

Service standards



As at September 2017

Introduction

Parliament has given us a strategic objective – to ensure that relevant markets function well – and 3 operational objectives:

- **protect consumers** – to secure an appropriate degree of protection for consumers
- **enhance market integrity** – to protect and enhance the integrity of the UK financial system
- **promote competition** – to promote effective competition in consumers' interests

Our aim is to serve the public interest by improving the way the UK financial system works and how firms conduct their business. We maintain important standards in relation to this work. These reflect, for example, how timely and effective our interactions with firms, consumers, and others, have been.

This document lists these 'service standards' and how well we have performed against them. It includes voluntary commitments and statutory standards prescribed by the Financial Services and Markets Act 2000 (FSMA) and other legislation.

What is in this publication?

This document provides information about our performance in a range of areas. It covers 62 service standards that relate to activities like: dealing with regulatory applications, telephone enquiries, and other correspondence.

We describe our commitments in three sections, each of which relates to our Mission:

- 1. Open communication.** The Mission commits us to the principle that we should exercise our functions as transparently as possible. In practice, this means providing appropriate information about our regulatory decisions, and being open and accessible to the firms we regulate as well as the general public. In this document, this is reflected by standards eg on the timeliness of our responses to consumers, firms, MPs and others.
- 2. Enabling business.** We recently published 'Our Approach to Authorisation' to provide more detail to support Our Mission. This explains how we seek to prevent harm by considering key questions like whether a firm has adequate financial resources for the regulated activities that it wishes to provide. Through this process, we are committed to making it easier for firms and individuals to engage with us by fully adopting a service mind-set in our approach to authorisation, ensuring our decision-making is adaptive, transparent, timely and consistent. This is reflected by standards in this document eg on how promptly we authorise firms and individuals.
- 3. Adapting to changes.** We also we respond to requests to vary the way firms they work, for example by varying regulatory permissions. This work seeks to reduce or prevent harm by ensuring firms maintain regulatory standards, while ensuring that requests from firms and individuals are dealt with in an efficient way. This is reflected by standards in this document eg on how quickly we process requests to for variation of permission.

Some further detail on voluntary standards is also included in the Annex to this document, along with standards that relate to the work of the UK Listings Authority (UKLA).

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1. Open communication

Our Mission commits us to being transparent about how we operate to reduce harm. In turn, this should make us more responsive to the public we serve. We communicate with firms in a variety of ways, with audiences ranging from MPs and firms to consumers and the wider public.

Standards

Contact Centre

Our Contact Centre is the main point of interaction with us for firms and consumers, so it is important that we are available to provide online and telephone help when it is needed.

We aim for a prompt and high-quality service. Where we cannot provide a substantive, conclusive response within our target timescale, we keep affected consumers and firms updated with our progress. We carry out customer satisfaction research to assess the quality of service provided.

Letters, emails, web forms, webchat or faxes

We aim to provide prompt answers to questions from firms or entities that we regulate. These standards apply to correspondence that:

- requires a response
- is addressed to our Customer Contact Centre
- is from a regulated firm or entity (or from its professional adviser where the firm/entity name is given), or a consumer

These standards do not include correspondence subject to statutory service standards, such as requests for information under the Data Protection Act 1998, the Freedom of Information Act 2000 or the Environmental Information Regulations 2004.

Firms

ID	Standard	Target	April 2017 to September 2017 performance		
			Performance	%	Cases met / applicable
CM1.1b	To provide a substantive response to Email/Web form/Webchat correspondence from firms or their advisers within 2 working days.	(Voluntary) 90% within 2 working days		(95.7%)	14,749 / 15,415
CM1.1c	To provide a substantive response to Letter correspondence from firms or their advisers within 5 working days	(Voluntary) 90% within 5 working days		(96.8%)	1,071 / 1,106
Rag rating	Green Target ≥ 90%	Amber 90% < CM1.1b and CM 1.1c ≥ 81%	Red < 81%		

Consumers

I.D	Standard	Target	April 2017 to September 2017 performance		
			Performance	%	Cases met / applicable
CM2.1b	To provide a substantive response to Email/Web Form/ Webchat correspondence received by the Customer Contact Centre (consumers).	(Voluntary) 90% within 2 working days		(93.4%)	19,606 / 20,992
CM2.1c	To provide a substantive response to Letter correspondence received by the Customer Contact Centre (consumers)	(Voluntary) 90% within 5 working days		(95.6%)	1,502 / 1571
Rag rating	Green (Target) ≥ 90%	Amber 90% > CM2.1b and CM2.1c ≥ 81%	Red < 81%		

Telephone calls

We monitor the performance of our telephony service by reporting on the number of calls that are ended before they are answered ('abandoned'). This happens if no advisers are available to answer a call promptly and the caller decides to end the call rather than wait. We minimise the number of abandoned calls by predicting when the contact centre will be busiest and making staff available. Our standards measure how well we do this.

			April 2017 to September 2017 performance		
I.D	Standard	Target	Performance	%	Cases abandoned / applicable
CM2.3	The telephone call abandonment rate for calls made directly to the Customer Contact Centre (consumer)	(Voluntary) not more than 5%		(2.7%)	964 / 35,179
CM3.1	The telephone call abandonment rate for calls made directly to the Customer Contact Centre (firms)	(Voluntary) not more than 5%		(1.5%)	1,045 / 68,027
Rag rating	Green (Target) ≤ 5%	Amber 5% > CM2.3 and CM3.1 ≤ 5.5%	Red > 5.5%		

We are frequently contacted by telephone, so answering calls quickly is important. We measure this by monitoring the percentage of calls answered within 20 seconds.

Calls directed via the switchboard and direct calls to others in the organisation are not subject to the following standards.

			April 2017 to September 2017 performance		
I.D	Standard	Target	Performance	%	Cases applicable
CM2.4	To answer telephone calls made directly to the Customer Contact Centre (consumers)	(Voluntary) 80% within 20 seconds		(81.1%)	28,525 / 35,179
CM3.2	To answer telephone calls made directly to the Customer Contact Centre (firms)	(Voluntary) 80% within 20 seconds		(83.7%)	56,955 / 68,027
Rag rating	Green (Target) ≥ 80%	Amber 80% > CM2.4 and CM3.2 ≥ 72%	Red < 72%		

We offer our customers a post-call survey to measure our Customer Contact Centre's performance. The standards below relate to our latest customer satisfaction score. We are reviewing our current service standards in line with our commitment to improve our service.

Customer satisfaction

			April 2017 to September 2017 performance	
ID	Standard	Target	Performance	%
Customer satisfaction index for enquiries made to the Customer Contact Centre				
CS2.1	Consumers - Telephony	(voluntary) >80% satisfaction		(95.9%)
	Consumers - Correspondence	(voluntary) >80% satisfaction		(79.1%)
CS2.2	Firms – Telephony	(voluntary) >80% satisfaction		(93.4%)
	Firms - Correspondence	(voluntary) >80% satisfaction		(82.4%)

Our correspondence satisfaction scores, which have typically tracked lower than our telephony scores, have seen an improvement with the increase in use of webchat as a service channel. This, along with achieving 1-day turnaround times in some months of the reporting period, has helped improve the scores

and for 6 months we have seen an improvement from 73.9% to 79.1% compared with April 2016 to March 2017. We continue to look for areas to improve, informed by benchmarking our performance against similar service offerings.

MPs' letters

We are an independent financial regulator, accountable to the Treasury and Parliament. Every year we report to the Treasury on our progress through our Annual Report. The Treasury then submits a report to Parliament that examines our performance against our statutory objectives and how we have dealt with major regulatory cases.

We appear before Parliament's Treasury Select Committee (TSC) in a general accountability hearing twice a year to scrutinise all aspects of our work. We also regularly give evidence to the TSC and other Parliamentary committees.

As part of our accountability to Parliament, we respond to requests for information from MPs and peers through letters, parliamentary questions and evidence to All Party Parliamentary Groups.

There should be a full and prompt reply to any letter addressed to the FCA or any member of staff from Members of Parliament, Members of the House of Lords, Members of the Scottish Parliament, Welsh Assembly and Northern Ireland Assembly. These letters may be sent on behalf of a constituent or groups of constituents. They may also be about a specific topic. As a public authority accountable to Parliament, it is important we respond professionally to such letters.

			April 2017 to September 2017 performance		
I.D	Standard	Target	Performance	%	Cases met / applicable
CM5.1a	To provide a substantive reply to letters from MPs	(Voluntary) 80% within 15 working days		(89.4%)	93/104
CM5.1b	To provide a substantive reply to letters from MPs	(Voluntary) 100% within 20 working days		(99.0%)	103/104
We missed our overall service standard of responding to all letters from Parliamentarians within 20 days in the last 6 months. This was due to 1 complicated letter which required rewriting and approval from several areas across the FCA.					
Rag rating	Green (Target) CM5.1a 80% CM5.1b 100%	Amber 80% > CM5.1a ≥ 60% 100% > CM5.1b ≥ 90%		Red CM5.1a < 60% CM5.1b < 89%	

Freedom of Information Act (FOIA) requests

The Freedom of Information Act provides a general right of access to all information held by a public authority, subject to relevant exemptions and other conditions.

			April 2017 to September 2017 performance		
I.D	Standard	Target	Performance	%	Cases met / applicable
CM6.1	To reply to 'right to know' requests for information made under the Freedom of Information Act 2000	(Statutory) 100% within Legislative deadlines : 20 working days		(92.5%)	308/ 333
Rag rating	Green (Target) ≥ 90%	Amber 89.9% > CM6.1 ≥ 85%		Red < 84.9%	

Data Protection Act (DPA) requests

The Data Protection Act 1998 provides individuals with a right to make a request to access any of their personal data which we hold (subject access request)

			April 2017 to September 2017 performance		
I.D	Standard	Target	Performance	%	Cases met / applicable
CM7.1	To reply to 'subject access' requests for information made under the Data Protection Act 1998	(Statutory) 100% within Legislative deadlines : 40 calendar days		(85%)	51/ 60
We received high volumes of requests, many of which were complex in nature, which affected our compliance rates.					
Rag rating	Green (Target) ≥ 90%	Amber 89.9% > CM7.1 ≥ 85%			Red < 84.9%

Complaints

The Complaints Scheme was set up in April 2013 in line with the Financial Services Act 2012. It requires us (as well as the other regulators covered by the scheme) to have arrangements in place to investigate complaints made about alleged actions or inactions under the Act.

To ensure an accurate response, we may ask complainants for further written information; we may not be able start investigating until we receive this. We aim to resolve all complaints as soon as possible and will write to complainants regularly to keep them informed of their complaint's progress.

			April 2017 to September 2017 performance		
I.D	Standard	Target	Performance	%	Cases met / applicable
Service standard 1	The local area subject to the complaint should complete an investigation and send a response to the complainant within ten working days of receipt (This should inform the complainant of their right to ask for a Stage one investigation)	(Voluntary) Local area: 95% within 10 working days of receipt		(100%)	40 / 40
Service Standard 2	To acknowledge a complaint within 5 working days of receipt, as detailed in paragraph 6.1 of the scheme (The complainant should be provided with a leaflet explaining how the Complaints Scheme works)	(Voluntary) Stage 1: 95% acknowledge within five working days of receipt		(100%)	334 / 334
Service Standard 3	Within 20 working days of receiving a complaint, to either complete our investigation or provide a reasonable timescale that we plan to deal with the complaint. (See Paragraph 6.4 of the Complaints Scheme.)	(Voluntary) Stage 1: 95% within 20 working days of receipt		(96.6%)	140 / 145
Rag rating	Green (Target) ≥ 95	Amber 95% > Service Standards 1, 2 and 3 ≥ 85%			Red < 85%

Payment of suppliers and FCA systems

In line with industry best practice, we aim to pay invoices quickly once received and correct.

			April 2017 to September 2017 performance		
I.D	Standard	Target	Performance	%	Cases met / applicable
CM10.1	Payments of suppliers – to pay correct invoices from suppliers	(Voluntary) 90% within 30 working days of receipt of a correct invoice		(94.9%)	4281/ 4510
Rag rating	Green (Target) ≥ 90	Amber 90% > CM10.1 ≥ 81%			Red < 81%

We have set standards to ensure that we are monitoring the availability of our customer-facing Information Services (IS) systems.¹

April 2017 to September 2017 performance						
I.D	Standard	Target	Performance	%	Total Service Unavailable (Minutes)	Total Period Service Time (Minutes)
CM11.4	To ensure availability of customer-facing IS systems	(Voluntary) 98.5% within times below		(99.95%)	304	566,220
	To ensure availability of the FCA Register system	(Voluntary) Mon-Fri, 7am-8pm		(100%)	0	97,500
	To ensure availability of the FCA website	(Voluntary) 24 hours x 365 days		(99.9%)	304	263,520
	To ensure availability of the Fee calculator	(Voluntary) Mon-Fri-, 7am-8pm		(100%)	0	97,500
	To ensure availability of the GABRIEL system	(Voluntary) Mon-Fri, 8am-10pm		(100%)	0	107,700
Rag rating	Green (Target) ≥ 98.5	Amber 98.5% > CM11.4 ≥ 88.6%		Red < 88.6%		

¹ **FCA Register system**

A public record of financial services firms, individuals and other bodies under our regulatory jurisdiction, as defined in FSMA.

FCA website

Our website is our main digital channel for our consumer and firm audiences.

Fee calculator

This enables firms to estimate their FCA fees, Financial Services Compensation Scheme (FSCS) levy and Financial Ombudsman Service (FOS) general levy for different financial periods and scenarios (either the consulted rates or the final rates for that period).

GABRIEL (Gathering Better Regulatory Information Electronically) submission system

Our regulatory reporting system for collecting, validating and storing regulatory data.

2. Enabling business

Under the Financial Services and Markets Act 2000, the carrying-out of certain activities, known as regulated activities, is subject to the 'general prohibition' in section 19 of that Act. This means that no individual or firm can carry out those activities lawfully unless authorised to do so or exempt. Unless exempt, an individual or firm must apply to us for a 'Part 4A permission' to carry out those activities.

It is therefore important that we authorise firms in a way that is efficient and timely.

We use authorisation primarily to prevent harm from occurring. We do this by ensuring that all authorised firms meet common sets of minimum standards at the start. We refer to these standards as the Threshold Conditions (the 'conditions').

We will only authorise firms where they meet the conditions and continue to do so. Where they do not, we will not allow them to enter the relevant financial market. The harm that we seek to prevent includes harm to consumers, both individually and collectively, and threats to effective competition and to market integrity. For example, processing money laundering registrations helps to prevent the harm to society that money laundering can create.

Standards

Authorisation application targets

			April 2017 to September 2017 performance		
I.D	Standard	Target	Performance	%	Cases met / applicable
Non-Consumer Credit					
A1.1	To process a complete ² application for Part 4A permission	(Statutory) 100% within 6 months of a complete application (s55v(1)) or within 12 months of receiving an incomplete application (s55V (2))		(99.0%)	489 / 494
Of the 494 cases applicable, 5 breached the service standard. Some of the applications were legally or technically complex in nature, or there were other concerns which required significant investigation					
Consumer Credit					
A1.1	To process a complete application for Part 4A permission	(Statutory) 100% within 6 months of a complete application (s55v(1)) or within 12 months of receiving an incomplete application (s55V (2))		(94.3%)	1,850 / 1,960
Breaches were from the population firms operating with interim permissions which transferred from the Office of Fair Trading (OFT). These cases are a combination of highly technical, legally complex applications or there were other concerns which required significant investigation					
Rag rating	Green (Target) 100%	Amber 100% > A1.1 ≥ 90%	Red <90%		

Approved persons status

A firm applying to carry on regulated activities must also apply under Part V of FSMA for approval of one or more individuals to perform the controlled functions on its behalf once authorised (its 'approved persons'). We must be satisfied that approved persons are fit and proper, ie they have the honesty integrity, reputation, competence and capability and financial soundness to perform their role and comply with the code of conduct in the Handbook.

			April 2017 to September 2017 performance		
I.D	Standard	Target	Performance	%	Cases met / applicable
R1.1a		(Statutory) 100% within 3 months of receipt unless attached to an application for part 4A permission (when it is the later of (i) 3 months after receipt or (ii) 6		(100%)	11,362 / 11,362

² Supplying the information requested on the application form will not necessarily be enough for the application to be 'complete.' An application is complete only when we have received all required information and evidence.

	To process an application for 'approved person' status	months after receipt of a complete application for part 4A permission, or 12 months after receipt of an incomplete application for part 4A Permission) (s61(3A))			
R1.1b		(Voluntary) 85% in 5 days for customer function and 10 days for Significant Influence Function (SIF)		(90.1%)	10,232 / 11,362
Rag rating	Green (Target) R1.1a ≥ 100% R1.1b ≥ 85%		Amber 100% > R1.1a ≥ 90% 85% > R1.1b ≥ 76.5%		Red R1.1a < 90% R1.1b < 76.5%

Money laundering registrations

Provisions relating to registration of 'Annex 1 financial institutions' under the Money Laundering Regulations 2017 state that, within 45 days of either:

- the date on which we receive a registration from an Annex 1 financial institution, or
- where the application is incomplete, the date on which we receive any further information,

we must give the applicant notice:

- of our decision to register the applicant, or
- that we are minded not to register them, the reason for this and the right they have to make representations to us within a specified period (which may not be less than 28 days)

			April 2017 to September 2017 performance		
I.D	Standard	Target	Performance	%	Cases met / applicable
A1.2	To process Money Laundering registrations	(Statutory) 100% within 45 calendar days of receipt of an application or receipt of any further required information (Reg 57(3) MLRs)		(100%)	35 / 35
Rag rating	Green (Target) 100%		Amber 100% > A1.2 ≥ 90%		Red < 90%

Authorised unit trusts (AUT), open-ended investment companies (OEIC) and authorised contractual schemes (AUT)

This covers all applications requesting us to authorise all types of UK-based collective investment schemes.

			April 2017 to September 2017 performance		
I.D	Standard	Target	Performance	%	Cases met / applicable
A2.1	To process applications for the authorisation of new schemes under section 242 for AUT, regulation 12 for OEIC and 261C for ACS.	(Statutory) 100% within 6 months of a complete application or within 12 months of receipt of an incomplete application		(100%)	33 / 33
Rag rating	Green (Target) 100%		Amber 100% > A2.1 ≥ 90%		Red < 90%

			April 2017 to September 2017 performance		
I.D	Standard	Target	Performance	%	Cases met / applicable
A3.1	To process applications for the authorisation of new schemes under section 242 for AUTs and regulation 12 for OEICs and 261C for ACS	(Voluntary) 100% within 2 months of receipt for Undertakings for Collective Investments in Transferable Securities (UCITS) and Non-UCITS Retail Schemes. 100% within one month for QIS.		(100%)	33 / 33

Rag rating	Green (Target) ≥ 75%	Amber 75% > A3.1 ≥ 67.5%	Red < 67.5%
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Mutual Society registrations

A mutual society is an organisation owned by its members and run for their benefit or for the benefit of the community. They include building societies, friendly societies, credit unions and registered societies (including co-operative and community benefit societies, formerly known as 'industrial and provident societies').

			April 2017 to September 2017 performance		
I.D	Standard	Target	Performance	%	Cases met / applicable
A8.1	To process a complete registration application from a mutual society	(Voluntary) 90% within 15 working days of receipt		(98%)	2,097 / 2,140
Rag rating	Green (Target) ≥ 90%	Amber 90% > A8.1 ≥ 81%			Red < 81%

Payment Services Regulations & Electronic Money Regulations

Under the Payment Services Regulations 2009 (the PSRs), a UK firm that provides payment services (as defined in the PSRs) by way of business in the UK, needs to apply to us to become either an 'authorised' payment institution or 'registered' as a small payment institution, unless it is already another type of payment service provider or is exempt.

In general, a UK firm that intends to issue electronic money (as defined in the Electronic Money Regulations 2011 (the EMRs)) by way of business in the UK, needs to apply to us to become either:

- an 'authorised' electronic money institution
 - or 'registered' as a small electronic money institution
- unless it is already authorised as an electronic money issuer with Part 4A permission under FSMA or is exempt.

When a firm wishes to become an authorised or registered payment institution or an authorised or registered electronic money institution, it must apply with the required information and application fee.

When firms initially apply to us for authorisation or registration as a payment institution, they set out in detail the payment services they wish to provide, and are registered by us for those services. Where a payment institution intends to change the payment services it provides (either by increasing or decreasing the range), it needs to apply to us for approval.

Revised Payment Services Directive³ (PSD2)

The revised Payment Services Directive (PSD2) is the EU legislation which sets out regulatory requirements for firms that provide payment services. The revised Payment Services Directive is required to be implemented in the UK by 13 January 2018. It aims to:

- contribute to a more integrated and efficient European payments market
- improve the level playing for payment service providers
- promote the development and use of innovative online and mobile payments
- make payments safer and more secure
- protect consumers
- encourage lower prices for payments

³ For more information please visit: www.fca.org.uk/firms/revised-payment-services-directive-psd2
www.fca.org.uk/firms/revised-payment-services-directive-psd2/implementation

			April 2017 to September 2017 performance		
I.D	Standard	Target	Performance	%	Cases met / applicable
Authorisation applications					
PS1	To process a complete application for authorisation under the PSRs 2009	(Statutory) 100% within 3 months of the received date of a complete application or within 12 months of the received date of an incomplete application		(100%)	17 / 17
PS2	To process a complete application for authorisation under the EMRs 2011	(Statutory) 100% within 3 months of the received date of a complete application or within 12 months of the received date of an incomplete application		(100%)	12 / 12
Registration applications					
PS3	To process a complete application for registration under the PSRs 2009	(Statutory) 100% within 3 months of the received date of a complete application or within 12 months of the received date of an incomplete application		(100%)	16 / 16
PS4	To process a complete application for registration under the EMRs 2011	(Statutory) 100% within 3 months of the received date of a complete application or within 12 months of the received date of an incomplete application		(100%)	5 / 5
Variations of registration					
PS5	To process a complete application for a variation of registration under the PSRs 2009	(Statutory) 100% within 3 months of the received date of a complete application or within 12 months of the received date of an incomplete application		(100%)	3 / 3
PS6	To process a complete application for variation of registration under the EMRs 2011	(Statutory) 100% within 3 months of the received date of a complete application or within 12 months of the received date of an incomplete application		(100%)	2 / 2
Variations of authorisation					
PS7	To process a complete application for a variation of authorisation under the PSRs 2009	(Statutory) 100% within 3 months of the received date of a complete application or within 12 months of the received date of an incomplete application		(100%)	3 / 3
PS8	To process a complete application for a variation of authorisation under the EMRs 2011	(Statutory) 100% within 3 months of the received date of a complete application or within 12 months of the received date of an incomplete application	N/A	N/A	N/A (0)
Rag rating	Green (Target) 100%	Amber 100% > PS1 to PS8 ≥ 90%	Red < 90%		

3. Adapting to changes

The decision to authorise a firm or individual is not a one-off. Firms and individuals may contact us to request changes to activities they are permitted to do. Our response to these requests should create public value by preventing harm. Standards in this section reflect how fast we have considered and responded to notifications and requests to vary permissions.

Standards

We must be informed in writing of any proposed changes to a trust, its trustee, or its manager (under s. 251 of FSMA). We need to be satisfied that any changes will not adversely affect a trust's compliance with our requirements.

Alterations to a collective investment scheme (CIS)

Overseas collective investment schemes which are not UCITS (Undertakings for Collective Investments in Transferable Securities) may be recognised as individual schemes if the individual schemes satisfy the requirements set out in section 272 of FSMA. So, it must inform us in writing of any proposed changes to an individually recognised overseas scheme (under s. 277 of FSMA).

We must be informed in writing of any proposed changes to certain features of an authorised OEIC (under regulation 21 of the Open-Ended Investment Companies Regulations 2001). We need to be satisfied that any changes will not adversely affect the OEIC's compliance with our requirements.

We must be informed in writing of any proposed changes to certain features of an authorised contractual scheme (under regulation 261Q of FSMA). We need to be satisfied that following any changes, the scheme will continue to comply with our requirements.

Our standard practice is to acknowledge and give written approval wherever feasible. However, if we do not, then the proposal (under s. 251, 261Q and 277 of FSMA and regulation 21 of the OEIC regulations) gets automatic approval 1 month from the date we received notice.

			April 2017 to September 2017 performance		
I.D	Standard	Target	Performance	%	Cases met / applicable
R2.1	To consider notice of proposed alteration to a collective investment scheme and, if appropriate, issue a warning notice.	(Statutory) 100% within one month of receipt		(100%)	504 / 504
Rag rating	Green (Target) 100%	Amber 100% > R2.1 ≥ 90%	Red < 90%		

Variation of permission

Firms may change the nature of their business and apply to add or remove any regulated activities, investment or customer types. They may also apply to add a requirement or limitation to, or remove a requirement or limitation from, the scope of their Part 4A permission.

			April 2017 to September 2017 performance		
I.D	Standard	Target	Performance	%	Cases met / applicable
Non- Consumer Credit					
R5.1	To process a complete application from an authorised firm for variation of permission	(Statutory) 100% within 6 months of becoming complete (s55v(1)) or 12 months of receipt of an incomplete application (s55v(2))		(100%)	768 / 768

Consumer Credit					
R5.1	To process a complete application from an authorised firm for variation of permission	(Statutory) 100% within 6 months of becoming complete (s55v(1)) or 12 months of receipt of an incomplete application (s55v(2))		(98.6%)	438 / 444
Consumer Credit: A small number of long-standing cases from the transfers of regulation from the Office of Fair Trading continue to be determined each quarter. Of the 444 cases applicable, 6 breached the service standard due complexity and interaction with other authorities.					
Rag rating	Green (Target) 100%	Amber 100% > R5.1 ≥ 90%		Red <90%	

Cancellation of Part 4A permission

An authorised person with Part 4A permission can apply to us for their permission to be cancelled. Changes to individual regulated activities involve a variation of permission, whereas the cancellation of all permission means that the firm would no longer be permitted to carry on any FSMA-regulated activities in the UK.

We may refuse an application for cancellation if it potentially causes harm to consumers or potential consumers. This may be the case, for example, if a firm has outstanding customer complaints.

April 2017 to September 2017 performance					
I.D	Standard	Target	Performance	%	Cases met / applicable
R8.1	To determine a complete application for cancellation of Part 4A permission	(Statutory) 100% within 6 months of becoming complete (s55V(1)) or 12 months of receipt of an incomplete application (s55V(2))		(100%)	403 / 403
Rag rating	Green (Target) 100%	Amber 100% > R8.1 ≥ 90%		Red < 90%	

Appointed representatives

An appointed representative is a firm or individual that an authorised person (a principal) has contracted to carry on regulated activities on its behalf. The principal is responsible for the appointed representative complying with FSMA and our rules. As such, we can process notifications by a principal of its appointed representatives relatively quickly.

April 2017 to September 2017 performance					
I.D	Standard	Target	Performance	%	Cases met / applicable
N1.1	To process a complete notification for appointed representative status	(Voluntary) 95% within 5 working days of request		(96.28%)	8,832 / 9,173
Rag rating	Green (Target) ≥ 95%	Amber 95% > N1.1 ≥ 85.5%		Red < 85.5%	

Post-event notification to change our static data on a regulated firm

'Static data' is basic information on firms that is essential to effective regulation. Static data must be kept up to date because it is used by us, the Financial Ombudsman Service, the Financial Services Compensation Scheme and Financial Services Register users.

April 2017 to September 2017 performance					
I.D	Standard	Target	Performance	%	Cases met / applicable
N2.1	To process a complete 'post event' notification to change our static data on a regulated firm	(Voluntary) 95% within 5 working days of receipt		(99.8%)	5,859 / 5,868

Rag rating	Green (Target) ≥ 95%	Amber 95% > N2.1 ≥ 85.5%	Red < 85.5%
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Pre-event notification to change our static data on a regulated firm.

			April 2017 to September 2017 performance		
I.D	Standard	Target	Performance	%	Cases met / applicable
N2.2	To process a complete 'pre event' notification to change our static data on a regulated firm	(Voluntary) 95% within 5 working days of receipt		(100%)	44 / 44
Rag rating	Green (Target) ≥ 95%	Amber 95% > N2.2 ≥ 85.5%	Red < 85.5%		

Passporting notifications

Under passporting rights, introduced by the single market directives, firms that are authorised to carry out regulated activities in another EEA member state are also entitled to carry on business in the UK. To exercise this right, the directives require the firm to notify us, through its own home state regulator, of its intention to do business in the UK.

'Passporting in'

			April 2017 to September 2017 performance		
I.D	Standard	Target	Performance	%	Cases met / applicable
N3.1	To process a notification from another competent authority in an EEA member state for one of its authorised firms to carry out business in the UK, under 'freedom of establishment', within the timeframe set by the relevant directive	(Statutory) 100% within 2 months of receipt (Sch 3, 13)		(97.3%)	107 / 110
We determined 3 cases outside the service standard. We purposely prolonged our assessments in these cases to achieve the right regulatory outcome.					
N3.2	To process a notification from another competent authority in an EEA member state for one of its authorised firms to carry out business in the UK, under 'freedom of services', within the timeframe set by the relevant directive	(Statutory) 100% within 2 months of receipt (Sch 3, 14)		(99.6%)	561 / 563
We determined 2 cases outside the service standard. We purposely prolonged our assessments in these cases to achieve the right regulatory outcome.					
Rag rating	Green (Target) ≥ 100	Amber 100% > N3.1 and N3.2 ≥ 90%	Red < 90%		

'Passporting out'

			April 2017 to September 2017 performance		
I.D	Standard	Target	Performance	%	Cases met / applicable
N4.1	To process a notification from an FCA-authorized firm to carry out business in another EEA member state, under 'freedom of establishment,' within the timeframe set by the relevant directive.	(Statutory) 100% within three months of receipt (Sch 3, 19) [Note that the required period is less under some directives		(99.1%)	116 / 117
One case was determined outside the service standard. We purposely prolonged our assessments in this case to achieve the right regulatory outcome					
N5.1	To process a notification from an FCA-authorized firm to carry out business in another EEA member state, under	(Statutory) 100% within 1 month of receipt (Sch 3, 20) [Note that the		(100%)	424 / 424

	'freedom of services,' within the timeframe set by the relevant directive.	required period is less under some directives			
R10.1	To process a notification of changes by an FCA-authorized firm already carrying out business in another EEA member state, under the 'freedom of establishment', within the timeframe set by the relevant directive	(Statutory) 100% within one month of notification		(99.7%)	8,207 / 8,233
We determined 26 cases outside the service standard. We purposely prolonged our assessments of these cases to achieve the right regulatory outcome.					
R10.2	To process a notification of changes by an FCA-authorized firm already carrying out business in another EEA member state, under 'freedom of services', within the time frame set by the relevant directive	(Statutory) 100% within one month of notification		(100%)	480 / 480
Rag rating	Green (Target) ≥ 100	Amber 100% > N4.1, N5.1, R10.1 and R10.2 ≥ 90%			Red < 90%

Notification of a proposed change in control

A 'controller' here refers broadly to a person who holds shares in or is entitled to exercise or control the exercise of, voting power or significant influence in a UK-authorized firm or a parent of a UK-authorized firm. Controllers and firms must notify us before acquiring or increasing control⁴ (in line with part 12 of FSMA). The legislation allows us to object to the acquisition of or increase in control, or to approve with conditions.

			April 2017 to September 2017 performance		
I.D	Standard	Target	Performance	%	Cases met / applicable
R6.1	To make a decision after receiving a 'complete' notification of a proposed change in control	(Statutory) 100% within 60 working days of acknowledgement of receipt (s189 (1))		(100%)	532 / 532

⁴ Control thresholds or banks: www.fca.org.uk/firms/change-control/control-thresholds-bands
Change in control requirements: www.fca.org.uk/firms/change-control/change-control-requirements

Annex: UK Listing Authority (UKLA)

Changes to the structure of the FCA's UKLA functions

We recently reorganised our UKLA functions to streamline how we manage them, enabling us to be more agile and efficient. The UKLA Department has been split into 2 separate departments:

- **Primary Market Oversight (PMO) Department:** responsible for the specialist supervision of sponsors and primary information providers, real-time and post-event monitoring of listed issuers and companies traded on Multilateral Trading Facilities (MTFs), the short selling regime and the post-event review of compliance with certain aspects of the UK Listing Regime.
- **Listing Transactions (LT) Department:** encompasses our transaction review functions and the management of the Official List through our Listing Applications team.

Please note that references to the UKLA Department are still included in this latest service standards report. After this report, we will replace these references with either the PMO or LT departments.

Standards

An approved prospectus must be made available to the public before certain securities are offered to the public or admitted to trading on a regulated market in the UK. Where the UK is the home state in relation to the issuer, the FCA must approve the prospectus. Where an application for approval is made to the FCA, it must notify the applicant of its decision within the deadlines specified in FSMA. Unless the FCA requires further information, it must determine an application from a new issuer within 20 working days, and all other applications within 10 working days. We have put in place a system of voluntary targets for the FCA to provide comments on submissions in advance of the statutory deadlines. For new issuers we aim to provide comments on the initial submissions within 10 working days if the document is submitted in substantially complete form.

			April 2017 to September 2017 performance		
I.D	Standard	Target	Performance	%	Cases met / applicable
L1.1	To comment on the initial proof of a document submitted for pre-vetting by a new applicant, or an unlisted issuer, undertaking a public offer ² and preparing a prospectus for the first time	(Voluntary) comment on submission within 10 working days		(100%)	48 / 48
Rag rating	Green ≥ 95%	Amber 95% > L1.1 ≥ 90%	Red < 90%		

For documents submitted to the UKLA Department for approval that do not fall under L1.1, above (principally prospectuses and circulars issued by already listed companies), we aim to comment within 5 working days if the document is submitted in substantially complete form.

			April 2017 to September 2017 performance		
I.D	Standard	Target	Performance	%	Cases met / applicable
L1.2	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	(Voluntary) Comment on submissions within 5 working days		(99.7%)	329 / 330
Rag rating	Green (Target) ≥ 95	Amber 95% > L1.2 ≥ 90%	Red < 90%		

All documents requiring FCA approval before publication must be submitted in substantially complete form to the UKLA Department. We often review several proofs of these documents before approval. Our service standards regarding our comments on the initial proofs of such documents are shown as L1.1 and L1.2 above. We then aim to comment on subsequent proofs of these submissions within 3 or 5 working days, depending on the document.

			April 2017 to September 2017 performance		
I.D	Standard	Target	Performance	%	Cases met / applicable
L1.3a	Within 5 working days from the day of receipt for comments on subsequent proofs of document submitted for pre-vetting by a new applicant, or by an unlisted issuer, undertaking a public offer and preparing a prospectus for the first time.	(Voluntary) >95% within 5 clear working days of receipt		(100%)	223 / 223
L1.3b	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	(Voluntary) >95% within 3 clear working days of receipt		(99.8%)	539 / 540
Rag rating	Green (Target) ≥ 95	Amber 95% > L1.3a and L1.3b ≥ 90%	Red < 90%		

We try to respond to complaints quickly and helpfully. Due to our confidentiality obligations, our freedom to reply to a complaint is often limited. In addition, complaints can sometimes be unclear; they may be complex and, on scrutiny, often partially or fully relate to the responsibilities of regulatory bodies other than the FCA.

			April 2017 to September 2017 performance		
I.D	Standard	Target	Performance	%	Cases met / applicable
L2.1	To provide a substantive reply to complaints within 5 working days, or acknowledge within 2 working days and reply to within 15 working days	(Voluntary) substantive reply within 15 working days		(92.%)	46 / 50
Of the 4 failed cases, 3 failed due to delays between being received by the FCA and being sent to the correct department. While our new external email address has helped, we continue to explore ways to improve our processes and ensure that relevant correspondence is forwarded swiftly. The applicable SLA was misinterpreted for the other case and staff have been trained.					
Rag rating	Green (Target) ≥ 95	Amber 95% > L2.1 ≥ 90%	Red < 90%		

We sometimes give guidance on applying our rules. We respond to reasonable requests for guidance made by, or on behalf of, the named party required to comply with the applicable rule. We aim to provide either a substantive reply or a request for further substantive information within 5 working days.

- If the person submitting the document specifically agrees that a longer period is appropriate, compliance with the standards under L1 will not be affected.
- For L1.3, the UKLA reserves the right to treat further drafts substantially redrafted or resubmitted only after long delays as initial submissions. In such cases, we will let the issuer or its adviser know as soon as practicable after the draft is submitted.
- The periods referred to in items L1, L2, and L3 are business days and do not include the day we receive them.
- For initial submissions, the day of receipt ends at 4pm; we will treat documents received after this time as received the following day.
- Delays resulting from failure to comply with UKLA processes will not affect compliance with the standards in L1, such as one (or more) of the following:
 - a. a document vetting fee is outstanding
 - b. significant eligibility concerns have not been addressed
 - c. a document draft submitted is substantially incomplete

			April 2017 to September 2017 performance		
I.D	Standard	Target	Performance	%	Cases met / applicable
L3.1	To provide a substantive reply to other queries received in writing, or provide a request for further substantive information	(Voluntary) substantive reply in 5 working days		(100 %)	123 / 123
Rag rating	Green (Target) ≥ 95	Amber 95% > L3.1 ≥ 90%			Red < 90%

We will send firms that have applied to become a sponsor⁵ a substantive reply or request for further substantive information within 10 working days of receiving their application. This also applies to further submissions.

The protections of premium listing require a premium listed company to seek advice from an accredited sponsor firm about complex transactions. Applications from firms to become a sponsor are typically lengthy and we often require further information. We will aim to provide a response or a request for further substantive information within 10 working days.

			April 2017 to September 2017 performance		
I.D	Standard	Target	Performance	%	Cases met / applicable
L5.1	To provide a substantive reply to a sponsor applications received in writing or request for further substantive information	(Voluntary) substantive reply in 10 working days		(75%)	3 / 4
We received 4 submissions during the period. One received a response 3 days late due to a handling error which we have now addressed.					
Rag rating	Green (Target) ≥ 95	Amber 95% > L5.1 ≥ 90%			Red < 90%

⁵ A person must be approved under section 88 of FSMA by the FCA to be a sponsor