

## Operating Service Metrics 2023/24

ID	Title	Description	2021/22	2022/23	2023/24	Comments
<b>Approved Persons, Passporting and Mutuals</b>						
			Green ≥98%			
			Amber <98% but ≥90%			
			Red <90%			
R1.1a	Approved persons applications (SM&CR, CF and SIF) responded to within 3 month timeframe	To process an application for Approved Person status	85.9%	87.5%	97.0%	Statutory
R1.1ai	To process an application for Approved Person status under the Appointed Representatives Regime	To process an application for 'approved person status'	n/a	n/a	95.8%	Statutory

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<b>Permissions</b>						
			Green ≥98%			
			Amber <98% but ≥90%			
			Red <90%			
A1.1	% of complete applications for Part 4A permission processed within timeframes	100% within six months of a complete application (s. 55V(1)) or within 12 months of receipt of an incomplete application (s.	97.8%	94.5%	95.9%	Statutory
R5.1	Processing Variation of Permission	To process a complete application from an authorised firm for Variation of Permission.	99.8%	98.5%	99.0%	Statutory
R8.1	Determining a complete application for cancellation of Part 4A Permission	To determine a complete application for Cancellation of Part 4A permission.	100%	99.4%	99.0%	Statutory
			Green ≥100%			
			Amber <100% but ≥90%			
			Red <90%			
R6.1	Receiving a complete notification of a proposed change in control	To make a decision after receiving a 'complete' notification of a proposed change in control.	98.9%	93.5%	99.6%	Statutory
<b>Payment Services</b>						
			Green ≥98%			
			Amber <98% but ≥90%			
			Red <90%			
A1.2	Processing Money Laundering registrations	100% within 45 calendar days of receipt of application or receipt of any further required information (Reg. 34(4) MLRs)	96%	98.8%	96.0%	Statutory
PS1	Payment Services - authorisation and registration applications	To process a complete application for authorisation under the Payment Services Regulations 2017.	79%	86.7%	87.0%	Statutory
PS2	Payment Services - authorisation and registration applications	To process a complete application for authorisation under the Electronic Money Regulations 2011.	79.1%	83.3%	90.1%	Statutory
PS3	Payment Services - authorisation and registration applications	To process a complete application for registration under the Payment Services Regulations 2017.	97.6%	95.2%	97.7%	Statutory
PS4	Payment Services - authorisation and registration applications	To process a complete application for registration under the Electronic Money Regulations 2011.	84.6%	100%	100%	Statutory
PS5	Payment Services - variations of registration and authorisation	To process a complete application for a variation of registration under the Payment Services Regulations 2017.	100%	100%	100%	Statutory

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PS6	Payment Services - variations of registration and authorisation	To process a complete application for a variation of registration under the Electronic Money Regulations 2011.	100%	100%	100%	Statutory
PS7	Payment Services - variations of registration and authorisation	To process a complete application for a variation of authorisation under the Payment Services Regulations 2017.	100%	100%	100%	Statutory
PS8	Payment Services - variations of registration and authorisation	To process a complete application for a variation of authorisation under the EMRs 2011	90.9%	100%	100%	Statutory
PS9	Processing notifications of UK agents within 2 months	To process a notification for a UK agent under the PSRs 2017 and EMRs 2011	100%	97%	99%	Statutory
<b>Supervision Hub</b>						
			Green ≥90%			
			Amber <90% but ≥81%			
			Red <81%			
CM1.1b	To respond to a firms email/web form/webchat	To provide a substantive response to EMAIL correspondence received from firms or their advisers within 2 working days.	90.5%	92.8%	93.3%	Voluntary
CM1.1c	To respond to a firms letters	To provide a substantive response to LETTER correspondence received from firms or their advisers within 5 working days	98.1%	99%	98%	Voluntary
CM2.1b	To respond to a consumers email/web form/webchat	To provide a substantive response to EMAIL correspondence received by the Customer Contact Centre (consumers).	87.8%	91.6%	90.8%	Voluntary
CM2.1c	To respond to a consumers letters	To provide a substantive response to LETTER correspondence received by the Customer Contact Centre (consumers).	96.0%	91.7%	92.8%	Voluntary
			Green ≤5%			
			Amber >5% but ≤5.5%			
			Red >5.5%			
CM2.3	Unanswered telephone calls (consumers)	The telephone call abandonment rate for calls made directly to the Customer Contact Centre (consumers).	2.6%	3.6%	5.5%	Voluntary
CM3.1	Unanswered telephone calls (firms)	The telephone call abandonment rate for calls made directly to the Customer Contact Centre (firms).	6.6%	3.3%	2.2%	Voluntary

ID	Title	Description	2021/22	2022/23	2023/24	Comments
			Green ≥80%			
			Amber ≥60% but <80%			
			Red <60%			
CS2.1a	Consumer satisfaction scores (telephony)	Customer satisfaction index for enquiries made to the Customer Contact Centre - Telephony (Consumers)	88%	90.6%	86.7%	Voluntary
CS2.1b	Consumer satisfaction scores (correspondence)	Customer satisfaction index for enquiries made to the Customer Contact Centre - Correspondence (Consumers)	80%	81.2%	80.8%	Voluntary
CS2.2a	Firm satisfaction scores (telephony)	Customer satisfaction index for enquiries made to the Customer Contact Centre - Telephony (Firms)	82%	83.8%	82.4%	Voluntary
CS2.2b	Firm satisfaction scores (correspondence)	Customer satisfaction index for enquiries made to the Customer Contact Centre - Correspondence (Firms)	79%	77.17%	76.19%	Voluntary
			Green <120 seconds			
			Amber >120 seconds but <180 seconds			
			Red >180 seconds			
SH1.1	Average speed of answer (secs) - Consumer Helpline	The telephone call average speed of answer rate (secs) for calls made directly to the helpline (consumers)	31	51	73	Voluntary
SH1.2	Average speed of answer (secs) - Firm Helpline	The telephone call average speed of answer rate (secs) for calls made directly to the helpline (firms)	162	74	49	Voluntary
<b>Information Access</b>						
			Green ≥90%			
			Amber <89.9% but ≥85%			
			Red <84.9%			
CM6.1	Reply to 'right to know' requests made under FOIA 2000	To reply to 'right to know' requests for information made under the Freedom of Information Act 2000.	66.7%	67.5%	90.1%	Statutory
CM7.1	Reply to 'subject access' requests for information made under GDPR 2018	To reply to 'subject access' requests for information made under the Data Protection Act 1998 and UK GDPR.	43.6%	67.2%	98.4%	Statutory
<b>Finance</b>						
			Within 30 days: Green ≥80%			
			31-60 days: Green <15%			
			60+ days: Green <10%			

ID	Title	Description	2021/22	2022/23	2023/24	Comments
			Within 30 days: Amber <75% but ≥79% 31-60 days: Amber 16% to 20% 60+ days: Amber 11-15% Within 30 days: Red <75% 31-60 days: Red >20% 60+ days: Red >15%			
CM10.1 a	Payment of suppliers from invoice date	% of invoices paid within 30 days	82%	85%	86%	Statutory
	Payment of suppliers from invoice date	% of invoices paid between 31 - 60 days	11%	9%	9%	Statutory
	Payment of suppliers from invoice date	% of invoices paid between 60 days+	7%	6%	5%	Statutory
			Green ≥80% Amber <80% but ≥70% Red <70%			
CM10.1 b	Payment of suppliers within supplier terms	% of invoices paid within supplier terms	82%	84%	86%	Statutory
<b>MPs Letters</b>						
			Green ≥80% Amber <80% but ≥60% Red <59%			
CM5.1a	% of letters replied to within 15 days	To provide a substantive reply to letters from MPs – 15 days.	66.4%	73.71%	56.76%	Voluntary
			Green ≥98% Amber <98% but ≥90% Red <89%			
CM5.1b	% of letters replied to within 20 days	To provide a substantive reply to letters from MPs – 20 days.	86.2%	86.4%	72.3%	Voluntary
<b>Information Systems</b>						
			Green ≥98.5% Amber <98.5% but ≥88.6% Red <88.6%			
CM11.4	Availability of external facing FCA systems	Availability of FCA external customer facing Information Systems	100%	99.9%	100.0%	Voluntary
	Availability of external facing FCA systems	Availability of Financial Services Register	100%	100%	100%	Voluntary
	Availability of external facing FCA systems	Availability of FCA website	100%	100%	100%	Voluntary

ID	Title	Description	2021/22	2022/23	2023/24	Comments
	Availability of external facing FCA systems	Availability of Fee calculator	100%	n/a	n/a	Voluntary - Fee calculator included in FCA website from 2022/23
	Availability of external facing FCA systems	Availability of RegData system	99.9%	99.45%	100.00%	Voluntary
<b>Fund Authorisations</b>						
			Green 100%			
			Amber <100% but ≥90%			
			Red <90%			
A2.1	% of applications processed within timeframes	100% within 6 months of a complete application or within 12 months of receipt of an incomplete application	100%	100%	100%	Statutory
R2.1	Consider notice of proposed alteration to a collective investment scheme	To consider notice of a proposed alteration to a collective investment scheme and, if appropriate, issue a warning notice.	100%	100%	100%	Statutory
			2021/22: Green ≥75%			
			2022/23-2023/24: Green ≥90%			
			2021/22: Amber <75% but ≥67.5%			
			2022/23-2023/24: Amber <90% but ≥75%			
			2021/22: Red <67.5%			
			2022/23-2023/24: Red <75%			
A3.1	% of applications responded to within timeframes	100% within 2 months of receipt for UCITS and Non-UCITS Retail Schemes. 100% within 1 month for QIS.	89.7%	100%	100%	Voluntary
<b>Complaints</b>						
			Green ≥95%			
			Amber <95% but ≥85%			
			Red <85%			
SS1	Complaints response rates	Acknowledgement: acknowledge a complaint within 5 working days of receipt. Our voluntary target is that 95% of cases should receive a response within 5 working days of receipt.	93.7%	98.08%	98.25%	Voluntary
SS2	Complaints response rates	Completion (complaints dealt with by the local business area): complete an investigation and send a response to the complainant within 10 working days. Our voluntary target is that 95% of cases should receive a response within 10 working days of receipt. The response to the complainant should inform them of their right to ask for a Stage 1 investigation.	59.8%	90.66%	86.90%	Voluntary

ID	Title	Description	2021/22	2022/23	2023/24	Comments
SS3	Complaints response rates	Completion (complaints dealt with by the central complaints handling team): complete an investigation or provide a reasonable timescale to deal with the complaint within 20 working days (under paragraph 6.4 of the Complaints Scheme). Our voluntary target is that we should complete 95% of stage 1 cases or provide a reasonable timescale for completion, within 20 working days of receipt.	68.3%	97.8%	96.9%	Voluntary
<b>Listing Transactions</b>						
			Green ≥95%			
			Amber <95% but ≥90%			
			Red <90%			
L1.1	New issuers - first response within 10 days	To comment on the initial proof of a document submitted for pre-vetting by a new applicant or by an unlisted issuer that is undertaking a public offer and is preparing a prospectus for the first time.	95.6%	95%	97%	Voluntary
L1.2	Existing issuers - first response within 5 days	To comment on the initial proof of a document submitted for pre-vetting by a listed issuer, or by an unlisted issuer undertaking a public offer that has previously produced a prospectus.	98.5%	97%	99.8%	Voluntary
L1.3a	Subsequent Proofs - new issuers	To comment on subsequent proofs of a document submitted for pre-vetting by a new applicant or by an unlisted issuer that is undertaking a public offer and is preparing a prospectus for the first time within 5 clear business days from the day of receipt.	94.8%	97.4%	99.6%	Voluntary
L1.3b	Subsequent Proofs - existing issuers	To comments within 3 working days from the day of receipt for comments on subsequent proofs of document submitted for pre-vetting by a listed issuer, or by an unlisted issuer, undertaking a public offer and that has previously produced a prospectus.	98.5%	97.2%	99.3%	Voluntary
L3.1	Individual requests for guidance - within 5 days	To provide a substantive reply to other queries received in writing, or provide a request for further substantive information.	99.5%	98.7%	100.0%	Voluntary