



**3 year Equality & Diversity performance  
framework (*Draft: for feedback and discussion*)**

## Goal 1 - Compliance

### ARB is compliant with equality legislation in all our work

	Activity	Actions	Measures of success	Assessment
1.1	Comply with the Equality Act 2010	<ul style="list-style-type: none"> <li>Seek legal advice on any issues or policies which may have Equality Act implications.</li> </ul>	Have no successful claims brought against ARB in respect of discrimination or breaches of the Equality Act 2010 (ongoing)	
1.2	Comply with ARB's obligations under the Public Sector Quality Duty	<ul style="list-style-type: none"> <li>Review ARB's Equality Scheme, to ensure that it remains accurate and compliant with the law and best practice</li> <li>Collect E&amp;D information about those on the Register</li> <li>Each decision made by the Board must have a consideration of Equality &amp; Diversity implications.</li> <li>Ensure that those undertaking Equality Impact Assessments are properly trained, and that such Assessments are robust and</li> </ul>	<p>ARB's Equality Scheme is reviewed by those with appropriate expertise, and a revised version brought to the Board (by the end of 2019)</p> <p>Increase the E&amp;D information held about the Register by 4% year on year (ongoing)</p> <p>Each decision of the Board includes a consideration of E&amp;D issues. Where there is a new policy introduced which might have E&amp;D implications, an Impact Assessment is undertaken (ongoing).</p>	

		undertaken at the appropriate time.		
1.3	Take steps to attract a wide and diverse range of candidates when vacancies arise on the staff team and the ARB Board and its committees and panels.	<ul style="list-style-type: none"> <li>• Ensure that advertising for any new positions at ARB attempts to reach those candidates who might not normally be expected to apply for such a position</li> <li>• Ensure that role descriptions are free from any form of discrimination</li> <li>• Track data from application to appointment to identify any potential E&amp;D issues in the recruitment and appointment procedure, and take remedial action if there appears to be obstacles to inclusion.</li> <li>• Research into whether ARB should have specific diversity targets for recruitment</li> </ul>	<p>Publish diversity statistics on ARB's recruitment (end of 2019).</p> <p>Report to the Board on whether diversity targets might be appropriate and if agreed, annually report on performance against those targets (end of 2018).</p>	

1.4	Ensure that staff and those appointed by ARB are appropriately trained in E&D matters	<ul style="list-style-type: none"><li>• All staff are trained on the provisions of the Equality Act</li><li>• Staff are given additional E&amp;D training commensurate to their responsibilities</li></ul>	<p>All staff to have been trained on the Equality Act 2010. All staff involved in recruitment to have received training on unconscious bias in the context of selection (by June 2018).</p> <p>All those making decisions on behalf of ARB will have received task relevant training on E&amp;D (ongoing).</p>	
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## Goal 2 – Engagement

We engage with stakeholder from across society in our regulatory activities, including diverse members of the public and the profession

	Activity	Actions	Measures of success	Assessment
2.1	Ensure that all different groups of architects are involved in discussions (diversity in terms of protected characteristics, location, practice type etc.)	Maintain a database of representatives of <ul style="list-style-type: none"> <li>Stakeholder groups</li> <li>Groups representing architects with protected characteristics</li> </ul>	The database is reviewed for accuracy and appropriateness annually (ongoing)	
2.2	The users of architect services are considered in engagement	Maintain a database of representatives of <ul style="list-style-type: none"> <li>Stakeholder groups</li> <li>Protected characteristic representative groups</li> </ul>	The database is reviewed for accuracy and appropriateness annually (ongoing)	
2.3	Representatives of specific E&D groups are consulted on important/relevant matters	Maintain a database of that specialise in E&D matters or represent specific E&D groups	The database is reviewed for accuracy and appropriateness annually (ongoing)	

2.4	Consultations are accessible to all	<ul style="list-style-type: none"> <li>Consider ways to make our consultation processes more accessible to diverse audiences</li> </ul>	<p>A report is written on how effective our consultation processes are, and whether being more innovative in ways in which stakeholders can express their view would be possible (end of 2019)</p>	
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## Goal 3 - Communication

We communicate in a way that is accessible to all

	Activity	Actions	Measures of success	Assessment
1.1	ARB's website meets best practice standards for accessibility	<ul style="list-style-type: none"> <li>Regularly test ARB's website and the online Register for compliance against best practice accessibility standards</li> </ul>	Meet the 'accessibility information standard' utilised by the NHS which is recognised as the best practice model for the accessibility of information (end of 2020).	
1.2	Written communications are clear and user-friendly	<ul style="list-style-type: none"> <li>All ARB correspondence is regularly reviewed to ensure clarity, plain English and usability.</li> <li>Staff trained on 'plain English' or other best practice writing styles</li> <li>Seek feedback from stakeholders on communication style and content</li> </ul>	<p>All ARB standard correspondence and guidance has been reviewed within the last three years to ensure it meets the standards (ongoing)</p> <p>Draft an internal 'style guide' to set out agreed principles for clear written communication (June 2018)</p> <p>Set up an internal challenge group, to undertake random checks to ensure compliance (June 2018)</p>	

## Goal 4 – Regulating fairly

We deal with complaints about architects' conduct and competence in a fair manner for all

	Activity	Actions	Measures of success	Assessment
4.1	Ensure that all parties involved in regulatory proceedings are treated fairly	<ul style="list-style-type: none"> <li>Undertake equality monitoring of the complaints process to identify evidence of disproportionate treatment or outcomes</li> <li>Seek feedback from parties at all stages to identify obstacles or shortcomings in proceedings</li> </ul>	<p>ARB publishes E&amp;D data of those involved in disciplinary proceedings (end of 2018).</p> <p>A report is made to the Board highlighting trends within the disciplinary function of ARB that may require regulatory actions (end of 2019)</p> <p>Feedback from parties involved in the regulatory process does not identify well-founded unfairness on the grounds of a protected characteristic (end of 2019)</p>	
4.2	Regulatory investigations and decisions are appropriate and fair	<ul style="list-style-type: none"> <li>Ensure that those making decisions on behalf of ARB are appropriately knowledgeable and trained in E&amp;D issues.</li> </ul>	There are no upheld statutory appeals, judicial reviews or third party reviews on the grounds of direct or indirect discrimination (ongoing)	

## Goal 5 – Setting standards

As a regulator, the standards we set for the profession are inclusive and take into account Equality & Diversity considerations

	Activity	Actions	Measures of success	Assessment
5.1	Ensuring that E&D issues are pervasive in the educational standards required to be an architect	<ul style="list-style-type: none"> <li>As part of the 'business as usual' reviews of the Criteria and Procedures, undertake Equality Impact Assessments on the existing and any new Criteria</li> <li>As part of the pre-consultation and consultations which form part of the Criteria and Procedures review, take equality and diversity implications into account</li> <li>Ensure that the Board can gain assurance through the prescription process that institutions have equality and diversity policies in place in terms of the provision of prescribed qualifications in architecture</li> </ul>	<p>Equality impact assessments will have highlighted any areas where improvement can be made to any revised Criteria and Procedures (September 2018)</p> <p>Pre-consultations and consultations in relation to the development of any revised Criteria and Procedures will have invited comments about any equality and diversity matters (September 2018)</p> <p>The Procedures will include a requirement for institutions offering prescribed qualification to have equality and diversity policies in place (September 2018)</p> <p>Consult with relevant stakeholders on whether the Code of Conduct requires a review, and report to the Board (end of 2020).</p>	

5.2	Ensure that professional standards placed on the profession are done so in a non-discriminatory way	<ul style="list-style-type: none"> <li>Consult periodically with the profession, users of architect services and representatives of diverse groups on ARB's Code of Conduct and regulatory guidance</li> </ul>	Consult with relevant stakeholders before the introduction of any significant regulatory guidance or rule which may have E&D consequences (ongoing)	
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## Goal 6 – Fair access to the Register

### Access to and retention on the Register of Architects is fair and non-discriminatory

	Activity	Actions	Measures of success	Assessment
6.1	Registration and renewal processes are non-discriminatory	<ul style="list-style-type: none"> <li>• Develop tools to analyse data for those coming through the prescribed exam</li> <li>• Undertake Equality Assessments to ensure that registration forms and procedures are accessible and free from discrimination</li> <li>• Personal information in applications referred to the Competency Standards Group is redacted to reduce the likelihood of unconscious bias</li> <li>• Train Examiners in E&amp;D issues and the risk of unconscious bias</li> </ul>	<p>ARB able to report diversity data on those taking the prescribed exam (end of 2018)</p> <p>All registration procedures have been appropriately assessed (end of 2018)</p> <p>Information is redacted in accordance with best practice (ongoing)</p> <p>Examiners and other decision makers are appropriately trained (April 2018)</p>	
6.2	Maintaining competence	<ul style="list-style-type: none"> <li>• Undertake Equality Impact Assessments in any review of the Board's position on maintaining competence</li> </ul>	<p>The Board is provided with EIAs before it makes any decisions on changes to policy in respect of maintenance of competence (dependent on Board policy)</p>	