

## FCA operating service metrics 2022/23

ID	Title	Description	2020/21	2021/22	2022/23	Statutory/ Voluntary
<b>Approved Persons, Passporting and Mutuals</b>						
			<div style="background-color: green; color: white; padding: 2px;">Green ≥95%</div> <div style="background-color: orange; color: black; padding: 2px;">Amber &lt;95% but ≥85.5%</div> <div style="background-color: red; color: white; padding: 2px;">Red &lt;85.5%</div>			
R1.1a (graph 15)	% of approved persons applications (SM&CR, CF and SIF) responded to within 3 month timeframe	To process an application for Approved Person status	85.7%	85.9%	87.5%	Statutory
			<div style="background-color: green; color: white; padding: 2px;">2020/21: Green 100%</div> <div style="background-color: green; color: white; padding: 2px;">2021/22 2022/23: Green ≥98%</div> <div style="background-color: orange; color: black; padding: 2px;">2020/21: Amber &lt;100% but ≥90%    2021/22-2022/23: Amber &lt;98% but ≥90%</div> <div style="background-color: red; color: white; padding: 2px;">Red &lt;90%</div>			
R1.1b (graph 16)	% of approved persons applications determined within voluntary timeframes	To process an application for 'approved person status'	19%	10.2%	33.9%	Voluntary
			<div style="background-color: green; color: white; padding: 2px;">Green ≥85%</div> <div style="background-color: orange; color: black; padding: 2px;">Amber &lt;85% but ≥76.5%</div> <div style="background-color: red; color: white; padding: 2px;">Red &lt;76.5%</div>			
A8.1 (graph 20)	Processing complete registration applications from a mutual society	To process a complete registration application from a mutual society	76%	74.8%	92%	Voluntary
			<div style="background-color: green; color: white; padding: 2px;">Green ≥90%</div> <div style="background-color: orange; color: black; padding: 2px;">Amber &lt;90% but ≥81%</div> <div style="background-color: red; color: white; padding: 2px;">Red &lt;81%</div>			
N1.1 (graph 27)	Processing a complete notification for appointed representatives status	To process a complete notification for appointed representative status	48.1%	44.7%	89.5%	Voluntary

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<b>Permissions</b>						
			2020/21: Green 100% 2021/22 2022/23: Green ≥98% 2020/21: Amber <100% but ≥90%    2021/22- 2022/23: Amber <98% but ≥90% Red <90%			
A1.1 (graph 14)	% 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. 55V(2))	98.7%	97.8%	94.5%	Statutory
R5.1 (graph 25)	Processing Variation of Permission	To process a complete application from an authorised firm for Variation of Permission.	99.6%	99.8%	98.5%	Statutory
R8.1 (graph 26)	Determining a complete application for cancellation of Part 4A Permission	To determine a complete application for Cancellation of Part 4A permission.	100%	100%	99.4%	Statutory
			Green ≥95% Amber <95% but ≥85.5% Red <85.5%			
N2.1 (graph 28)	Processing a complete 'post-event' notification to change firm details on a regulated firm	To process a complete 'post-event notification' to change the FCA's static data on a regulated firm.	99.9%	99.9%	100%	Voluntary
N2.2 (graph 29)	Processing a complete 'pre-event' notification to change firm details on a regulated firm	To process a complete 'pre-event notification' to change the FCA's static data on a regulated firm.	100%	100%	100%	Voluntary
			Green ≥100% Amber <100% but ≥90% Red <90%			
R6.1 (graph 30)	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.	99.9%	98.9%	93.5%	Statutory
<b>Payment Services</b>						
			2020/21: Green 100% 2021/22 2022/23: Green ≥98% 2020/21: Amber <100% but ≥90% 2021/22-2022/23: Amber <98% but ≥90% Red <90%			

ID	Title	Description	2020/21	2021/22	2022/23	Statutory/ Voluntary
A1.2 (graph 17)	Processing Money Laundering registrations	100% within 45 calendar days of receipt of application or receipt of any further required information (Reg. 34(4) MLRs)	96.4%	96%	98.8%	Statutory
PS1 (graph 21)	Payment Services - authorisation and registration applications	To process a complete application for authorisation under the Payment Services Regulations 2017	92.9%	79%	86.7%	Statutory
PS2 (graph 21)	Payment Services - authorisation and registration applications	To process a complete application for authorisation under the Electronic Money Regulations 2011.	79.6%	79.1%	83.3%	Statutory
PS3 (graph 21)	Payment Services - authorisation and registration applications	To process a complete application for registration under the Payment Services Regulations 2017.	94.7%	97.6%	95.2%	Statutory
PS4 (graph 21)	Payment Services - authorisation and registration applications	To process a complete application for registration under the Electronic Money Regulations 2011.	81%	84.6%	100%	Statutory
PS5 (graph 22)	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
PS6 (graph 22)	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 (graph 22)	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 (graph 22)	Payment Services - variations of registration and authorisation	To process a complete application for a variation of authorisation under the EMRs 2011	100%	90.9%	100%	Statutory
PS9 (graph 23)	Processing notifications of UK agents within 2 months	To process a notification for a UK agent under the PSRs 2017 and EMRs 2011	100%	100%	97%	Statutory
<b>Supervision Hub</b>						
			Green ≥90%			
			Amber <90% but ≥81%			
			Red <81%			

ID	Title	Description	2020/21	2021/22	2022/23	Statutory/ Voluntary
CM1.1b (graph 2a)	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.	94.5%	90.5%	92.8%	Voluntary
CM1.1c (graph 2b)	To respond to a firms letters	To provide a substantive response to LETTER correspondence received from firms or their advisers within 5 working days	99.3%	98.1%	99%	Voluntary
CM2.1b (graph 6a)	To respond to a consumers email/web form/webchat	To provide a substantive response to EMAIL correspondence received by the Customer Contact Centre (consumers)	80.4%	87.8%	91.6%	Voluntary
CM2.1c (graph 6b)	To respond to a consumers letters	To provide a substantive response to LETTER correspondence received by the Customer Contact Centre (consumers)	93.8%	96.0%	91.7%	Voluntary
			Green ≤5%			
			Amber >5% but ≤5.5%			
			Red >5.5%			
CM2.3 (graph 4a)	Unanswered telephone calls (consumers)	The telephone call abandonment rate for calls made directly to the Customer Contact Centre (consumers).	2.4%	2.6%	3.6%	Voluntary
CM3.1 (graph 1a)	Unanswered telephone calls (firms)	The telephone call abandonment rate for calls made directly to the Customer Contact Centre (firms).	5.1%	6.6%	3.3%	Voluntary
			Green ≥80%			
			Amber <80% but ≥72%			
			Red <72%			
CM2.4 (graph 4c)	% of telephone calls answered within 20 seconds (consumers)	To answer telephone calls made directly to the Customer Contact Centre (consumers).	78.3%	80.4%	76.3%	Voluntary
CM3.2 (graph 1c)	% of telephone calls answered within 20 seconds (firms)	To answer telephone calls made directly to the Customer Contact Centre (firms).	60.7%	60.5%	73.3%	Voluntary
			Green ≥80%			
			Amber ≥60% but <80%			
			Red <60%			
CS2.1a (graph 5)	Consumer satisfaction scores (telephony)	Customer satisfaction index for enquiries made to the Customer Contact Centre - Telephony (Consumers)	91%	88%	90.6%	Voluntary

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CS2.1b (graph 6c)	Consumer satisfaction scores (correspondence)	Customer satisfaction index for enquiries made to the Customer Contact Centre - Correspondence (Consumers)	79%	80%	81.2%	Voluntary
CS2.2a (graph 2)	Firm satisfaction scores (telephony)	Customer satisfaction index for enquiries made to the Customer Contact Centre - Telephony (Firms)	84%	82%	83.8%	Voluntary
CS2.2b (graph 3)	Firm satisfaction scores (correspondence)	Customer satisfaction index for enquiries made to the Customer Contact Centre - Correspondence (Firms)	80%	79%	77.17%	Voluntary
			Green <120 seconds			
			Amber >120 seconds but <180 seconds			
			Red >180 seconds			
SH1.1 (graph 4b)	Average speed of answer (secs) - Consumer Helpline	The telephone call average speed of answer rate (secs) for calls made directly to the helpline (consumers)	35	31	51	Voluntary
SH1.2 (graph 1b)	Average speed of answer (secs) - Firm Helpline	The telephone call average speed of answer rate (secs) for calls made directly to the helpline (firms)	116	162	74	Voluntary
<b>Information Access</b>						
			Green ≥90%			
			Amber <89.9% but ≥85%			
			Red <84.9%			
CM6.1 (graph 9)	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.	63%	66.7%	67.5%	Statutory
CM7.1 (graph 10)	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.	63.2%	43.6%	67.2%	Statutory
<b>Finance</b>						
			Within 30 days: Green ≥80%			31
			60 days: Green <15%			60+
			days: Green <10%			
			Within 30 days: Amber <75% but ≥79%			
			31-60 days: Amber 16% to 20%			
			60+ days: Amber 11-15%			

ID	Title	Description	2020/21	2021/22	2022/23	Statutory/ Voluntary
			Within 30 days: Red <75% 31 60 days: Red >20% 60+ days: Red >15%			
CM10.1a (graph 12a)	Payment of suppliers from invoice date	% of invoices paid within 30 days	n/a	82%	85%	Statutory
CM10.1a (graph 12a)	Payment of suppliers from invoice date	% of invoices paid between 31 - 60 days	n/a	11%	9%	Statutory
CM10.1a (graph 12a)	Payment of suppliers from invoice date	% of invoices paid between 60 days+	n/a	7%	6%	Statutory
			Green ≥80% Amber <80% but ≥70% Red <70%			
CM10.1b (graph 12b)	Payment of suppliers within supplier terms	% of invoices paid within supplier terms	n/a	82%	84%	Statutory
<b>MPs Letters</b>						
			Green ≥80% Amber <80% but ≥60% Red <59%			
CM5.1a (graph 7)	% of letters replied to within 15 days	To provide a substantive reply to letters from MPs – 15 days.	28.4%	66.4%	73.71%	Voluntary
			2020/21: Green 100% 2021/22 2022/23: Green ≥98% 2020/21: Amber <100% but ≥90% 2021/22-2022/23: Amber <98% but ≥90% Red <89%			
CM5.1b (graph 8)	% of letters replied to within 20 days	To provide a substantive reply to letters from MPs – 20 days.	50.1%	86.2%	86.4%	Voluntary
<b>Information Systems</b>						
			Green ≥98.5% Amber <98.5% but ≥88.6% Red <88.6%			
CM11.4 (graph 13)	Availability of external facing FCA systems	Availability of FCA external customer facing Information Systems	99.9%	100%	99.9%	Voluntary

ID	Title	Description	2020/21	2021/22	2022/23	Statutory/ Voluntary
CM11.4 (graph 13)	Availability of external facing FCA systems	Availability of Financial Services Register	99.8%	100%	100%	Voluntary
CM11.4 (graph 13)	Availability of external facing FCA systems	Availability of FCA website	100%	100%	100%	Voluntary
CM11.4 (graph 13)	Availability of external facing FCA systems	Availability of Fee calculator	100%	100%	n/a	Voluntary - Fee calculator included in FCA website from 2022/23
CM11.4 (graph 13)	Availability of external facing FCA systems	Availability of RegData system	99.8%	99.9%	99.45%	Voluntary
<b>Fund Authorisations</b>						
			Green 100%			
			Amber <100% but ≥90%			
			Red <90%			
A2.1 (graph 18)	% 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 (graph 24)	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
			2020/21 2021/22: Green ≥75% 2022/23: Green ≥90%			
			2020/21-2021/22: Amber <75% but ≥67.5%			
			2022/23: Amber <90% but ≥75%			
			2020/21 2021/22: Red <67.5%			
			2022/23: Red <75%			
A3.1 (graph 19)	% 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.	96.2%	89.7%	100%	Voluntary
<b>Complaints</b>						
			Green ≥95%			
			Amber <95% but ≥85%			
			Red <85%			

ID	Title	Description	2020/21	2021/22	2022/23	Statutory/ Voluntary
SS1 (graph 11)	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.	54.6%	59.8%	90.66%	Voluntary
SS2 (graph 11)	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.	65.7%	93.7%	98.08%	Voluntary
SS3 (graph 11)	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.	62.1%	68.3%	97.8%	Voluntary

### Listing Transactions

	Green ≥95%
	Amber <95% but ≥90%
	Red <90%

L1.1 (graph 31)	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.	100%	95.6%	95%	Voluntary
L1.2 (graph 32)	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.	99.7%	98.5%	97%	Voluntary
L1.3a (graph 33)	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.	99.4%	94.8%	97.4%	Voluntary



ID	Title	Description	2020/21	2021/22	2022/23	Statutory/ Voluntary
L1.3b (graph 33)	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.	99.6%	98.5%	97.2%	Voluntary
L3.1 (graph 34)	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.	99.2%	99.5%	98.7%	Voluntary