

Performance Indicator	Target for 2018	Jan - Jun 2016	Jan - Jun 2017	Jan - Jun 2018	Traffic Light	Direction of Travel from 2017	Comments
Maintaining the quality of the Register							
UK route registrations-no. of days to process	90% within 15 (working) days	92%	94%	97%		↑	
European route registrations- no. of days to process	90% within 15 (working) days	77%	88%	82%		↓	
Reinstatements within 2yrs	90% within 5 (working) days	93%	95%	94%		↓	
Readmissions within 2yrs	90% within 5 (working) days	84%	91%	88%		↓	
Maintaining the Standards of Conduct and Practice for architects							
Complaints in office – No. of weeks from standards of acceptance met to IP referral or closure.	80 % within 14 weeks	90%	77%	90%		↑	Shortest: 0.1 weeks Longest: 26.4 weeks Average: 6.2 weeks
Complaints with IP – No. of weeks from referral of case to issue of final decision.	80 % within 12 weeks	73%	86%	68%		↓	Shortest: 7.4 weeks Longest: 35.9 Average: 13.2
PCC Hearing date – No. of weeks from case sent to Board’s solicitor to production of Board solicitor’s Report.	80 % within 12 weeks	83%	67%	60%		↓	Shortest: 4 weeks Longest: 28 weeks Average: 12 weeks
PCC Hearing date – No. of weeks from receipt of Board solicitor’s Report to PCC hearing.	80 % within 16 weeks	87%	83%	72%		↓	Shortest: 6 weeks Longest: 22 weeks Average: 13 weeks

Performance Indicator	Target for 2018	Jan - Jun 2016	Jan - Jun 2017	Jan - Jun 2018	Traffic Light	Direction of Travel from 2017	Comments
End-to-end complaints process: No. of weeks from receipt of complaint to completion of PCC hearing	80% within 56 weeks	N/A	60%	55%		↓	Shortest: 41.3 weeks Longest: 108.5 weeks Average: 66.1 weeks
Assisting the public to make informed choices							
Title complaints in office – No. of weeks from date of receipt to referral to Board's solicitor or closure.	80 % within 16 weeks	90%	95%	95%		↔	Shortest: 1 week Longest: 43 weeks
Title complaints with ARB's solicitor to conclusion–No. of weeks from date of referral to non-prosecution conclusion/ summons	80 % within 12 weeks	71%	71%	100%		↑	Shortest: 4 weeks Longest: 12 weeks

Traffic Light Benchmarks:	
KPI met/exceeded	6
KPI met within 20%	5
KPI not met >20%	0