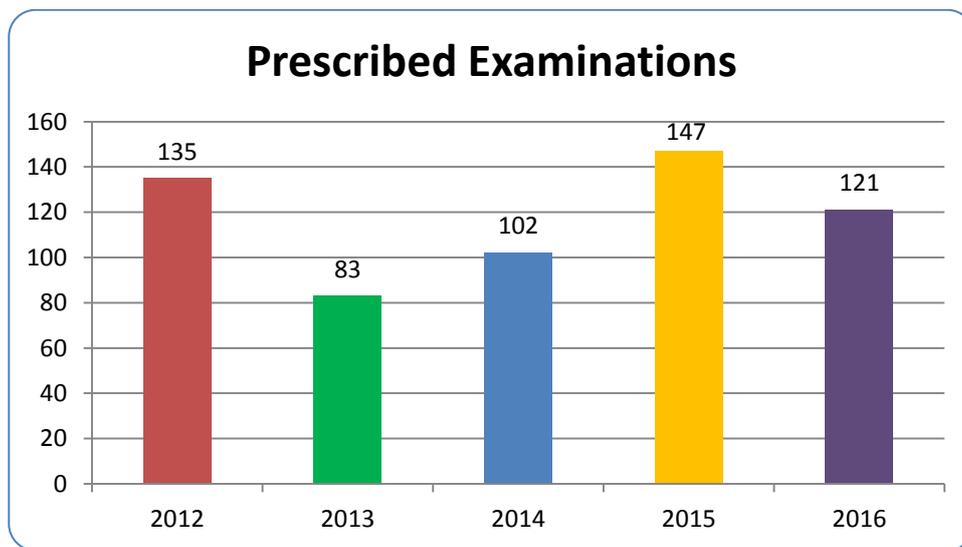

The performance target for processing reinstatements and readmissions (re-joining within 2 years) is five working days. 93% of applications met the performance target, with an average processing time of 4 days, up from 90% in 2015.

1.6 Prescribed Examinations

121 examinations were conducted in 2016. 86 examinations were undertaken at Part 1, and 35 examinations at Part 2. The overall pass rate for 2016 was 54%, compared to 52% in 2015 and 57% in 2014.

We received three appeals in 2016. Two 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 third appeal was upheld by the Appeals Group after irregularities were found in the timekeeping of the examination, and a re-examination offered.

Prescribed Examinations

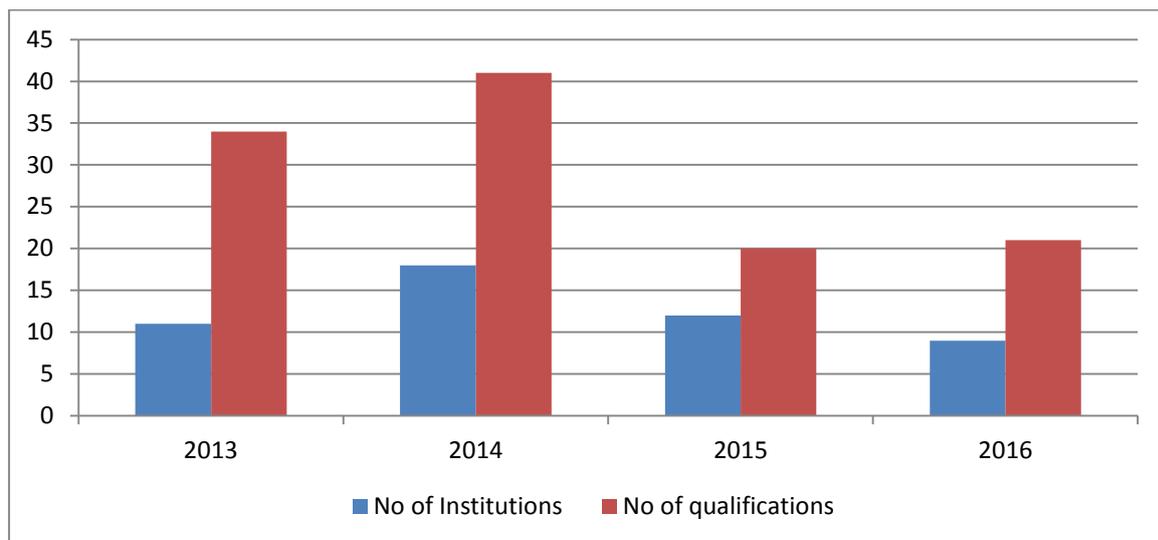| Year	Examinations
2012	135
2013	83
2014	102
2015	147
2016	121

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, compared to 91% in 2015.

2   Maintaining Qualifications of Architects

2.1 Prescription of Qualifications

Prescription Cycle

During 2016, the Board considered applications for the renewal of prescription for 21 qualifications (20 in 2015) from nine institutions. In 2015 the Board considered applications for the renewal of prescription for 20 qualifications from 12 institutions.

In addition, the Board prescribed four new qualifications offered by four institutions. In the previous reporting period the Board prescribed six new qualifications offered by six institutions.

During 2016 the Board rejected one application for prescription.

In previous years the Board has undertaken an exercise to make the prescription process more flexible for institutions. After undertaking a review of the position, the Board decided to extend prescription of three qualifications offered to one institution which was due to renew prescription during the 2016/2017 cycle.

The Prescription Committee considered whether to advise the Board to offer an extension to a further eight institutions. These institutions were deemed not to have met the eligibility criteria for which an extension could be offered. The key reasons were that the annual monitoring submissions had not been made by their due dates, or these submissions had been incomplete upon receipt.

In 2016, and due to an increase in the number of late and/or incomplete submissions, the Prescription Committee issued information to all institutions offering prescribed qualifications confirming that repeated late and/or incomplete submissions would be likely to impact upon the

duration of future periods of prescription, e.g., where there were instances of successive late submissions in any given prescription period, the Board would be likely to reduce the duration of prescription by a year when prescription was next renewed.

Planning Meetings

During 2016, 12 institutions seeking to renew prescription or seeking prescription for the first time requested planning meetings prior to submitting their applications.

Processing of Applications

Timings

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. All of the applications approved by the Board in 2016 were considered within that timescale.

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 21 weeks. At the other end of the scale, one application took 33 weeks to process. This is broadly comparable to 2015 where the average time taken to process an application for renewal of prescription was 23 weeks.

Applications which take longer to process often involve the Prescription Committee seeking clarification about complex issues, e.g., new qualification structures; the mapping of learning outcomes to ARB's Criteria, regarding the qualifications it is reviewing. It is crucial that institutions are offered reasonable opportunities to respond and clarify complex matters where queries arise.

Timings may also be affected by the scheduling of Committee and Board meetings as these do not remain static each year.
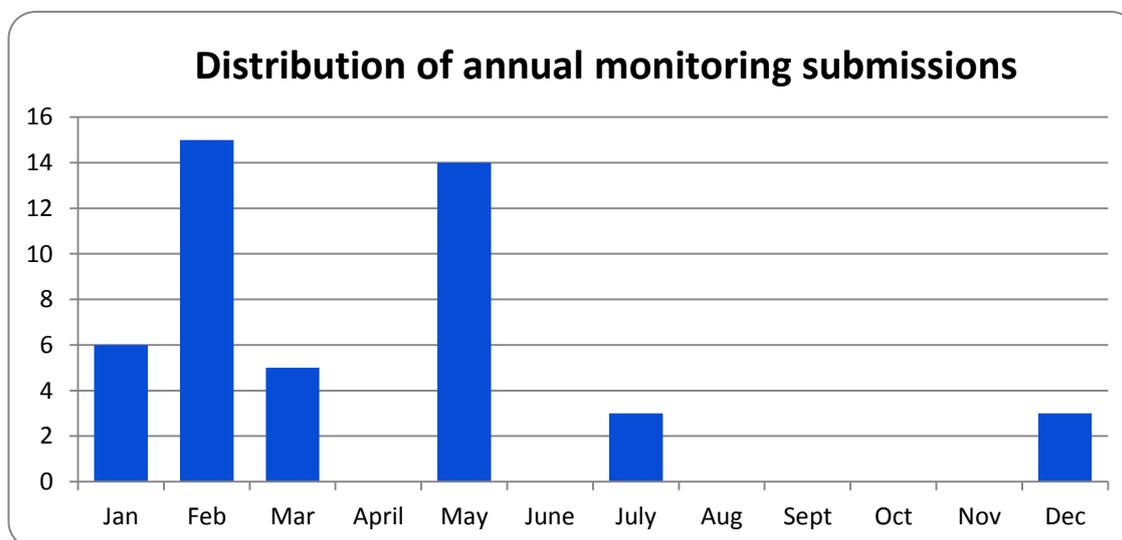
The Board granted prescription of four new qualifications during 2016. New qualifications typically take longer to process than renewal qualifications, because the Board must consult for a period of up to three months before prescription can be granted and the issues which require clarification are often more complex and difficult to resolve. The average time taken to process a first time application for prescription during 2016 was 47 weeks.

Annual Review of the Operation of the Prescription Process

The Qualifications Team undertakes an annual review of the operation of the prescription process. Seven institutions responded to an on-line questionnaire, and these responses were made available to the Committee for its consideration in October. Recommendations were drawn from the feedback and minor adjustments to the guidance that sits behind the application procedure have been undertaken as a result.

2.2 Annual Monitoring Submissions and Course/Title Changes

During 2016 the Prescription Committee reviewed 46 annual monitoring submissions from 45 institutions covering a total of 120 qualifications. Annual monitoring submissions are not normally expected from institutions renewing prescription in any given year. In 2015, submissions were received from 45 institutions covering a total of 118 qualifications.

Distribution of annual monitoring submissions

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.

The chart above sets out how many annual monitoring submissions were reviewed by the Committee on a month by month basis during the reporting period. It should be noted that Prescription Committee meeting dates are not consistent year on year and may move by a week or so.

Follow up to Annual Monitoring Submissions

Of the 46 submissions received during the reporting period, 31 required the Committee to seek additional information from the institution. Requests for further information were 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 appropriate action had been taken in response to recommendations from internal and/or external peer reviews;
- Clarification on the status of qualifications which were due to expire;
- Clarification on the appropriateness of external examining provision and examination procedures; and
- Documents which should have been provided as part of the submission but were not.

This is a significant increase from 2015 where the Committee sought additional information on 11 occasions.   A number of these queries arose as a result of institutions notifying the Board about recent course changes through their annual monitoring submissions. Staff have emphasised to institutions the importance of reporting course changes to the Board, and institutions appear to have taken note of this advice.

A large number of queries have also been raised by the Committee in relation to the appropriateness of both staff and physical resourcing as a result of comments made either by external examiners or within internal/external reports. The Committee will continue to query the appropriateness of resourcing whenever concerns arise to ensure that institutions continue to meet all of the standard conditions of prescription.

Deadlines for the Processing of Submissions

The maximum period allowed for ARB's staff and the Prescription Committee to consider annual monitoring submissions for the first time is 8 weeks. This is the same period by which applications for prescription must be considered by the Prescription Committee for the first time.

In 2016 the average time taken for each submission to receive initial scrutiny by the Committee was 4.5 weeks, and 100% of submissions were considered before the 8 week deadline. 100% of submissions were considered before the deadline in the previous reporting period, taking an average of just over four weeks to reach the Committee for the first time.

Variances in processing time can be attributed to the varying dates by which institutions make their annual monitoring submissions and changes to Prescription Committee meeting dates year on year. Late submissions can also impact on this time period.

Late Submissions from Institutions

During the reporting period, 11 institutions failed to meet the deadline for submitting their annual monitoring submissions compared with seven institutions in the previous reporting period.

ARB staff have continued to emphasise the importance of making submissions on time, and the impact that late submissions have on the Board's confidence that qualifications are continuing to meet its objectives. This was largely done through liaison meetings with SCHOSA and by writing to the university directly where submissions have been received late.   Staff have advised institutions that where submissions are submitted late year-on-year, this is likely to impact on the future period of prescription when an application for renewal of prescription is made.

Course and Title Changes

Over the reporting period the Department received two requests from institutions wishing to make changes to the titles of prescribed qualifications. There were a further ten requests relating to course changes. It should be mentioned however that some institutions also submit changes through their annual monitoring submissions rather than through a specific request.

2.3   European Qualifications

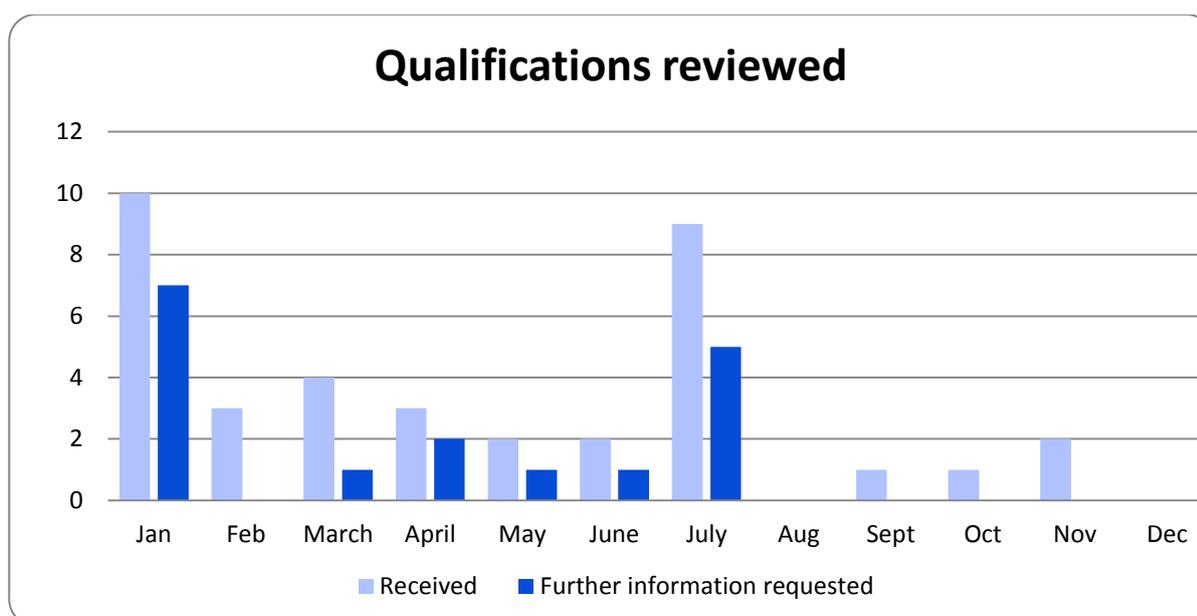**Notification of UK Qualifications for Listing under the Directive**

One UK title change and no changes in awarding body changes were notified to the Commission in 2016.

Two new UK qualifications were notified and successfully listed under Annex V in 2016.

Two 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.

Number of European Qualifications reviewed

37 EU qualifications were notified by 10 different Member States during 2016. This compares with 47 qualifications in 2015, 34 qualifications in 2014 and 14 in 2013. Of the 37 notifications considered, further information was sought by the UK in relation to 17 qualifications.
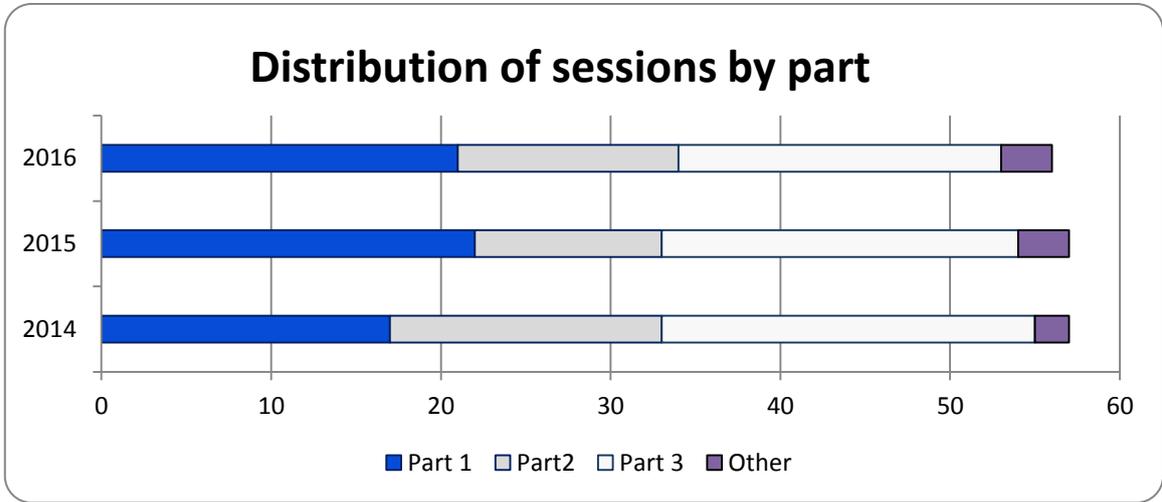

2.4   University Liaison Programme

During the reporting period, 53 presentations were delivered in 37 institutions reaching around 2800 students.

In addition to the typical liaison sessions in institutions offering prescribed qualifications, the following were also delivered:
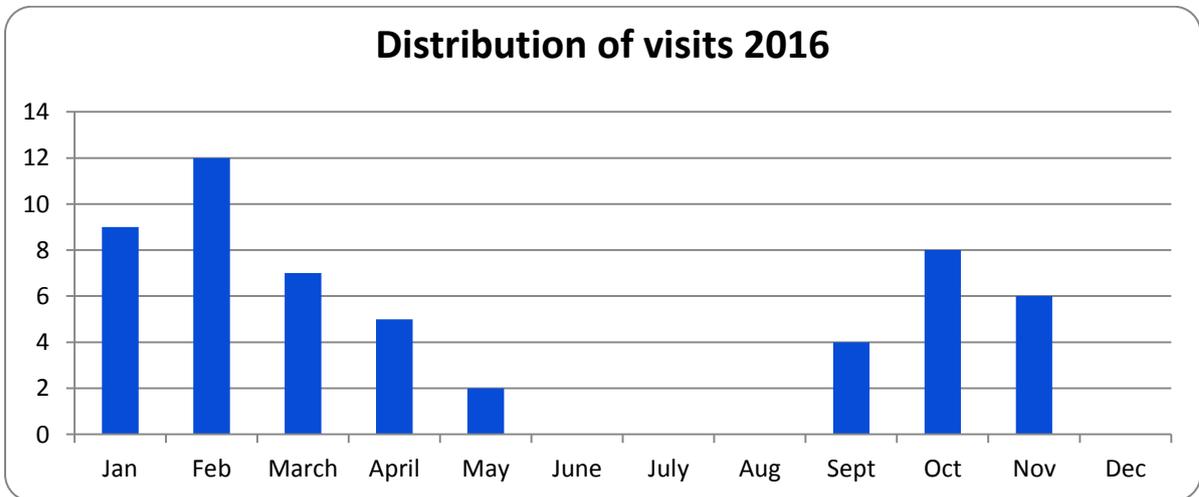- A presentation on the Qualifications and Services Directives at Cardiff University;
- Two sessions on professional regulation and registration in the UK for the Practice in the UK courses, run by London Metropolitan University and the RIBA.

A number of practices have requested continuing professional development sessions on the Code of Conduct or updates for their Human Resources staff on registration in the UK for their EU and overseas-qualified staff.

Distribution of sessions by part

	0	10	20	30	40	50	60
2016							
2015							
2014							

■ Part 1 □ Part2 □ Part 3 ■ Other

The majority of sessions (40%) involved Part 1 candidates, with 24% for Part 2 students and 36% for Part 3 students.

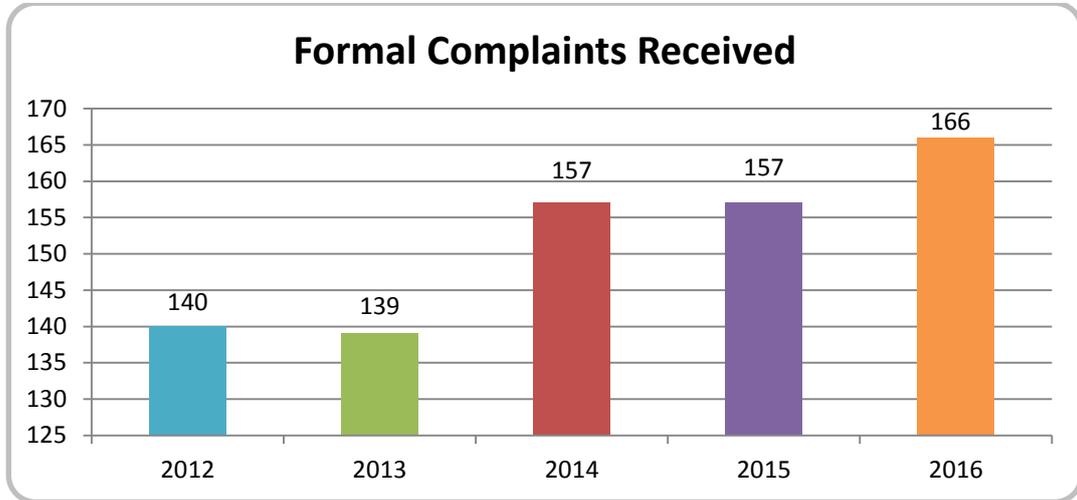Sessions take place throughout the academic year with a peak occurring during the spring and autumn terms.

Distribution of visits 2016

	Jan	Feb	March	April	May	June	July	Aug	Sept	Oct	Nov	Dec
	9	12	7	5	2				4	8	6	

Visits are used as a way of building relationships with schools of architecture as well as providing information on registration and professional standards to students.

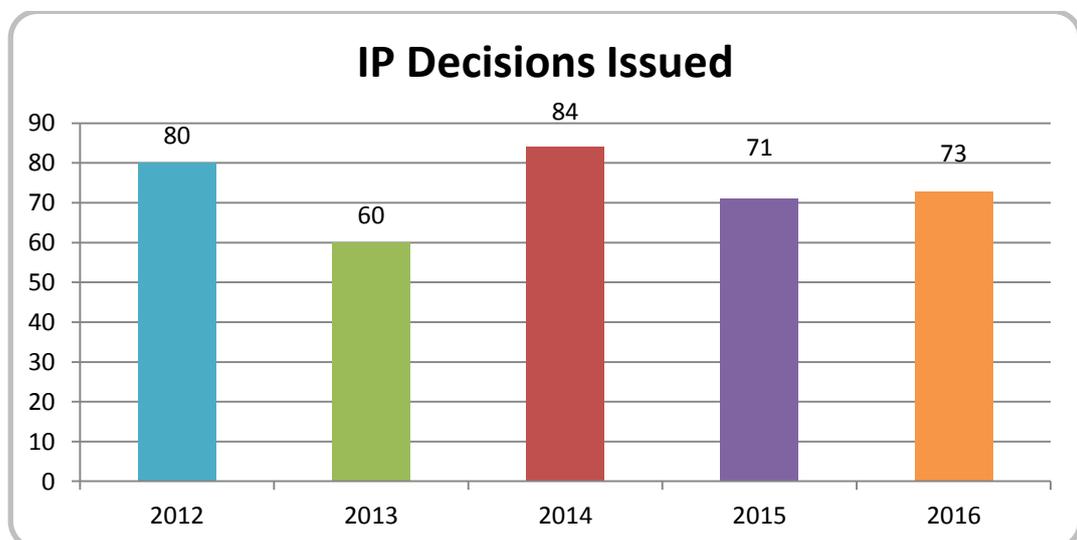# 3. Maintaining the Standards of Conduct and Practice of Architects

3.1 Complaints and Performance Indicators

Formal Complaints Received

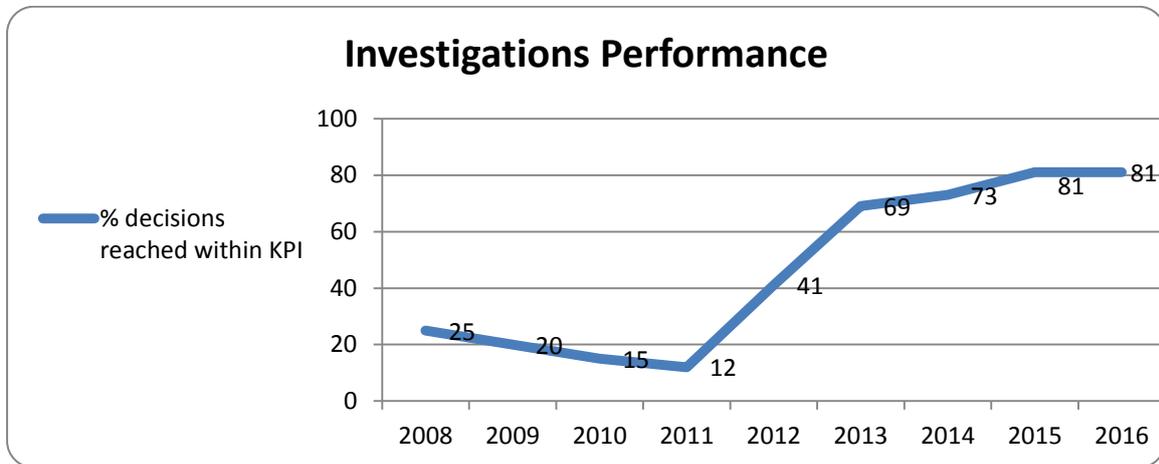| Year	Complaints
2012	140
2013	139
2014	157
2015	157
2016	166

Of the 166 formalised complaints received, over half were concluded without the need for further investigation. This might have been because of a lack of evidence, 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 9 weeks for the department to either refer a case to the Investigations Panel or to close the case. The target is 16 weeks from the date the complaint is received, which was met in 86% of cases in 2016 (94% in 2015).
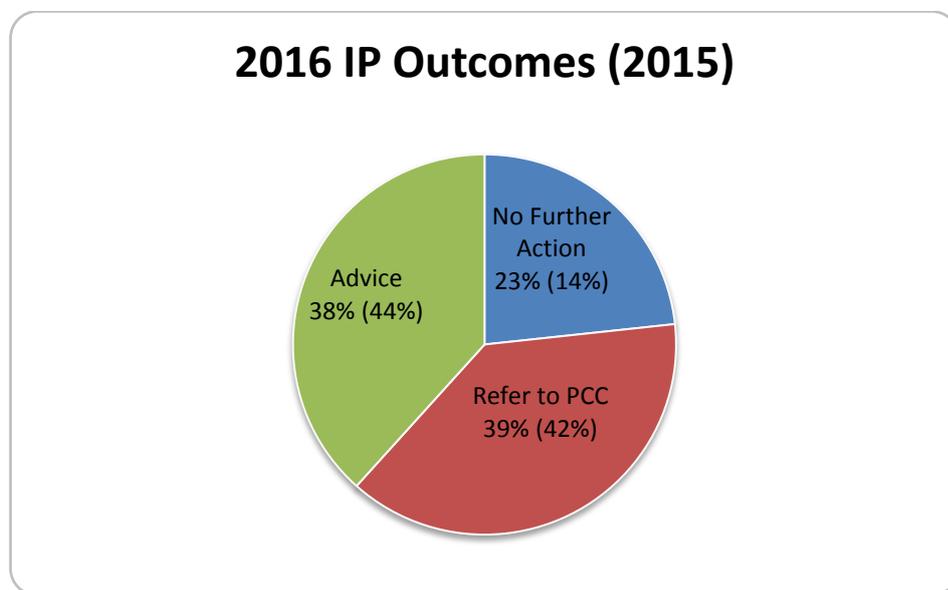
3.2 Investigations Panel (IP) Decisions and Performance Indicators

IP Decisions Issued

Year	Decisions
2012	80
2013	60
2014	84
2015	71
2016	73

The IP took an average of 10 weeks to reach a decision in 2016, compared to 11 weeks in 2015. 81% of decisions were reached within the 12 week target, the same as 2015.

Investigations Performance

All areas of ARB's disciplinary processes are to be reviewed in 2017 (a project carried over from 2016), to ensure that the current systems and procedures are proportionate and fit for purpose.

2016 IP Outcomes (2015)

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

Four decisions to refer an architect to the PCC were referred back to the Investigations Panel by ARB's solicitor for reconsideration (there were five in 2015). These four referrals were as a result

of new evidence, legal advice or the complainant withdrawing their support. All cases resulted in the Investigations Panel deciding that the architect in question no longer had a case to answer at the Professional Conduct Committee.

3.3   Inquirers

Inquirers were appointed on three occasions in 2016 (also three in 2015) to produce reports; once by the Investigations Panel and twice by ARB to provide expert evidence to the PCC.

3.4   ARB Solicitors

In 2016, ARB engaged four 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 (11 weeks in 2015), and 65% of cases met the 12 week target (compared with 71% in 2015). This area of work remains vulnerable to the co-operation of third parties in providing witness statements, 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.
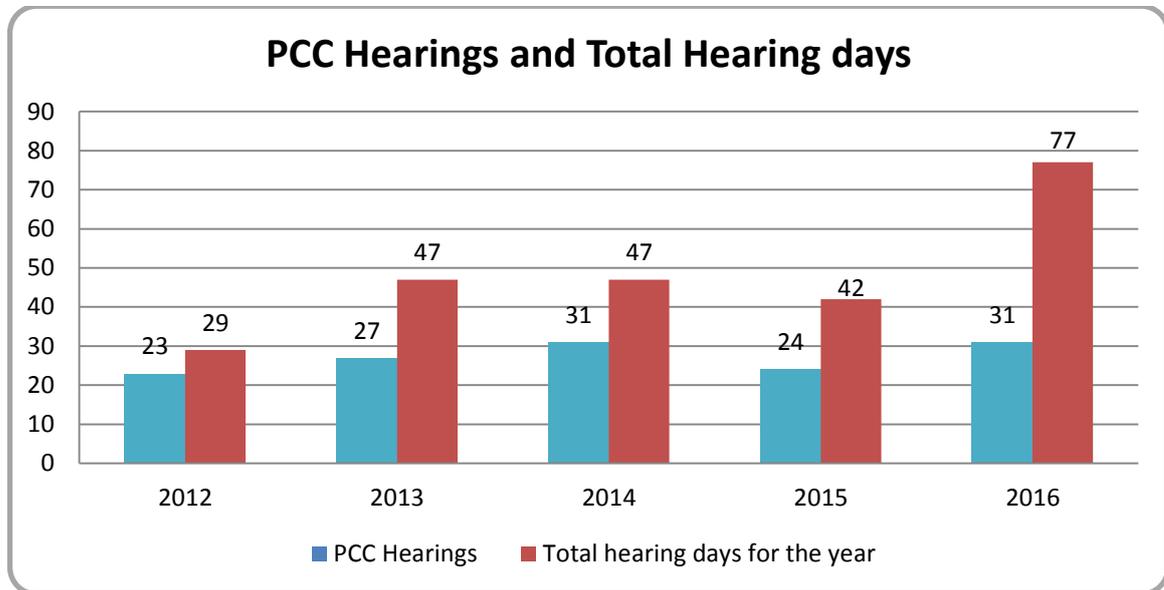
There were four Third Party Reviews undertaken in 2016. There were two further applications for a Review which were refused on the grounds that they failed to identify any flaws in the procedure by which the decision was reached, which is a requirement of acceptance.

Of the four Reviews undertaken, two found that there had been shortcomings in the investigation, and recommended that further consideration of the cases would be appropriate. A reconsideration took place in both cases.

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 2016 the PCC held 31 hearings, a 29% increase on the number of cases heard in 2015.

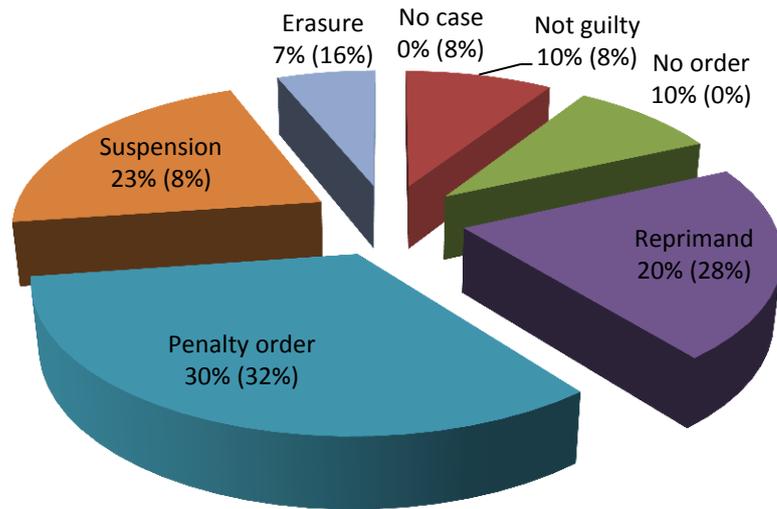**PCC Hearings and Total Hearing days**

In two of the hearings, the cases heard by the PCC concerned two architects from the same practice. In these particular cases the PCC reached different decisions for each respondent so effectively reached 33 decisions although there were only 31 hearings. Of the 33 decisions, 30 architects were found guilty of unacceptable professional conduct and/or serious professional incompetence, and the PCC made three findings of not guilty.

There was a substantial increase in the number of hearing days, from 42 days in 2015 to 77 days in 2016 (an 83% increase). This can be attributed in part to architects being far more involved in the regulatory process and robustly defending cases, and their increasing use of legal representation. There were also a number of complex cases dealt with during the year.

In 2016 there was a full recruitment exercise for PCC members, with the newly appointed members commencing in September 2016. This resulted in listing delays mid-year, where cases were delayed in an effort to reduce the risk of unfinished cases when a changeover of PCC members was imminent. In 2016, 68% of cases were listed within the KPI of 16 weeks, compared to 91% of cases in 2015.

2016 outcomes (2015 figures in brackets)

Erasure
7% (16%)

No case
0% (8%)

Not guilty
10% (8%)

No order
10% (0%)

Suspension
23% (8%)

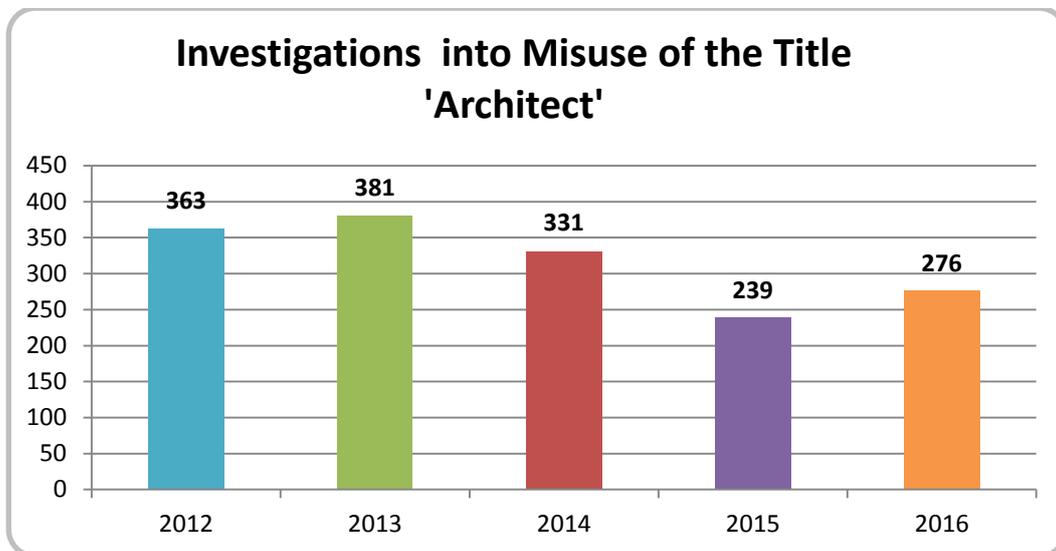Reprimand
20% (28%)

Penalty order
30% (32%)

In 2016 the average cost of a Professional Conduct Committee hearing (which includes the preparation of the legal case and advocacy, cost of venue hire, and PCC member and witness/expert attendance) was approximately £19,500; an increase on last year's £16,100. This increase is a consequence of longer and more complex cases, reflected by the 83% increase in hearing days.

There was one appeal against a sanction imposed by the Professional Conduct Committee. The High Court upheld the decision of the PCC in its entirety.

The Chair of the PCC will be submitting his own report in person on the work of the Committee at the May Board meeting.

4.   Assisting the Public to make Informed Choices

4.1   Regulation of title and performance indicators

Investigations into Misuse of the Title 'Architect'

Year	Investigations
2012	363
2013	381
2014	331
2015	239
2016	276

The target for either referring a case to ARB's Solicitor or to closing it is 16 weeks. 91% of cases met this target in 2016, compared to the 90% achieved in 2015.

There were five prosecutions completed in 2016 (nine in 2015). All defendants were successfully convicted of breaching Section 20 Architects Act 1997. The average fine imposed by the Magistrates' Courts for prosecutions was £1,800, with an average of a further £3,295 being awarded to ARB in costs.

Of the misuse of title investigations concluded in 2016, 28% of complaints originated from members of the public. The remainder originated from architects, professional bodies, or ARB initiating its own investigations.
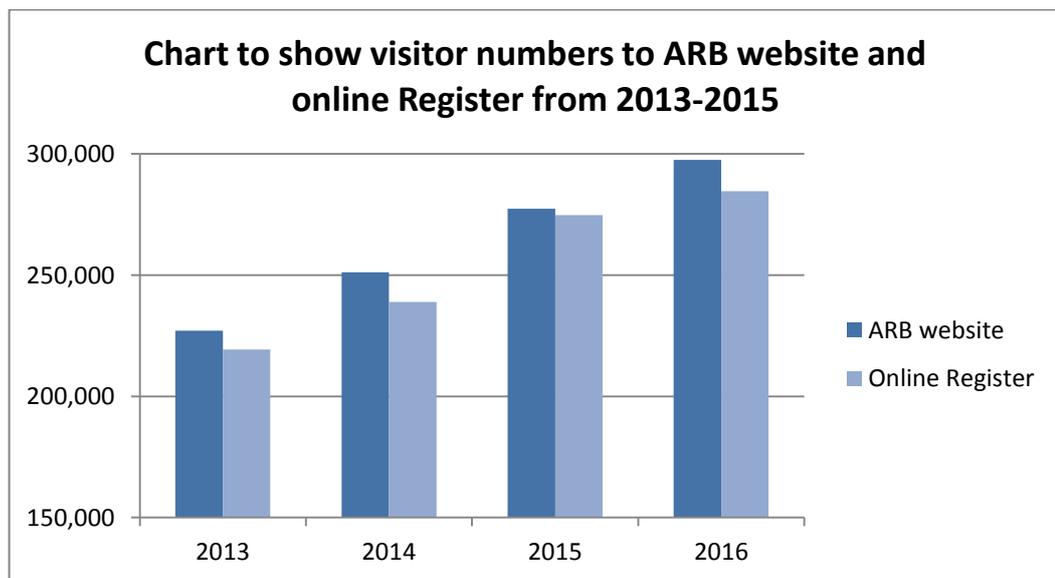
5   Communications

5.1   ARB website (www.arb.org.uk)
and the online Register (www.architects-register.org.uk/)

There were almost 300,000 unique visits to the main ARB website, up by 7% from 2015.

There were some 285,000 unique visits to the online Register of Architects, up by 4% from 2015.
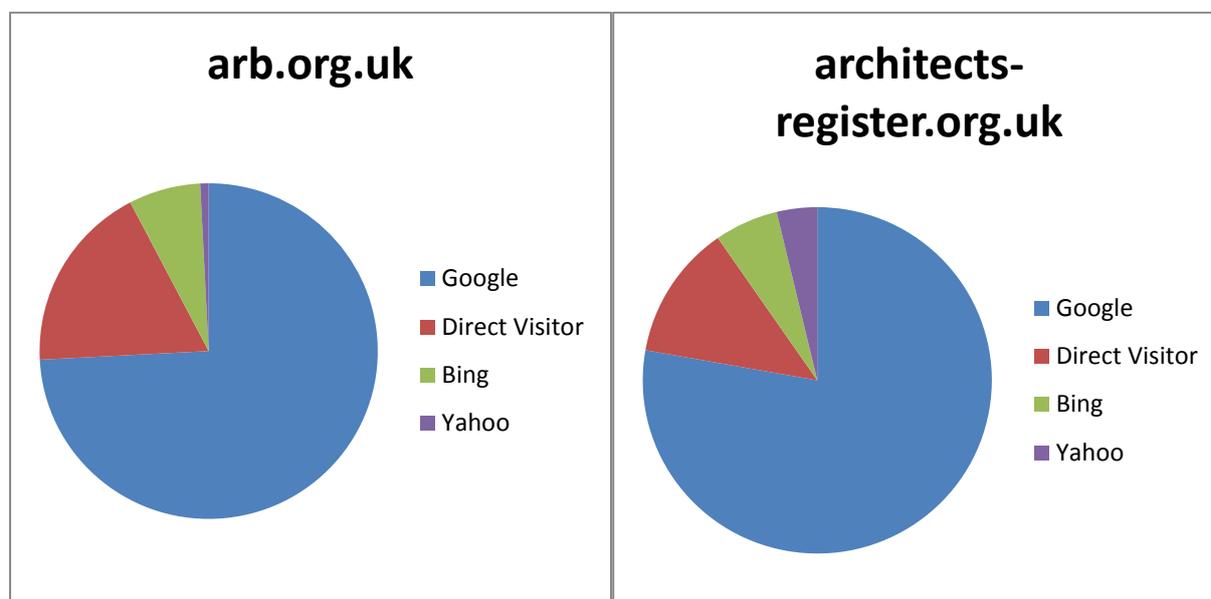
The chart below shows the annual number of visits to the website and online Register between 2013 and 2016.   Whilst we are pleased with the 2016 increase in visits, which reflects the efforts we have made to raise the profile of the organisation, the increase is not as marked as it has been in previous years. This may be down to the principle of diminishing returns, but also to the fact that the existing websites have not been built to be mobile friendly, which is an important factor in Google rankings.

Consequently during the second part of 2016 a major project was initiated to rebuild the website to make it mobile compatible, with easier navigation and more accurate content. The new site will be launched in early 2017. Preparation work has also been undertaken to present the online Register in a mobile friendly format and ensure that it has been properly optimised for maximum exposure.

Chart to show visitor numbers to ARB website and online Register from 2013-2015

Where does the web traffic come from?

ARB does not pay for any listings or online advertisements. Our search results are organic, that is to say we are listed because of our relevance to a given search term, rather than because we have paid for click-throughs.

The figures show Google's importance in publicising both the ARB website and the Register of Architects, with some 75% of all referrals being generated by the search engine. Given that Google now incorporates mobile friendliness into its ranking algorithm, the importance of ARB updating its websites is evident.

This is further demonstrated by the fact that in 2013 just 12% of all visitors to ARB websites did so from mobile devices; in 2016 this had risen to 27%. In response to this shift towards such devices, we have made the retention fee payment facility mobile friendly, and the functionality which underpins the website is being changed to make it accessible from mobile devices.

5.1   Local authority project

In September 2016, we began work on a project to contact local authorities throughout the UK to ask them to add links to ARB to their websites. The planning sections of local authority websites are key sources of information for members of the public who are considering undertaking building projects. Our aim is not to promote architects over other professionals, but to inform the public about the existence of the Register as an accurate resource to check the status of their architect should they choose to use one.

By the end of 2016, this project had already resulted in a number of key successes. Visits to the Register from .gov websites between September and December 2016 were up by 42% compared to the same period in 2015. 73 local authorities now contain links to ARB which represents almost a quarter of all UK authorities.

This project is important for two reasons. Firstly it is reaching a key target group - domestic customers who are considering undertaking building projects; and secondly search engines attach prominence to referrals from .gov websites and so these links help our overall online exposure.

5.2   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 over 2,807 visits to the logo download webpage in 2016, which is broadly comparable to the 2,747 who visited the page in 2015. A staff project team are working to stress to architects the importance of their registered status, and that they are entitled to use the logo. We hope to see a substantial increase in these numbers in 2017.

5.3   European interest

The 2016 referendum regarding the UK's membership of the EU has had an impact on the questions we are receiving from our stakeholders. This is reflected in the data with an increase in the numbers viewing webpages about registration with EU qualifications (up 4% on the 2015 number) and non-recognised UK and overseas qualifications (up 12%).

Following the referendum we issued a statement confirming our commitment to business as usual. We also produced a list of frequently asked questions for our website, which we will update as we receive further information. By the end of 2016 the statement had received 763 views and the FAQs had received 1,754 visitors. We included an article in the July eBulletin informing readers about the statement and the FAQs.

5.4   Social Media

We continue to use social media to reach out directly to stakeholders. The below table shows our audience numbers which increased in 2016, albeit at a slower rate. Nonetheless, the audience numbers alone only tell part of the story, for it is not simply about the number of followers you have but also about whether people are engaging with your messaging. In 2016 we made a concerted effort to adopt a more engaging approach to social media messages, using images and infographics widely. A member of the staff team has undergone basic design training and now compiles many of the visuals we use on social media.

During the retention fee collection period we also contacted key stakeholders and asked them to share our messages with their audiences, allowing us a greater reach. For example in the last week of 2016 our retention fee messages on Twitter clocked up 19.1k, over twice that in 2015[2].

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[2] Impressions on Twitter refer to the number of times users saw the message on twitter, these are not unique views so some people will have seen the message more than once

The below table shows social media audience numbers as at the end of 2016 and the percentage increase this represents on the 2015 numbers.

	As at end 2016	**As at end 2015**	**% annual increase**
Twitter followers	1,668	1315	27%
LinkedIn followers	2,322	1815	28%
Facebook likes	787	611	29%
Google+ followers	95	88	8%

YouTube

Online videos are an increasingly popular method of accessing advice information, and so ARB will continue to employ this media in future. No new online videos were launched in 2016 although viewing numbers remained broadly in line with the previous year. The below table sets the numbers in context, showing the growth in popularity of this medium over the last four years.

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

5.5 Exhibitions

During 2016 we exhibited at three major exhibitions aimed at consumers planning domestic construction projects. We took stands at Grand Designs Live at the NEC in Birmingham and at the National Homebuilding and Renovating Shows in both Birmingham and in London.

These shows provide us with not just exposure to thousands of attendees, but a valuable opportunity to speak directly to consumers to inform them about our regulatory role and the Register of Architects. Over the course of the three shows in 2016 we estimate that we spoke to

2,200 visitors - the majority being consumers, but also architects, students and other building professionals.

Our conversations covered a range of issues including how to check an architect is registered and the questions consumers should consider asking at an initial meeting. We also had members of the public, who had problems with an architect, approach us and we were able to advise them on possible next steps. We accepted an invitation to speak at the NEC Homebuilding and Renovating Show. Our presentation was attended by in the region of 80 people and we have since accepted a further invitation to speak at this show in April 2017.

5.6   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.

We are now using unique open data as a measure of readership as it better reflects the true numbers than the circulation statistics. Unique opens for the five eBulletins issued in 2016 averaged at 11,413 per edition, up by 15% from the 2015. This increase is likely to have been impacted by efforts to promote the eBulletin via social media, as well as the registration team's efforts to contact architects with missing or invalid email addresses.

The 'Dear Architect' column continues to remain a popular feature, informing architects on matters of professional practice and common areas of complaints. Also popular have been the articles relating to the new Code of Conduct, regulation of the title architect, and articles on prescription.

Meeting your Architect Form

The *Meeting your Architect* form, which guides consumers through a series of questions they should ask an architect at an initial meeting, continues to be a popular handout with the public. Over the three consumer shows we attended in 2016, we handed out in the region of 2,000 hard copies and a further 480 copies were downloaded from our website.
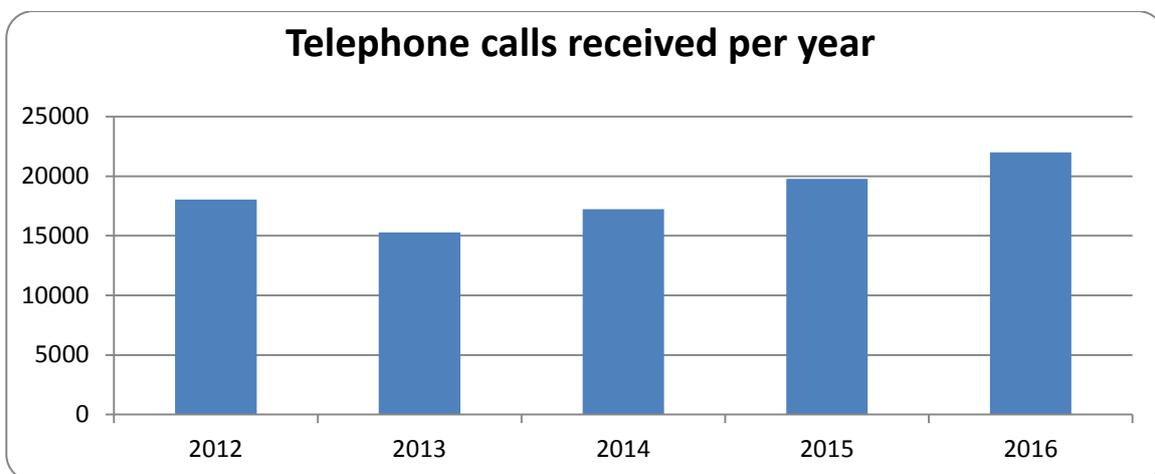
Annual Report

The 2015 Annual Report was published online in July 2016 and received 2,068 visits by the end of the year. We launched the Annual Report via an email and press release to registrants and the trade press. The readership was significantly lower than the 2014 Annual Report readership, which received 4,413 views in the year it was launched, although it was broadly in line with the readership numbers for the 2013 Annual Report. The higher readership numbers for the 2014 Annual Report could be linked to the trade press coverage at the time which contained eye-catching headlines relating to the size of the Register and rising revenues.

Registration Route Finder Tool

The Registration Route Finder was launched in Autumn 2014 in response to the volume of enquiries we were receiving from prospective registrants about routes to registration. It has proved a popular tool and is an example of our commitment to harness technology to encourage efficiency. Between the launch of the routefinder and the end of 2016 it had received 8,075 visits. The visitor number equates to almost three quarters of all registrants joining for the first time.

5.7 Telephone Calls

22,018 telephone calls were received in 2016, compared with 19,787 in 2015. People wishing to use ARB's services are encouraged to use the online resources provided on the website; however these steps need to be balanced against such factors the higher profile of ARB, and the continued growth in the Register.

Telephone calls received per year

Year	Calls
2012	~18000
2013	~15200
2014	~17200
2015	~19700
2016	~22000

5.8 Online Chat Facility

In 2012 an online facility was introduced as an alterntive option for those wishing to contact ARB. In 2016 we dealt with 1,376 queries, up 40% from the previous year.

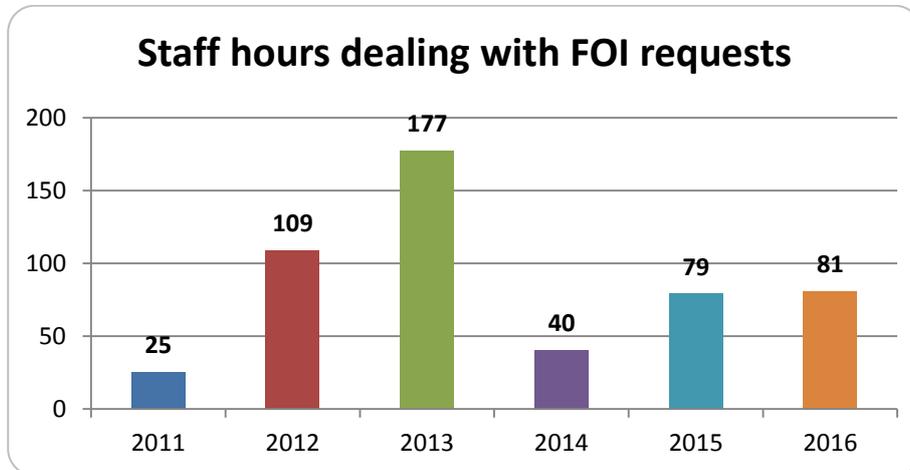## 5.9 Freedom of Information Act (FOIA) / Data Protection Act (DPA)

ARB received 32 requests for information under FOIA and DPA, compared to 42 in 2015.

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.

One individual raised a complaint with the Information Commissioner after ARB refused to provide the information he sought. The Commissioner rejected that complaint, finding that ARB had correctly applied the proper statutory exemption under FOIA.

There were no data breaches reported to the Information Commissioner.

81 staff hours were spent on dealing requests for information, most of which were from companies using the legislation to seek commercial information. ARB has further updated its publication scheme so that those seeking information about the organisation's work can easily find it without having to make specific requests.

Staff hours dealing with FOI requests

Year	Hours
2011	25
2012	109
2013	177
2014	40
2015	79
2016	81

6.   Human Resources

6.1   Working time lost through staff sickness absence during 2016

The number of days lost through sickness absence for the 19.8 Full Time Employees was 56.5 days (54 in 2015). This is equivalent of 2.8 days per employee, the same as in 2015.

The national average for days lost through sickness is 6.3 days per employee.

Split per sector[3] (rounded up to the nearest whole figure)

ARB	**2.8**
Private Sector	5.2
Manufacturing & Production	5.4
Not for Profit	6.9
Public Sector	8.4

The figure for ARB is lower than the national average across all sectors. Minor illnesses, such as cold, flu and viruses remain the most common cause of short-term absence.

Maternity / Paternity and Special Leave

During 2016 one member of the team had 10 days paternity leave and another member of the team was given 3 days compassionate leave.

One member of staff went on maternity leave at the end of December 2016.

6.2   Recruitment, retention and turnover

In 2016 staff turnover was 14%, up from 10% in 2015. 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.

Median labour turnover rates by industry sector[4]

Private sector	8 %
Public sector	10%
Not for profit	5 %
All organisations	8 %
ARB	**14%**

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[3] (Source: CIPD Absence Management: Annual Survey Report, November 2016)
[4] (Source: CIPD Labour Market Outlook 2015)

7. Equality & Diversity Statistics

7.1 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.

ARB now holds E&D information on 47% of registrants, in excess of the 42% target set at the start of the year[5].
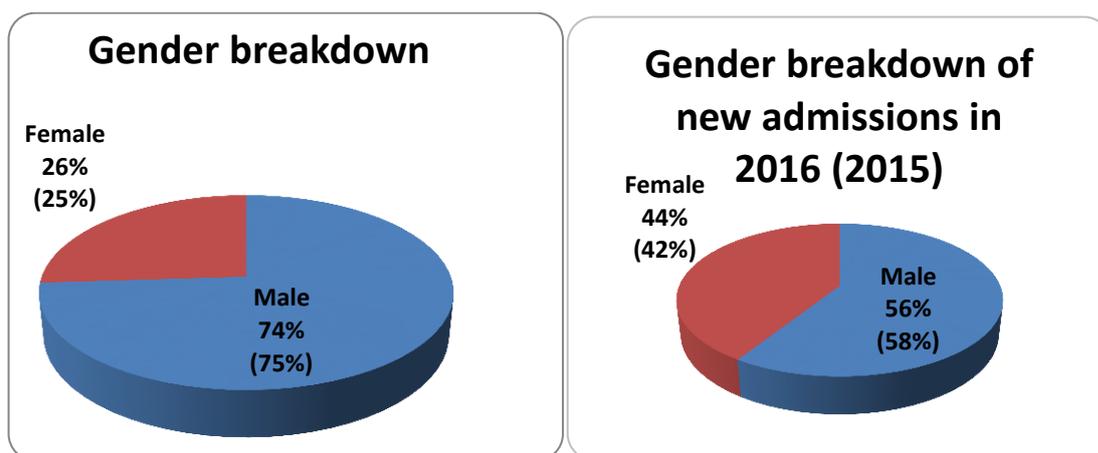
The E&D information of prescribed exam candidates was collected and fed back to the Prescription Committee, which will be using to further consider whether and policies and procedures have an impact in relation to specific characteristics. The Investigations Oversight Committee was also provided with information regarding those involved in disciplinary proceedings.

The E&D information collected in relation to Board and staff members is collected, although given the relatively small number of individual numbers involved, not published[6].

7.2 Gender

ARB holds gender information about the entire Register.

74% of architects are male and 26% female. The percentage of female architects continues to grow slowly through new admissions to the Register; six years ago the percentage split was 81%/19%.
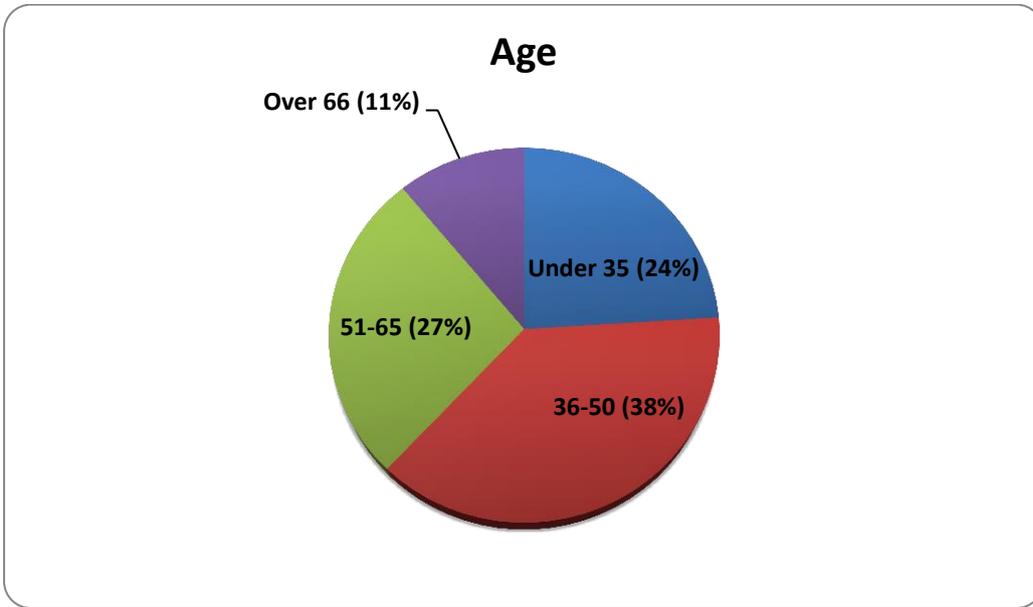

Gender breakdown

Female 26% (25%)

Male 74% (75%)

Gender breakdown of new admissions in 2016 (2015)

Female 44% (42%)

Male 56% (58%)

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[5] All data in this section was accurate as of 13 January 2017

[6] Under the Public Sector Equality Duty, a duty only exists to publish this information where the organisation has more than 150 employees

7.3 Age

ARB holds age information for all architects on the Register.

Age

Over 66 (11%)
Under 35 (24%)
51-65 (27%)
36-50 (38%)

7.4 Ethnic Background

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

Ethnicity

White Irish (4%)
Chinese (3%)
Prefer not to say (6%)
Any other ethnic group (6%)
Other White Background (27%)
White British (54%)

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[7] White British includes White English, White Welsh, White Scottish

7.5 Sexual Orientation

Sexual Orientation

- Homosexual or Bisexual
- Heterosexual
- Prefer not to say

7.6 Disability

Disability

- No (93%)
- Yes (1%)
- Prefer Not to Say (6%)

7.7 Religion

Religion

- Christian
- Non religious
- Prefer Not to Say
- Other