

Email: [foi@fca.org.uk](mailto:foi@fca.org.uk)

19 November 2019

Our Ref: FOI6845

## **Freedom of Information: Right to know request**

Thank you for your request dated 22 October 2019 under the Freedom of Information Act 2000 (the Act) relating to the FCA's Press Office.

Your request has been considered and we will answer each question in turn.

**1. I would like to know when the FCA press office was last the subject of an internal audit.**

The last internal audit review that related to the Communications Division and included the press office took place in 2016.

**2. How many press officers/managers does the FCA employ?**

There are currently three press officers, one press office manager and a head of news. We are due to have two more press officers starting before the end of the year. In the past year the press office has handled over 3,000 press queries, drafted and overseen 196 press releases/statements, issued 126 reactive statements, 291 news stories and 44 published speeches. The Press Office Handbook published on the FCA website, (which can be found [here](#)) explains the role of the press officer and their responsibilities.

**3. What response times are set for staff when dealing with questions from the media?**

There are no formal response times. In line with the guidance in the Press Office Handbook, press officers are expected to answer media queries as they come into the office and respond to them as quickly and efficiently as possible.

**4. What tracking is there of staff hitting these times lines?**

We do not record this information as there are no formal response times.

**5. What percentage of questions from the media go unanswered?**

We do not hold a record of the percentage of questions from the media that go unanswered, though none should go unanswered.

**6. What checks are in place to ensure all journalists and publications are treated the same in terms of receiving responses and timeliness of responses?**

It is the responsibility of the press office manager and head of news overseeing the individual press officers to ensure queries to all journalists are responded to in a timely manner or by the deadline date provided. No journalists are prioritised over others but response times may vary depending on the nature of the query. Some

queries will take longer than others. This may be because the information requested may not be readily available, if the information is deemed sensitive or requires legal review or it may be technical and require a subject matter expert to respond. If this information takes time to be provided to the press officer this may cause a delay in the response. All on the record responses will require approval through the process as set out in the Press Office Handbook

**7. What percentage of emails to [press@fca.org.uk](mailto:press@fca.org.uk) receive no acknowledgement?**

This is not information that is recorded, though none should go unacknowledged. Press officers can acknowledge emails by responding back by email or quite often the press officer will call the journalist up to gain more information about their request.

**8. Who is responsible for assigning emails sent to the above email to press officers?**

All press officers have access to a shared press office inbox. As emails come in they are assigned to an individual press officer by either the team administrator or the press officer responsible for monitoring the inbox that day.

If you are unhappy with the decision made in relation to your request, you have the right to request an internal review. If you wish to exercise this right you should contact the Information Disclosure Team within 40 working days of the date of this response.

If you are not content with the outcome of the internal review, you also have a right of appeal to the Information Commissioner at Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF. Telephone: 01625 545 700. Website: [www.ico.org.uk](http://www.ico.org.uk).

Yours sincerely

Information Disclosure Team  
Financial Conduct Authority