

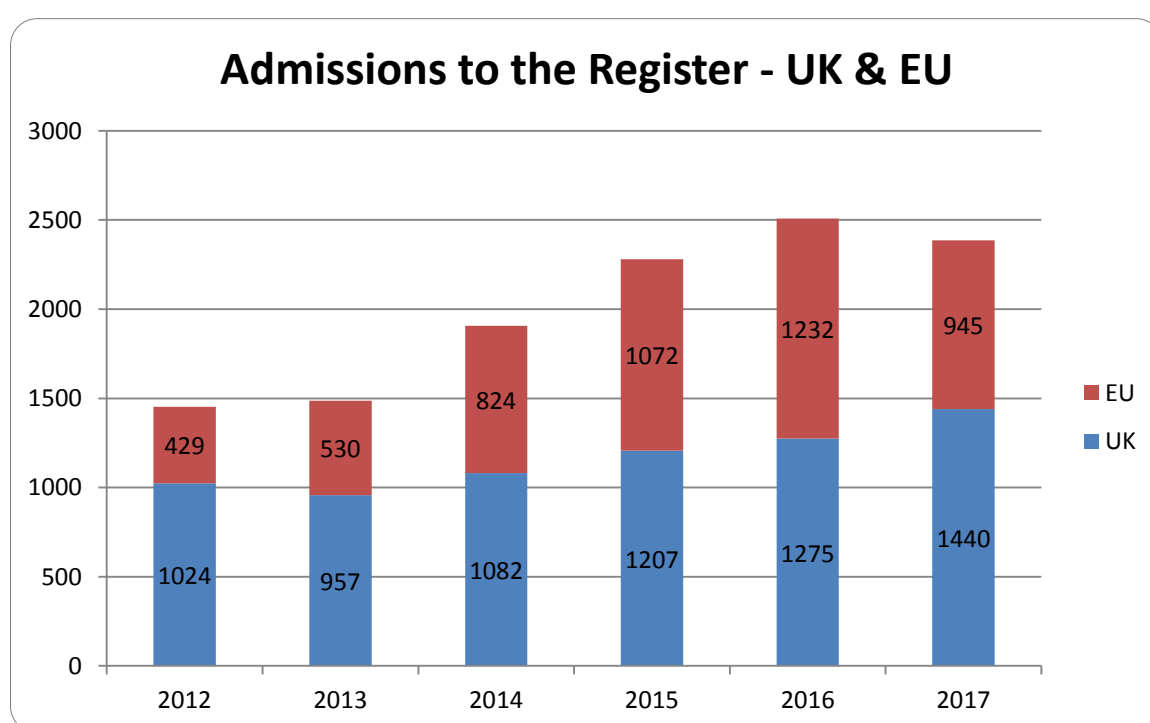
Report on Statistics and Trends

1. Maintain the Quality of the Register

1.1 Admissions

The graph below illustrates that during 2017, there were 2385 new admissions to the Register, a decrease of 5% from 2016.

There have been a lower percentage of applicants applying via the EU route. 60% were made through the UK routes to registration, including those who qualified over 2 years ago. The remaining 40% applications were made through all EU routes¹. By comparison last year, 49% of applicants arrived via EU route applications, with 51% 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 decrease from 10 days in 2016 to 7 days in 2017.

95% of UK applications were processed within the 15 day target timescale in 2017, compared with 93% in 2016.

¹ Including those applying through the equivalence route

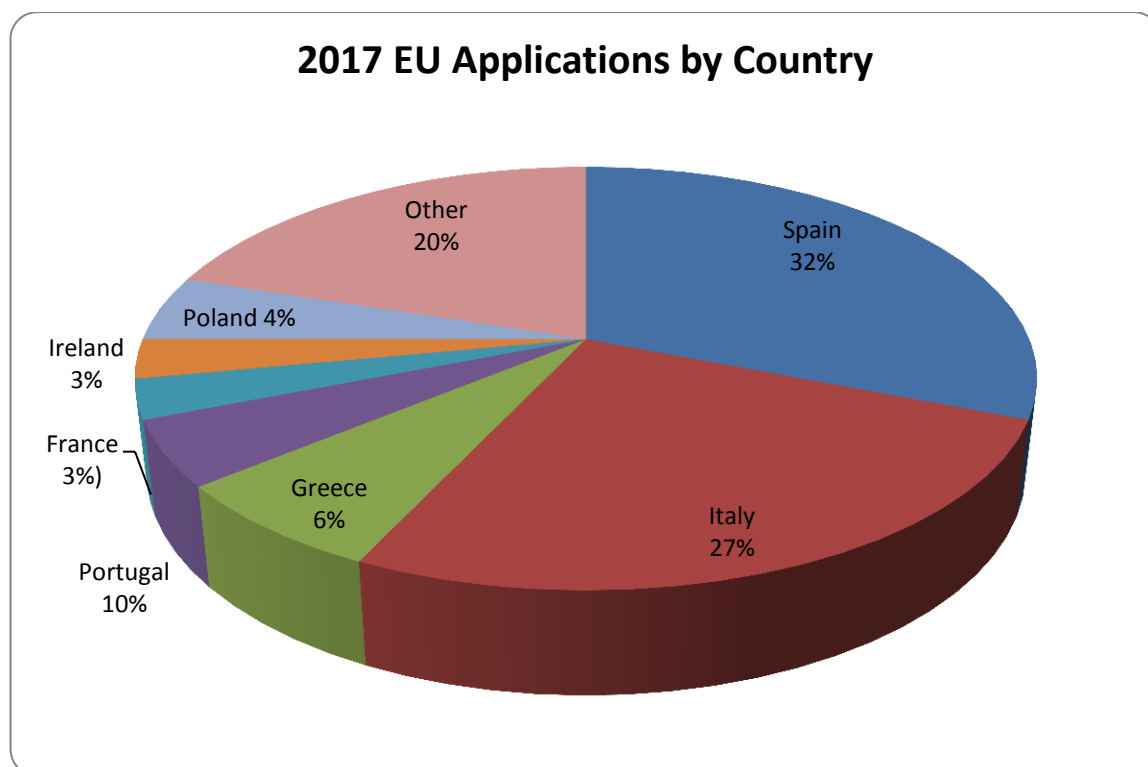
1.3 European Applications

ARB processed 882 EU applications through the automatic EU route to registration, a decrease of 23% from 2016. The remaining 63 were processed via other EU routes.

87% of automatic recognition applications were processed within the 15 day target, compared to 84% in 2016. The average working days to process an application decreased from 14 working days in 2016 to 11 working days in 2017.

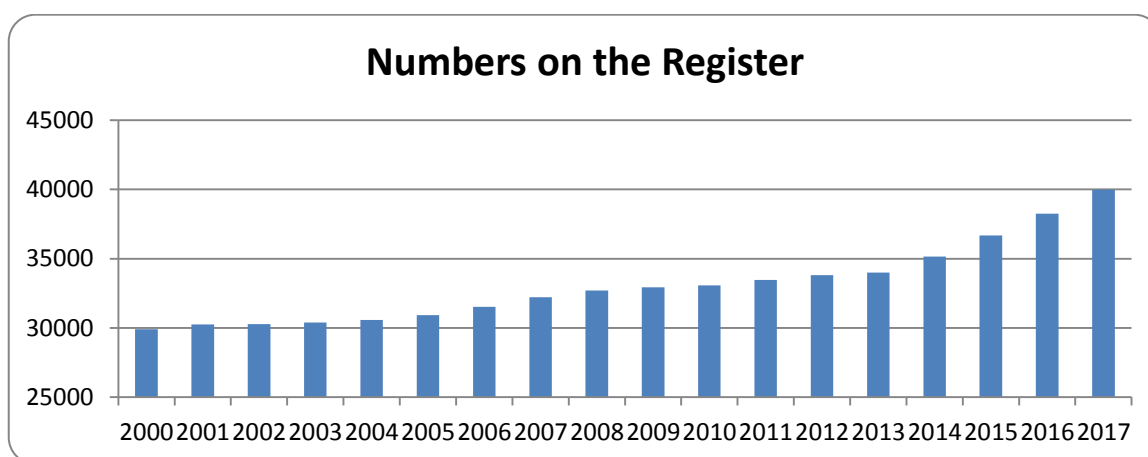
EU applications frequently involve a significant amount of external interaction with other competent authorities, sometimes resulting in long delays while information is sought either from ARB's counterparts in other member states or from applicants themselves. By way of example, in 2017, 50% of all of EU applications were submitted incorrectly or with incomplete information.

The graph below illustrates the number of applications arising from other countries during 2017.



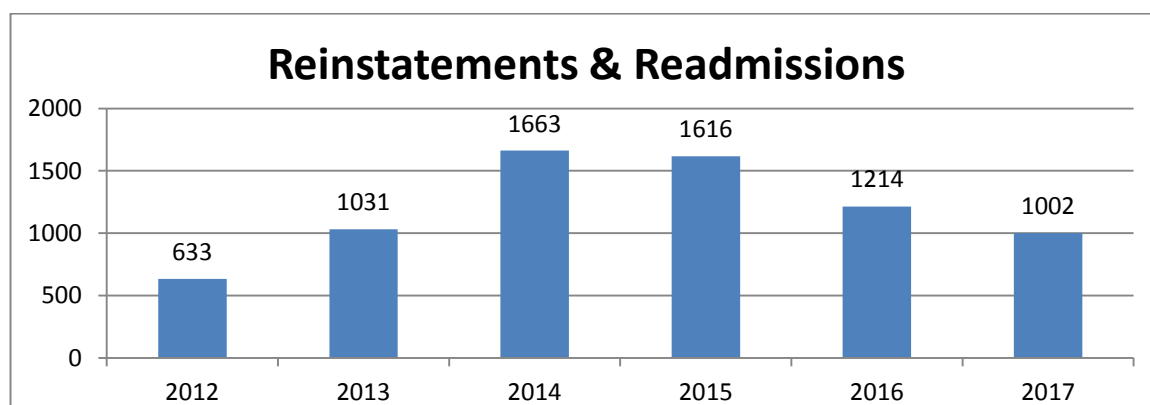
1.4 The Register

At the end of 2017 there were 39,987 architects on the Register, compared with 38,511 at the end of 2016, an increase of 4%.



1.5 Re-joining the Register

There were 1,002 reinstatements and readmissions to the Register in 2017 (including 70 competency standards applications). This compares with 1,214 reinstatements and readmissions to the Register in 2016. The decrease in the number of reinstatements to the Register reflects the lower number removed for non-payment of the 2017 fee.



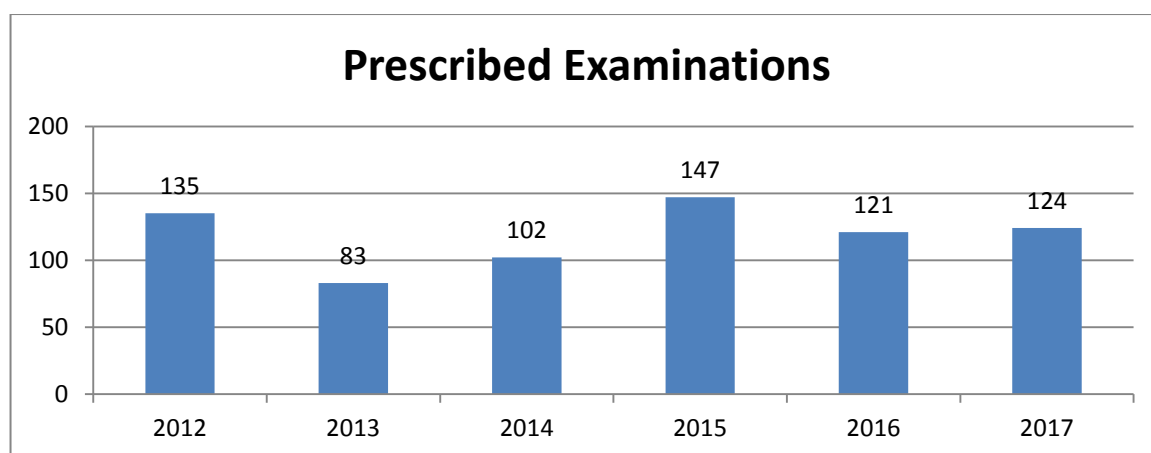
The performance target for processing reinstatements and readmissions (re-joining within 2 years) is five working days. 95% of applications met the performance target, with an average processing time of 2 days. This was an improvement on 2016 where 93% were processed within 5 working days and the average days to process was 4 working days.

1.6 Prescribed Examinations

124 examinations were conducted in 2017. 85 examinations were undertaken at Part 1, and 39 examinations at Part 2. The overall pass rate for 2017 was 58%, compared to 54% in 2016 and 52% in 2015.

We received three appeals in 2017. One was 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 other two appeals were upheld by the Appeals Group. One was upheld mainly on the ground of special circumstances although defects and irregularities were also considered. The other was upheld on the ground of defects and irregularities, as the candidate had requested advice which she did not receive. A re-examination was offered to both candidates.



1.7 Online Registration Statistics

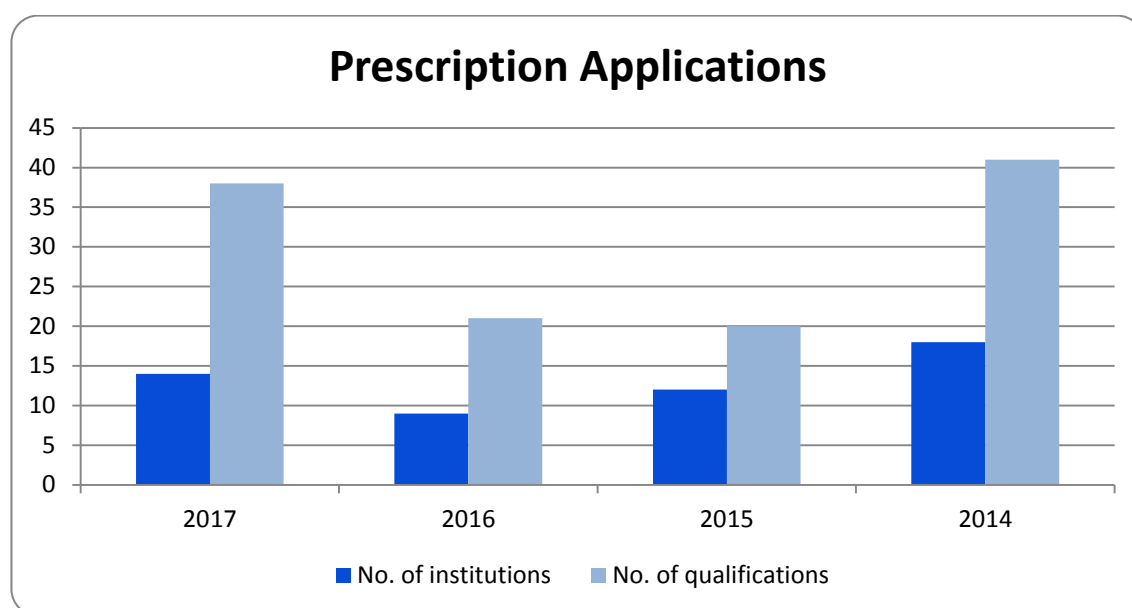
ARB's online application system was introduced in 2012 and provides an online portal for all types of registration applications. Ongoing improvements have been made to the system to increase efficiency and respond to user feedback. 97% of all applications for registration were received online, the same as in 2016.

Maintaining Qualifications of Architects

2. Prescription of Qualifications

Prescription Cycle

- 2.1 During 2017, the Board considered applications for the renewal of prescription for 38 qualifications from 14 institutions. In comparison, in 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.



- 2.2 In addition, the Board prescribed 13 new qualifications offered by 9 institutions. This included six institutions with no history of offering prescribed qualifications resulting in an overall increase of 11% in the number of institutions delivering prescribed qualifications. By comparison, in 2016, the Board prescribed four new qualifications offered by four institutions. In the 2015 reporting, period the Board prescribed six new qualifications offered by six institutions.

Five new qualifications were based on existing qualifications but with slight variances that resulted in a separate qualification being prescribed by the Board e.g., BA (Hons) Architecture with a Year Abroad, which included all of the modules and assessment within an existing BA (Hons) Architecture award but with an additional year spent overseas.

- 2.3 The Board undertakes an annual exercise to make the prescription process more flexible for institutions. After undertaking a review of the position in July 2017, the Board decided to extend prescription of 13 qualifications offered by four institutions due to renew prescription during the 2017/2018 cycle.

The Prescription Committee considered whether to advise the Board to offer an extension to a

further six institutions due to renew in the same cycle. 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, issues had arisen within annual monitoring reports that had been a significant cause for concern for the Committee, or that a special condition had been in place.

One institution was granted a period of prescription of three years rather than the four years requested following a series of late and/or incomplete submissions under a policy agreed by the Prescription Committee in 2016.

Planning Meetings

- 2.4 During 2017, 14 out of 15 institutions seeking to renew prescription or seeking prescription for the first time requested planning meetings prior to submitting their applications. In 2016, 12 institutions requested planning meetings prior to submitting their applications.

Processing of Applications

Timings

- 2.5 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. Of the applications approved by the Board in 2017, 96% were considered within that timescale. Challenges in meeting this deadline arise where Committee meetings are more widely spread. The risk of not meeting this deadline is mitigated through careful planning and spread of Committee meetings throughout the year, and through prioritisation of workloads.
- 2.6 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 20 weeks. At the other end of the scale one application took 30 weeks to process. In 2016, applications for the renewal of prescription also took 25 weeks to process from submission, to the Board making its final decision. The fastest application was however, processed in 21 weeks and the longest application took 33 weeks to process. The 2016 statistics were 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 and the mapping of learning outcomes to ARB's Criteria. It is crucial that institutions are offered reasonable opportunities to respond and clarify complex matters where queries arise. Additionally, the Committee can request that it meet with representatives from an institution in order to seek clarification. During 2017 the Committee agreed to meet with two institutions as part of the renewal of prescription process.

Timings may also be affected by the scheduling of Committee and Board meetings as these do not remain static each year.

- 2.7 The Board granted prescription of 13 new qualifications during 2017. In 2016, four new qualifications were granted prescription. New qualifications typically take longer to process than

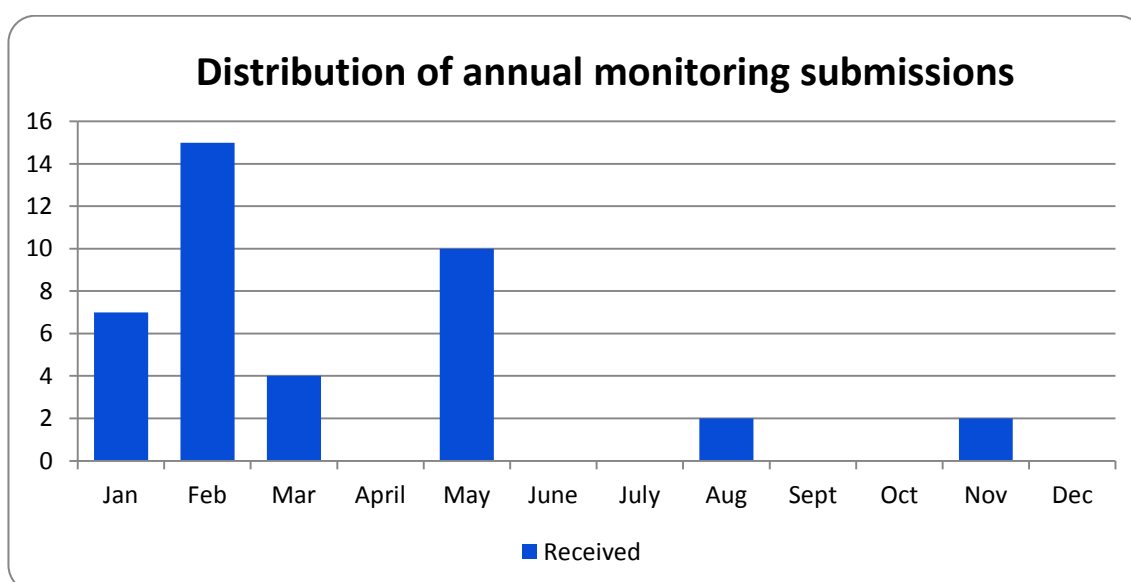
renewal qualifications because the Board must consult for a period of up to three months before prescription can be granted. Additionally, the issues which require clarification are often more complex and difficult to resolve. The average time taken to process a first time application for prescription during 2017 was 49.5 weeks. There are no published timescales by which the Board must make a decision following the submission for an application for prescription/renewal of prescription, however we will work to improve this figure in 2018 where possible.

Annual Review of the Operation of the Prescription Process

- 2.8 The Qualifications Team undertakes an annual review of the operation of the prescription process. Ten institutions responded to an on-line questionnaire during the reporting period, and these responses were made available to the Committee for its consideration in October. Key themes were drawn from the feedback and will be fed back into the Procedures Review.

Annual Monitoring Submissions and Course/Title Changes

- 2.9 During 2017 the Prescription Committee reviewed 40 annual monitoring submissions covering a total of 104 qualifications. An institution is required to have a single annual monitoring date for all of its prescribed qualifications. Annual monitoring submissions are not normally expected from institutions renewing prescription in any given year. By comparison, in 2016 the Committee reviewed 46 annual monitoring submissions from 45 institutions covering a total of 120 qualifications. In 2015, submissions were received from 45 institutions covering a total of 118 qualifications.



- 2.10 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.

2.11 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

2.12 Of the 40 submissions received during the reporting period, 28 required the Committee to seek additional information. Requests for further information were based on the Committee/Board's need for assurance that the standard conditions and prescription objectives were continuously being met. The Committee sought additional explanations 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;
- Documents which should have been provided as part of the submission but were not; and
- Comments from External Examiners in relation to threshold standards.

This is broadly similar to 2016 where the Committee sought additional information on 31 occasions. A number of 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.

Deadlines for the Processing of Submissions

2.13 The maximum period allowed for ARB's staff and the Prescription Committee to consider annual monitoring submissions for the first time is eight weeks.

2.14 In 2017 the average time taken for each submission to receive initial scrutiny by the Committee was 4.6 weeks, and 100% of submissions were considered before the eight week deadline. 100% of submissions were also considered within the deadline in the previous reporting period, taking an average of 4.5 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

2.15 During the reporting period, five institutions failed to meet the deadline for submitting their annual monitoring submissions compared with 11 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. Institutions have been advised 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

- 2.16 Over the reporting period the Department received four requests from institutions to make changes to the titles of prescribed qualifications. There were a further seven requests relating to course changes. Some institutions also submit changes through their annual monitoring submissions rather than through a specific request. Requests to amend award titles have also included some changes to the structure/delivery of the qualification, without the change being deemed significant enough to be deemed as a new qualification.

European Qualifications

Notification of UK Qualifications for Listing under the Directive

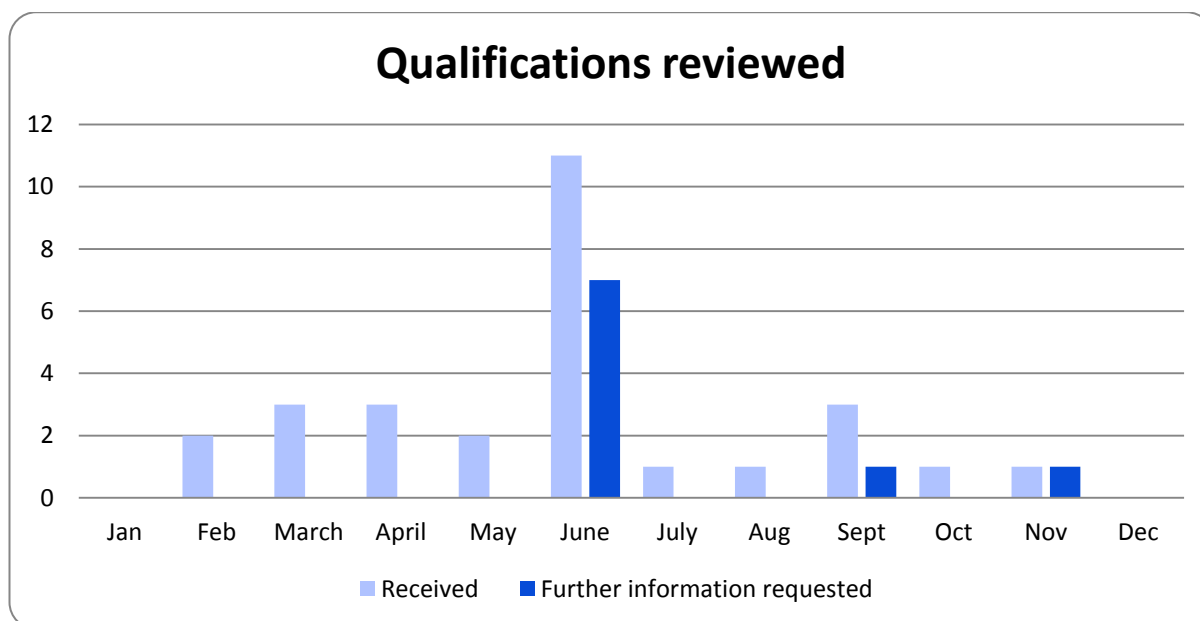
- 2.17 3 new UK qualifications were notified and successfully listed under Annex V in 2017. One UK title change and no changes in awarding body changes were notified to the Commission in 2016.

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

- 2.18 1 European Notification Planning Meetings was 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

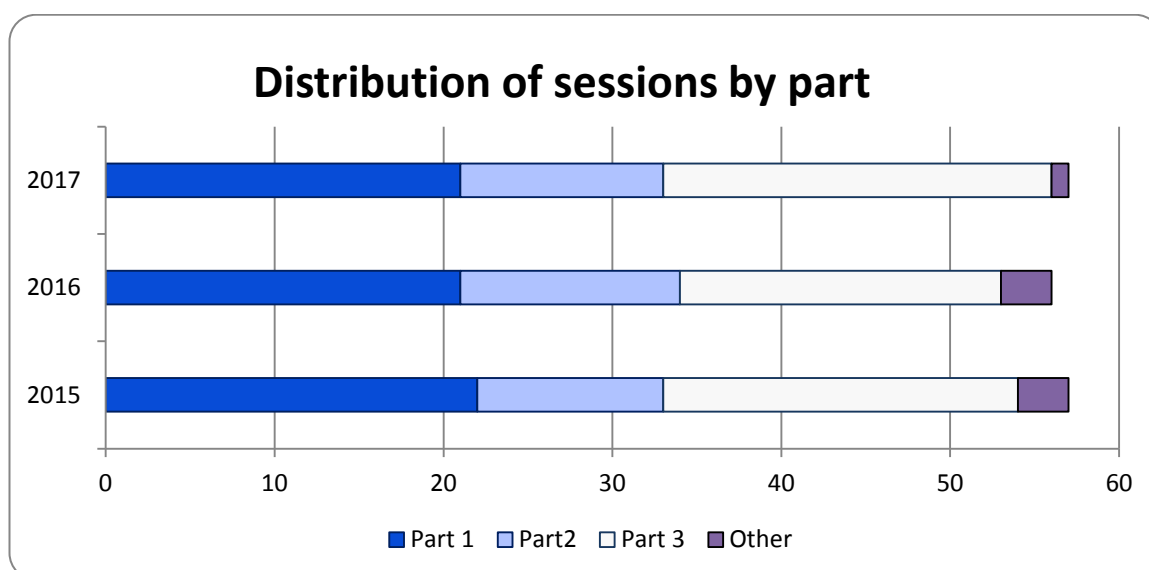
- 2.19 28 EU qualifications were notified by 7 different Member States during 2017. This compares with 37 qualifications in 2016, 47 qualifications in 2015 and 34 in 2014. Of the 28 notifications considered, further information was sought by the UK in relation to 9 qualifications.



University Liaison Programme

2.20 During the reporting period, 57 presentations were delivered in 40 institutions reaching around 3000 students. By comparison, during the 2016 reporting period, 53 presentations were delivered in 37 institutions reaching around 2800 students.

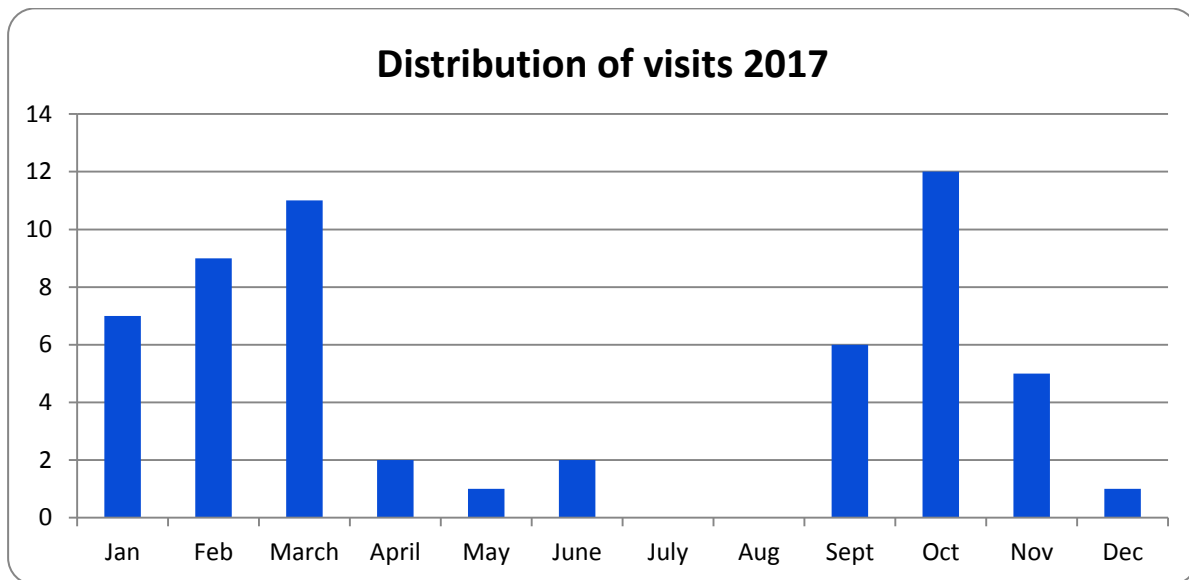
2.21 In addition to the typical liaison sessions in institutions offering prescribed qualifications, one presentation was delivered for the Practice in the UK course offered jointly by the RIBA and London Metropolitan University.



2.22 The majority of sessions (40%) involved Part 3 candidates, with 21% for Part 2 students and 37% for Part 1 students. By comparison, in 2016 the split between the sessions was as follows: (40%)

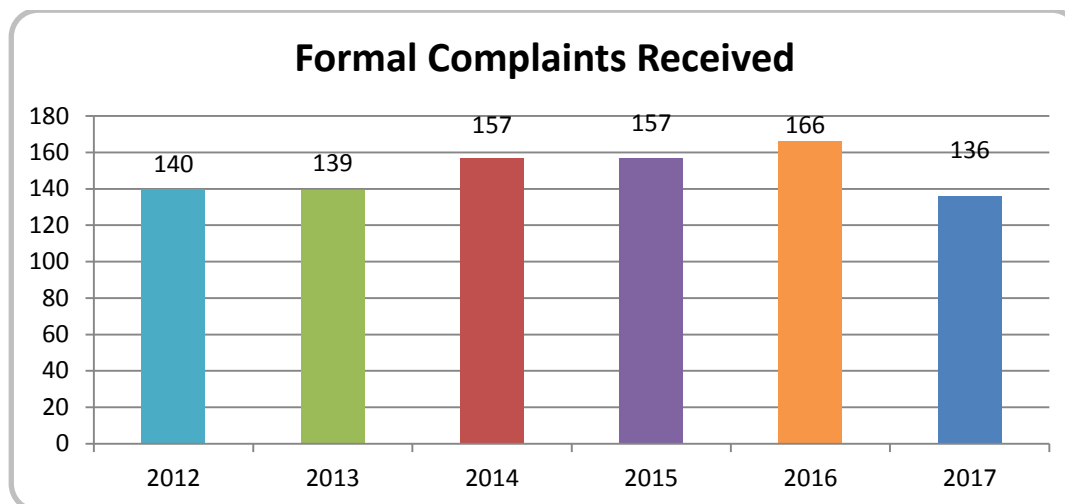
involved Part 1 candidates, with 24% for Part 2 students and 36% for Part 3 students.

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



3. Maintaining the Standards of Conduct and Practice of Architects

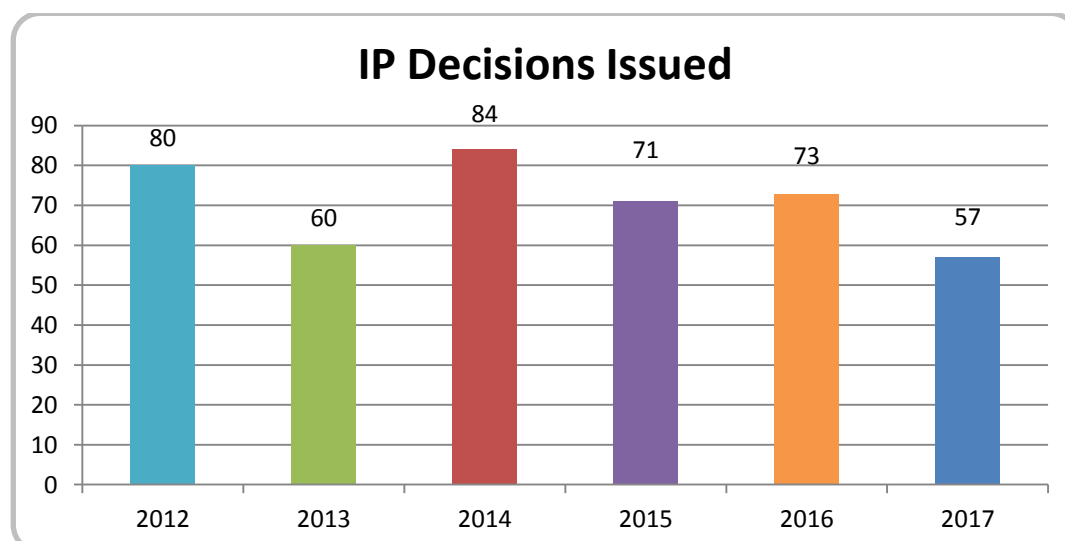
3.1 Complaints and Performance Indicators



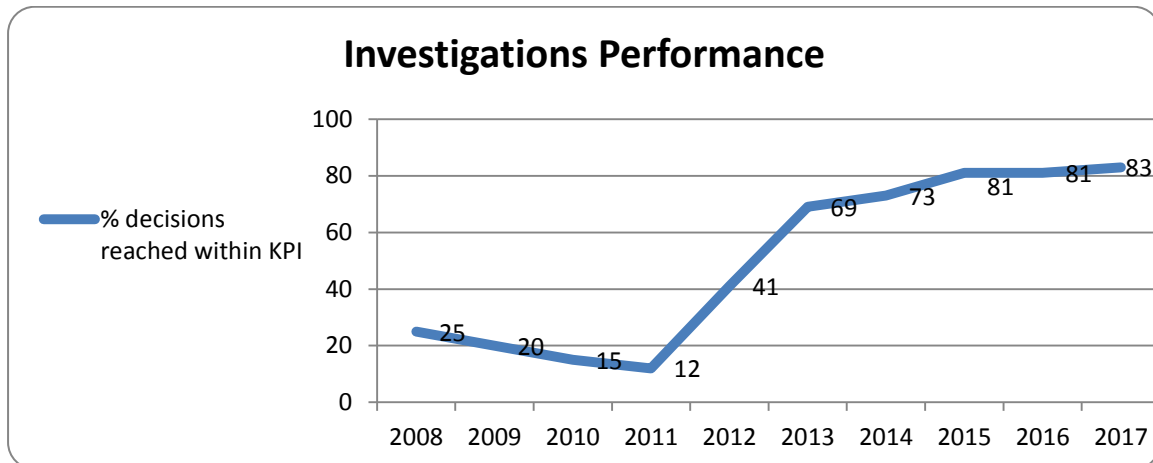
Of the 136 formalised complaints received, half were concluded without the need for further investigation. This might have been because of a lack of evidence, that the issues complained of were out of ARB's remit, or that alternative dispute resolution was deemed a more appropriate route.

It took an average of 10 weeks for the department to either refer a case to the Investigations Panel or to close the case. The target is 12 weeks from the date the complaint is received, which was met in 83% of cases in 2017 (86% in 2016 when the target was 16 weeks).

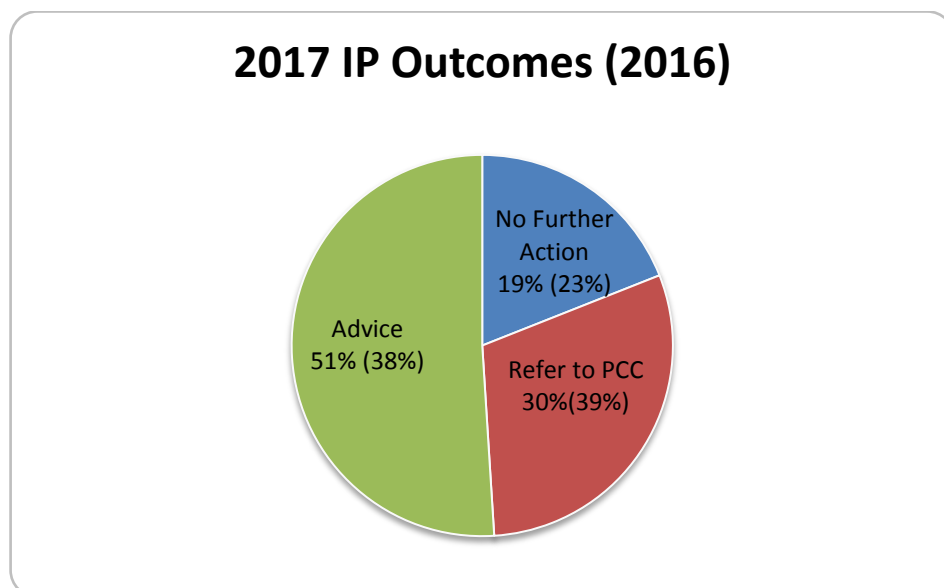
3.2 Investigations Panel (IP) Decisions and Performance Indicators



The IP took an average of 11 weeks to reach a decision in 2017, compared to 10 weeks in 2016. 83% of decisions were reached within the 12 week target.



All areas of ARB's disciplinary processes are currently being reviewed to ensure that the current systems and procedures are proportionate and fit for purpose. Any recommendations for change will be considered by the Board at its May 2018 meeting.



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).

3.3 Inquirers

Inquirers were appointed on three occasions in 2017 (also three in 2016) to produce reports; twice by the Investigations Panel and once by ARB to provide expert evidence to the PCC.

3.4 ARB Solicitors

In 2017, ARB engaged three 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 12 weeks to prepare a report (13 weeks in 2016), and 65% of cases met the 12 week target (compared with 64% in 2016). 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.

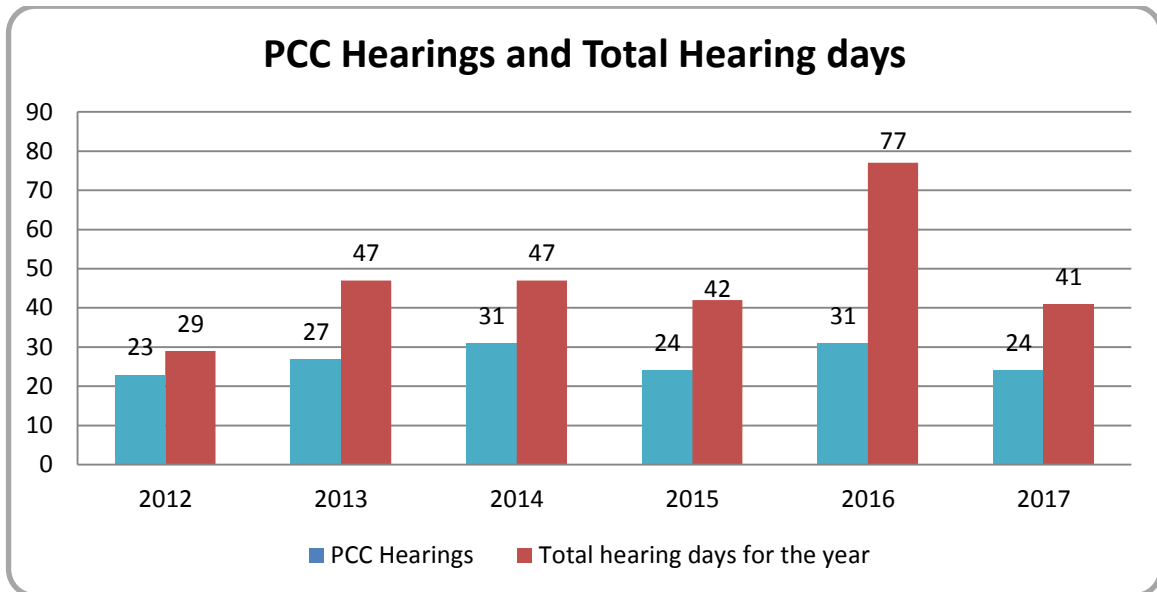
There were five Third Party Reviews undertaken in 2017. There were three further applications for a Review which were refused on the grounds that they failed to identify any flaws in the procedure by which the decision was reached, which is a requirement of acceptance.

Of the five Reviews undertaken, one found that there had been shortcomings in the investigation, and recommended that further consideration of the case would be appropriate. Another review found that while the investigation in question had been carried out appropriately, a recommendation was made so as to improve the clarity of future Investigations Panel decisions. That recommendation was accepted and actioned.

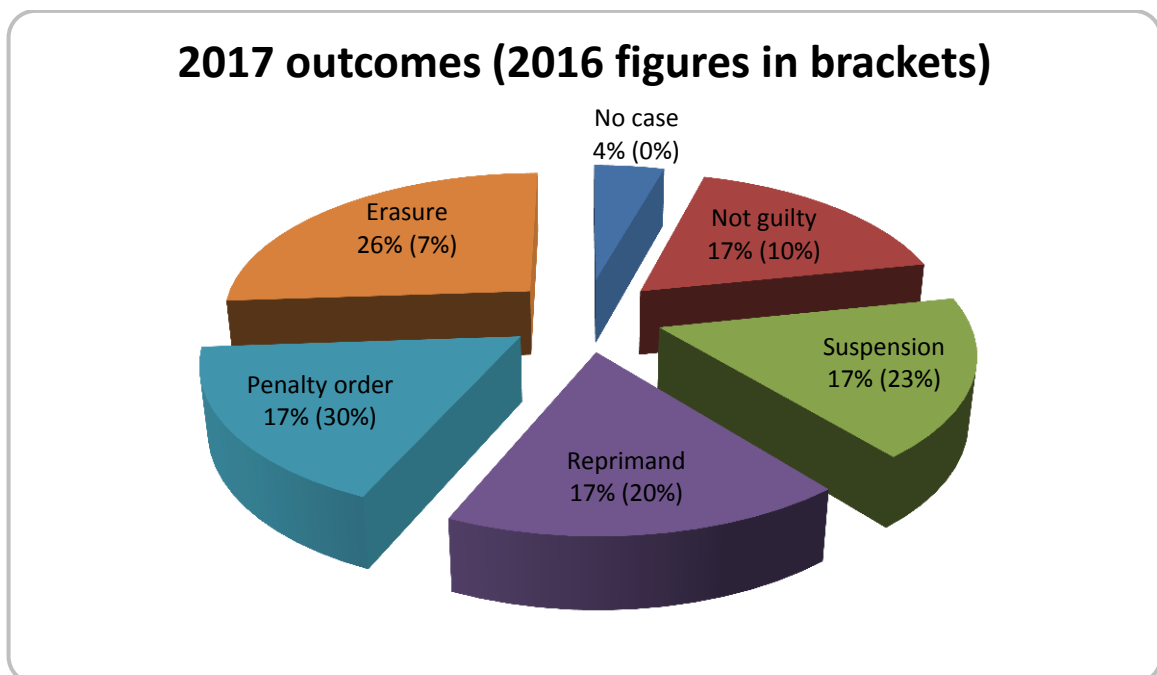
All Third Party Reviews are considered by the Investigations Oversight Committee throughout the year, and Reviewers submit an annual report to the IOC. That committee has the opportunity to interrogate their individual reports in greater detail than the Board has time to, and it then summarises its own findings in an annual report to the Board.

3.6 Professional Conduct Committee (PCC)

In 2017 the PCC held 24 hearings, a 23% drop on the number of cases heard in 2016. 70% of cases were listed within the KPI of 16 weeks, compared to 68% of cases in 2016.



The substantial increase of hearing days in 2016, caused by a small number of complex and lengthy cases, was not repeated.

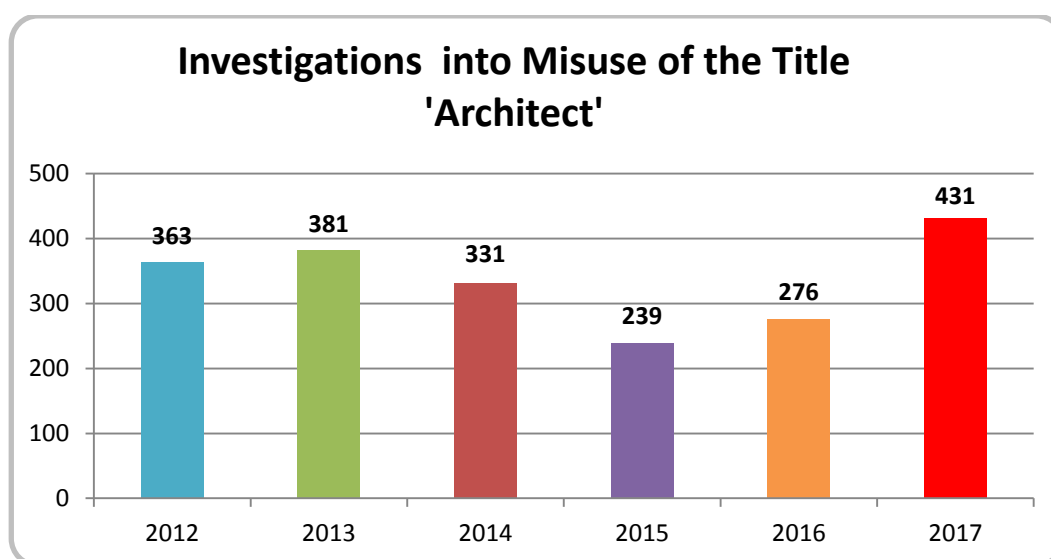


In 2017 the average cost of a Professional Conduct Committee hearing (which includes the preparation of the legal case and advocacy, cost of venue hire, and PCC member and witness/expert attendance) was approximately £19,000, a decrease on last year's £19,500.

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



The target for either referring a case to ARB's Solicitor or to closing it is 16 weeks. 96% of cases met this target in 2017, compared to the 91% achieved in 2016.

There were two prosecutions completed in 2017 (five in 2016). Both defendants were successfully convicted of breaching Section 20 Architects Act 1997. The average fine imposed by the Magistrates' Courts for prosecutions was £1,065, with an average of a further £2,565 being awarded to ARB in costs.

Of the misuse of title investigations concluded in 2017, 41% originated from architects, 28% of from members of the public, and 31% from other sources or as a result of ARB's own enquiries.

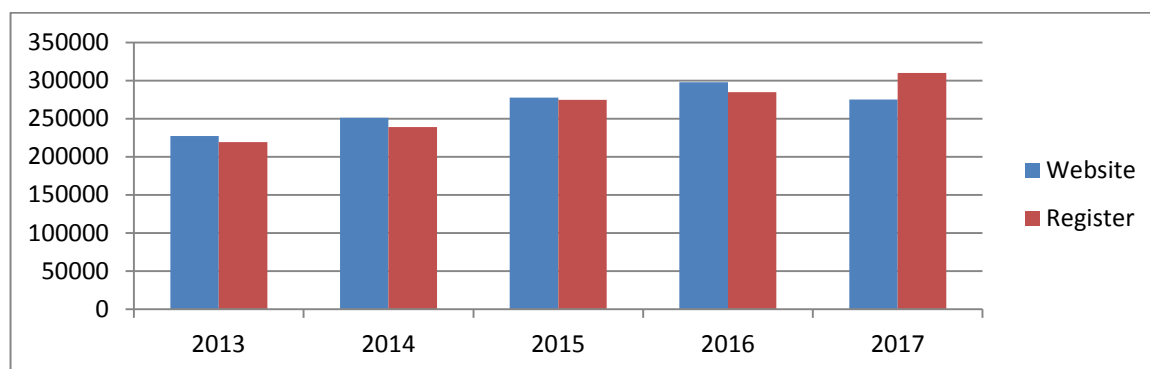
5 Communications

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

There were almost 275,000 unique visits to the main ARB website, down by 7% from 2016.

There were some 310,000 visits to the online Register of Architects, up by 9% from 2016.

The chart below shows the annual number of visits to the ARB website and online Register of Architects in the last five years.



Where does the web traffic come from?

ARB does not pay for any listings or online advertisements. Our search results are organic, so we are listed because of our relevance to a given search term, rather than because we have paid for 'click-throughs'. As with previous years, some 70% of all web traffic comes from searches via Google, indicating how important it is for both our websites to be properly optimised in respect of relevant search terms.

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 2017, this project had resulted in 103 local authorities containing a link to the online Register of Architects, resulting in 624 searches.

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 3,623 visits to the logo download webpage in 2017, an increase of 29% from the previous year.

5.4 Social Media

We continue to use social media to reach out directly to stakeholders. In 2017 we made a concerted effort to adopt a more engaging approach to social media messages, using images and infographics widely and regularly updating the news stories shared.

The below table shows social media audience numbers as at the end of 2017 and the percentage increase this represents on the 2016 numbers.

	As at end 2017	As at end 2016	% annual increase
Twitter followers	2013	1,668	17%
LinkedIn followers	2721	2,322	14%
Facebook likes	948	787	16%
Google+ followers	99	95	4%

YouTube

Online videos are an increasingly popular method of accessing advice information, from how to Register to steps architects can take to avoid disputes or complaints arising.

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
2017	13,123	379	54

5.5 Exhibitions

During 2017 we exhibited at three major exhibitions aimed at consumers planning domestic construction projects. We took stands at the National Homebuilding and Renovating Shows in Birmingham, Glasgow and London.

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.

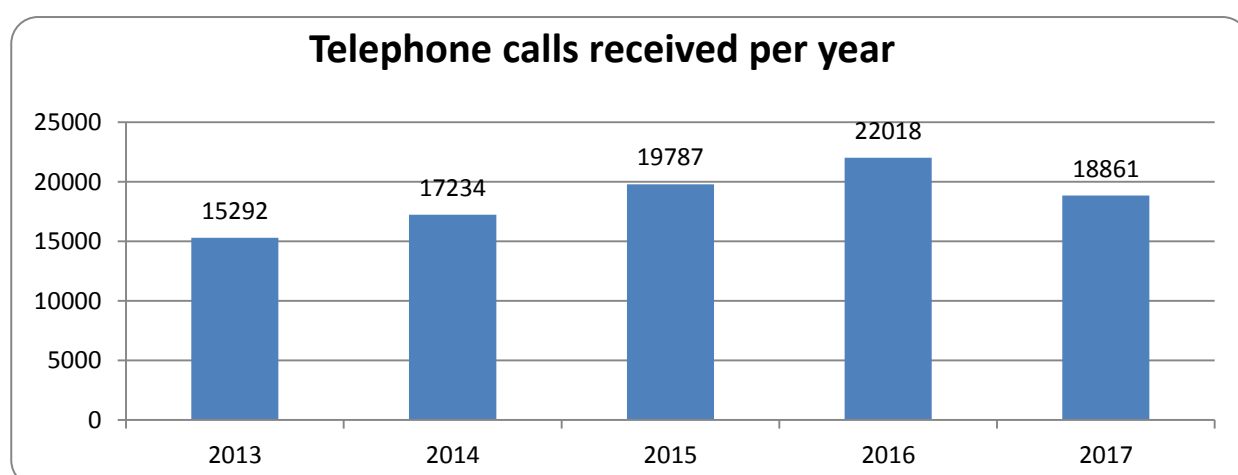
Unique opens for the five eBulletins issued in 2017 averaged at 12,211 per edition, up by 7% from the 2016. This increase is likely to have been impacted by efforts to promote the eBulletin via social media, as well as the registration team's efforts to contact architects with missing or invalid email addresses.

Annual Report

The 2016 Annual Report was published online in July 2017 and received 2,174 visits by the end of the year, an increase of 5% from the 2015 report.

5.7 Telephone Calls

18,861 telephone calls were received in 2017, compared with 22,108 in 2016. People wishing to use ARB's services are encouraged to 'self-serve' by using the newly developed online resources provided on the website.



5.8 Online Chat Facility

In 2012 an online facility was introduced as an alternative option for those wishing to contact ARB. In 2017 we dealt with 1,341 queries, a drop of 3% from the previous year.

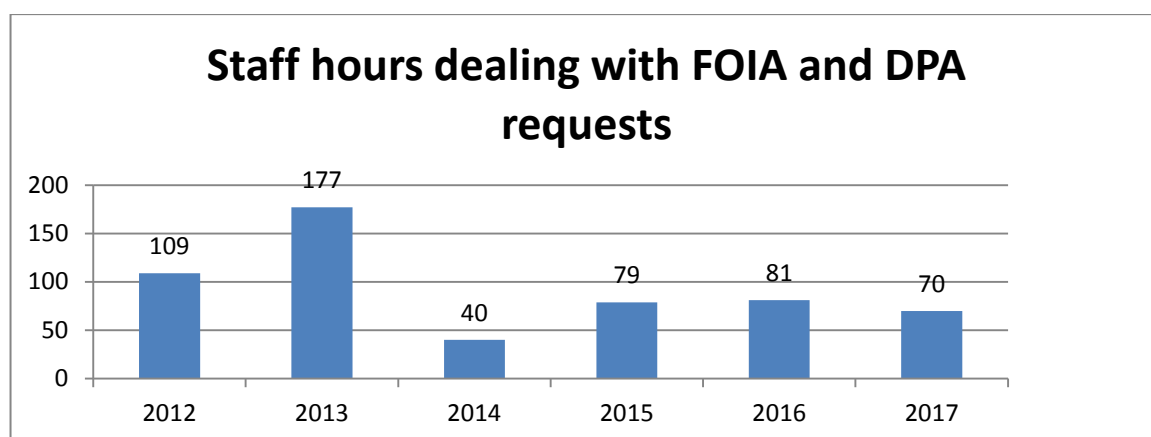
5.9 Freedom of Information Act (FOIA) / Data Protection Act (DPA)

ARB received 20 requests for information under FOIA and DPA, compared to 32 in 2016.

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.

There were no data breaches reported to the Information Commissioner.

70 staff hours were spent on dealing requests for information, much of which were from companies using the legislation to seek commercial information. ARB continues to publish information about its work so that those seeking data about the organisation can find it without having to make specific requests.



6. Human Resources

6.1 Working time lost through absence during 2017

The number of days lost through sickness absence for the 23.8 Full Time Employees was 82.5 days (56.5 in 2016 for 19.8 employees). This is equivalent of 3.5 days per employee (2.8 in 2016)

The national average for days lost through sickness is 4.3 days per employee.

Minor illnesses, such as cold, flu and viruses remain the most common cause of short-term absence.

Maternity / Paternity and Special Leave

During 2017 one member of the team took shared parental leave for three months. Two other employees were given a total of 4 days compassionate/carer leave.

6.2 Recruitment, retention and turnover

In 2017, five members of the staff team left ARB, representing a turnover of 21%, up from 18% in 2016. 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 sector²

Private sector	8 %
Public sector	10%
Not for profit	5 %
All organisations	8 %
ARB	21%

² (Source: CIPD Labour Market Outlook 2015)

7. Equality & Diversity Statistics

7.1 Information held

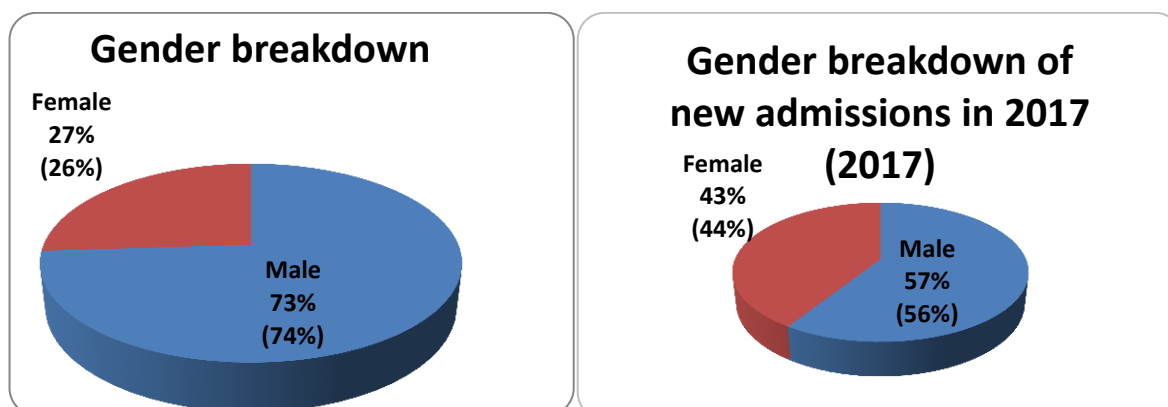
ARB started collecting Equality & Diversity (E&D) information about those on the Register in 2012, with those entering (or re-entering) the Register are asked to provide details. Registrants can also update their E&D information online.

ARB now holds E&D information on 54% of registrants³.

7.2 Gender

ARB holds gender information about the entire Register.

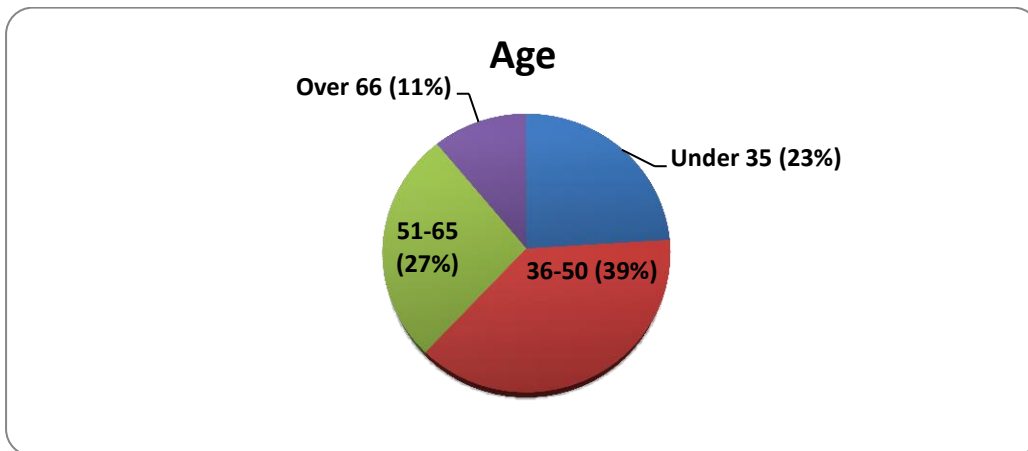
74% of architects are male and 26% female. The proportion of female architects on the Register continues to grow by about 1% every year.



³ All data in this section was accurate as of 13 January 2017. It includes completed responses that selected 'Prefer not to say'.
Board Meeting
14 February 2018
Open Session

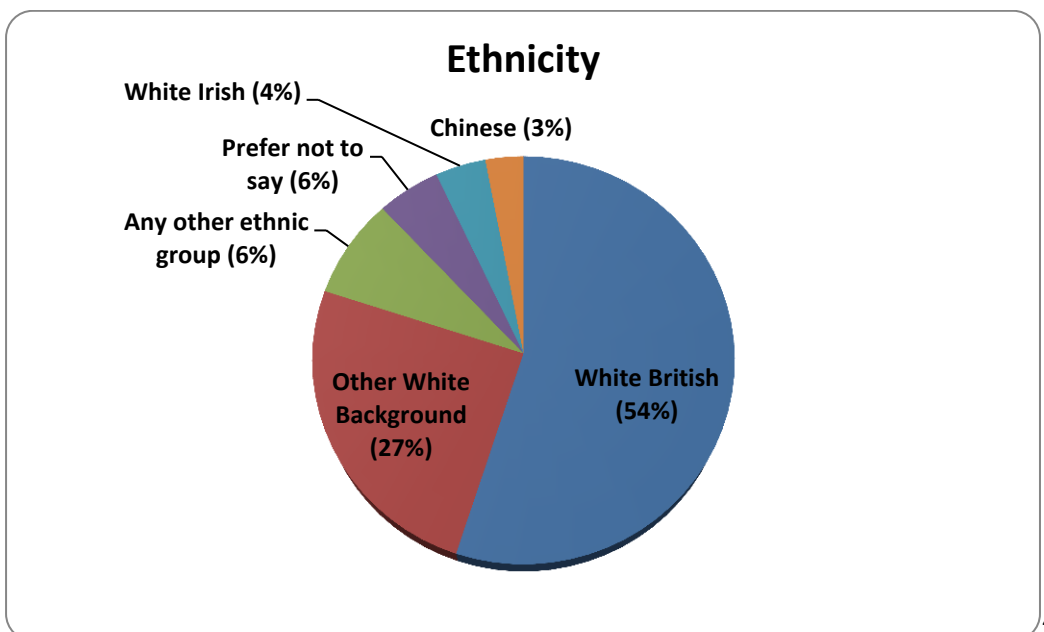
7.3 Age

ARB holds age information for all architects on the Register.



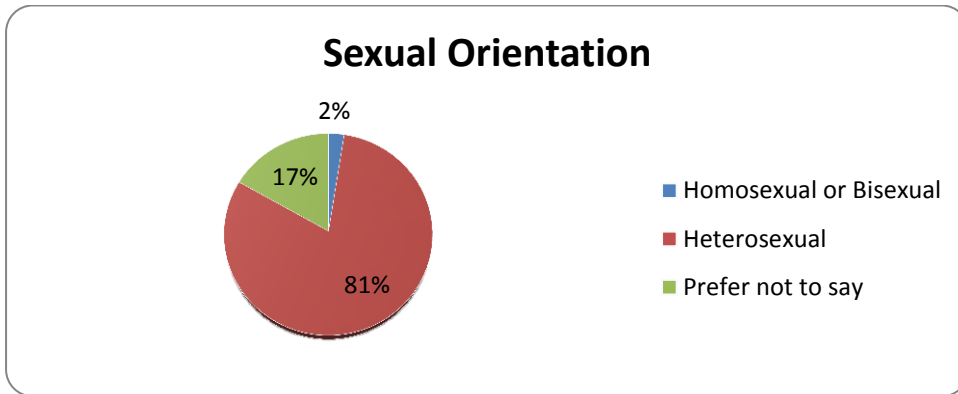
7.4 Ethnic Background

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

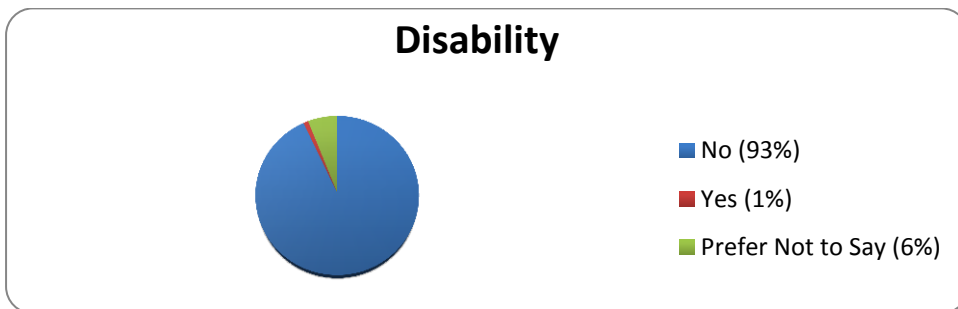


⁴ White British includes White English, White Welsh, White Scottish
 Board Meeting
 14 February 2018
 Open Session

7.5 Sexual Orientation



7.6 Disability



7.7 Religion

