

Quarterly KPIs: 2018/2019

As at March 2019

Introduction

To enable transparency and as part of our journey to become operationally excellent, these Authorisations Quarterly Key Performance Indicators (KPIs) provide key metrics on the performance of the FCA's Authorisations Division.

What is in this publication?

We publish our service standards on our 'Measuring our Performance' webpages, along with these quarterly KPIs, covering the number of applications received and in flight, and the distribution of processing times and outcomes. Details of applicable services standards are provided in appendices.

We provide KPIs for:

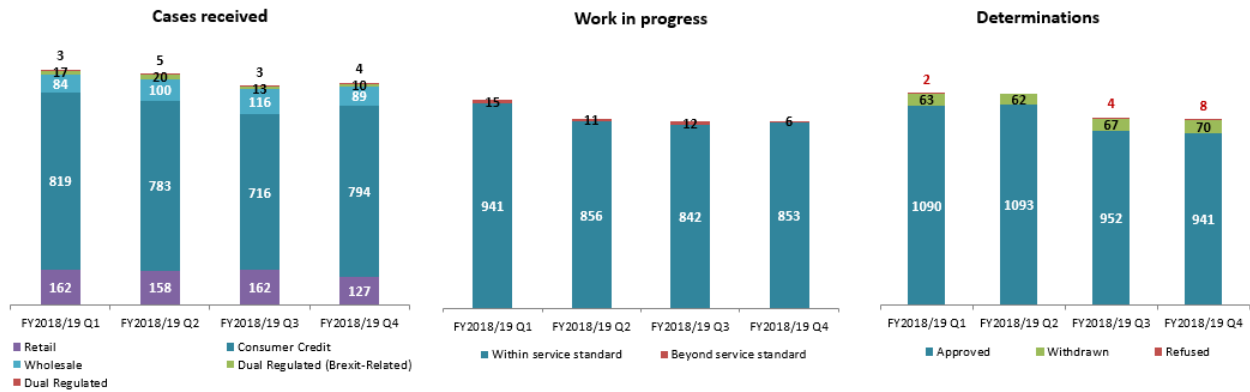
- Authorisations;
- Cancellations;
- Variations of Permission;
- Payment Services and E-money;
- Waivers;
- Change in Control;
- Approved Persons; and
- Passporting.

Minimum, maximum, mean average, modal (ie most common) and median average processing times are provided by quarter. In addition, open and closed cases that have exceeded service standard timings are shown.

Authorisations quarterly KPIs:2018/2019

Authorisations: to process a firm application for a Part 4A permission

(Applicable service standards: Appendix I)



Processing times of cases completed in quarter (weeks)					
	Min	Mean	Mode	Median	Max
FY2018/19 Q1	<1	12.2	<1	9.1	177
FY2018/19 Q2	<1	10.4	<1	7.3	185.4
FY2018/19 Q3	<1	10.1	<1	4.9	186.6
FY2018/19 Q4	<1	10.3	<1	3.7	238.7

Service standards			
	Cases required within standard	Of those required, cases determined within standard	% determined within standard
FY2018/19 Q1	1098	1090	99.27%
FY2018/19 Q2	1095	1091	99.63%
FY2018/19 Q3	1124	1107	98.49%
FY2018/19 Q4	1025	1019	99.41%

Volumes received and determined in Q4 2018/19 remained steady in all areas, resulting in a stable Work in Progress.

Timelines for dual-regulated firms are set by the PRA. However, for transparency and completeness, we include the cases here. Median processing time fell from almost five weeks to just under four weeks.

Our work on Brexit related applications continues to focus mainly on dual regulated cases, both applications for authorisation in the UK by currently inwardly passported banks or insurance firms ahead of Brexit. The total number of Brexit-related applications received in Q4 were 10 across banking and insurance.

The long maximum processing time was a result of the last remaining consumer credit cases. We largely concluded the work to transfer the authorisation of consumer credit firms from the OFT in 2016. However, a very small number of highly technical and legally complex applications remained, and were concluded during the period.

Glossary:

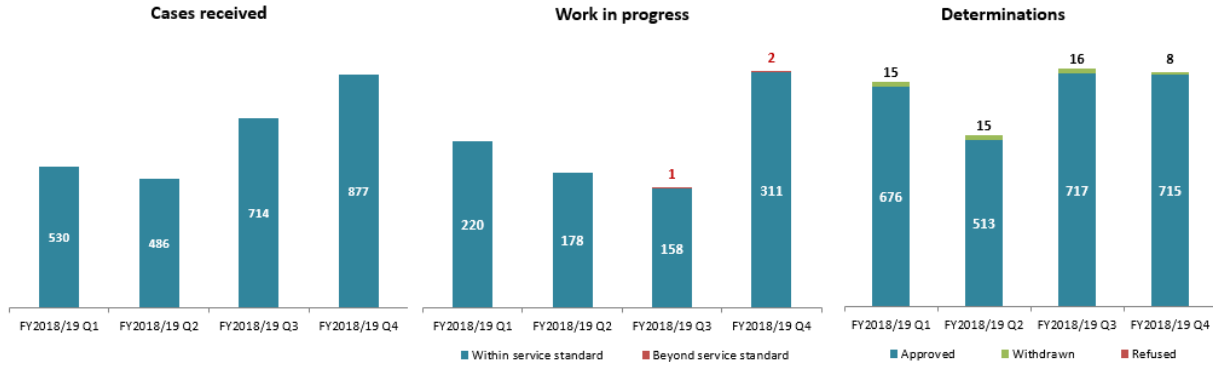
- Retail: Solo-regulated retail investment firms
- Wholesale: Solo-regulated wholesale investment firms
- Consumer Credit: Solo-regulated firms carrying on credit-related regulated activities
- Dual-regulated: Firms regulated by both the Prudential Regulation authority (PRA) and the FCA.

Note that solo-regulated firms may fall into more than one of the above categories. Cases are assigned to one of the relevant areas according to permissions applied for and overall nature of the firm.

Cancellations quarterly KPIs:2018/2019

Cancellations: to determine an application for Cancellation of Part 4A Permission

(Applicable service standards: Appendix I)



Processing times of cases completed in quarter (weeks)					
	Min	Mean	Mode	Median	Max
FY2018/19 Q1	<1	4.7	<1	2.1	51.1
FY2018/19 Q2	<1	5.2	<1	1	52
FY2018/19 Q3	<1	3.6	<1	0.7	51.1
FY2018/19 Q4	<1	3.4	<1	0.7	52

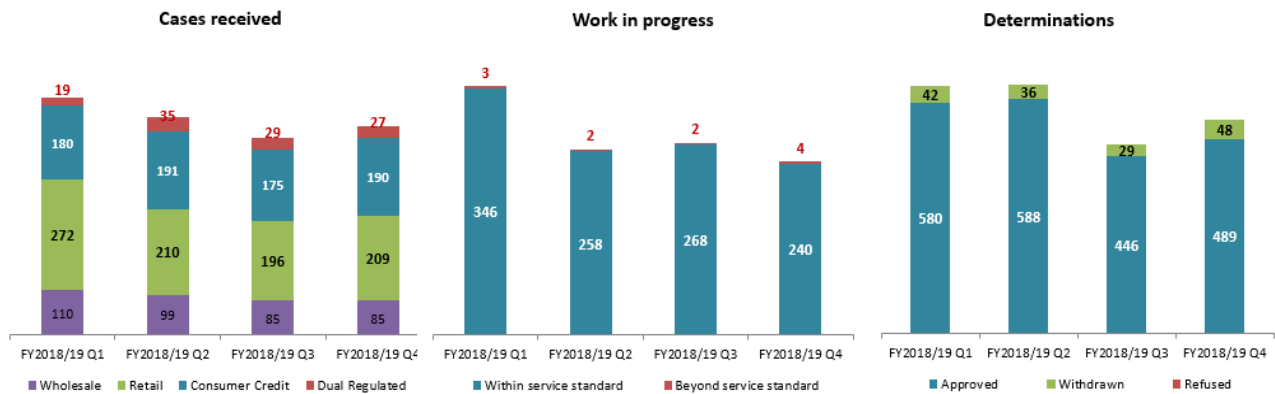
Service standards			
	Cases required within standard	Of those required, cases determined within standard	% determined within standard
FY2018/19 Q1	624	624	100.00%
FY2018/19 Q2	718	718	100.00%
FY2018/19 Q3	591	590	99.83%
FY2018/19 Q4	581	580	99.83%

In line with historic trends, the number of cancellation applications increased in Q3 and Q4 following a quiet summer period. Determinations remained steady, but Work in Progress increased as a result of the seasonal increase in applications. The median time to process applications remained steady at 0.7 weeks.

Variations of Permission quarterly KPIs: 2018/2019

Variations of permission (VoP): to process an application from an authorised firm for VoP

(Applicable service standards: Appendix I)



Processing times of cases completed in quarter (weeks)					
	Min	Mean	Mode	Median	Max
FY2018/19 Q1	<1	7.8	<1	6.6	51.4
FY2018/19 Q2	<1	7	<1	5	77.9
FY2018/19 Q3	<1	6.3	<1	4	48.4
FY2018/19 Q4	<1	7.6	<1	4.1	192.7

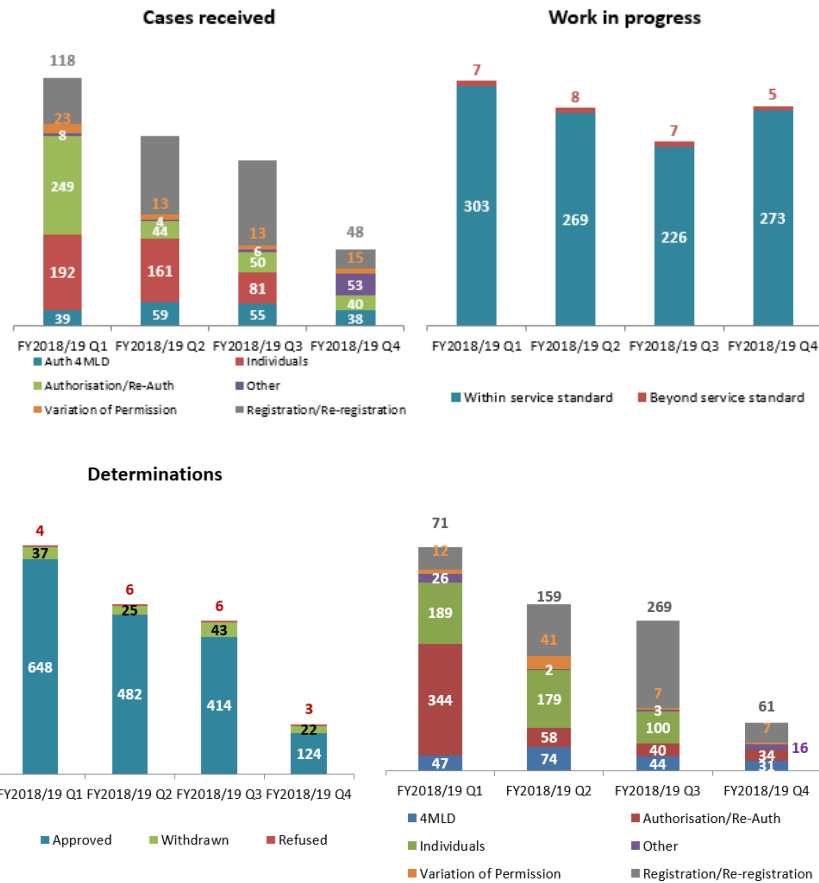
Service standards			
	Cases required within standard	Of those required, cases determined within standard	% determined within standard
FY2018/19 Q1	588	587	99.83%
FY2018/19 Q2	634	633	99.84%
FY2018/19 Q3	609	608	99.84%
FY2018/19 Q4	652	648	99.39%

The volume of cases received remained relatively stable – within normal fluctuations – across all areas. Determinations outpaced receipts, resulting in a slight decline in Work in Progress. Median processing time remained stable at around four weeks.

Payment services and e-money quarterly KPIs: 2018/2019

Payment services and e-money: to process firm application for authorisation/registration or variation of authorisation/registration

(Applicable service standards: Appendix II)



Processing times of cases completed in quarter (weeks)					
	Min	Mean	Mode	Median	Max
FY2018/19 Q1	<1	7.2	3	4.3	68.9
FY2018/19 Q2	<1	7.8	1	3.4	73.6
FY2018/19 Q3	0.1	8.5	2	4.9	84.9
FY2018/19 Q4	<1	16.8	13	12.9	87.4

Service standards			
	Cases required within standard	Of those required, cases determined within standard	% determined within standard
FY2018/19 Q1	371	362	97.57%
FY2018/19 Q2	452	445	98.45%
FY2018/19 Q3	327	319	97.55%
FY2018/19 Q4	322	319	99.07%

The number of re-registrations reduced following the closure of the re-registration window in March. The increase in cases classified as "Other" relates to the deadline for Limited Network Exclusion notifications falling during the quarter.

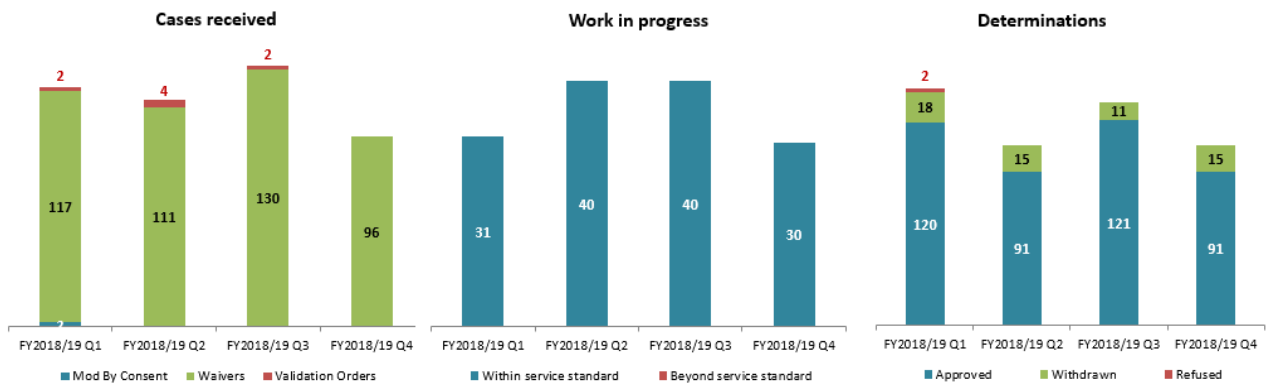
Receipts for other cases types have either remained steady or fallen slightly, although we have seen an increase in the overall complexity of cases.

The changes in flows by case type coupled with the increase in complexity has resulted in an increase in median processing time to almost 13 weeks and a reduced volume of determinations.

Glossary:

- 4MLD: Fourth Money Laundering Directive cases
- API: Authorised Payment Institution
- AEMI: Authorised E-Money Institution
- SPI: Small Payment Institution
- SEMI: Small E-Money Institution

Waivers KPIs: 2018/2019



Processing times of cases completed in quarter (weeks)					
	Min	Mean	Mode	Median	Max
FY2018/19 Q1	<1	6	<1	1.1	159.7
FY2018/19 Q2	<1	4.3	<1	0.9	115.9
FY2018/19 Q3	<1	3.2	1	1.7	21.3
FY2018/19 Q4	<1	3	<1	1.3	20.4

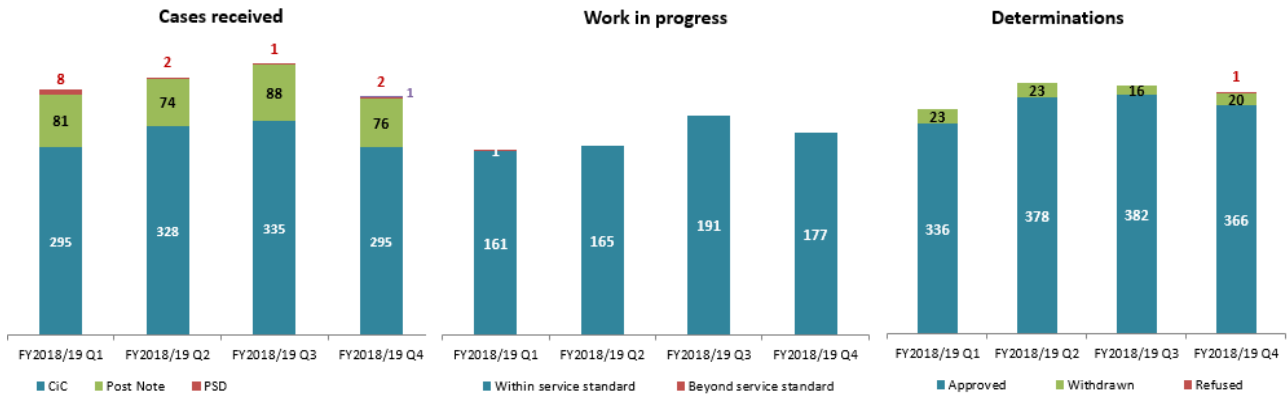
Service standards			
	Cases required within standard	Of those required, cases determined within standard	% determined within standard
FY2018/19 Q1	n/a	n/a	n/a
FY2018/19 Q2	n/a	n/a	n/a
FY2018/19 Q3	n/a	n/a	n/a
FY2018/19 Q4	n/a	n/a	n/a

Volumes received in Q4 align are similar to those received in 17/18 Q4, albeit with a different mix of cases. Determinations outpaced receipts resulting in a slight decrease in Work in Progress. Median processing time fell to 1.3 weeks.

Change in Control KPIs: 2018/2019

Change in Control: to process an application from an authorised firm for a Change in Control (CiC)

(Applicable service standards: Appendix I)



Processing times of cases completed in quarter (weeks)					
	Min	Mean	Mode	Median	Max
FY2018/19 Q1	<1	5.1	1	4	41
FY2018/19 Q2	<1	5.7	1	4.1	55.1
FY2018/19 Q3	<1	5.3	1	3.9	25.3
FY2018/19 Q4	<1	5.9	1	4.5	46.9

Service standards			
	Cases required within standard	Of those required, cases determined within standard	% determined within standard
FY2018/19 Q1	234	234	100.00%
FY2018/19 Q2	267	267	100.00%
FY2018/19 Q3	283	283	100.00%
FY2018/19 Q4	300	300	100.00%

All Change in Control cases have been determined within the statutory deadlines. Receipts fell during Q4 whilst determinations were broadly steady, leading to a reduction in work in progress.

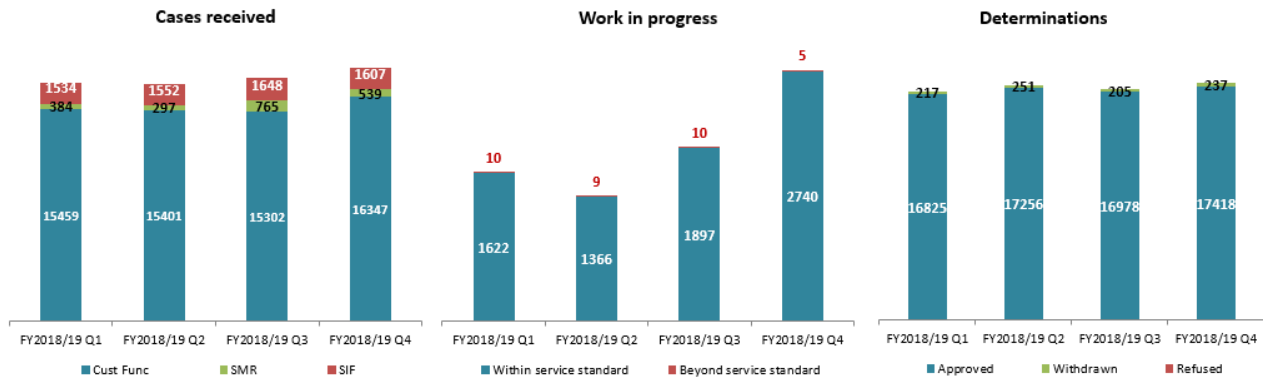
Glossary:

- CiC: Notification of an intended Change in Control
- Post Note: Notification a de-facto change in control (e.g. decrease in ownership)
- PSD: Payment Services Directive-Related Case

Approved Persons KPIs: 2018/2019

Approved Persons: to process an application for approved person status

(Applicable service standards: Appendix III)



Processing times of cases completed in quarter (weeks)					
	Min	Mean	Mode	Median	Max
FY2018/19 Q1	<1	0.8	<1	0.1	51.9
FY2018/19 Q2	<1	1	<1	0.1	131.9
FY2018/19 Q3	<1	0.9	<1	0.1	191.4
FY2018/19 Q4	<1	1.3	<1	0.1	128.9

Service standards			
	Cases required within standard	Of those required, cases determined within standard	% determined within standard
FY2018/19 Q1	6261	6250	99.82%
FY2018/19 Q2	6023	5997	99.57%
FY2018/19 Q3	5848	5820	99.52%
FY2018/19 Q4	5994	5986	99.87%

This quarter's increase in cases received is mainly due to an increase in Customer Function cases. SMR cases received have reduced and stabilised somewhat following the increase in FY2018/19 Q3 which was due to the extension of the Senior Manager & Certification Regime to insurance firms. The increase in Work in Progress is impacted by both the previous quarter SMR increase in cases received and an increase in case complexity across case types.

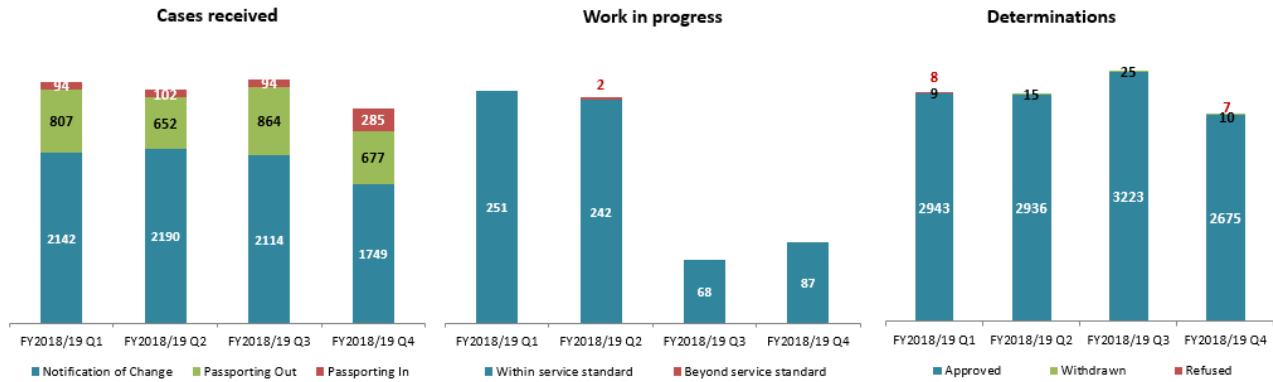
Glossary:

- SMR: An application in respect of individuals from a firm covered by the Senior Managers & Certification Regime.
- SIF: Any application from an individual performing or applying to perform a "Significant Influence Function."
- Customer Function: Any application from an individual, approved person or appointed representative not covered under the above two categories. For example, an application to become an approved person, or an application to cancel an approved person permission.

Passporting KPIs: 2018/2019

Passporting: to process an application from a firm authorised in the UK to carry out business in another EEA member state or process an application from a firm authorised in another EEA member state to carry out business in the UK and process a notification of change from the same

(Applicable service standards: Appendix IV)



Processing times of cases completed in quarter (weeks)					
	Min	Mean	Mode	Median	Max
FY2018/19 Q1	<1	0.7	<1	0.1	12.7
FY2018/19 Q2	<1	0.7	<1	0	12.7
FY2018/19 Q3	<1	0.6	<1	0.1	13.9
FY2018/19 Q4	<1	0.4	<1	0	11.7

Service standards			
	Cases required within standard	Of those required, cases determined within standard	% determined within standard
FY2018/19 Q1	3264	3263	99.97%
FY2018/19 Q2	2770	2758	99.57%
FY2018/19 Q3	3084	3081	99.90%
FY2018/19 Q4	2833	2830	99.89%

There was a slight drop in the volume of cases received in Q4. The most significant fall was in outbound passporting applications. This was partially offset by an increase in Passporting In notifications from EU firms looking to take advantage of TPR (Temporary Permissions Regime).

Glossary:

- Notification of change: Notification of changes to particulars or to cancel a passport or tied agent.

Appendix I: Relevant Service Standards: Solo-Regulated Permissions

Summaries of relevant statutory service standards are provided. For full details of all service standards, please refer to the FCA Website.

ID	Area	Description	Target
A1.1a	Corporate Authorisations	To process a complete application for Part 4A permission	100% within six months of a complete application (s55V(1)) or within 12 months of receipt of an incomplete application (s55V(2))
R5.1	VoPs	To process a complete application from an authorised firm for Variation of Permission	100% within 6 months of becoming complete (s55v(1)) or 12 months of receipt of an incomplete application (s55v(2))
R8.1a	Cancellations	To determine an application for Cancellation of Part 4A Permission	100% within 6 months of becoming complete (s55V(1)) or 12 months of receipt of an incomplete application (s55V(2))
R6.1	Change in Control	To make a decision following receipt of a 'valid' notification to approve a change in control: Either to notify the s178 notice-giver that the change in control has been approved or to give them a warning notice	100% within 60 working days of acknowledgment of receipt (s189(1))

Appendix II: Relevant Service Standards: Payment Services

Summaries of relevant statutory service standards are provided. For full details of all service standards, please refer to the FCA Website.

ID	Area	Description	Target
PS1	Payment Services	To process a complete application for authorisation under the Payment Services Regulations 2009	100% within 3 months of the received date of a complete application or within 12 months of the received date of an incomplete application
PS2	Payment Services	To process a complete application for authorisation under the Electronic Money Regulations 2011	100% within 3 months of the received date of a complete application or within 12 months of the received date of an incomplete application
PS3	Payment Services	To process a complete application for registration under the Payment Services Regulations 2009	100% within 3 months of the received date of a complete application or within 12 months of the received date of an incomplete application
PS4	Payment Services	To process a complete application for registration under the Electronic Money Regulations 2011	100% within 3 months of the received date of a complete application or within 12 months of the received date of an incomplete application
PS5	Payment Services	To process a complete application for a variation of registration under the Payment Services Regulations 2009	100% within 3 months of the received date of a complete application or within 12 months of the received date of an incomplete application
PS6	Payment Services	To process a complete application for a variation of registration under the Electronic Money Regulations 2011	100% within 3 months of the received date of a complete application or within 12 months of the received date of an incomplete application
PS7	Payment Services	To process a complete application for a variation of authorisation under the Payment Services Regulations 2009	100% within 3 months of the received date of a complete application or within 12 months of the received date of an incomplete application
PS8	Payment Services	To process a complete application for a variation of authorisation under the Electronic Money Regulations 2011	100% within 3 months of the received date of a complete application or within 12 months of the received date of an incomplete application
A1.2	3MLD	To process Money Laundering registrations	100% within 45 calendar days of receipt of application or receipt of any further required information (Reg 34(4) MLRs)

Appendix III: Relevant Service Standards: Approved Persons

Summaries of relevant statutory service standards are provided. For full details of all service standards, please refer to the FCA Website.

ID	Area	Description	Target
R1.1a	Approved Persons	To process an application for approved person status	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 months after receipt of a complete application for part 4A permission, or 12 months after receipt of an incomplete

Appendix IV: Relevant Service Standards: Passporting

ID	Area	Description	Target
R10.1	Passporting	To process a notification of changes by a firm authorised by the FSA already carrying out business in another EEA member state, under freedom of establishment, within the timeframe set by the relevant directive	100% within one month of notification
R10.2	Passporting	To process a notification of changes by a firm authorised by the FSA already carrying out business in another EEA member state, under freedom of services, within the timeframe set by the relevant directive	100% within one month of notification
N3.1	Passporting	(Inward establishment) To process a notification received via another EEA member state for one of its authorised firms to carry out business in the UK, under freedom of establishment, within timeframe set by relevant directive	100% within two months of receipt (Sch 3, 13)
N3.2	Passporting	(Inward service) To process a notification received via another 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	100% within two months of receipt (Sch 3, 14)
N4.1	Passporting	(Outward establishment) To process a notification received from a UK authorised firm to carry out business in another EEA member state, under freedom of establishment, within the timeframe set by the relevant directive	100% within three months of receipt (Sch 3,19) [Note that the required period is less under some directives]
N5.1	Passporting	(Outward service) To process a notification received from a UK authorised firm to carry out business in another EEA member state, under freedom of services, within the timeframe set by the relevant directive	100% within one month of receipt (Sch 3, 20)