

Key Regulator KPIs

Background

As outlined in the **March 2025 Regulatory Action Plan Policy Paper**, the government has signalled its commitment to enhancing the accountability and performance measurement framework for regulators.

A key component of this initiative is the use of **Key Performance Indicators (KPIs)** to assess regulatory effectiveness. In a significant step forward, the government is publishing the KPIs of the most economically impactful regulators in a single, consolidated document.

This publication marks the beginning of a more transparent approach, enabling both government and businesses to more effectively scrutinise regulatory performance and drive improvements across the system.

Please note that regulators publish their KPIs independently, and in some cases, more promptly than they appear on this website.

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Regulators

Civil Aviation Authority (CAA)

Key Services					
		Q4 2024/25		Q1 2025/26	
Category	Service Level Target	Service Level % (Target > 90%)	Total completed applications	Service Level % (Target > 90%)	Total completed applications
Commercial Pilot Personnel Licences	90% of applications are processed within 10 working days from receipt of correct application.	99.60%	1754	98%	1737
General Aviation Pilot Personnel Licences	90% of applications are processed within 10 working days from receipt of correct application.	99.56%	1144	99.20%	1218
Air Traffic Services Personnel Licences	90% of applications are processed within 10 working days from receipt of correct application.	99.67%	1210	99.80%	1298
Examiner & Instructor Personnel Licences	90% of applications are processed within 10 working days from receipt of correct application.	99.46%	371	99.30%	417
Airworthiness Review Certificates	90% of applications are processed within the 5 working days from receipt of a correct application.	100%	30	91.30%	23

Permits to Fly	90% of applications are processed within the 20 working days from receipt of a correct application and recommendation by the responsible technical authority within the CAA.	97.44%	39	100%	46
Certificates of Airworthiness	90% of applications are processed within the 15 working days from receipt of a correct application and recommendation by the responsible technical authority within the CAA.	100%	30	100%	28
Changes of registered ownership and other register amendments	90% of applications are processed within the 7 days from receipt of a correct application.	95.12%	471	85.80%	662
Completed new aircraft registrations and overseas de-registrations	90% of applications are processed within the 3 days from receipt of a correct application.	97.06%	238	92.40%	290
Mortgage entries, discharges and priority notices	90% of applications are processed within the 3 days from receipt of a correct application.	100%	112	99.25%	134

Airworthiness Approval Certificates	90% of applications are processed within 20 working days from receipt of correct application and recommendation by the responsible technical authority within the CAA.	99.66%	877	97.44%	741
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Customer Satisfaction		
Customer Experience	Q4 2024/25	Q1 2025/26
Commercial Aviation	3.09/5	3.05/5
General Aviation	3.29/5	3.29/5
Passenger	3.03/5	3.28/5
Remotely Piloted Aircraft Systems (RPAS)	3.63/5	3.87/5
Total (average)	3.21/5	3.37/5

Telephony Service				
	Target	Q1 2025/26 Answered	Q1 2025/26 Offered	Q1 2025/26 Answered %
Contact Centre	90%	6450	6724	95.33%
Medical	90%	2029	1965	96.85%

Competition and Markets Authority (CMA)

The CMA is undertaking a significant transformation plan, applying the “4Ps” framework of pace, proportionality, predictability and process (stakeholder engagement). This has been complemented by the proposed legislative change to modernise and streamline the UK’s competition regime announced by the Chancellor on the 21st of October. Given this, there has been limited data to assess the performance of the CMA against their own new processes and ambitions. However, the CMA have set out plans to introduce a new suite of KPIs (outlined below) and expects to fully report on these in Summer 2026.

- Their performance against the 10:1 ratio of consumer benefit to taxpayer cost provided by their activities (currently 24.5:1) as well as enhanced measures of the overall **impact** of CMA work.
- Performance against 4P linked objectives relating to **speed and efficiency** including performance against a KPI to complete the pre-notification phase of mergers within 40 working days and performance against a KPI for straightforward Phase 1 merger cases to complete within 35 working days.
- Annual **surveys of stakeholders** assessing their experience of engaging with the CMA, impact of CMA activity on the business environment and compliance awareness.

Environment Agency (EA)

The Environment Agency use a red, amber, green system to see how we are performing at a glance. They are:

- green which means we are performing at or above the target(s) set
- amber which means we are falling slightly short of the target
- red which means there are improvements to be made

This table shows the red, amber, green scores for the 20 measures plus the actual and target figures.

A nation resilient to climate change

By 2025 we (the Environment Agency) will have created more climate resilient places and infrastructure, by ensuring the nation is prepared for flooding, coastal change and drought

Measure Title	Units	Q1 Actual	Q1 Target	2025 to 2026 target	Q1 Status
Number of properties better protected from flooding	Number of properties better protected since April 2024	27,882	27,873	52,000	Green
We maintain our flood and coastal risk management assets at or above the target condition	Percentage of high-risk Environment Agency maintained assets at target condition	92.70%	92%	92%	Green

By 2025 we will be a stronger leader on climate adaptation and resilience, encouraging others to act now on the climate emergency

Measure Title	Units	Q1 Actual	Q1 Target	2025 to 2026 Target	Q1 Status
Innovation actions provided in flood and coastal resilience to adapt to a changing climate	Percentage of FCRM innovation actions on track or completed	100%	80%	80%	Green

By 2025 we will be a recognised and trusted incident management organisation responding rapidly to environmental emergencies to protect people and the environment

Measure Title	Units	Q1 Actual	Q1 Target	2025-2026 target	Q1 status
Resilience in our capacity to respond to incidents	Daily status reports for incident cells	Green	Green	Green	Green

Healthy air, land and water					
By 2025 our air will be cleaner and healthier					
Measure Title	Units	Q1 Actual	Q1Target	2025 to 2026 target	Q1 Status
Water company compliance inspections	Number of water company inspections completed	2,395	2,000	10,000	Green
Sewage treatment works brought into compliance	Percentage of water quality permitted sites brought back into compliance	93%	90%	90%	Green
Number of farm inspections	Number of farm inspections completed	951	968	4,000	Amber
Bathing water monitoring	Percentage of bathing water quality monitoring samples collected and analysed	99%	98%	98%	Green
Number of high-risk illegal waste sites stopped	Number of high-risk illegal waste sites stopped	25	17	90	Green

Sustainable growth					
By 2025 we will achieve cleaner growth by supporting businesses and communities to make good choices, through our roles as a regulator, adviser, operator and enabler					
Measure Title	Units	Q1 Actual	Q1 Target	2025 to 2026 target	Q1 Status
Planning applications determined in 21 days	Percentage of planning application consultations and pre-application enquiries responded to within 21 days	95%	95%	95%	Green
Percentage of permits issued within timescales (category 1 permits)	Percentage of category 1 permit applications determined within target timescales	90%	95%	95%	Amber
Percentage of permits issued within timescales (category 2 permits)	Percentage of category 2 permit applications determined within target timescales	55%	70%	70%	Red
Percentage of permits issued within timescales (category 3 permits)	Percentage of category 3 permit applications determined within target timescales	56%	70%	70%	Red
Percentage of permits issued within timescales (category 4 permits)	Percentage of category 4 permit applications determined within target timescales	49%	55%	55%	Red
By 2025 we will be on track to deliver our sustainable business commitments, including to be net zero by 2030					
Measure title	Units	Q1 actual	Q1 target	2025 to 2026 target	Q1 status
Net zero carbon by 2030	Tonnes of carbon	57,407	49,730	<198,916	Red

Financial Conduct Authority (FCA)

Approved Persons, Passporting and Mutuals					
		Green ≥98%	Amber <98% but ≥90%	Red <90%	
Title	Description	2022/23	2023/24	2024/25	Comments
Approved persons applications (SM&CR, CF and SIF) responded to within 3 month timeframe	To process an application for Approved Person status	87.50%	97%	99.50%	Statutory
To process an application for Approved Person status under the Appointed Representatives Regime	To process an application for 'approved person status'	N/A	95.80%	97.80%	Statutory

Permissions					
		Green ≥98%	Amber <98% but ≥90%	Red <90%	
Title	Description	2022/23	2023/24	2024/25	Comments
% 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.	87.50%	97%	99.50%	Statutory
Processing Variation of Permission	To process a complete application from an authorised firm for Variation of Permission	N/A	95.80%	97.80%	Statutory
Determining a complete application for cancellation of Part 4A Permission	To determine a complete application for Cancellation of Part 4A permission.	99.40%	99.00%	98.90%	Statutory

		Green ≥100%	Amber <100% but ≥90%	Red <90%	
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	93.50%	99.60%	100%	Statutory

Payment Services					
		Green ≥98%	Amber <98% but ≥90%	Red <90%	
Title	Description	2022/23	2023/24	2024/25	Comments
Processing Money Laundering registrations - 3/4 MLD	100% within 45 calendar days of receipt of application or receipt of any further required information (Reg. 59(3A) MLRs)	98.80%	96%	99.00%	Statutory
Payment Services - authorisation and registration applications	To process a complete application for authorisation under the Payment Services Regulations 2017.	86.70%	87.00%	98.00%	statutory
Payment Services - authorisation and registration applications	To process a complete application for authorisation under the Electronic Money Regulations 2011.	83.30%	90.10%	97.60%	Statutory
Payment Services - authorisation and registration applications	To process a complete application for registration under the Payment Services Regulations 2017.	95.2	97.70%	98.30%	Statutory
Payment Services - authorisation and registration applications	To process a complete application for registration under the Electronic Money Regulations 2011.	100.00%	100%	100.00%	Statutory

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
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
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
Payment Services - variations of registration and authorisation	To process a complete application for a variation of authorisation under the EMRs 2011	100%	100%	100%	Statutory
Processing notifications of UK agents within 2 months	To process a notification for a UK agent under the PSRs 2017 and EMRs 2011	97%	99%	99%	Statutory
		Green ≥100%	Amber <100% but ≥90%	Red <90%	
Payment Services - authorisation and registration applications	To process money laundering registration under the 5MLD directive: Within 3 months of receipt of a complete application	N/A	N/A	86.70%	Statutory

Supervision Hub					
		Green ≥90%	Amber <90% but ≥81%	Red <81%	
Title	Description	2022/23	2023/24	2024/25	Comments
To respond to a firm's email/web form/webchat	To provide a substantive response to EMAIL correspondence received from firms or their advisers within 2 working days	92.80%	93%	94%	Voluntary
To respond to a firm's letters	To provide a substantive response to LETTER correspondence received from firms or their advisers within 5 working days	99%	98.00%	98.7%	Voluntary
To respond to a consumer's email/web form/webchat	To provide a substantive response to EMAIL correspondence received by the Customer Contact Centre (consumers).	91.6	90.80%	97.20%	Voluntary
To respond to a consumer's letters	To provide a substantive response to LETTER correspondence received by the Customer Contact Centre (consumers).	91.70%	92.80%	97.80%	Voluntary
		Green ≤5%	Amber >5% but ≤5.5%	Red >5.5%	
Unanswered telephone calls (consumers)	The telephone call abandonment rate for calls made directly to the Customer Contact Centre (consumers).	3.60%	5.50%	2.80%	Voluntary
Unanswered telephone calls (firms)	The telephone call abandonment rate for calls made directly to the Customer Contact Centre (firms).	3.30%	2.20%	1.90%	Voluntary
		Green ≥80%	Amber <80% but ≥60%	Red <60%	

Consumer satisfaction scores (telephony)	Customer satisfaction index for enquiries made to the Customer Contact Centre - Telephony (Consumers)	90.60%	86.70%	89.98%	Voluntary
Consumer satisfaction scores (correspondence)	Customer satisfaction index for enquiries made to the Customer Contact Centre - Correspondence (Consumers)	81.20%	80.80%	79.60%	Voluntary
Firm satisfaction scores (telephony)	Customer satisfaction index for enquiries made to the Customer Contact Centre - Telephony (Firms)	83.80%	82.40%	89.27%	Voluntary
Firm satisfaction scores (correspondence)	Customer satisfaction index for enquiries made to the Customer Contact Centre - Correspondence (Firms)	77.17%	76.19%	80.02%	Voluntary
		Green <120 seconds	Amber >120 seconds but <180 seconds	Red >180 seconds	
Average speed of answer (secs) - Consumer Helpline	The telephone call average speed of answer rate (secs) for calls made directly to the helpline (consumers)	51	73	49	Voluntary
Average speed of answer (secs) - Firm Helpline	The telephone call average speed of answer rate (secs) for calls made directly to the helpline (firms)	74	49	58	Voluntary

Information Access					
		Green ≥90%	Amber <90% but ≥85%	Red <85%	
Title	Description	2022/23	2023/24	2024/25	Comments
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.	67.50%	90%	94.10%	Statutory

	correspondence received from firms or their advisers within 2 working days				
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.	67.2%	98.4%	97.50%	Statutory

Information Systems					
		Green ≥98.5%	Amber <98.5% but ≥88.6%	Red <88.6%	
Title	Description	2022/23	2023/24	2024/25	Comments
Availability of external facing FCA systems	<i>Availability of FCA external customer facing Information Systems</i>	99.9%	100%	100%	Voluntary
Availability of external facing FCA systems	<i>Availability of Financial Services Register</i>	100%	100%	100%	Voluntary
Availability of external facing FCA systems	<i>Availability of FCA website including fee calculator</i>	100%	100%	100%	Voluntary
Availability of external facing FCA systems	<i>Availability of RegData system</i>	99.45%	100%	100%	Voluntary

Fund Authorisations					
		Green ≥98.5%	Amber <98.5% but ≥88.6%	Red <88.6%	
Title	Description	2022/23	2023/24	2024/25	Comments

% 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%	Voluntary
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%	Voluntary
		Green ≥90%	Amber <90% but ≥75%	Red <75%	
% 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.	100%	100%	100%	Voluntary

Complaints					
		Green ≥95%	Amber <95% but ≥85%	Red <85%	
Title	Description	2022/23	2023/24	2024/25	Comments
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.	98.08%	98.25%	98.46%	Voluntary
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	90.66%	86.90%	96.67%	Voluntary

	them of their right to ask for a Stage 1 investigation.				
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	97.8%	96.9%	95.14%	Voluntary

Listing Transactions					
		Green ≥95%	Amber <95% but ≥90%	Red <90%	
Title	Description	2022/23	2023/24	2024/25	Comments
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.	95%	97%	100%	Voluntary
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	97%	99%	100%	Voluntary
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	97%	99%	99%	Voluntary

	undertaking a public offer and is preparing a prospectus for the first time within 5 clear business days from the day of receipt. or provide a reasonable timescale for completion, within 20 working days of receipt				
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.	97%	99%	99%	Voluntary
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.	98%	100%	100%	Voluntary

Food Standards Agency (FSA)

Operational Delivery

Meat, Wine & Dairy Audit						
What does overall meat food business operator (FBO) compliance show?						
Measure	Region	2025/26 Target	Previous Period (Q4)	This Period (Q1)	Previous RAG	This RAG
No. Meat FBO audits completed	Eng & Wales	152 per quarter	157	165	Green	Green
	NI	8 per quarter	6	8	Green	Green
% Meat FBO Audits completed by agreed time scales	Eng & Wales	90%	98.1%	100%	Green	Green
	NI	100%	100%	100%	Green	Green
% Meat FBOs where urgent improvement is necessary	Eng & Wales	<1.5% per month	0.5%	0.8%	Green	Green
	NI	<1.5% per month	0%	0%	Green	Green

Meat, Wine & Dairy Audit						
Are we delivering our statutory obligations in wine premises?						
Measure	Ambition	Year to date	Previous Period (Q4)	This Period (Q1)	Previous RAG	This RAG
Visits carried out in year (quarterly)	237	262	280	262	Green	Green

Meat, Wine & Dairy Audit						
Are we delivering on our statutory obligations in dairy premises?						
Measure		2025/26 Target	Previous Period (Q4)	This Period (Q1)	Previous RAG	This RAG
% dairy visits completed within frequency	Eng & Wales	98.4%	98.9%	88.5%	Green	Red
	NI	100%	100%	100%	Green	Green
RCDM Sampling % of failed samples due to harmful bacteria	Eng & Wales	0%	4.5% (5/111)	7% 6/85	Amber	Red
	NI	0%	50% (1/2)	0% 0/2	Amber	Green

Operational Controls

Official Controls					
Do we have the right resources to deliver? (England and Wales only)					
Measure	Ambition	Previous period (Q4)	This period (Q1)	Previous RAG	This RAG
MHI attrition (FSA)	<8%	3.60%	1.70%	Green	Green
MHI resourcing (EMHI vs CMHI from SDP) %	50: 50	46:54	43:57	Green	Amber

Approvals of new meat FBOs						
Are approvals of new meat establishments delivered in line with legislative requirements?						
Measure		2025/26 Target	Previous period (Q4)	This period (Q1)	Previous RAG	This RAG
	E	90.00%	95% (19)	94% (17)	Green	Green

% conditional approvals under 3 months	W	90.00%	100% (3)	100% (1)	Green	Green
	NI	100%	100% (3)	100% (2)	Green	Green
% full approvals under 6 months	E	100.00%	100% (20)	94% (18)	Green	Red
	W	100.00%	75% (4)	N/A (0)	Red	N/A
	NI	100%	100% (1)	100% (1)	Green	Green

Incidents and response					
How many incidents are taking place and what category do these falls into?					
Measure	Tolerance	Previous period (Q4)	This period (Q1)	Previous RAG	This RAG
Total incidents occupying time	437	861	949	Red	Red
Number of new incidents	350	591	446	Red	Amber
Number of non-routine	3	1	0	Green	Green
Total number of outbreaks	8	4	5	Green	Green
% high and medium priority incidents ^{1*}	-	-	87.0%	N/A	N/A
...of which high priority*	-	-	54.1%	N/A	N/A
Number of Allergy Alerts	13	21	17	Red	Amber
Number of Product Recall Information Notices (PRINs)	16	18	19	Amber	Amber

¹ Incidents is three nation data. *Previous data, RAGs and tolerance not applicable due to a methodology/system change

National Food Crime Unit						
Are NFCU Operations successfully leading to outcomes?						
Measure	2025/26 target	Year to date	Previous period (Q4)	This Period (Q1)	Previous RAG	This RAG
% closed NFCU operations that led to an outcome	60%	68%	55%	68%	Green	Green
% NFCU SIRs which improved rating	55%	0%	45%	0%	Green	Red
No. disruptions overall	60/yr	33	12	33	Amber	Green
No. outcomes overall	130/yr	36	28	36	Green	Green

What is the impact of NFCU Operations?						
Measure	2025/26 target	Year to date	Previous period (Q4)	This period (Q1)	Previous RAG	This RAG
Volume of unfit food products removed from the food chain (kg)	NA	18,078 KG	418kg ²	18,078kg	NA	NA
% of business that changed prevention practices (target hardening) following FFRT	NA	61%	66% (26/39)	61% (19/31)	NA	NA

² Data from previous period has been uplifted from 310kg

Local Authority Delivery

Are required interventions at all risk establishments taking place?						
Measure		Benchmark	Previous performance	This period	Previous RAG	This RAG
England						
Food Hygiene: % due interventions achieved	A rated	98.9%	92.9%	98.6%	Red	Amber
	B rated	96.3%	91.2%	96.5%	Amber	Amber
	C rated	91.3%	76.0%	85.4%	Red	Amber
	D rated	83.5%	58.5%	67.0%	Green	Green
	E rated	72.4%	28.7%	42.3%	Green	Green
Food Standards: % due interventions achieved	A rated	75.7%	70.9%	90.2%	Red	Green
	B rated	29.70%	19.60%	17.60%	Green	Green
	C rated	32.40%	16.20%	16.20%	Green	Green
Wales						
Food Hygiene: % due interventions achieved	A rated	99.7%	98.8%	100%	Amber	Green
	B rated	98.5%	96.8%	99.3%	Amber	Green
	C rated	93.2%	85.5%	88.5%	Amber	Amber
	D rated	80.5%	49.6%	54.6%	Green	Green
	E rated	82.2%	23.7%	28.6%	Amber	Green
Food Standards: % due interventions achieved	A rated	90.8%	83.2%	94.7%	Green	Green
	B rated	60.30%	32.50%	43.90%	Green	Green
	C rated	60.30%	26.40%	34.70%	Green	Green
Northern Ireland						
Food Hygiene: % due interventions achieved	A rated	99.2%	95%	100%	Amber	Green
	B rated	98.7%	95.9%	99.1%	Amber	Green
	C rated	92.5%	79.3%	91.9%	Red	Green
	D rated	88.2%	60.3%	61.9%	Green	Green

	E rated	77.1%	54.2%	60.6%	Green	Green
Food Standards: % due interventions achieved	A rated	94.7%	87.9%	96.3%	Green	Green
	B rated	89.90%	69.00%	75.90%	Green	Green
	C rated	80.60%	56.90%	51.50%	Green	Green

Are local authorities managing unrated businesses?						
Measure		Benchmark (Pre-COVID levels)	Previous period (Q1-2 2024/25)	This period (Q3-4 2024/25)	Previous RAG	This RAG
Number of businesses unrated (Food Hygiene)	E	29,021	40,162	36,690	Red	Red
	W	1,388	1,880	1,765	Red	Red
	NI	599	412	297	Green	Green
Number of businesses unrated (Food Standards)	E	68,448	79,151	83,875	Red	Red
	W	4,160	4,918	3,897	Red	Amber
	NI	606	386	285	Green	Green

Do LAs have enough resource in place to deliver the controls?

Food Hygiene					
Measure		Previous period (Q1-2 2024/25)	Previous period (Q3-4 2024/25)	Previous RAG	This RAG
FTE allocated to deliver controls	E	1,290	1,337	Red	Red
	W	155	158	Green	Green
	NI	61	65	Amber	Amber
	E	1,171	1,207	Red	Red

FTE occupied to deliver controls	W	133	145	Amber	Amber
	NI	58	57	Red	Red

Do LAs have enough resource in place to deliver the controls?					
Food Standards					
Measure		Previous period (Q1-2 2024/25)	Previous period (Q3-4 2024/25)	Previous RAG	This RAG
FTE allocated to deliver controls	E	278	259	Red	Red
	W	62	63	Red	Red
	NI	32	32	Red	Red
FTE occupied to deliver controls	E	249	234	Red	Red
	W	54	56	Red	Red
	NI	31	29	Red	Red

Is Action by LAs improving Compliance?

Local Authority Activity						
Measure		Benchmark (Pre-COVID levels)	Previous period (Q1-2 2024/25)	This period (Q3-4 2024/25)	Previous RAG	This RAG
Establishments subject to enforcement activities	FH	2,392	2,852	3,347	N/A	N/A
	FS	229	322	356	N/A	N/A
Establishments subject to written warning	FH	75,641	80,004	91,584	N/A	N/A
	FS	12,548	16,953	19,017	N/A	N/A
Business Compliance						
% FHRS ratings 3+		95.8%	96.9%	97%	Green	Green

% FHRs ratings 5		72%	76.8%	77%	Green	Green
Are LAs performing and are issues being rectified?						
		Previous period (Q4)	This period (Q1)	Of which new...	Previous RAG	This RAG
Open cases		19	31	9	N/A	N/A
Cases being monitored		87	72	3	N/A	N/A
Cases closed		148	174	30	N/A	N/A
Cases in escalation		13	8	0	N/A	N/A

Market Authorisations of Regulated Products

What is the total caseload in the system?						
Measure	Tolerance	Previous period (Q4)	This period (Q1)	Previous RAG	This RAG	
Total applications in the service	<560	494	494	Amber	Amber	
Applications paused under active caseload management	TBC	136	172	N/A	N/A	
<i>Of which active applications are progressing in the following stages:</i>						
Applications in validation	<175	158	133	Amber	Amber	
Applications in risk assessment	<175	102	87	Amber	Green	
Safety assessments concluded	25	30	25	Green	Green	
Applications in risk management	<100	88	92	Amber	Amber	
Applications in authorisation	<50	10	10	Amber	Amber	

What is the caseload entering and exiting the system?							
Measure	Yearly ambition	Yearly projection	Year to date	Previous period (Q4)	This period (Q1)	Previous RAG	This RAG
New contacts received	<120/yr	120	29	28	29	Green	Green

Applications completed (authorised or rejected)	50/ye	TBC	1	0	1	Red	Red
Applications completed (invalidated or withdrawn)	NA	NA	21	13	21	Green	Green

Science, Evidence, Research

Does our science have an impact					
Measure	12-month average	Previous period (Q4)	This period (Q1)	Previous RAG	This RAG
Number of reports published	53/Q	59	46	Green	Green
Total mentions – Scientific outputs published by the FSA	28	35	19	N/A	Green
Total mentions – FSA funded research outputs	364	294	270	N/A	Green

Do we provide evidence to support FSA functions?					
Measure	Target	Previous period (Q4)	This period (Q1)	Previous RAG	This RAG
Evidence packages completed	N/A	14	1	N/A	N/A
RAP is followed, evidence is assured, outputs fit for purpose	100%	97%	100%	Green	Green
Completeness of evidence packages	100%	100%	100%	Green	Green
Timeliness of evidence packages	100%	93%	100%	Amber	Green
Quality Assurance of evidence packages	100%	100%	100%	Green	Green
Fitness for purpose of evidence packages	100%	93%	100%	Amber	Green

Sampling					
Category	Target	Of which off-track	Previous period (Q1)	Previous RAG	This RAG
Science and Research	3	0% 0/3	N/A	N/A	Green
Regulatory Monitoring	7	14% 1/7	N/A	N/A	Green
Targeted Surveillance	3	0% 0/3	N/A	N/A	Green
Official Control	2	0% 0/2	N/A	N/A	Green

Trade & International

Imported food					
Do we support consumer access to safe imported food?					
Measure	12-month average	Previous period (Q4)	This period (Q1)	Previous RAG	This RAG
Number of border notifications (total)	183/Q	256	216	Amber	Amber
Number of border notifications (validated)	130/Q	186	138	Amber	Green
Number of intensified official controls	1/Q	2	0	Green	Green
Number of imposed checks	0/Q	0	0	Green	Green
A	Yearly tolerance	Previous period	This period	Previous RAG	This RAG
Number of import market access audits	6/yr	0	2	Green	Green
Number of equivalence assessments ongoing	1/Q	2	1	Green	Green

Are we meeting our international obligations?					
Measure	Benchmark	Previous period (Q4)	This period (Q1)	Previous RAG	This RAG

Number of export market access audits facilitated by FSA on Defra request notifications (total)	4	1	2	Green	Green
% notifications to World Trade Organisation within deadlines notifications (validated)	100%	100%	100%	Green	Green
Number of Section 42 advices undergoing request, drafting, or publication	NA	0	0	Green	Green

Are we managing complaints and responding to correspondence within deadlines?					
Measure	2025/26 target	Previous period (Q4)	This period (Q1)	Previous RAG	This RAG
Number of complaints	N/A	45	11	N/A	N/A
Complaints responded to within deadline	100%	89%	82%	Amber	Amber
FOIs responded to within deadline	95%	100%	100%	Green	Green

Health & Safety Executive (HSE)

Reduce work-related ill health, with a specific focus on mental health and stress	
Key Performance Indicator	RAG Status
Deliver HSE's National Health and Work conference to educate and enable employers on preventive action to tackle work-related ill health	Green
Deliver and evaluate targeted interventions in priority areas to assess duty holder compliance with the law, and build awareness of effective control measures to tackle work-related respiratory ill health, lung disease and work-related stress	Green
Build on our successful 'Working Minds' campaign by: • increasing our campaign partners to 30 • increasing by 10% the reach into 'hard to reach' groups in target sectors	Green
Engage with 5 large organisations to build our approach for identifying best practice being taken to manage risk from work-related stress	Green
Develop HSE's guidance to support disabled workers and help workers with long-term health conditions remain in work, measuring its impact to maximise accessibility as part of our response to the HiEB consultation	Green

Increase and maintain trust to ensure people feel safe where they live, where they work and in their environment	
Key Performance Indicator	RAG Status
Deliver the BSR Programme and digital build to quality, time and cost to ensure all key functions are ready for deployment	Green
Finalise the move of DLUHC technical policy to HSE	Green
Publish BSR's Strategic Plan	Green
Deliver 90% of Planning Gateway One submissions to service level agreements	Red
Publish National Register of higher-risk buildings in England	Green

Deliver 95% of planned permissions for biocides and pesticides, authorisation opinions under UK REACH and CLP Opinions/Technical Reports to legislative timescales	Green
Finalise restriction opinions under UK REACH for:	
• tattoo inks and permanent make-up	Green
• lead in ammunition	Red
Deliver Biocides and Pesticides Transformation Programme, including digital build of the required operating services for biocides and pesticides	Red
Deliver a programme of 50,000 domestic gas safety engineer competence checks through our commercial partner	Green

Enable industry to innovate safely to prevent major incidents, supporting the move towards net zero	
Key Performance Indicator	RAG Status
Develop a framework approach for how HSE should deal with new, emerging and growing technologies	Green
Provide expertise and support for the DESNZ Clean Heat Programme, including on the trial's strategy and evaluation	Green
Undertake a review of our regulatory regime to consider how existing health and safety regulations apply to new technology areas, including aspects of hydrogen production and carbon capture	Green
Deliver a programme of inspections to support the development of new, emerging and growing net zero technologies, including anaerobic digestion facilities	Red
Present safety research findings at the International Conference on Hydrogen Safety	Green
5% reduction against our Greening Government Commitments baseline	Green
Develop a sustainable procurement plan	Green

Maintain Great Britain's record as one of the safest countries to work in	
Key Performance Indicator	RAG Status
Take necessary actions required to implement a new risk-based decision model for non-fatal safety RIDDOR	Green
Implement revised concerns handling process using a risk-based decision model	Green
Deliver 14,000 proactive inspections	Green
Deliver enforcement outcomes associated with inspection within expected ranges	Green
Complete 80% of fatal investigations within 12 months of primacy	Green
Complete 90% of non-fatal investigations within 12 months of incident date	Green
Deliver 90% of major hazard interventions within agreed timescales	Green
Achieve 85% investigation of standard concerns within agreed timescales	Red
Deliver Statutory Instruments to preserve, assimilate or reform key parts of the health and safety at work regulatory framework following REUL review	Green

Enabling Activities	
Key Performance Indicator	RAG Status
Agree integrated plan across our operating model and revised regulatory processes	Green
Agree common components programme to include payments and time recording for all digital change projects	Green
Implement service solution to improve radiation protection and compliance	Green
Implement a programme of work to update and improve our portfolio of web content and guidance	Green
Engage 15,000 delegates through training and events	Green
Agree estates strategy to support future ways of working	Green

Further develop medium-term financial plan, including detailed plans to address 5% (£7 million) reduction in core funding	Green
Embed agreed performance framework	Green
Achieve 90% of enabling corporate service performance measures	Green
Agree plan to address Public Bodies Review recommendations	Green

Information Commissioner's Office (ICO)

Key to RAG ratings* Green = at, or above, target; Amber = within 10% of target; Red = more than 10% away from target (*except for measures targeting 'less than 1%') Green = at, or less than, 1%; Amber = between 1% and 2%; Red = greater than 2%

Enduring performance measures

Drawing on our principal objective under the DPA and our obligations with respect to data subjects and controllers, the table below presents a number of enduring performance measures.

Measure	2023/24	2024/25
Data subjects' awareness of all rights	14%	16%
Data subjects' awareness of the ICO and confidence in what we do	22%	26%
Data controllers' awareness of the ICO	59%	63%
Data controllers' agreement the ICO is clear about what the law requires	72%	74%
Data controllers' agreement the work of the ICO reduces compliance costs	31%	34%

Complaints

We receive, assess and respond to complaints from the public about how their personal data is processed by controllers. We also receive service complaints about our handling of this casework.

Measure	Last year Q1 24/25	Previous Q4 24/25	Latest Q1 25/26
We will assess and respond to 80% of data protection complaints within 90 days	49.9% (Red)	19.5% (Red)	26.6% (Red)
We will assess and respond to 90% of data protection complaints within 6 months	99.2% (Green)	97.6% (Green)	83.9% (Amber)
Less than 1% of our data protection complaints caseload will be over 12 months old	0.2% (Green)	0.1% (Green)	0.1% (Green)

The Parliamentary and Health Service Ombudsman (PHSO) does not uphold a complaint about us in 100% of cases	100% (Green)	100% (Green)	100% (Green)
We will investigate and respond to 90% of service complaints within 30 calendar days (combined measure of service complaints across all teams)	88.5% (Amber)	85.5% (Amber)	84.7% (Amber)

Enquiries			
We receive enquiries from the public and from businesses about the processing of personal data, in writing, over the phone and via live chat.			
Measure	Last year Q1 24/25	Previous Q4 24/25	Latest Q1 25/26
We will resolve 80% of written enquiries within 7 calendar days (combined measure of Public and Business Advice enquiries)	91.9% (Green)	88.1% (Green)	87.8% (Green)
We will resolve 99% of written enquiries within 30 calendar days (Combined measure of Public and Business Advice enquiries)	99.1% (Green)	98.9% (Amber)	98.6% (Amber)
We will answer 80% of calls within 60 seconds (Combined public advice and business services calls)	87% (Green)	86% (Green)	85% (Green)
We will answer 80% of live chats within 60 seconds (Combined public advice and business services live chats)	93% (Green)	92% (Green)	92% (Green)

Assurance			
We receive notifications of breaches of personal information. By working with organisations to comply with the law and providing appropriate support when breaches occur, we can help to ensure that organisations get it right in future.			
Measure	Last year Q1 24/25	Previous Q4 24/25	Latest Q1 25/26
90% of our audit recommendations are accepted in full or in part	100% (Green)	98% (Green)	99% (Green)

80% of accepted recommendations, in full or in part, are completed or being actioned	100% (Green)	96% (Green)	100% (Green)
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Personal data breach services			
We receive notifications of breaches of personal information. By working with organisations to comply with the law and providing appropriate support when breaches occur, we can help to ensure that organisations get it right in future.			
Measure	Last year Q1 24/25	Previous Q4 24/25	Latest Q1 25/26
We will refer or close 80% of personal data breach reports within 30 days	84.8% (Green)	75.4% (Amber)	85.2% (Green)
Less than 1% of personal data breach reports will be over 12 months old	0.1% (Green)	25.3% (Red)	31.6% (Red)

Freedom of information			
We review complaints about the handling of FOI and EIR requests by public bodies and make statutory decisions. These decisions can be appealed to a Tribunal.			
Measure	Last year Q1 24/25	Previous Q4 24/25	Latest Q1 25/26
We will reach a decision and respond to 90% of FOI concerns within six months	95.3% (Green)	93.2% (Green)	92.4% (Green)
Less than 1% of our FOI caseload will be over 12 months old	0.1% (Green)	0.3% (Green)	0.2% (Green)
66% of FOI tribunal hearings in our favour	77% (Green)	80% (Green)	68% (Green)

Information Access			
We are subject to the laws we regulate and respond to requests for information held by the ICO.			
Measure	Last year Q1 24/25	Previous Q4 24/25	Latest Q1 25/26
We will respond to 100% of Information Access Requests within statutory deadlines	98.4% (Amber)	98.7% (Amber)	97.9% (Amber)

Corporate health			
We are developing additional 'corporate health' measures to give additional context to our performance as an organisation and our use of resources.			
Measure	Last year Q1 24/25	Previous Q4 24/25	Latest Q1 25/26
Forecast financial year-end outturn is within +/-3% of income	N/A	1.4% (Green)	1.3% (Green)

Medicines and Healthcare products Regulatory Agency (MHRA)

MHRA publishes updated KPIs on its own performance reporting website, sometimes faster than they are updated on this dashboard, so please check the [MHRA website](#) for the latest information.

Clinical Trial Authorisation (CTA) and Clinical Investigation Applications

Key Performance Indicator (KPI)	KPI Performance August 2025	KPI Performance 2025/26 YTD
1. We will assess 95% of all initial Clinical Trial Authorisation (CTA) and Clinical Investigation applications within their category's statutory timeline.	100%	100%

Clinical Trials

Regulatory Service	Target (Days)	Last month average (days)	Notes
Initials	30	28	The MHRA contribute performance data to the UK Clinical Research Delivery Performance Indicators Report
Amendments	35	29	New clinical trials regulations have now been signed into law. The new regulations will take full effect from 28 April 2026, following the 12-month implementation period.

Clinical Investigations		
Regulatory Service	Target (Days)	Last month average (days)
Initials	60	56
Amendments	21	3

Vaccine batches and blood product batches		
Key Performance Indicator (KPI)	KPI Performance August 2025	KPI Performance 2025/26 YTD
2. We will certify 95% of vaccine batches within 43 days and 95% of blood product batches within 15 days of submission.	99%	99%

Regulatory Service	Target (Days)	Last month average (days)	Notes
Batch Certification	-	-	The timescale for batch certification starts once the MHRA has receipt of all components required for the testing, not receipt of the first component.
Amendments	43	3	
Amendments	15	6	

Medicines license applications via the national route		
Key Performance Indicator (KPI)	KPI Performance August 2025	KPI Performance 2025/26 YTD
3. We will determine 95% of medicines licence applications within 210 days via the national route.	100%	100%

Regulatory Service	Target (Days)	Last month average (days)	Notes
Licensing applications: National (Established)	210	188	Find out more about our work to embed improvements in processing medicines licensing applications in standard working practice.
Licensing applications: National (new active substance; NAS)	210	N/A	

Medicine License Applications through the International Recognition Procedure		
Key Performance Indicator (KPI)	KPI Performance August 2025	KPI Performance 2025/26 YTD
4. We will determine 95% of medicines licence applications within 60 days via recognition Route A and within 110 days via Route B through the International Recognition Procedure (IRP).	100%	99%

Regulatory Service	Target (Days)	Last month average (days)
Licensing applications: International Recognition Procedure (IRP)		
Route A	60	43
Route B	110	89

National Variations		
Key Performance Indicator (KPI)	KPI Performance August 2025	KPI Performance 2025/26 YTD
5. We will determine 95% of all national variations within their category's statutory timeline.	96%	97%

Regulatory Service	Target (Days)	Last month average (days)
National Variations		
Type 1b	30	17
Type 2	90	47
Safety Variations		
Type 1b	30	14
Type 2	90	41

Manufacturing and Distribution Authorisations		
Key Performance Indicator (KPI)	KPI Performance August 2025	KPI Performance 2025/26 YTD

6. We will grant, vary or refuse 95% of manufacturing and distribution authorisations within their category's statutory timeline.	96%	98%
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Regulatory Service	Target (Days)	Last month average (days)	Notes
Wholesale Dealer Licenses			Target timescales vary dependant on whether an inspection is required or not.
New Application	90	60	
Variation Inspection	90	52	
Variation: No Inspection	30	15	
Manufacturing Licenses			Target timescales vary dependant on whether an inspection is required or not.
New application	90	35	
Variation Inspection	90	N/A	
Variation: No Inspection	30	14	

Reports of Adverse Incidents		
Key Performance Indicator (KPI)	KPI Performance August 2025	KPI Performance 2025/26 YTD
7. We will process 90% of all UK initial spontaneous Reports of Adverse Incidents related to healthcare products within 24 hours.	95%	96%

Regulatory Service	Target (Days)	Last month average (days)	Notes
Adverse Reaction Reviews (combined medicines and devices)	N/A	N/A	Register for safety alerts from MHRA.

Scientific Advice		
Key Performance Indicator (KPI)	KPI Performance August 2025	KPI Performance 2025/26 YTD
8. (a) We will offer a meeting date for 95% of scientific advice requests within 10 working days of submission.* *In line with MHRA scientific advice guidance, the 10 working day period starts when MHRA has received a complete list of questions.	69%	51%
(b) We will deliver the formal written advice for 95% of requests within 30 working days of the meeting date or, if no meeting is required or requested, within 30 working days of receiving company documentation.	20%	33%
Regulatory Service	Target (Days)	Last month average (days)
Scientific Advice	N/A	N/A
(a) Meeting Date Offered Regulatory Service	Target (Days)	Last month average (days)
Averages over all regulatory services	10	10
Clinical Trials	10	10
New Active Substance	10	4

Population Health	10	15
Biologicals	10	4
PIQs	10	N/A
(b) Written advice delivered Regulatory Service	Target (Days)	Last month average (days)
Averages over all regulatory services	30	42
Clinical Trials	30	46
New Active Substance	30	45
Population Health	30	36
Biologicals	30	28
PIQs	30	N/A

National Institute for Health and Care Excellence (NICE)

Timely and High Quality

- Improvements in medicines and guidelines timeliness continue – with medicines improving by 14%
- HealthTech timeliness KPIs are not currently on track, affected by a high proportion of Late Stage Assessments, which have been delayed to support greater industry engagement
- NICE/MHRA aligned pathway progressing well, with 1st October launch for early adopters of integrated scientific advice and aligned pathway. Legal review found no barriers to NICE publication of draft guidance prior to MHRA approvals

Relevant

- Rules based pathway on track with commercial framework approved and initial topics shortlist developed
- AI statement of intent: Legal review of copyright/IP risks in AI-assisted literature reviews underway; Health Technology Assessment (HTA) lab topic on how Artificial Intelligence (AI) might transform HTA has been scoped and initiated; Real World Evidence (RWE) framework updated to include AI methods under internal review
- Resource availability is a challenge for Whole Lifecycle Approach

Usable and Impactful

- Procurement process for knowledge platform on track
- User journey mapping and interviews commenced to develop support tools for asthma, endometriosis and fibroids

For comprehensive information on NICE's performance, please refer to NICE's latest [Integrated Performance Report](#).

Timely and High Quality						
KPI Grouping	Key Performance Indicator (KPI)	2025/26 YTD	2025/26 target	2024/25 outturn	Change since 2024/25	RAG
Timeliness of Medicines Evaluation Guidance	Proportion of final guidance published within 12 months of Marketing Authorisation	76%	50%	57%	+19 pp	
	Proportion of final guidance started since April 2025 published within 240 working days of Invitation to Participate (ITP)	N/A ³	60%	44%	N/A	
	Mean time between marketing authorisation and NICE recommendation (all appraisals)	287	N/A	335	-14%	
	Median time between marketing authorisation and NICE recommendation (all appraisals)	231	N/A	332	-30%	
	Mean time between marketing authorisation and NICE recommendation (optimal appraisals ⁴)	64	90	48	+33%	

³ This indicator applies to topics that have had an Invitation to Participate (ITP) issued since 1st April 2025. ITPs within 2025/26 are all forecast to be published within 240 days. This is likely to require review once the first topic hits the first committee meeting milestone but is still forecast to exceed the annual target of 60%

⁴ We categorise medicines as either optimal or divergent based on whether it is possible to publish final guidance within 90 days of MA

	Median time between marketing authorisation and NICE recommendation (optimal appraisals)	63	90	44	+43%	
Quality of Medicines Evaluation Guidance	Confidentiality breaches (medicines)	8 ⁵	Tolerance of 12	16	+50% per month	
Timeliness of Guidelines	Average (mean) time for development of new guidelines or large guideline updates for topics starting in 25/26	N/A ⁶	18 months	34 months	N/A	
	Proportion of medium guideline topics published within 13 months of development starting from April 2025	N/A ⁷	50%	0% (17.5 months mean)	N/A	
	Proportion of small guideline updates published within 7 months of development starting for new topics from April 2025	100%	50%	0% (10 months mean)	+100 pp	
Quality of Guidelines	Proportion of guidelines, quality standards or indicators with errors / learning opportunities (at product level) published in 2025-26	0%	0%	0%	No change	

⁵ 7 breaches reported in Q1, but only 1 so far in Q2, with none reported in August—indicating a positive downward trend

⁶ Development has started on one large guideline. Currently on track to publish within 18 months.

⁷ No medium guidelines published to date this year

Timeliness of Quality Standards	Proportion of Quality Standards (new, updates and alignments) published at the same time as the associated guideline	100%	80%	60%	+40 pp	
Timeliness of Health Technology Evaluations (HTEs)	Proportion of HTEs moving from starting to finishing guidance within 9 months	17% ⁸	35%	0%	+17 pp	
Quality of HTEs	Confidentiality breaches (HealthTech)	1	Tolerance of 6	6	-50% per month	

Relevant						
KPI Grouping	Key Performance Indicator (KPI)	2025/26 YTD	2025/26 target	2024/25 outturn	Change since 2024/25	RAG
Relevance of NICE Guidance	Number of Technology Appraisals considered for incorporation into guidelines since start of 24/25	270	383	183	+87	
	Proportion of positive decisions made by the Prioritisation Board that align to key NHS and	100%	90%	74%	+26pp	

⁸ 3 out of 18 topics. This KPI has been affected by a high proportion of Late Stage Assessments (8/18=44%), many of which have been delayed to support greater industry engagement. It has also been affected by 4 resolution requests which added an average of 313 days to timelines.

	social care priorities, including those described in our annual Forward View					
	Proportion of Prioritisation Board clarifications resolved at stage 1 (excluding Highly Specialised Technology, HST)	100% ⁹	80%	50%	+50pp	
Increased focus on HealthTech	Number of Technology Appraisals launched for HealthTech	0	2	N/A	N/A	

Usable and Impactful						
KPI Grouping	Key Performance Indicator (KPI)	2025/26 YTD	2025/26 target	2024/25 outturn	Change since 2024/25	RAG
Usable: User Satisfaction	Proportion of our primary users who report that NICE guidance is usable	N/A ¹⁰	80%	78%	N/A	
	Maintain number of user visits to core guidance products (on NICE website, 12 month rolling average)	1.56 million	1.56 million	1.56 million	No change	

⁹ One non-HST clarification request received in June. None received in July.

¹⁰ Data for this key performance Indicator is reported annually and is due in December 2025

Usable: Number of User Visits ¹¹	Maintain number of user visits to supporting tools and resources (on NICE website, 12 month rolling average)	9,900	10,000	10,000	-1%	
Improved Uptake of NICE Guidance ¹²	Proportion of innovation scorecard medicines showing improved use	N/A	70%	73%	N/A	
	Proportion of agreed quality standard measures in priority areas showing improved uptake	N/A	75%	N/A	N/A	

Natural England (NE)

For the most direct measure of Natural England's regulatory performance in the dashboard see key performance indicator F.

Key performance indicator A	RAG Status
We restore and enhance the health of our ecosystems and the natural beauty of our landscapes by increasing the area and improving the character, quality, resilience and connectivity of wildlife-rich places.	

¹¹ New KPIs. Rolling 12month average allows for random variation in users accessing NICE guidance products and resources through the NICE website. 'Maintain' target proposed as aiming for stability in website users in 25/26, given increasingly users access NICE content directly through AI Search (outside of the website)

¹² Measures about the overall uptake of NICE guidance for medicines and priority quality standards are updated every six months. Medicines in the innovation scorecard portfolio change bi-annually. Updates for both indicators are due in October 25

1. Area of Protected Land and Sea	
The area of land and sea that is protected will increase by 12,100 hectares by 31 March 2024.	Red
Following the exceptional year in 2022/23 where we secured 12,100 hectares, an additional 791 hectares were secured in 2023-24. These represent declaration of NNRs not underpinned by SSSIs, launched as part of the King's series. Early in 2023/24, we took the decision to prioritise maintaining momentum on achieving favourable condition, SSSI casework and monitoring, rather than replicate the unprecedented gains of the previous year, hence the shortfall in the gain figures.	
2. Actions Underway on Site of Special Scientific Interest Features	
15 per cent of SSSI features will have actions underway and on track to achieve favourable condition.	Green
In 2023-24 16.3 per cent of SSSI features had actions underway. The decision to focus our efforts on securing favourable condition on existing SSSIs rather than designating new ones has contributed to this progress. We have used a variety of tools to achieve these gains including funding and incentives, advocacy and partnership, and regulatory processes.	
3. Marine Protected Area Features in Favourable Condition	
44 per cent of designated features in Marine Protected Areas (MPAs) to be in favourable condition.	Amber-Red
A vulnerability assessment carried out in March 2023 indicated that at least 44 per cent of inshore designated features are likely to be in a favourable condition, although our confidence in this figure is low due to a lack of evidence from completed condition assessments. We completed and published 55 out of 75 condition assessments scheduled for this financial year. A large programme of condition assessment is now needed by the 2027 interim EIP23 target date, to build on the 11 per cent of all 1,042 designated features that has been condition assessed since April 2017.	
4. Carbon Secured through Nature for Climate Peatland Grant Scheme	
2.15 Mega tonnes of carbon secured through 20,500 hectares peat restoration under Nature for Climate Peatland Grant Scheme (NCPGS).	Green

We have exceeded our annual target on carbon secured, with restoration equating to an estimated carbon abatement of 2.4 mega tonnes CO₂e* by 2050. 18,400 hectares of land have been brought under restoration which, although a smaller area than planned, comprised more heavily degraded and lowland peatland than anticipated. *CO₂e is Carbon Dioxide Equivalent. Greenhouse gases other than carbon dioxide can be converted to an equivalent amount of CO₂, based on their relative contribution to global warming.	
5: Protected Landscapes Outcomes Framework Embed national government	
Environmental Improvement Plan targets and ambitions into individual National Park and Area of Outstanding Natural Beauty (AONB) Statutory Management Plans (AONBs were renamed National Landscapes in November 2023).	Amber-Green
Complete Protected Landscapes Outcomes Framework by end of March 2024. We have worked closely with Defra and Protected Landscape partners to publish the Protected Landscapes Outcomes Framework, which will drive nature recovery across an area equivalent to a quarter of England. We have collated the necessary baseline data to underpin the Framework and now move into the implementation stage, working closely with our partners to embed the targets into Management Plans.	
6. Monitor Landscape/Waterscape Changes National Character	
Area-based landscape database and change atlas to monitor landscape change and deliver commitment to start ongoing reporting against EIP23 Indicator G1 (changes in landscape and seascape character) by end of March 2024.	Green
We have completed analysis and reporting for the Defra Environmental Improvement Plan Outcome Indicator G1: 'Changes to landscape and waterscape character'. This includes the headline results for landscape change between 2015 and 2019 supported by a landscape change database with reports and tools for people to access detailed information online.	

Key performance indicator B	RAG Status
We increase the abundance of species that are indicative of the wider health of the natural environment and reduce the number under threat of extinction.	
7. Species Recovery and Reintroductions	
400 rare and threatened species benefiting from Natural England's species & nature recovery projects (including conservation translocations).	Green
451 species have benefitted from projects delivered with our partners and funded through Natural England's Species Recovery Programme. We are implementing a new reporting framework and external evaluation contract to further demonstrate how the projects we fund each year are improving target species' prospects of recovery.	
8. Licences Benefiting Species Conservation	
Increase the proportion (percentage) of licences issued that benefit species conservation by five per cent (from the current 55 per cent to 60 per cent by March 2024).	Amber-Red
This year 53.8 per cent of licences issued had a direct benefit to species conservation. We took the decision in-year to prioritise meeting our customer service standards to address the backlog of overdue cases, which included a significant number of licences not directly benefitting species conservation.	

Key performance indicator C	RAG Status
We increase the number and representation of people engaged with nature and nature recovery in a way that supports socio-economic and health benefits for local communities.	
9. People's Access to Green and Blue Space	
Maintain the proportion of people with access to green and blue space within 15 minutes from home to present level of 62 per cent.	Green

62 per cent of people continue to have access to green and blue space within 15 minutes from home. Natural England is the main delivery partner for the 15-minute commitment and provides advice and evidence on the quantity and quality of green infrastructure to inform the commitment.	
10. Embedding Green Infrastructure Framework	
20 new Local Authorities to have embedded the Green Infrastructure Framework in their policies.	Green
Through a national contract Natural England has provided Green Infrastructure Framework training to 27 Local Authorities, and further bespoke advice to 10 of this group. This work is important because high quality green infrastructure can deliver nature recovery and access to nature in urban areas and areas of high deprivation.	
11. People Visiting a Green and Natural Space	
Maintain proportion of adults in England visiting a green and natural space in the last 14 days at 63 per cent (as measured against People and Nature survey 63 per cent 2021-22 baseline).	Green
During the last year, 66 per cent of the population of England reported visiting nature in the previous 14 days. However, more work needs to be done to evenly distribute visits across the population, as currently disadvantaged groups are less likely to visit nature.	
12. Natural England Projects Connecting People with Nature	
Delivery of 30 Natural England activities/projects designed to connect people with nature. Includes embedded recording of the number and representation of people connecting with nature.	Green
We delivered 42 activities/projects designed to connect people with nature, with embedded recording of the number and representation of people. The data collected has provided insight around who we are and are not reaching.	

Key performance indicator D	RAG Status
We work with a wider range of local partners and diverse communities to create wildlife-rich, accessible, characterful places for people to live and work underpinning economic sustainability.	

13. Local Nature Recovery Strategies	
All 48 Local Nature Recovery Strategies (LNRS) are on track as defined by Defra and captured on the associated progress tracker.	Amber-Red
LNRS are designed to agree an area's priorities for nature, map its existing high-value nature areas and those areas that could become more important, and establish proposals for nature recovery in that area. These strategies are progressing well although progress monitoring indicates that publication is likely to be after the March 2025 final deadline. We will support the development of LNRS so that if not actually published, all 48 will be ready to publish.	
14. Strategic Plans for Places	
All Area Teams working with partners to influence a range of relevant strategic plan policies, initiatives and investment to better deliver Local Nature Recovery Strategy priorities.	Amber-Green
This year we have collated best practice and developed a joint understanding of how to deliver LNRS priorities in a place with partners. This sets us up well to collectively develop positive integrated outcomes for nature with a focus on the places where we can make the greatest impact.	
15. Delivering Nature Recovery in Places	
Initiate at least 30 medium-scale projects (over 500 hectares) and large-scale projects (over 5,000 hectares), delivering wildlife-rich habitat and landscapes in a place.	Amber-Red
28 Natural England led Landscape Recovery Projects (LRPs) have been enrolled in development to prepare for 20-year implementation agreements and 12 Nature Recovery Projects (NRPs) continue to progress with strategic planning underway on over 100 sub-projects funded in 2023/24. Together these 40 projects cover 535,000 hectares. However, progress slowed following budget, and recruitment controls this year, and our performance assessment reflects this wider context. These factors will need to be addressed to meet future delivery ambitions which will include Round 3 of Landscape Recovery (LR) and the next 13 NRPs. In 2025 we expect the first LR projects and NRPs to start implementation and deliver nature recovery action.	

16. Investment in Nature Recovery Network Projects	
Development of mechanisms to support the increase of private/public Investment/funding into Nature Recovery Network (NRN) projects.	Amber-Green
Enabling private sector funding and finance is critical to deliver nature recovery. In an evolving green finance landscape considerable progress has been made during 2023-24. Natural England has a lead role in the implementation of two nature markets: Biodiversity Net Gain and Nutrient Neutrality and is supporting a Defra-led pilot: Projects for Nature. This is a public-private partnership with Environment Agency, Council for Sustainable Business, Accenture and Crowdfunder which will generate private funding for nature projects.	
17. Diffuse Water Pollution and Nutrient Mitigation	
a) Six Diffuse Water Pollution Plans completed with interventions agreed.	Amber-Green
b) Effective implementation of the Nutrient Mitigation Scheme including sales of credits to enable at least 6,500 new homes to be built.	
Natural England, working with the Environment Agency, has identified and agreed actions in 4 Diffuse Water Pollution Plans and 11 individual site reports, for specific protected sites impacted by nutrient pollution to support restoration to favourable condition. Through the Nutrient Mitigation Scheme, credits to enable around 7,000 new homes are in the pipeline. Additional sites are being developed, increasing the homes enabled in 2024-25 and beyond.	

Key performance indicator E	RAG Status
We are an evidence-led organisation, using evidence to inform our advice and leadership to drive positive changes in the natural environment	
18. Surveying Site of Special Scientific Interest Features 22 per cent of Sites of Special Scientific Interest (SSSIs) have an up-to-date condition assessment by 31 March 2024.	

Condition assessments are used to help Natural England understand whether a SSSI feature is in a good state, contributing to nature's recovery and whether management to maintain or improve that feature is working. The original target published in our 2023- 24 Action Plan was to survey 850 SSSI features, and we amended this in-year to align the target with the Environmental Improvement Plan. 25.3 per cent of features now have an up-to-date condition assessment.	Green
19. Surveying Monads for the Natural Capital and Ecosystem Assessment Programme	
250 monads surveyed for the Natural Capital and Ecosystem Assessment programme by 31 March 2024 (a monad is 1 OS km grid square).	Amber-Green
This target was reduced from the original 400 monads outlined in our 2023-24 Action Plan to 250 to reflect the delivery capacity of external contractors. 224 monads have been surveyed for soil, vegetation and landscape, with a further 38 having vegetation and landscape surveys without the soil component.	
20. Improving Data Management Good Practice Improvements to organisational data good practice with regards to the use, advocacy, production and management of data.	
We have made progress in our overall strategy and approach to how data is used, managed and processed and we are participating in the Defra Digital and Data Transformation strategy. Improvements to our overall strategy will mean that we can reprioritise activity around our data.	Green

Key performance indicator F	RAG Status
25. Customer Service Standards	
85 per cent of statutory casework delivered within published timescales.	Amber-Green
We delivered 84.7 per cent of casework responses within published timescales across the 3 main work areas (licensing, planning and protected sites) despite demand levels increasing this year. We are working hard on reforms to improve our response times.	

Office of Communications (Ofcom)

Ofcom reports on its performance in its Annual Report and Accounts. The Annual Report and Accounts includes reporting performance against the following KPIs, which are also published [on Ofcom's website](#). The below KPIs have been determined by DBT as performance indicators for service delivery and therefore supporting growth.

Sustainability			
Key Performance Indicators	Target	2024/25	2023/24
Mitigating climate change: working towards net zero by 2050			
Overall emission reduction	58%	34%	33%
Direct emission reduction (scope 1 only)	33%	68%	63%
Car and van fleet zero emissions at the tailpipe	25% by 31 December 2022	7%	7%
	100% by 31 December 2027	7%	7%

Domestic business flights emissions	30%	11%	0.30%
International business flights distance		2,118,110 km	1,758,892 km
Waste minimising and promoting resource efficiency			
Overall waste generated reduction	15%	31%	22%
Waste going to landfill reduction	5%	100%	100%
Proportion of waste recycled	70%	57%	39%
Remove consumer single use plastic (CSUP)	100%	100%	100%
Food waste measurement		124 tonnes	143 tonnes
Paper use reduction	50%	98%	95%
Reducing water use			
Water consumption reduction	8%	37%	-1%
Water consumption measurement		5,890 m3	9,469 m3

Broadcasting Complaints, Cases and Sanctions

Key Performance Indicators	Target	2024/25	2023/24
Initial assessment of complaints	15 days	5.9 days	8 days
Complete cases taken forward for investigation	50 days	71.6 days	95.3 days
Assessment of Fairness and Privacy complaints	25 days	20.6 days	17.2 days
Adjudication of Fairness and Privacy complaints	90 days	82.8 days	90.7 days
Initial assessment of BBC online material complaints	15 days	11.7 days	18.1 days

Spectrum Assurance and Compliance				
Key Performance Indicator	Case Priority	Target	2024/25	2023/24
Time to First Visit: The time taken from reporting a complaint of interference to the time our engineer arrives on site to diagnose the problem (for those cases where a field visit is required).	1	8 hours	100%	100%
	2	18 hours	100%	63%
	3	2 working days	100%	99%
	4	5 working days	100%	99%
	5	15 working days	100%	99%
	6	No target		
Resolution: The time taken from reporting a complaint of	1	2 calendar days	100%	100%
	2	5 working days	100%	100%

interference to the time the customer is advised that the case is resolved.	3	6 working days	98%	99%
	4	20 working days	97%	97%
	5	40 working days	99%	99%
	6	60 working days	100%	99%

Spectrum Licensing
Progress against the Targets for Spectrum licence types Category A - involve no frequency assignment, site clearance or international co-ordination Category B - involve frequency assignment, but no site clearance or international co-ordination Category C - require frequency assignment, and site clearance and/or international co-ordination

Key Performance Indicators	Target	2024/25	2023/24
Category A licences	90% in 7 days	99%	97%
Category A (Amateur & Ships)	90% in 10 days	100%	95%
Avg. KPI for all Category A		100%	96%
Category B licences	100% in 42 days	92%	91%
Category C licences	90% in 42 days	97%	97%
	100% in 60 days	99%	100%

Office of Rail and Road (ORR)

ORR is the independent economic and safety regulator for Britain's railways and it monitors National Highway's performance on the strategic road network. ORR's service standards demonstrate its commitment to delivering timely, transparent, and accountable regulation across key areas including safety, operations, consumer rights, and market oversight. By setting clear expectations for response times and decision-making, ORR ensures that the industry bodies it regulates and the public receive a consistent and reliable service. These standards also support ORR's role in promoting safe and efficient transport systems, protecting consumer interests, and fostering fair competition.

Service Standards from 2025 to 2026		
Provision	Standard	Percentage achieved
Issue new or revised train driver licences	100% of applications decided within 1 month of receipt of all necessary documentation	100%
ROGS safety certificates and authorisations (Railway and Other Guided Transport Systems Regulations)	100% decided within 4 months of receiving completed application	100%
ROGS safety certificates and authorisations (Railway and Other Guided Transport Systems Regulations)	100% of authorisations to be published (including exemptions) against a target of five working days 100% of expired authorisations (including exemptions) to be removed from the website against a target of five working days *This standard was added on 1 October*	100%

Report to the Rail Accident Investigations Branch (RAIB) on the progress of its recommendations	100% response to RAIB recommendations within 1 year of associated RAIB report being published	100%
Efficient processing of technical authorisations	100% of responses within 28 days of receiving complete submission	100%
Approve the Accessible Travel Policy of a new licence holder	100% approved within 4 weeks of receipt of all relevant information *This standard was revised on 1 October reducing the processing time from 6 to 4 weeks*	100%
Track, station and depot access applications	100% decided within 6 weeks of receipt of all relevant information	100%
Track, station and depot access appeals	100% of access appeals will be decided within six weeks of receipt of all relevant information *This standard was added on 1 October*	100%
Operator licence and licence exemption applications	100% decided within 2 months of receipt of all relevant information	100%
Competition complaints	100% of competition complaints will receive an initial response within ten working days This response may include acknowledgement, referral to our guidance, and/or an outline of next steps, depending on the nature of the complaint *This standard was added on 1 October*	100%
Freedom of Information requests	100% of requests for information responded to within 20 working days of receipt ¹³	100%

¹³ This includes ORR responding to the requestor to indicate a time extension beyond 20 days will be necessary, for example to consider the application of a public interest test

General enquiries and complaints, including adjustment to account for cases investigated	95% of enquiries and complaints responded to within 20 working days of receipt	98%
Prompt payment of suppliers' invoices to ORR	90% paid within 5 days of valid invoice	90%
	100% paid within 30 days of valid invoice	100%
Publication of the four accredited official statistics quarterly/biannual statistical releases	100% published within 4 months of quarter or half-year end	100%
Market studies	100% of interim market study reports published within 6 months of launch of market study	100%
	100% of final market studies reports published within 12 months of launch of market study	100%
Proactive, preventative regulatory interventions	50% of ORR inspector time spent on proactive, preventative regulatory interventions	52%

Office of Gas and Electricity Markets (Ofgem)

Ofgem publishes its performance against the statutory targets set for processing license applications. Further detail on the targets themselves can be found in their [Licensing Guidance](#). Ofgem additionally publish performance against the metrics set for the delivery of various environmental and social schemes in the Annual Report and on the [website](#). Beyond this, Ofgem also publish data on a range of sector indicators on the [Data Portal](#). Ofgem have committed to update their KPIs in due course.

Industry Regulatory and Stakeholder Processes			
Metrics (KPIs)	Details of what is being measured	Annual targets for 2024-25	Actual
Offshore transmission processing	Licence granted from commencement of Section 8A consultations	N/A	47 days
Offshore transmission processing	Preferred Bidder selection of the 'Invitation to Tender' submission (excluding 'Best' and 'Final' Offers)	N/A	103 days
Licence applications	Decisions on licence applications made within the specific time period	100%	100%
Customer contacts	Time taken for first response to customer contacts	80% within 10 working days	99.46%
Whistle blowers	Time taken for first response to whistleblowers (External)	100% - 1 working day to receive initial engagement	100%

Environmental and Social Scheme KPIs			
Scheme	Responding to enquiries within 10 working days (target = 80%)	Maintaining system availability during business hours (target = 99%)	Making payments within agreed number of working days (target = 90% for NDRHI/95% for other schemes)
Domestic Renewable Heat Incentive (DRHI)	Yes	Below Target in November 2024 (98.15%)	Yes

Non-domestic Renewable Heat Incentive (NDRHI)	Yes	Below Target in May 2024 (98.94%), November 2024 (98.15%) & December 2024 (80.56%)	Yes
Renewable Obligation (RO)	Yes	Below Target in November 2024 (98.15%)	Below Target in July 2024 (89.2%)
Feed in Tariffs (FIT)	Yes	Below Target in June 2024 (97.78%) & November 2024 (98.15%)	Yes
Energy Company Obligation (ECO)	Yes	Below Target in June 2024 (97.78%) & November 2024 (98.15%)	-
Great British Insulation Scheme (GBIS)	Yes	Below Target in November 2024 (94.71%)	-
Warm Home Discount (WHD)	Yes	-	-
Boiler Upgrade Scheme (BUS)	Yes	Below Target in November 2024 (98.15%)	Yes
Green Gas Support Scheme	Yes	Below Target in November 2024 (98.15%)	Yes

Water Services Regulation Authority (Ofwat)

The data below is published in Ofwat's 2023-24 Annual Report and Accounts (ARA). Ofwat's performance report summarises the outcomes Ofwat aims for, the progress they have made, and the water sector's performance in delivering for customers and the environment. The data below is included in ARA Appendix A2, which provides Ofwat's performance against stated levels of service. Ofwat have created and published more wide-ranging KPIs for 2025-26.

Key Performance indicators

Metric	Details of what is being measured	Total Number	Target	2023-24 Actual
Information Requests				
FOI/EIR requests	Enquiries responded to within the 20-day deadline	188	100%	91%
Subject Access Requests	Enquires responded to within the deadline	1	100%	100%
General enquiries				
General enquiries	Enquires responded to within ten working days of receipt	791	95%	97%
Disputes and complaints about water and wastewater services				
General complaints - Ofwat has no legal role ¹⁴	Complaints where Ofwat has no legal role, responded to within ten working days or receipt	1,270	95%	97%

¹⁴ When Ofwat receive a customer complaint, they consider if it falls within the scope of their legal powers. Many of the customer complaints they receive are not issues they have legal powers to address, but rather matters on which CCW can provide assistance, including by trying to mediate a resolution for the customer

Complex complaints - Ofwat has no role	Complaints acknowledged within ten working days or receipt	44	95%	100%
	Complaints responded to within 20 working days of receipt	38	95%	79% ¹⁵
Complaints - Ofwat may/does have a role - Preliminary Assessment ¹⁶	Complaints acknowledged within ten working days of receipt	23	95%	100%
	Complaints responded to within 20/40 working days of receipt	14	95%	64%
Internal Reviews	Reviews conducted within the 40 working day deadline	2	100%	100%
Investigations we carry out				

¹⁵ Some complex complaint issues can take longer to respond to because they require Ofwat to gather more information from the customer and water company concerned and to seek advice from internal or external subject matter experts to inform their decision. Ofwat have completed lessons learnt exercises on complaints where they have not met their target levels of service to understand which areas of their process have taken longer to complete and contributed to missing our service levels. The progress on Ofwat's complex complaints and preliminary assessments has been affected by the increase in customer dispute cases in 2023-24, as they rely on the same staffing resource to handle this contact and progress has also been affected by the increase in the complexity of complaints. Ofwat are continuing to make improvements in handling of complex contacts, and are focusing on improving their response times in 2024-25.

¹⁶ Ofwat have a legal duty to investigate some types of disputes a customer may have with their water company. For other types, legislation provides Ofwat with discretion as to whether it is appropriate for them to investigate.

Customer disputes cases ¹⁷	Formal cases closed within our target service standard timeframes (including those cases closed prior to final decision/determination due to informal resolution or withdrawal of the dispute by the customer).	5	100%	60% ¹⁸
Licensing				
NAV Applications ¹⁹	NAV applications for which we completed our initial checks within five working days of receipt	446	100%	85% ²⁰
	NAV application decisions made within 85 working days of receipt	390	100%	97%
WSSL Applications	WSSL applications (including self-supply) for which we completed our initial checks within five working days of receipt	4	100%	75%

¹⁷ Further information on what Ofwat can investigate, and target timescales, can be found on Ofwat's website - <https://www.ofwat.gov.uk/regulated-companies/investigations/how-we-investigate/> <https://www.ofwat.gov.uk/wp-content/uploads/2016/09/Our-timeframes-for-handling-cases.pdf>

¹⁸ In 2023-24, there was a significant increase in the number of customer dispute cases Ofwat opened, after a number of years of very low numbers of such cases. These cases are/have been on varying subject matters, some of which Ofwat have considered for the first time, and others relate to topics that have not been raised with Ofwat for some years. Therefore, Ofwat have had to carefully consider the applicability of their jurisdiction in the circumstances of the case, and their caseworkers have often been handling these issues for the first time. These factors have contributed to Ofwat taking longer than anticipated to resolve these cases. Ofwat have taken lessons learnt from the cases resolved and are embedding these as improvements in the handling of their ongoing/future cases.

¹⁹ Further information on new appointments and variations can be found on Ofwat's website - <https://www.ofwat.gov.uk/regulated-companies/markets/nav-market/getting-a-new-appointment/>

²⁰ Ofwat's performance has been impacted by the increase in complex complaints and customer dispute cases, as it is the same staffing resource that handles this work. Ofwat have identified steps to improve our performance in this area for 2024-25.

WSSL Applications ²¹	WSSL application decisions made within 45/60 working days of receipt	N/A	100%	N/A
	Number of WSSL revocations completed ²²	3	N/A	N/A

²¹ Further information on water supply and sewerage licences and Ofwat's processing timescales can be found on their website - <https://www.ofwat.gov.uk/regulated-companies/markets/business-retail-market/water-supply-sewerage-licences/>

²² Ofwat revoked two WSSL licences in 2022-23, both at the request of the licensees. Details of the revoked licences are set out at [https://www.ofwat.gov.uk/regulated-companies/markets/business-retail\[1\]market/water-supply-sewerage-licences/licence](https://www.ofwat.gov.uk/regulated-companies/markets/business-retail[1]market/water-supply-sewerage-licences/licence)

The Pensions Regulator (TPR)

The data below are the KPIs and results from last financial year (2024-2025) as published in TPR's annual report and accounts (July 2025) so it is a retrospective on last year's performance not a set of measures we are reporting on this current year. The KPIs that TPR are measuring this year are set out in the [corporate plan](#).

Priority outcome 1: All DC savers receive value for money	
Continue to ensure high levels of compliance in AE	RAG Status
Compliance with AE duties: percentage of employers ultimately compliant with their AE/re-enrolment duties remains above target at 97.1%. The target is 90% of employers having arrangements with a qualifying scheme. Performance against this indicator has continued to strengthen over the last two years, the result of continuous optimisation of communications activity that better enables employers to meet their duties. Maintaining contributions: percentage of employers making timely and accurate pensions contributions remains above existing target at 97.02%. The target is 94% of employers making contributions before they become late by three months or more. This KPI has been relatively static over the last two years, although employers have continued to face economic headwinds.	Green
Develop the value for money framework with the DWP and the FCA	
We have made significant progress in developing the VFM framework through our collaborative efforts with both the DWP and FCA as well as engaging and working closely with industry, in particular working with the FCA to refine the detailed VFM proposals based on consultation feedback. We are also carrying out work to build a future proofed solution for reporting requirements and data collection. We are also working with the DWP on the legislative framework within the Pensions Bill.	Green

Collaborate with government and industry on decumulation products and pathways	
We have made substantial progress, working closely with the DWP, on legislative provisions within the Pensions Bill that would introduce a meaningful duty for trustees to support savers through their retirement journey. Through extensive industry engagement, we have considered the scope and practical implementation of the new duties and we continue to work with the DWP to balance the need for both default solutions and enhanced saver engagement mechanisms Our work has focused on working with stakeholders to ensure future regulatory reform supports innovative decumulation pathways, while maintaining appropriate safeguards for savers. We have also engaged with industry on existing practices and understanding how the market is developing solutions for savers.	Green
Deliver a regulatory framework for CDC models (multi-employer, decumulation only)	
We have successfully advanced the regulatory framework for collective defined contribution (CDC) models, providing comprehensive support to the DWP throughout its consultation on phase 2 regulations aimed at expanding CDC provision across commercial and unconnected employers' markets. Our collaborative work involved considering consultation responses and delivering detailed feedback on the DWP's subsequent legal instructions for regulatory amendments. We have continued to consider the areas of our current code of practice that will need to be extended and amended to take account of the new regulations. This will be published for consultation following the introduction of the new regime into legislation. This preparatory work has positioned us to effectively implement the expanded CDC framework, ensuring appropriate safeguards while enabling innovative multi-employer pension arrangements that can deliver more predictable outcomes for savers.	Green
Focus on scheme compliance with the VFM assessment	

We have handled over 200 cases in relation to VFM. We've issued 27 penalties, with some under appeal. We have also issued one improvement notice. We have generally found the schemes want to be compliant, they just might not be aware of the requirements (we're factoring this into our current work on how we can better support compliance). The appeals have largely been focused on the amount of the penalty, so this is something we're considering. VFM remains a core priority for us and we will continue this engagement on an ongoing basis to ensure that savers get the best value from their schemes.	Green
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Priority Outcome 2: All DB schemes secure their future	
Implement the new DB funding regime (also including Submit a Scheme Valuation)	RAG Status
The new DB funding code of practice replaced the existing code for scheme valuations with effective dates on or after 22 September 2024. On 23 September 2024 we issued documents and guidance to help trustees meet their obligations under the code, including statement of strategy, illustrative templates and a list of the data and information to complete these. We also published a summary of the key themes from the statement of strategy consultation, and the changes made to the templates because of this feedback. The Submit a Scheme Valuation service was launched for digital valuation submissions in May 2025. This is in line with our public commitment to do so in spring 2025. We are actively communicating with the market about the new code and service, and targeted engagement with industry users continues to yield positive feedback.	Green
Work with the DWP on potential legislation for superfunds and assess alternative models as they emerge	
Progress remains strong, with active collaboration on emerging models, ensuring alignment with superfund legislation and interim guidance. We remain committed to creating a balanced regulatory environment that protects savers while fostering innovation in pension delivery models, with guidance published for trustees on new options and models for DB schemes.	Green

TPR leads the multi-agency Pension Scams Action Group	
TPR has referred one of our criminal cases to the National Economic Crime Centre (NECC) for consideration to take on the case. Through our ongoing leadership of the Pension Scams Action Group (PSAG), we have strengthened collaboration with partners across law enforcement, government and the pensions industry to deliver impactful public awareness campaigns that prevent savers from falling victim to scams while proactively disrupting potential fraud before it occurs. Our new tool detects scams websites and has enabled a review of 830 websites and a removal of 29 high-risk sites with 94 referrals to partner agencies. We have further developed the national intelligence picture for pension fraud by embedding TPR intelligence experts within the City of London Police (CoLP) and the NECC. EastEnders included a pension scam storyline, which raised awareness to millions of viewers alongside partnering with Citizens Advice on a scams prevention campaign reaching 1.4 million consumers.	Green

Priority outcome 3: Schemes are well-run and well-governed with high-quality data powering information decision-making	
Obtaining new powers for TPR around information gathering, rulemaking, administration standards and professional trustees	RAG Status
Our delivery is on track regarding the government's future consultation on trusteeship and the broader regulatory framework. We have made strong progress in obtaining the DWP's support to update TPR powers in this area with a commitment to consulting on these issues with the summer and a bid being made for a Pension Reform bill in the next parliamentary session. The rating is amber to reflect the need to optimise use of our existing information-gathering powers alongside emerging legislative proposals, both of which will inform any discussion around new powers.	Amber
Embed multidisciplinary teams approach to regulating, building on our work with master trusts	

We continue our transformation to multi-disciplinary working, building on the proven effectiveness demonstrated in our master trust pilot work. By integrating expertise from different disciplines across our organisation, we have enhanced our ability to identify and respond to complex pension risks with greater agility and effectiveness. Newly-recruited segment leads are developing tailored strategies for each segment of the DC sector. Our approach is heavily impacted by policy change, as work around the Pensions Bill is underway.	Green
Address market issues of administration	
We engaged with 12 administrators of varying sizes and service offerings to understand four key areas in more detail, ie financial sustainability, risk management, technology and innovation and cyber resilience. Our analysis of the data will give us insights to understand the market, identify emerging risks and opportunities and develop a strategy to effectively address them in the interests of savers. This KPI has been rated amber because we have undertaken a discovery phase, from which analysis of the evidence is underway – but not complete at the time of reporting. This phase of work will establish what the risks are that we will seek to target, with resulting risk framework.	Amber
Continue the delivery of the Pensions Dashboards Programme	
This year, we continued to support schemes in preparing for their dashboards duties through an extensive programme of communications and engagement. We are writing to all schemes in scope of dashboards at several points ahead of connection, setting out clear actions to take. We delivered targeted campaigns and this year we launched a series of short films to highlight the difference pensions dashboards will make to savers and encourage schemes to get dashboard ready. We also engaged extensively with the largest schemes and those supporting schemes – administrators, software providers, legal firms and professional trustee firms. In total we spoke to schemes or firms covering 95% of memberships in scope for dashboards. Our engagement and research show that 8 in 10 schemes are on track to connect to pensions dashboards in line with the guidance set out by the DWP. We continued to support the Money and Pensions Service (MaPS) as it tests connections with the dashboards digital architecture, and consulted on the user testing plans for the Money Helper Dashboard.	Green

Investigate data quality issues	
In October 2024 we launched a regulatory initiative looking at schemes' controls around measuring and improving data. We have written to over 700 schemes setting out actions to take, and issued over 100 voluntary requests for information. We will complete and report on this initiative in 2025-26. Our research on dashboards show that while good progress is being made on the data which will be used to match savers to their records when using dashboards, one in four schemes still hold some form of non-digital dashboard data, and many schemes still hold value data which is not recent. We will further increase our focus on dashboards data in 2025-26, and engage directly with the largest schemes to understand the quality of this data. We will also be working with MaPS as user testing begins, to ensure that the dashboards experience is safe and beneficial to savers.	Green
Focus on the quality of trusteeship and governance	
We engaged with 11 of the largest professional trustee firms to understand more about the changing landscape. We focused on five areas including diversity, ownership structure and conflicts of interest. Through these relationships we gained insights into potential risks to saver outcomes and opportunities for ways we could support the sector and drive compliance. These insights frame themes for targeted expert-to-expert engagement, due to start in summer 2025.	Green
Embed financial stability	
Our transition to monthly liability-driven investment (LDI) data monitoring has suggested greater confidence in market resilience. We will be deepening our understanding of liquidity positions through more in-depth understanding of schemes' waterfall recapitalisation positions. We've enhanced our endgame modelling capabilities for better assessment of gilt demand and supply dynamics in buy-out scenarios. We have enhanced our horizon scanning and financial analysis capabilities through the recruitment of a senior economist and more investment consultants.	Green
As the Task Force on Climate-Related Financial Disclosures (TCFD) reporting requirements are embedded, we will turn our focus towards improving the quality of reporting and the understanding of risk	

There has been a notable improvement in the TCFD reports reviewed in the list of year 3 Priority Schemes that demonstrates scheme's improved understanding of issues related to climate scenario analysis. Previous commentary from us has largely been taken on board and reflected in the latest reports that were reviewed. 12 of the 16 (75%) high priority TCFD reports have been reviewed. A further three of the 16 (19%) high priority TCFDs have been partially reviewed. Only one of the 16 (6%) reviews to date have found weaknesses in climate scenario analysis that warranted action by us in the form of specific feedback.	Green
Cyber risks and pensions technology in the pensions sector	
We are working with experts to understand the risks to savers posed by cyber attacks. This understanding will help frame our role, tolerance, and mitigation of these risks, including how we align with other government bodies and industry partners, and positively impact our performance rating against our KPI.	Red

Prudential Regulation Authority (PRA)

All Firms YTD Period: Q2 01 Jun 2025 to 31 Aug 2025							
		Cases Closed ²³²⁴			Time to Close Cases (days) ²⁵		
Process	Relevant Statutory Service Standard ²⁶	Within Stat. Service Standard	Outside of Stat. Service Standard	Compliance %	Lower Quartile	Median	Upper Quartile
New Authorisation	Within six months of a complete application, or within 12 months of receipt of an incomplete application	3	0	100%	-	210	-
Variation of Permission (Excluding Own Initiative)	Within six months of becoming complete, or 12 months of receipt of an incomplete application	53	0	100%	19	27	127

²³ A closed case is defined as any completed application that as concluded following the PRA making a determination, or where the firm voluntarily withdraws its application. Where a firm withdraws an application and later submits another similar application this will be counted as a separate case

²⁴ For some applications under the Senior Managers Regime and for Changes in Control, time to determination under the statutory service standard allows for circumstances where the statutory clock is paused, for example where questions to the applicant firm are awaiting a response. Calculations shown for these applications therefore exclude periods where the clock is stopped.

²⁵ Lower and upper quartiles are calculated as the 25th and 75th percentile respectively. Lower and upper quartile time to closure is only shown where there are nine or more cases in the period. Median time to closure is only shown where there are three or more cases.

²⁶ The statutory service period starts when the application is received by either the PRA or the FCA and stops when a determination to approve or refuse is made or the application is withdrawn.

Cancellations	Within six months of becoming complete, or 12 months of receipt of an incomplete application	6	0	100%	-	113	-
Change in Control ²⁷	Within two working days of making the decision (and in any event no later than within 60 working days of acknowledgement of receipt)	16	0	100%	23	29	35
Senior Managers Regime (Forms A & E) ²⁸	Within three months of receipt	331	0	100%	24	38	55
Passporting ²⁹	One month from the receipt of a complete notification, unless an Inward Establishment or Outward Establishment	3	0	100%	-	18	-

All Firms YTD Period: 01Mar 2025 to 31Aug 2025

²⁷ For Change in Control applications, time to determination under the statutory service standard is calculated from the point a complete application is submitted.

²⁸ Senior Managers Regime closed cases do not include any application linked to a Part 4A Permission.

²⁹ The statutory service standard for Passporting cases is one month, unless the case is a new Inward Establishment which is two months from the receipt of a complete notification, or a new Outward Establishment which is three months from the receipt of a complete notification.

		Cases Closed			Time to Close Cases (days)		
Process	Relevant Statutory Service Standard ¹	Within Stat. Service Standard	Outside of Stat. Service Standard	Compliance %	Lower Quartile	Median	Upper Quartile
New Authorisation	Within six months of a complete application, or within 12 months of receipt of an incomplete application	4	0	100%	-	256	-
Variation of Permission (Excluding Own Initiative)	Within six months of becoming complete, or 12 months of receipt of an incomplete application	104	0	100%	18	27	122
Cancellations	Within six months of becoming complete, or 12 months of receipt of an incomplete application	15	0	100%	85	111	123
Change in Control	Within two working days of making the decision (and in any event no later than within 60 working days of acknowledgement of receipt)	34	0	100%	23	32	41

Senior Managers Regime (Forms A & E)	Within three months of receipt	678	0	100%	28	42	61
Passporting	One month from the receipt of a complete notification, unless an Inward Establishment or Outward Establishment	4	0	100%	-	18	-

Deposit Taking Firms Period: Q2 01 Jun 2025 to 31 Aug 2025							
		Cases Closed			Time to Close Cases (days)		
Process	Relevant Statutory Service Standard ¹	Within Stat. Service Standard	Outside of Stat. Service Standard	Compliance %	Lower Quartile	Median	Upper Quartile
New Authorisation	Within six months of a complete application, or within 12 months of receipt of an incomplete application	1	0	100%	-	-	-

Variation of Permission (Excluding Own Initiative)	Within six months of becoming complete, or 12 months of receipt of an incomplete application	47	0	100%	18	23	97
Cancellations	Within six months of becoming complete, or 12 months of receipt of an incomplete application	4	0	100%	-	97	-
Change in Control	Within two working days of making the decision (and in any event no later than within 60 working days of acknowledgement of receipt)	7	0	100%	-	30	-
Senior Managers Regime (Forms A & E)	Within three months of receipt	155	0	100%	25	42	59
Passporting	One month from the receipt of a complete notification, unless an Inward Establishment or Outward Establishment	1	0	100%	-	-	-

Deposit Taking Firms YTD Period: 01Mar 2025 to 31Aug 2025							
		Cases Closed			Time to Close Cases (days)		
Process	Relevant Statutory Service Standard ¹	Within Stat. Service Standard	Outside of Stat. Service Standard	Compliance %	Lower Quartile	Median	Upper Quartile
New Authorisation	Within six months of a complete application, or within 12 months of receipt of an incomplete application	1	0	100%	-	-	-
Variation of Permission (Excluding Own Initiative)	Within six months of becoming complete, or 12 months of receipt of an incomplete application	89	0	100%	17	25	88
Cancellations	Within six months of becoming complete, or 12 months of receipt of an incomplete application	6	0	100%	-	88	-
Change in Control ⁵	Within two working days of making the decision (and in any event no later than within 60 working days of acknowledgement of receipt)	17	0	100%	30	33	45

Senior Managers Regime (Forms A & E)	Within three months of receipt	338	0	100%	31	47	63
Passporting	One month from the receipt of a complete notification, unless an Inward Establishment or Outward Establishment	1	0	100%	-	-	-

Insurance Firms Period: Q2 01 Jun 2025 to 31 Aug 2025							
		Cases Closed			Time to Close Cases (days)		
Process	Relevant Statutory Service Standard ¹	Within Stat. Service Standard	Outside of Stat. Service Standard	Compliance %	Lower Quartile	Median	Upper Quartile
New Authorisation	Within six months of a complete application, or within 12 months of receipt of an incomplete application	2	0	100%	-	-	-

Variation of Permission (Excluding Own Initiative)	Within six months of becoming complete, or 12 months of receipt of an incomplete application	6	0	100%	-	174	-
Cancellations	Within six months of becoming complete, or 12 months of receipt of an incomplete application	2	0	100%	-	-	-
Change in Control	Within two working days of making the decision (and in any event no later than within 60 working days of acknowledgement of receipt)	9	0	100%	24	28	41
Senior Managers Regime (Forms A & E)	Within three months of receipt	176	0	100%	23	35	50
Passporting	One month from the receipt of a complete notification, unless an Inward Establishment or Outward Establishment	2	0	100%	-	-	-

Insurance Firms YTD Period: 01Mar 2025 to 31Aug 2025							
		Cases Closed			Time to Close Cases (days)		
Process	Relevant Statutory Service Standard	Within Stat. Service Standard	Outside of Stat. Service Standard	Compliance %	Lower Quartile	Median	Upper Quartile
New Authorisation	Within six months of a complete application, or within 12 months of receipt of an incomplete application	3	0	100%	-	301	-
Variation of Permission (Excluding Own Initiative)	Within six months of becoming complete, or 12 months of receipt of an incomplete application	15	0	100%	39	100	163
Cancellations	Within six months of becoming complete, or 12 months of receipt of an incomplete application	9	0	100%	102	117	165
Change in Control	Within two working days of making the decision (and in any event no later than within 60 working days of acknowledgement of receipt)	17	0	100%	23	28	39

Senior Managers Regime (Forms A & E)	Within three months of receipt	340	0	100%	27	40	56
Passporting	One month from the receipt of a complete notification, unless an Inward Establishment or Outward Establishment	3	0	100%	-	18	-