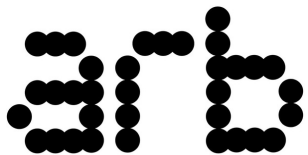




ARB Business Plan 2019



Architects
Registration
Board

Purpose and Objectives

ARB's primary purpose is to deliver the Architects Act 1997 and has identified two objectives from the Act which underpin our core work:

- **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.

Core Work

The core work of ARB is to fulfil its statutory obligations under the Architects Act. This core work is reported to the Board twice a year through Key Performance Indicators, and via its committees on a periodic basis. The Board is alerted to any major issues in relation to the delivery of the Business Plan.

Strategic Objectives

In addition to our core work, our Board has identified four strategic objectives to support our objectives in the years 2019-2021:

- Organisational Excellence
- Planning for an effective exit from the European Union
- Fit for purpose Register of Architects
- Strong Relationships

Format of the Business Plan

The plan for 2019 has been divided into sections relating to each of the strategic objectives for 2019-2021. Each section sets out the actions that must be undertaken in 2019 to meet the objectives over the three year period.

Section A - Organisational Excellence

We will deliver new efficiencies and improve performance in a way that does not sacrifice accessibility.

Area of Work	Actions for 2019
A1 Integrate a newly appointed Board ¹	<ul style="list-style-type: none"> • Support the MHCLG in recruiting and appointing a newly appointed Chair and ten Board members in line with the revised Act • Provide an effective induction for the newly appointed Chair and Board • Put in place a revised Board and committees structure without significant disruption to ARB's work • Formalise a revised governance structure and relevant supporting documents including amended General Rules, templates, appraisal process and Board Handbook • Carry out an annual engagement survey and set out a plan for dealing with any additional actions that arise from feedback • Identify and manage risks surrounding the transition to the newly appointed Board • Carry out an internal audit of the revised governance arrangements and manage all residual risks identified
A2 Provide IT efficiencies both in cost and time	<ul style="list-style-type: none"> • Develop digital systems which <ul style="list-style-type: none"> - reduce paper consumption by 15% - reduce average processing time for registration applications - improve accessibility - support the improved prescription process - improve data security - support the capture of Equality & Diversity information • Introduce digital systems to support the Board and its committees, including the introduction of paperless Board packs and development of online complaints guidance • Establish a cross-department working group to assess the ongoing technology needs of the organisation
A3 Maintain a properly resourced, competent and motivated staff team	<ul style="list-style-type: none"> • Recruit and induct any additional personnel required • Review and update succession plans to support delivery after the loss of key personnel • Carry out a staff survey which reports improved feedback from the 2018 survey • Provide specific staff training on safety at PCC hearings • Deal with any internal HR issues arising from the UK's exit from EU • Ensure that pay levels remain appropriate by carrying out a benchmarking exercise • Maintain a family-friendly working environment

¹ Assumption: Statutory Instrument amends the Architects Act to provide for a new Board structure on 1 April 2019

Section A - Organisational Excellence

Area of Work	Actions for 2019
A4 Deliver ARB's obligations without placing undue financial burdens on the profession	<ul style="list-style-type: none"> • Undertake a review of the organisation's financial requirements in light of the demands of Brexit and other atypical external factors • Implement the agreed investment strategy and recommendations of the broker arrangements review
A5 Revise our performance measuring systems to facilitate improved performance	<ul style="list-style-type: none"> • Review the current performance/ success measures, taking into account benchmarking information and the outcomes of the stakeholder research project • Develop a new KPI reporting regime that accurately reflects ARB's performance using qualitative and quantitative data • Put in place a policy and procedures for reviewing the impact of new initiatives • Commence with Customer Service Accreditation (first year of three)
A6 Ensure that those appointed to undertake work for us are competent, reflect our values, and provide value for money	<ul style="list-style-type: none"> • Appoint and induct new PCC members and Inquiry Panel without significant impact on casework • Review whether ARB should employ an in-house lawyer for general legal advice • Carry out legal services tenders for PCC and general legal services • Put in place a 'universal' code of conduct for all of those appointed by ARB

Section B - Effective exit from the European Union

We will respond to the UK's changing relationship with Europe and the rest of the World in a way which supports the continued protection on the public and support of architects through regulation.

Area of Work	Actions for 2019
B1 Operate effectively during any implementation period and post EU-exit	<ul style="list-style-type: none"> • Maintain and respond to Risk Registers throughout the year • Identify the key risks and respond to opportunities arising from EU-exit • Implement contingency plans for ARB's statutory obligations in respect of registration and qualifications if no deal is secured • Enable the Board to take key policy decisions that ensure the organisation can continue to carry out its statutory functions • Ensure changes to legislation and policy position are reflected in procedural change at an operational level • Provide guidance to our stakeholders on the impact of Brexit • Explore the establishment of mutual recognition agreements with other countries, and implement any agreements as legislation and government policy permits.

Section C - Fit for purpose Register of Architects

We will review the requirements for entry to and retention on the Register of Architects, and how we can monitor the competence of those already on it, to ensure that our processes are robust and fair.

Area of Work	Actions for 2019
C1 Undertake a review of how individuals can gain access to the Register of Architects ²	<ul style="list-style-type: none"> • Once the impact of the UK's exit from the EU and any initial mutual recognition agreements are understood, review whether current arrangements remain fit for purpose and reflect current best practice • Consider whether alternative routes to registration would be viable and • Consider whether access to the Register can be widened while maintaining standards of competence • Engage with all stakeholders to ensure their input supports the process
C2 Ensure architects' ongoing competence is appropriately regulated	<ul style="list-style-type: none"> • Seek legal advice on ARB's powers to assess the competence of applicants and monitor the ongoing competence of registrants • Respond to the findings of the reviews into the competence of professionals arising from the Hackitt Review • Support the Board to make a decision on the future regulation of the competence of architects • Implement a plan for applying any procedural changes that follow the Board's decision

² Assumption: MHCLG advises that it would be appropriate to start the review during 2019

Section D - Strong Relationships

Collaborative working can yield benefits beyond the sum of its parts. Strong relationships with others can enable ARB to achieve its statutory and strategic aims directly and indirectly. We will improve ARB relationships and communications with the public, the profession, and other key stakeholders.

Area of Work	Actions for 2019
D1 Improve awareness of the Register of Architects	<ul style="list-style-type: none"> Review what activities are currently undertaken to achieve this aim, and how performance is currently recorded and monitored Develop a new, more proactive strategy to improve awareness of the Register and enhance the protection of potential users of architects Develop a new implementation plan to support the strategy Establish and implement methodology for assessing performance in this area Increase staff resource in title regulation³
D2 Better understand the needs and attitudes of our stakeholders	<ul style="list-style-type: none"> Conduct stakeholder research that provides insight, benchmarks for future performance and informs future strategy Review and revise our approach to gathering and utilising feedback Review and revise our stakeholder engagement strategy Establish and implement methodology for assessing performance

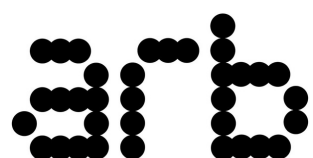
Glossary

KPI - Key Performance Indicator

MHCLG - Ministry of Housing, Communities and Local Government

PCC - Professional Conduct Committee

³ Assumption: Board agrees to increased investment in title regulation at its September 2018 meeting



**Architects
Registration
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