

Key Performance Indicators

Performance indicator	Target for 2018	2018 result	Traffic light	Direction of Travel	Comments
Maintaining the quality of the Register					
UK route registrations-no. of days to process.	90% within 15 (working) days	97% (95% in 2017)		↑	The number of UK applications processed within KPI has improved as has the average processing time which has dropped from 7 to 5 working days.
Automatic European route registrations- no. of days to process.	90% within 15 (working) days	84% (87% in 2017)		↓	The number of EU applications processed within KPI has dropped. Despite this the average processing time has improved from 11 to 10 working days, indicating that most users are still experiencing a more efficient service. This is down to a higher number of applications coming in without the correct information first time in 2018 compared with 2017.
Reinstatements & Readmissions within 2 years.	90% within 5 (working) days	94% (95% in 2017)		↓	
Maintaining the standards of conduct and practice of Architects					
Complaints in office – No. of weeks from standard of acceptance met to IP referral or closure.	80 % within 14 weeks	89% (84% in 2017)		↑	Complaint numbers up by 20% from 2017
Complaints with IP – No. of weeks from referral of case to issue of final decision.	80 % within 12 weeks	76 % (83% in 2017)		↓	
PCC Reports – No. of weeks from referral to production of Board solicitor's Report.	80 % within 12 weeks	64% (65% in 2017)		↓	There has been a marked improvement since March 2018 with 75% meeting the KPI from then onward.
PCC Hearing date – No. of weeks from receipt of Board solicitor's Report to PCC hearing.	80 % within 16 weeks	81% (70% in 2017)		↑	
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	96% (96% in 2017)		↔	
Title complaints with Board's solicitor to prosecution decision	80 % within 12 weeks	83% (64% in 2017)		↑	

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Prescription Applications					
Average no. of weeks to complete initial scrutiny of Prescription Applications	95% within 2 weeks	100% (100% in 2017)			
No. of weeks taken between an application being received to it being considered by the Committee for the first time	95% within 7 weeks	100% in 8 weeks (96%.5.5 weeks in 2017)		↑	This KPI has not been met but has only narrowly been missed. Committee dates vary year on year; some Committee dates required adjustment due to availability of Committee members; and occasionally the 7 week deadline cannot be met as a result.
Average no. of weeks taken for an Independent Adviser to respond to Committee's request	95% within 3 weeks	N/A	N/A		No routine applications were referred directly by the Committee to its independent advisers.
Annual Monitoring Submissions (Prescription of Qualifications)					
Average no. of weeks taken for an annual monitoring submission to be considered by the Committee for the first time	95% within 6 weeks	100% in 5.41 weeks (100% in 4.51 weeks in 2017)		↔	
Average no. of weeks taken for a significant change to be considered by the Committee for the first time	95% within 6 weeks	100% (same as 2017)		↔	
Average no. of weeks taken for a minor change to be considered by the Committee for the first time	95% within 6 weeks	100% (same as 2017)		↔	
Average number of weeks taken for evolutionary change/s to be considered by the Committee for the first time	95% within 6 weeks	100% (6.3 weeks in 2017)		↑	
Avg no. of weeks taken for an extension to prescription request to be considered by the Committee for the first time	95% within 7 weeks	100% (N/A)		↔	One request to extend prescription was received and considered by the Committee in one week.
UK/European Notifications					
To hold a planning meeting with each UK institution that has to notify its qualifications to the European Commission	100%	100% (same as 2017)		↔	

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UK to respond to all queries received within the 2-month consultation period set out in the Commission's Notification Procedures	100%	100% (same as 2017)		↔	
ARB to respond to all queries received regarding a notified UK qualification within 2 weeks from the day of receipt	100%	100% (66% in 2017)		↔	
ARB to respond notifying Member States for each notified qualification with comments within the 2-month consultation period set out in the Commission's Notification Procedures	100%	100% (same as 2017)		↔	

Key

Met KPI
Within 20% of KPI
Failed KPI >20%