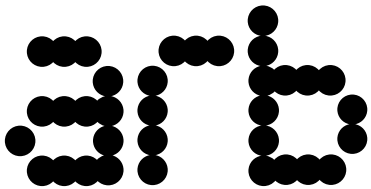


ARB Statement of Priorities 2017-2020



Architects Registration Board

ARB's purpose and objectives

ARB's primary purpose is to deliver the Act and the Board has identified two objectives from the Act which underpin our work.

These are:

– Protect the users and potential users of architects' services:

We will protect the users and potential users of architects' services by regulating architects so that the public can be confident that architects are appropriately qualified. We will raise the public's awareness of the Register.

– Support architects through regulation:

We will maintain and publicly demonstrate the status of architects as competent, qualified professionals, and we will regulate use of the title "architect". We will raise awareness of the Architects Code of Conduct and Practice and the need to maintain competence.

These objectives guide all our work. Further information about the principles which underpin our approach is contained in ARB's **Statement of Purpose and Objectives**.

Agreed September 2016

For further information please contact info@arb.org.uk

ARB's Priorities 2017-2020

In order to deliver its objectives, ARB has considered the priorities which it should focus on and address during 2017 – 2020. These are outlined on the following pages and will be taken forward through the annual Business Plans. In determining the work for each year, ARB will take into account the priorities, the appropriate timescales and any external drivers which may impact on delivery, which are outside of ARB's control.



ARB's Priorities 2017-2020: Statutory Obligations

**To deliver ARB's statutory responsibilities as
identified under the Architects Act 1997**

a. Registration

- To publish and maintain the Register of Architects
- To prescribe (“recognise”) the qualifications needed to become an architect
- To register those who meet ARB’s requirements for qualifications, experience and competence
- To set standards for professional competence

b. Professional Standards

- To issue a code laying down the standards of conduct and practice expected of architects
- To deal with complaints
- To deal with enquiries from members of the public regarding the conduct and competence of architects

c. Title Regulation

- To regulate use of the title “architect” by taking action where there is evidence that unregistered individuals are misusing the title

d. Competent Authority

- ARB is the Competent Authority for architects in the UK and works with other competent authorities to ensure that the legislation allowing for the freedom of movement of appropriately qualified architects is implemented appropriately
- To ensure that the European Commission and other competent authorities across Europe have up-to-date information on ARB-prescribed qualifications

ARB's Priorities 2017-2020: Additional Priorities

- Ensuring effective delivery of ARB's statutory duties**
- To engage effectively with the users and potential users of architects' services, architects, Government and key stakeholders**
- Increasing public protection through informed choice**

Ensuring effective delivery of ARB's statutory duties

e. Ensure that all decisions (policy and operational) are evidence-based and risk assessed

- Improve the information available on the Register, and improve the accessibility of this material with particular focus on improving data about the diversity of the Register
- Analyse and publish data held by ARB to improve knowledge and information about the profession
- Commission, and publish, research where appropriate
- Ensure that risk is taken into account as part of all decision making processes

f. Undertake a fundamental review of the UK routes to registration and whether the routes remain fit for purpose

- Undertake a review from fundamental principles through to consideration of the processes underpinning the UK routes to registration
- Identify any areas for change, consult and engage stakeholders, and implement final decisions

g. Have an effective and accessible process for considering allegations about the conduct and competence of architects

- To undertake a review of the disciplinary process to ensure it is as fair, efficient and robust as possible
- Ensure information about ARB's disciplinary processes is readily available and understandable for both architects and complainants
- Increase awareness of common areas of complaint and the steps which can be taken to mitigate the risk of disputes arising

h. Monitor the delivery of ARB's operations and identify areas for continuous improvement to ensure they remain effective and efficient

- Continue ARB's efficiency programme to encourage the ongoing effective use of resources and improve productivity
- Deliver Key Performance Indicator targets, and regularly review and adjust, where appropriate
- Review the outcome of legal challenges to identify trends and opportunities for improvements, particularly where there may be reputational or financial risks
- Seek feedback from service users on a regular basis to inform development and improvement to ARB's operations

i. To invest in technology to enhance operational performance to help meet growing demand for the service

- Further develop “self-service” facilities on the website
- Continue to invest in the technology supporting ARB’s operations
- Assure stability of existing systems, and improve reliability and access

j. Ensure that ARB has adequate resources to deliver its statutory obligations

- Review ARB’s staffing requirements in relation to growth in demand and increased complexity of activities
- Review the premises strategy
- Put in place a mid to long term financial strategy based on trends in ARB’s income, expenditure, resources and the demand for ARB’s services

k. Embrace the benefits of equality, diversity and inclusion

- Continue to collect relevant data about the Register and those who use and provide ARB’s services
- Utilise the information held to inform and shape policy
- Share data and learning where appropriate

l. Ensure ARB has sound governance processes in place to support the organisation

- Continue to develop sound governance policies for the organisation
- Continue to ensure the organisation’s rules and policies are up to date and represent good practice
- Continue to develop and embed a robust audit and risk management strategy to underpin ARB’s work

To engage effectively with the users and potential users of architects' services, architects, Government and key stakeholders.

m. To consider and deliver on the outcomes of the Periodic Review

- Consider recommendations resulting from the Review; prioritise and progress the recommendations whilst ensuring that ARB continues to deliver its statutory functions
- Where appropriate, consult key stakeholders as ARB responds to the recommendations
- Regular communication with relevant stakeholders about the outcome; any changes and impact/implications for them

n. To respond to the Government's advice and guidance regarding the UK's departure from the European Union

- Provide Government with information as requested on the current regulatory regime, facts and figures
- Respond to the advice and guidance provided by the Department for Communities and Local Government regarding any proposed changes to ARB's role and responsibilities
- If legislative changes are required as a result of the UK's departure from the European Union, to ensure compliance is achieved with minimum disruption to ARB's work

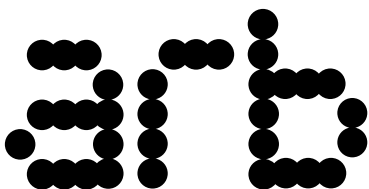
o. To both inform and learn from users and potential users of architects' services, architects, and professional and representational bodies in order to improve ARB's effectiveness in meeting its objectives

- Maintain and continue to build on the programme of stakeholder engagement
- Ensure ARB's stakeholder map, illustrating ARB's relationships with stakeholders, is maintained

Increasing public protection through informed choice

p. Raise awareness of the Register of Architects

- Increase consumer understanding of the registered status of architects, enabling them to make informed choices
- Provide useful information targeted at those who are considering procuring architectural services and those using the services of an architect
- Embed and develop ARB's digital media strategy to enhance consumer awareness and ensure easy access to ARB's information
- Share data about the Register where it supports ARB's regulatory purpose and where it is in accordance with the law
- Encourage architects to raise awareness of their registered status
- Review the title prosecution policy to ensure that it supports ARB's stated aims to protect the consumer and support architects through regulation



Architects Registration Board

For more information please contact the
Architects Registration Board

8 Weymouth Street
London W1W 5BU
Email: info@arb.org.uk
Telephone: +44 (0) 20 7580 5861
Fax: +44 (0) 20 7436 5269