



**Subject** Report on the Delivery of the 2018 Business Plan  
**Purpose** For Note  
**From** Operational Management Group

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## 1. Summary

To provide the Board with a report on ARB's performance and delivery against the objectives set down in the 2018 Business Plan.

## 2. Open Session

## 3. Contribution to the Board's Purpose and Objectives

In delivering the Act, ARB's objectives are to protect the users and potential users of architects' services and support architects through regulation. These objectives are then reflected within the priorities and Business Plan set for each year. The Business Plan sets the programme of work for the year in order to achieve ARB's objectives and the review of performance against the Business Plan enables the Board to provide effective oversight.

## 4. Key Points

- i. The Board sets a Business Plan and budget each year. An interim progress report is provided to the Board mid-year, and then a final report of delivery against the plan is brought to the first Board meeting of the following year. Because of the changes to the membership Board at the start of 2019, and the schedule of Board business thereafter, this report is coming to note later than it would usually.
- ii. In 2017 the Board decided to extend its 2017 Business Plan to include additional items in 2018. This was in anticipation of there being a new Board in place during the first half of 2018. As it transpires a new Board was not appointed in 2018, but as a result the Business Plan covers a two period.
- iii. The Board will note that this is the 'old style' of Business Plan, and deals with project work and some core work in a more granular fashion than the 2019 Business Plan does. Feedback from the previous Board was that this additional information was unhelpful in terms of understanding how well the organisation was performing, and that the plan should be streamlined.

- iv. The Business Plan demonstrates delivery through the “RAG” (Red/Amber/Green) system. Below are the comparable RAG ratings for previous years.

	2013	2014	2015	2016	2017	2018
<b>Green</b>	24	25	28	21	24	24
<b>Amber</b>	5	2	0	4	3	7
<b>Red</b>	0	0	0	0	0	0
<b>Blue</b>	0	0	3	3	3	1

Key:

Green – ARB has delivered/is on track to deliver the plan this year

Amber – ARB had delivered only part of the item, or with only partial success

Red – ARB will not deliver the majority of the item, or at an unacceptable level

Blue - undeliverable due to the over-run of the Periodic Review/Government direction

v. **Delivery and Achievements in 2018**

**External Challenges**

In addition to delivering the Architects Act and the 2018 Business Plan, ARB had to deal with unanticipated areas of demand.

Brexit: Considerable effort was put into understanding developments in respect of the UK’s exit from the European Union and what they might mean for ARB; assisting the Ministry for Housing, Communities and Local Government (MHCLG) and communicating with our stakeholders when appropriate.

Hackitt Review: In May 2018 ARB was asked by the Chair of the Industry Response Group<sup>1</sup> to chair its Working Group charged with creating a competency framework for building designers working on Higher-Risk Residential Buildings.

Statutory Instrument and preparation for a new Board: Following the publication of the recommendations resulting from the Periodic Review in 2017, the MHCLG moved its plans to change the constitution of the Board forward. Significant time and energy was put into supporting the MHCLG’s recruitment process throughout the Autumn to ensure that as wide a pool of applicants applied for the roles as possible.

<sup>1</sup> The IRG has been tasked with delivering the recommendations of Dame Judith Hackitt’s Review of Building Regulation and Fire Safety

Mutual Recognition Agreements: The UK's departure from the EU prompted Government to consider the UK's relationships with other countries around the world. ARB was encouraged to hold high level exploratory discussions with counterpart organisations in Australia, New Zealand and the USA in 2018 to prepare the ground for potential future agreements.

## **Key Achievements in 2018**

### Registration

- The introduction of:
  - i) the Passlist Portal, which will result in significant reductions in processing times;
  - ii) the Sharepoint IT system has allowed for all scanning to be carried out in-house, leading to efficiencies in time and cost;
  - iii) embedding a new email management system, providing valuable management information and reducing response times
- The pre-consultation exercise for the Prescribed Examination Review
- Receiving the Plain English accreditation for our Welcome to new Registrants webpage and key documents

### Qualifications

- Successfully supported the development of the Apprenticeship Standards and End Point Assessments whilst ensuring that ARB's requirements were maintained. Publishing guidance for institutions seeking to develop apprenticeship provision as well as for potential apprentices.
- Moved forward with the review of the Criteria and Procedures for the Prescription of Qualifications.
- Recruitment of two new Qualifications Executives in a year which saw an increasing number of prescription applications and university liaison visits.
- Developed guidance regarding the Professional Qualifications Directive. In year where institutions appeared to be developing dual qualifications to make their provision more attractive to students, the team balanced dealing with some very challenging applications involving dual qualifications with the development of guidance to support institutions seeking to offer dual qualifications.

Professional Standards

- Recruited and inducted five new team members into the Professional Standards department with no significant drop in performance, despite a 20% increase in the number of complaints.
- Carried out the Section 14 review of ARB's disciplinary procedures, drafted new rules, and consulted on the proposed changes.
- Carried out 95% misuse of title investigations within the KPI, and secured the largest ever fine (£23,700) at the Magistrates' Court for a breach of section 20.
- Sought to deal with PCC cases more proportionately and by consent where appropriate, resulting in four cases (16%) being disposed of via a Consent Order in 2018. In contrast, no cases were dealt with by consent in 2017.

Communications

- 2017 Annual Report published on time
- Carried out a full tender for the Stakeholder Research project
- Drafted a new format for ARB's 3 year Strategy & annual Business Plan
- Provided articles relating to ARB/the Register for five external organisations
- Establish connections with new stakeholders, including the Consumer Protection Partnership, Westminster Trading Standards, OfCom, Advertising Standards Authority and the PAGB (medicines trade association)
- Increased social media audiences on different platforms by between 8 and 82%

Corporate

- Successfully re-negotiated the lease on ARB's current premises, after carrying out an assessment of alternative locations.
- Rolled out a new self-service Human Resource Management system and online payslips.
- Tendered for print services to ensure value for money, both in cost and service.
- Undertook extensive research and piloted three online board pack systems.
- Carried out a full review of the Board's Scheme of Decision Making,

ensuring it is fit for purpose in anticipation of the new Board structure.

**5. Resource Implications**

None

**6. Risk Implications**

A failure to deliver the Business Plan effectively could impact on ARB's objectives, statutory functions and reputation.

**7. Communication**

ARB establishes an annual Business Plan which outlines the work needed to support and deliver ARB's responsibilities and objectives. The review against the Business Plan assists the Board by providing oversight of ARB's delivery each year.

**8. Equality and Diversity Implications**

None identified.

**9. Further Actions**

The Board will receive an interim progress report against the 2019 Business Plan at its July Board meeting.