

# Authorisations operating service metrics 2022/23 Q4

Operating Service Metrics															
Area	Description	Timescale	Stat/Vol	Target	Green	Amber	Red	2021/22	Q1 2022/23	Q2 2022/23	Q3 2022/23	Q4 2022/23	Cases determined 2022/23	Cases determined past deadline 2022/23	
R1.1a	Approved Persons - of which SMCR-related	<b>Approved Persons - of which are SMCR-related</b> To process an application for 'approved person' status for an application submitted by an authorised firm under the Senior Manager and Certification Regime	Within 3 months	Statutory	100%	≥ 98%	<98% but ≥ 90%	<90%	74.8%	78.9%	82.8%	87.9%	92.5%	6,669	1,037
R1.1b	Approved Persons - of which AR-related	<b>Approved persons - of which are AR-related</b> To process an application for 'approved person' status for an application submitted by an authorised firm under the Appointed Representative regime	Within 3 months	Statutory	100%	≥ 98%	<98% but ≥ 90%	<90%	91.1%	86.0%	94.6%	94.7%	82.8%	7,326	708
A1.1	New Firm Authorisations	<b>New Firm Authorisations</b> To process a complete application for Part 4A Permission	Within 6 /12 months of a complete (S55V(1)) / incomplete (S55V(2)) application	Statutory	100%	≥ 98%	<98% but ≥ 90%	<90%	97.8%	92.2%	96.3%	93.5%	94.8%	2,130	117
RS.1	Variations of Permission	<b>Variation of Permission</b> To process a complete application from an authorised firm for Variation of Permission	Within 6 /12 months of becoming complete (S55V(1)) / receiving incomplete (S55V(2)) application	Statutory	100%	≥ 98%	<98% but ≥ 90%	<90%	99.8%	99.5%	98.0%	96.6%	99.7%	1,361	21
R6.1	Change in Control	<b>Change in Control</b> To make a decision after receiving a 'complete' notification of a proposed change in control	Within 60 working days of acknowledgement of receipt (s189(1))	Statutory	100%	100%	<100% but ≥ 90%	<90%	98.9%	82.1%	95.2%	97.5%	99.2%	1,510	98
A1.2	3/4MLD	<b>3/4 MLD</b> To process money laundering registration under the 3MLD/4MLD directives	Within 45 calendar days of receipt of application or receipt of any further required information	Statutory	100%	≥ 98%	<98% but ≥ 90%	<90%	96.0%	100.0%	98.5%	100.0%	97.1%	247	3
PS1	Payment Services & E-Money Authorisations & Registrations	<b>Payment Services &amp; E-Money Authorisations</b> To process a complete application for authorisation under the PSRs 2017	Within 3 / 12 months of the received date of a complete / incomplete application	Statutory	100%	≥ 98%	<98% but ≥ 90%	<90%	79.0%	81.8%	100.0%	88.2%	79.0%	75	10
PS2	Payment Services & E-Money Authorisations & Registrations	<b>Payment Services &amp; E-Money Authorisations</b> To process a complete application for authorisation under the EMRs 2011	Within 3 / 12 months of the received date of a complete / incomplete application	Statutory	100%	≥ 98%	<98% but ≥ 90%	<90%	79.1%	79.2%	95.7%	76.2%	81.8%	90	15
PS3	Payment Services & E-Money Authorisations & Registrations	<b>Payment Services &amp; E-Money Registrations</b> To process a complete application for registration under the PSRs 2017	Within 3 / 12 months of the received date of a complete / incomplete application	Statutory	100%	≥ 98%	<98% but ≥ 90%	<90%	97.6%	88.1%	98.4%	100%	100%	188	9
PS4	Payment Services & E-Money Authorisations & Registrations	<b>Payment Services &amp; E-Money Registrations</b> To process a complete application for registration under the EMRs 2011	Within 3 / 12 months of the received date of a complete / incomplete application	Statutory	100%	≥ 98%	<98% but ≥ 90%	<90%	84.6%	100.0%	100.0%	100%	100%	14	0
PS5	Payment Services & E-Money Authorisations & Registrations	<b>Payment Services &amp; E-Money Registrations</b> To process a complete application for a variation of registration under the PSRs 2017	Within 3 / 12 months of the received date of a complete / incomplete application	Statutory	100%	≥ 98%	<98% but ≥ 90%	<90%	100%	No cases closed under this standard	No cases closed under this standard	No cases closed under this standard	100%	4	0
PS6	Payment Services & E-Money Authorisations & Registrations	<b>Payment Services &amp; E-Money Registrations</b> To process a complete application for a variation of registration under the EMRs 2011	Within 3 / 12 months of the received date of a complete / incomplete application	Statutory	100%	≥ 98%	<98% but ≥ 90%	<90%	100%	No cases closed under this standard	100.0%	No cases closed under this standard	No cases closed under this standard	1	0
PS7	Payment Services & E-Money Authorisations & Registrations	<b>Payment Services &amp; E-Money Authorisations</b> To process a complete application for a variation of authorisation under the PSRs 2017	Within 3 / 12 months of the received date of a complete / incomplete application	Statutory	100%	≥ 98%	<98% but ≥ 90%	<90%	100%	100.0%	100.0%	100%	100%	23	0
PS8	Payment Services & E-Money Authorisations & Registrations	<b>Payment Services &amp; E-Money Authorisations</b> To process a complete application for a variation of authorisation under the EMRs 2011	Within 3 / 12 months of the received date of a complete / incomplete application	Statutory	100%	≥ 98%	<98% but ≥ 90%	<90%	90.9%	100.0%	100.0%	100%	100%	7	0
PS9	Payment Services Agents	<b>Payment Service Agents</b> To process a notification for a UK agent under the PSRs 2017 and EMRs 2011	Within 2 months	Statutory	100%	≥ 98%	<98% but ≥ 90%	<90%	99.7%	98.9%	98.6%	98.1%	94.5%	7,694	195
R8.1	Cancellations	<b>Cancellations</b> To determine a complete application for Cancellation of a Part 4A Permission	Within 6 /12 months of becoming complete (S55V(1)) / receiving incomplete (S55V(2)) application	Statutory	100%	≥ 98%	<98% but ≥ 90%	<90%	100%	99.8%	99.7%	99.1%	99.0%	4,671	30
N1.1	Appointed Representatives notifications	<b>Appointed Representative Notifications</b> To process a complete notification for appointed representative status	No statutory deadline											24,837	N/A
A8.1	Mutuals	<b>Mutuals</b> To process a complete registration application from a mutual society	No statutory deadline											2,943	N/A

Q4 2022/23

LQ determination time Q4 (days)	Median determination time Q4 (days)	UQ determination time Q4 (days)
24	41	71
6	25	64
44	110	216
27	84	144
35	57	90
32	63	67
91	126	233
129	174	269
0	0	12
3	10	68
0	0	1
0	6	19

**Notes**

- R.1.1.b - Approved Persons - of which AR-related - The Q4 decline in processing appointed representative-related applications for an 'approved person' status submitted by an authorised firm is due to a large number of applications being submitted before the applicant had the necessary permissions so the applications could not be determined. The applicant subsequently withdrew the application for permissions and the associated approved person applications after the deadline. Without those applications the performance would have been c.95% (amber).
- R.6.1 - Change in Control - The statutory metric is 60 working days after receiving a 'complete' notification. We can "stop the clock" once during that period, for a maximum of 30 days, to request further information from the applicant. The days reported in the lower quartile, median and upper quartile are not working days, but the total number of calendar days between receipt of a notification, complete or not, and our determination. Where we receive an incomplete notification, the elapsed period between receipt and determination will include the period of time in which we are seeking, or waiting to receive, the missing information.
- Where there are no cases closed in a quarter for a particular metric we consider the last quarter in which cases were closed when calculating our overall performance against the metrics.