

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 continuation of the government’s approach to increasing transparency, enabling both government and businesses to more effectively scrutinise regulatory performance and drive improvements across the system.

Note: Regulators publish their KPIs independently, and in some cases, more promptly than they appear on this website.

Table of contents

Civil Aviation Authority	3
Competition and Markets Authority (CMA)	6
Environment Agency (EA)	7
Financial Conduct Authority	11
Food Standards Agency (FSA)	22
Health & Safety Executive (HSE).....	33
Information Commissioner’s Office (ICO).....	38

Medicines and Healthcare products Regulatory Agency (MHRA) 42

National Institute for Health and Care Excellence (NICE) 49

Natural England 54

Office of Communications (Ofcom)..... 62

Office of Rail and Road (ORR)..... 66

Office of Gas and Electricity Markets (Ofgem) 68

Water Services Regulation Authority (Ofwat) 70

The Pensions Regulator (TPR)..... 73

Prudential Regulation Authority (PRA)..... 80

Civil Aviation Authority

Key Services					
		Q2 2025/26		Q3 2025/26	
Category	Service Level Target	Service Level % (Target > 90.00%)	Total completed applications	Service Level % (Target > 90.00%)	Total completed applications
Commercial Pilot Personnel Licences	90.00% of applications are processed within 10 working days from receipt of correct application.	99.01%	1511	99.4%	1440
General Aviation Pilot Personnel Licences	90.00% of applications are processed within 10 working days from receipt of correct application.	99.5%	1126	99.6%	1069
Air Traffic Services Personnel Licences	90.00% of applications are processed within 10 working days from receipt of correct application.	96.9%	1184	98.7%	1266
Examiner & Instructor Personnel Licences	90.00% of applications are processed within 10 working days from receipt of correct application.	99.4%	358	98.7%	393
Airworthiness Review Certificates	90.00% of applications are processed within the 5 working days from receipt of a correct application.	100%	22	100%	33
Permits to Fly	90.00% 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.	93.6%	47	100%	56

Certificates of Airworthiness	90.00% 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%	32	100%	29
Changes of registered ownership and other register amendments	90.00% of applications are processed within the 7 days from receipt of a correct application.	91.2%	741	93.9%	571
Completed new aircraft registrations and overseas de-registrations	90.00% of applications are processed within the 3 days from receipt of a correct application.	98.8%	247	98.1%	212
Engineer licenses with technical assistance required	90.00% of applications are processed within 31 days from receipt of a correct application.	41.3%	213	37.2%	164
Engineer licenses without technical assistance required	90.00% of applications are processed within 10 days from receipt of a correct application.	95.3%	740	95.7%	746
Mortgage entries, discharges and priority notices	90.00% of applications are processed within the 3 days from receipt of a correct application.	100%	149	99.2%	123
Airworthiness Approval Certificates	90.00% of applications are processed within 20 working days from receipt of correct application and recommendation by the responsible technical authority within the CAA.	97.3%	749	99.2%	750

Customer Satisfaction		
Customer Experience	Q2 2025/26	Q3 2025/26
Commercial Aviation	3.03/5	2.85/5
General Aviation	3.28/5	2.94/5
Passenger	3.15/5	3.21/5
Remotely Piloted Aircraft Systems (RPAS)	3.65/5	3.47/5
Total (average)	3.28/5	3.22/5

Telephony Service				
	Target	Q3 2025/26 Answered	Q3 2025/26 Offered	Q3 2025/26 Answered %
Contact Centre	90.00%	5422	5584	97.1%
Medical	90.00%	1733	1821	94.6%

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 in October 2025. 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 the 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 **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 25 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

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

A nation resilient to climate change					
By 2030, to align with EA2030, 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	Q2 Actual	Q2 Target	2025 to 2026 target	Q2 Status
Number of properties better protected from flooding	Number of properties better protected since April 2024	40,593	35,842	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	92.9%	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	Q2 Actual	Q2 Target	2025 to 2026 Target	Q2 Status
Innovation actions provided in flood and coastal resilience to adapt to a changing climate	Percentage of Flood and Coastal Risk Management innovation actions on track or completed	97%	80.00%	80.00%	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	Q2 Actual	Q2 Target	2025-2026 target	Q2 status
Resilience in our capacity to respond to incidents	Daily status reports for incident teams	Green	Green	Green	Green

Healthy air, land and water					
By 2030, to align with EA2030, our air will be cleaner and healthier					
Measure Title	Units	Q2 Actual	Q2Target	2025 to 2026 target	Q2 Status
Water company compliance inspections	Number of water company inspections completed	5,228	4,500	10,000	Green
Sewage treatment works brought into compliance	Percentage of water quality permitted sites brought back into compliance	96%	90%	90%	Green
Number of farm inspections	Number of farm inspections completed	2,037	1,963	4,000	Green
Bathing water monitoring	Percentage of bathing water quality monitoring samples collected and analysed	100%	98%	98%	Green
Number of high-risk illegal waste sites stopped	Number of high-risk illegal waste sites stopped	56	41	90	Green

Sustainable growth					
By 2030, to align with EA2030, 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	Q2 Actual	Q2 Target	2025 to 2026 target	Q2 Status
Planning applications determined in 21 days	Percentage of planning application consultations and pre-application enquiries responded to within 21 days	97.00%	95.00%	95.00%	Green
Percentage of permits issued within timescales (category 1 permits)	Percentage of category 1 permit applications determined within target timescales	90.00%	95.00%	95.00%	Amber
Percentage of permits issued within timescales (category 2 permits)	Percentage of category 2 permit applications determined within target timescales	70.00%	70.00%	70.00%	Green
Percentage of permits issued within timescales (category 3 permits)	Percentage of category 3 permit applications determined within target timescales	55.00%	70.00%	70.00%	Red
Percentage of permits issued within timescales (category 4 permits)	Percentage of category 4 permit applications determined within target timescales	45.00%	55.00%	55.00%	Red
By 2025 we will be on track to deliver our sustainable business commitments, including to be net zero by 2030					
Measure title	Units	Q2 actual	Q2 target	2025 to 2026 target	Q2 status
Net zero carbon by 2030	Tonnes of carbon	109,649	99,457	<198,916	Red

Financial Conduct Authority

Please refer the FCA [website](#) for the most recent quarterly data for Authorisations KPIs. This is typically published within 2 months following the end of each quarter. Other KPIs are updated on an annual cycle, with data typically refreshed in July.

Approved Persons, Passporting and Mutuals					
		Green ≥98%	Amber <98% but ≥90.00%	Red <90.00%	
Title	Description	2022/23	2023/24	2024/25	Comments
Approved persons applications (Senior Managers and Certification Regime, Controlled Functions and Significant Influence Function) responded to within 3 month timeframe	To process an application for Approved Person status	87.50%	97.00%	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 ≥90.00%	Red <90.00%	
Title	Description	2022/23	2023/24	2024/25	Comments
% of complete applications for Part 4A permission processed within timeframes	100.00% within six months of a complete application (s. 55V(1)) or within 12 months of receipt of an incomplete application.	94.50%	95.90%	96.60%	Statutory

Processing Variation of Permission	To process a complete application from an authorised firm for Variation of Permission	98.5%	99.00%	99.10%	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 ≥100.00%	Amber <100.00% but ≥90.00%	Red <90.00%	
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%	100.00%	Statutory

Payment Services					
		Green ≥98%	Amber <98% but ≥90.00%	Red <90.00%	
Title	Description	2022/23	2023/24	2024/25	Comments
Processing Money Laundering registrations - 3/4 Money Laundering Directive (MLD)	100.00% within 45 calendar days of receipt of application or receipt of any further required information (Reg. 59(3A) MLRs)	98.80%	96.00%	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 (EMRs) 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.	95.20%	97.70%	98.30%	Statutory
Payment Services - authorisation and registration applications	To process a complete application for registration under the EMRs 2011.	100.00%	100.00%	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	100.00%	100.00%	100.00%	Statutory
Payment Services - variations of registration and authorisation	To process a complete application for a variation of registration under the EMRs 2011.	100.00%	100.00%	100.00%	Statutory
Payment Services - variations of registration and authorisation	To process a complete application for a variation of authorisation under the Payment Services Regulations 2017.	100.00%	100.00%	100.00%	Statutory
Payment Services - variations of registration and authorisation	To process a complete application for a variation of authorisation under the EMRs 2011	100.00%	100.00%	100.00%	Statutory
Processing notifications of UK agents within 2 months	To process a notification for a UK agent under the PSRs 2017 and EMRs 2011	97.00%	99.00%	99.00%	Statutory
		Green ≥100.00%	Amber <100.00% but ≥90.00%	Red <90.00%	
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 ≥90.00%	Amber <90.00% but ≥81.00%	Red <81.00%	
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%	93.00%	94.00%	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	99.00%	98.00%	98.70%	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).	91.60%	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 ≤5.00%	Amber >5.00% but ≤5.50%	Red >5.50%	
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 ≥80.00%	Amber <80.00% but ≥60.00%	Red <60.00%	
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 ≥90.00%	Amber <90.00% but ≥85.00%	Red <85.00%	
Title	Description	2022/23	2023/24	2024/25	Comments
Reply to 'right to know' requests made under Freedom Of Information act (FOIA) 2000	To reply to 'right to know' requests for information made under the FOIA 2000. Correspondence received from firms or their advisers within 2 working days.	67.50%	90.00%	94.10%	Statutory
Reply to 'subject access' requests for information made under General Data Protection Regulation (GDPR) 2018	To reply to 'subject access' requests for information made under the Data Protection Act 1998 and UK GDPR.	67.20%	98.40%	97.50%	Statutory

Finance					
		Green ≥80%	Amber <79% but ≥75%	Red <75%	
Title	Description	2022/23	2023/24	2024/25	Comments
Payment of suppliers from Invoice date	% of invoices paid within 30 days	85%	86%	87%	Statutory
		Green <15%	Amber <16% but >20%	Red >20%	
Payment of suppliers from Invoice date	% of invoices paid between 31-60 days	9%	9%	9%	Statutory
		Green <10%	Amber >11% but <15%	Red >15%	

Payment of suppliers from Invoice date	% of invoices paid between 60+ days	6%	5%	4%	Statutory
Payment of suppliers within supplier terms	% of invoices paid within supplier terms	84%	86%	86%	Statutory

MPs Letters					
Title	Description	2022/23	2023/24	2024/25	Comments
		Green ≥80%	Amber <80% but ≥60%	Red <59%	
% of letters replied to within 15 days	To provide a substantive reply to letters from MPs – 15 days	73.71%	56.76%	77.47%	Voluntary
		Green >98%	Amber <98% but ≥90%	Red <89%	
% of letters replied to within 20 days	To provide a substantive reply to letters from MPs – 20 days	86.4%	72.3%	88.05%	Voluntary

Information Systems					
		Green ≥98.50%	Amber <98.50% but ≥88.60%	Red <88.60%	
Title	Description	2022/23	2023/24	2024/25	Comments
Availability of external facing FCA systems	Availability of FCA external customer facing Information Systems	99.90%	100.00%	100.00%	Voluntary

Availability of external facing FCA systems	<i>Availability of Financial Services Register</i>	100.00%	100.00%	100.00%	Voluntary
Availability of external facing FCA systems	<i>Availability of FCA website including fee calculator</i>	100.00%	100.00%	100.00%	Voluntary
Availability of external facing FCA systems	<i>Availability of RegData system</i>	99.45%	100.00%	100.00%	Voluntary

Fund Authorisations					
		Green ≥98.50%	Amber <98.50% but ≥88.60%	Red <88.60%	
Title	Description	2022/23	2023/24	2024/25	Comments
% of applications processed within timeframes	100.00% within 6 months of a complete application or within 12 months of receipt of an incomplete application	100.00%	100.00%	100.00%	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.	100.00%	100.00%	100.00%	Voluntary
		Green ≥90.00%	Amber <90.00% but ≥75.00%	Red <75.00%	
% of applications responded to within timeframes	100.00% within 2 months of receipt for Undertakings for Collective Investment in Transferable Securities (UCITS) and Non-UCITS Retail Schemes. 100.00% within 1 month for QIS.	100.00%	100.00%	100.00%	Voluntary

Complaints					
		Green ≥95.00%	Amber <95.00% but ≥85.00%	Red <85.00%	
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 95.00% 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 95.00% of cases should receive a response within 10 working days of receipt. The response to the complainant should inform them of their right to ask for a Stage 1 investigation.	90.66%	86.90%	96.67%	Voluntary
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 95.00% of stage 1 cases or provide a reasonable timescale for completion, within 20 working days of receipt	97.80%	96.90%	95.14%	Voluntary

Listing Transactions					
		Green ≥95.00%	Amber <95.00% but ≥90.00%	Red <90.00%	
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.	95.00%	97.00%	100.00%	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	97.00%	99.00%	100.00%	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 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	97.00%	99.00%	99.00%	Voluntary
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.	97.00%	99.00%	99.00%	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.	98.00%	100.00%	100.00%	Voluntary

Authorisations Operating Service Metrics					
Description	Timelines	Green	Amber	Red	Q2 2025/26
Process application for Approved persons – of which are SMCR-related	3 months	≥ 98%	≥ 90%	<90%	99.6%
Process application for Approved persons – of which are AR-related	3 months	≥ 98%	≥ 90%	<90%	99.8%
Process a complete application for New Firm Authorisations, part 4a	6/12 months for complete/incomplete	≥ 98%	≥ 90%	<90%	98.9%
Process a complete application for Variation of Permission	6/12 months for complete/incomplete	≥ 98%	≥ 90%	<90%	99.1%
To make a decision of proposed Change in Control	60 Working days	100%	≥ 90%	<90%	100%
To process money laundering directives under 3/4MLD	45 calendar days	≥ 98%	≥ 90%	<90%	100%
To process money laundering directives under 5MLD	3 months	≥ 98%	≥ 90%	<90%	100%
Payment Servies & E-Money					
Process a complete application for authorisation under the PSRs 2017	3 / 12 months of the received date of a complete / incomplete application	≥ 98%	≥ 90%	<90%	100%
Process a complete application for authorisation under the EMRs 2011					100%
Process a complete application for registration under the PSRs 2017					100%
Process a complete application for registration under the EMRs 2011					100%
Process a complete application for a variation of registration – PSRs 2017					No cases
Process a complete application for a variation of registration – EMRs 2011					No cases
Process a complete application for a variation of authorisation – PSRs 2017					100%
Process a complete application for a variation of registration – EMRs 2011					No cases
Process a notification for a UK Payment Services Agent under PSRs/EMRs	3 months	≥ 98%	≥ 90%	<90%	100%
Determine a complete application for cancellation of a Part 4a permission	6/12 months for complete/incomplete	≥ 98%	≥ 90%	<90%	97.5%

Food Standards Agency (FSA)

Operational Delivery

Meat, Wine & Dairy Audit						
What does overall meat food business operator (FBO) compliance show?						
Measure	Country	2025/26 Target	Previous Period (Q1)	This Period (Q2)	Previous RAG	This RAG
No. Meat FBO audits completed	England & Wales	128 per quarter	165	133	Green	Green
	Northern Ireland	8 per quarter	8	6	Green	Green
% Meat FBO Audits completed by agreed time scales	England & Wales	90.00%	100.00%	100%	Green	Green
	Northern Ireland	100.00%	100.00%	100%	Green	Green
% Meat FBOs where urgent improvement is necessary	England & Wales	<1.50% per month	0.80%	0.4%	Green	Green
	Northern Ireland	<1.50% per month	0.00%	0%	Green	Green

Meat, Wine & Dairy Audit						
Are we delivering our statutory obligations in wine premises?						
Measure	Ambition	Year to date	Previous Period (Q1)	This Period (Q2)	Previous RAG	This RAG
Visits carried out in year (quarterly)	237	613	262	324	Green	Green

Meat, Wine & Dairy Audit						
Are we delivering on our statutory obligations in dairy premises?						
Measure		Ambition	Previous Period (Q1) Previous Failures	This Period (Q2) Current Failures	Previous RAG	This RAG
% dairy visits completed within frequency	England & Wales	98.40%	88.50%	92.1%	Red	Red
	Northern Ireland	100.00%	100.00%	96%	Green	Green
Raw cow's drinking milk sampling % of failed samples due to harmful bacteria	England & Wales	0.00%	7.00% 6/85	6.1% 6/98	Red	Red
	Northern Ireland	0.00%	0.00% 0/2	100% 2/2	Green	Red

Operational Controls

Official Controls					
Do we have the right resources to deliver? (England and Wales only)					
Measure	Ambition	Previous period (Q1)	This period (Q2)	Previous RAG	This RAG
Meat Hygiene Inspector (MHI) attrition (FSA)	<8.00%	1.7%	1.7%	Green	Green
MHI resourcing (employed vs contract from service delivery partner) %	50:50	43:57	44:56	Amber	Amber

Approvals of new meat FBOs						
Are approvals of new meat establishments delivered in line with legislative requirements?						
Measure	Country	2025/26 Target	Previous period (Q1) Previous Number	This period (Q2) Previous Number	Previous RAG	This RAG
% conditional approvals under 3 months	England	90.00%	94.00% (17)	100% (15)	Green	Green
	Wales	90.00%	100.00% (1)	100% (3)	Green	Green
	Northern Ireland	100.00%	100.00% (2)	0% (1)	Green	Red
% full approvals under 6 months	England	100.00%	94.00% (18)	100% (26)	Red	Green
	Wales	100.00%	N/A (0)	100% (2)	N/A	Green
	Northern Ireland	100.00%	100.00% (1)	100% (2)	Green	Green

Incidents and response					
How many incidents are taking place and what category do these fall into?					
Measure	Tolerance	Previous period (Q1)	This period (Q2)	Previous RAG	This RAG
Total incidents occupying time	437	949	739	Red	Amber
Number of new incidents	350	446	510	Amber	Red
Number of non-routine	3	0	1	Green	Green
Total number of outbreaks	8	5	11	Green	Red
% high and medium priority incidents	-	87.00%	87.5%	N/A	N/A
...of which high priority	-	54.10%	50.9%	N/A	N/A
Number of Allergy Alerts	13	17	22	Amber	Red

Number of Product Recall Information Notices (PRINs)	16	19	16	Amber	Green
--	----	----	----	-------	-------

National Food Crime Unit (NFCU)

Are NFCU Operations successfully leading to outcomes?

Measure	2025/26 target	Year to date	Previous period (Q1)	This Period (Q2)	Previous RAG	This RAG
% closed NFCU operations that led to an outcome	60.00%	69%	68%	71%	Green	Green
% NFCU strategic intelligence requirements which improved rating	55.00%	50%	0%	50%	Red	Green
No. disruptions overall	60/yr	56	36	20	Green	Green
No. outcomes overall	130/yr	67	42	25	Green	Amber

What is the impact of NFCU Operations?

Measure	2025/26 target	Year to date	Previous period (Q1)	This period (Q2)	Previous RAG	This RAG
Volume of unfit food products removed from the food chain (kg)	N/A	64,108kg	42,865kg	21,243kg	N/A	N/A
% of business that changed prevention practices (target hardening) following food fraud resilience tool	N/A	55%	61%	48%	N/A	N/A

Local Authority Delivery

LA performance - Are required interventions at all risk establishments taking place?						
Measure	Rating	Benchmark (pre-COVID levels)	Previous performance (Q1-q2 2024/25)	This period (Q3-Q4 2024/2025)	Previous RAG	This RAG
England						
Food Hygiene: % due interventions achieved	A rated	98.90%	92.90%	98.50%	Red	Amber
	B rated	96.30%	91.20%	96.50%	Amber	Amber
	C rated	91.30%	76.00%	85.50%	Red	Amber
	D rated	83.50%	58.50%	67.40%	Green	Green
	E rated	72.40%	28.70%	42.40%	Green	Green
Food Standards: % due interventions achieved	A rated	75.70%	70.90%	90.30%	Red	Green
	B rated	29.70%	19.60%	17.00%	Green	Green
	C rated	32.40%	16.20%	16.00%	Green	Green
Wales						
Food Hygiene: % due interventions achieved	A rated	99.70%	98.80%	100.00%	Amber	Green
	B rated	98.50%	96.80%	99.30%	Amber	Green
	C rated	93.20%	85.50%	88.50%	Amber	Amber
	D rated	80.50%	49.60%	54.60%	Green	Green
	E rated	82.20%	23.70%	28.60%	Amber	Green
Food Standards: % due interventions achieved	A rated	90.80%	83.20%	94.70%	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	99.20%	95.00%	100.00%	Amber	Green
	B rated	98.70%	95.90%	99.10%	Amber	Green
	C rated	92.50%	79.30%	91.90%	Red	Green

	D rated	88.20%	60.30%	61.90%	Green	Green
	E rated	77.10%	54.20%	60.60%	Green	Green
Food Standards: % due interventions achieved	A rated	94.70%	87.90%	96.30%	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	Country	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)	England	29,021	40,162	36,712	Red	Red
	Wales	1,388	1,880	1,765	Red	Red
	Northern Ireland	599	412	297	Green	Green
Number of businesses unrated (Food Standards)	England	68,448	79,151	83,361	Red	Red
	Wales	4,160	4,918	3,897	Red	Amber
	Northern Ireland	606	386	285	Green	Green

Do local authorities have enough resource in place to deliver the controls?						
Food Hygiene						
Measure	Country	Previous period (Q1-2 2024/25)	This period (Q3-4 2024/25)	Previous RAG	This RAG	
Full time equivalent (FTE) allocated to deliver controls	England	1,290	1,337	Red	Red	
	Wales	155	158	Green	Green	
	Northern Ireland	61	65	Amber	Amber	

FTE occupied to deliver controls	England	1,171	1,207	Red	Red
	Wales	133	145	Amber	Green
	Northern Ireland	58	57	Red	Red

Do local authorities have enough resource in place to deliver the controls?

Food Standards					
Measure	Country	Previous period (Q1-2 2024/25)	This period (Q3-4 2024/25)	Previous RAG	This RAG
FTE allocated to deliver controls	England	278	254	Red	Red
	Wales	62	63	Red	Red
	Northern Ireland	32	32	Red	Red
FTE occupied to deliver controls	England	249	230	Red	Red
	Wales	54	56	Red	Red
	Northern Ireland	31	29	Red	Red

Is Action by local authorities 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	352	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	18,821	N/A	N/A

Business Compliance		Benchmark (Pre-COVID levels)	Previous period (Q1)	This period (Q2)	Previous RAG	This RAG
% Food Hygiene Rating Scheme ratings 3+		95.80%	97%	96.9%	Green	Green
% Food Hygiene Rating Scheme ratings 5+		72.00%	77%	77.1%	Green	Green

Are local authorities performing and are issues being rectified?							
	Lvl 1	Lvl 2	Lv3	Previous period	This period	Previous RAG	This RAG
LA's in escalation – Eng	5	4	1	7	10	N/A	N/A
LA's in escalation – Wales	0	0	0	1	0	N/A	N/A
LA's in escalation - NI	0	0	0	0	0	N/A	N/A

Market Authorisations of Regulated Products

What is the total caseload in the system?						
Measure	Tolerance	Previous period (Q1)	This period (Q2)	Previous RAG	This RAG	
Total applications in the service	<560	494	423	Amber	Amber	
Applications paused under active caseload management	TBC	172	88	N/A	N/A	
<i>Of which active applications are progressing in the following stages:</i>						
Applications in validation	<175	133	124	Amber	Amber	
Applications in risk assessment	<175	87	94	Green	Green	
Safety assessments concluded	25	25	4	Green		
Applications in risk management	<100	92	107	Amber	Red	
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 (Q1)	This period (Q2)	Previous RAG	This RAG
New contacts received	<120/yr	120	61	29	32	Green	Green
Applications completed (authorised or rejected)	50/yr	TBC	2	1	1	Red	Red
Applications completed (invalidated or withdrawn)	NA	NA	33	21	13	Green	Green

Science, Evidence, Research

Does our science have an impact					
Measure	12-month average	Previous period (Q1)	This period (Q2)	Previous RAG	This RAG
Number of reports published	53/Q	46	17	Green	Green
Total mentions – Scientific outputs published by the FSA	19	19	24	Green	Green
Total mentions – FSA funded research outputs	347	270	357	Green	Green

Do we provide evidence to support FSA functions?					
Measure	Target	Previous period (Q1)	This period (Q2)	Previous RAG	This RAG
Evidence component completed	N/A	1	2	N/A	Green
Risk analysis process is followed, evidence is assured, outputs fit for purpose	100.00%	100.00%	90.00%	Green	Amber

Completeness of evidence components	100.00%	100.00%	100.00%	Green	Green
Timeliness of evidence components	100.00%	100.00%	50.00%	Green	Red
Quality Assurance of evidence components	100.00%	100.00%	100.00%	Green	Green
Fitness for purpose of evidence components	100.00%	100.00%	100.00%	Green	Green

Sampling					
Category	Total Projects	Previous Period	Of which off-track	Previous RAG	This RAG
Science and Research projects	5	0/3	0/5	Green	Green
Regulatory Monitoring projects	8	1/7	1/8	Green	Green
Targeted Surveillance projects	3	0/3	0/3	Green	Green
Official Control projects	3	0/2	1/3	Green	Green

Trade & International

Imported food					
Do we support consumer access to safe imported food?					
Measure	12-month average	Previous period (Q1)	This period (Q2)	Previous RAG	This RAG
Number of border notifications (total)	205/Q	216	204	Amber	Green
Number of border notifications (validated)	152/Q	138	175	Green	Amber
Number of intensified official controls	1/Q	0	2	Green	Green
Number of imposed checks	0/Q	0	0	Green	Green
Measure	Yearly tolerance	Previous period	This period	Previous RAG	This RAG
Number of import market access audits	6/yr	2	0	Green	Green

Number of equivalence assessments ongoing	1/yr	1	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 requests from Environment, Food & Rural Affairs facilitated by FSA request notifications (total)	4/yr	2	1	Green	Green
% notifications to World Trade Organisation within deadlines	100.00%	100.00%	N/A	Green	N/A
Number of Section 42 advices undergoing request, drafting, or publication	N/A	0	1	Green	Green

Are we managing complaints and responding to correspondence within deadlines?					
Measure	2025/26 target	Previous period (Q1)	This period (Q2)	Previous RAG	This RAG
Number of complaints received	N/A	11	8	N/A	N/A
Complaints responded to within deadline	100.00%	82.00%	100.00%	Amber	Green
Freedom of information requests responded to within deadline	95.00%	100.00%	100.00%	Green	Green

Health & Safety Executive (HSE)

Reduce work-related ill health, with a specific focus on mental health and stress				
Key Performance Indicator	Target	Q1	Q2	Q3
Deliver 14,000 proactive inspections	14,000 inspections in-year, including proactive inspections	3,082 inspections vs 3,019 profiled (102%)	3,516 inspections vs 3,241 profiled (108%)	3,018 inspections vs 3,939 profiled (77%)
			6,598 inspections YTD vs 6,260 profiled (105%)	9,616 inspections YTD vs 10,199 profiled (94%)
Inspections on broad health priorities, covering topics such as noise-induced hearing loss; musculoskeletal disorders; health surveillance; asbestos duty to manage; hazardous dusts (including silica and wood dust)	8,000	2,573 vs 2,637 (98%)	2,875 vs 2,722 (106%)	2,230 vs 2,814 (79%)
			5,448 inspections YTD vs 5,359 profiled (102%)	7,678 inspections YTD vs 8,173 profiled (94%)
Complete proposal for consultation about targeted reform of the Control of Asbestos at Work Regulations	By end of 2025/26	On track	On track	Delivered

Increase and maintain trust to ensure people feel safe where they live, where they work and in their environment				
Key Performance Indicator	Target	Q1	Q2	Q3
Deliver planned permissions for pesticides	720	170 permissions vs 180 profiled (94%)	419 YTD vs 360 (116%)	623 YTD vs 540 (115%)
Deliver planned permissions for biocides	115	53 vs 30 (177%)	125 YTD vs 60 (208%)	196 YTD vs 90 (218%)
Deliver authorisation opinions under UK REACH	20	7 vs 3 (233%)	15 YTD vs 11 (136%)	18 YTD vs 17 (106%)
Deliver a programme of domestic gas safety engineer competence checks through our commercial partner	48,000	11,187 vs 11,184 (100%)	24,295 YTD vs 23,015 (106%)	36,267 YTD vs 35,366 (103%)

Enable industry to innovate safely to prevent major incidents, supporting the move towards net zero				
Key Performance Indicator	Target	Q1	Q2	Q3
Provide health and safety expertise to the Department for Energy Security and Net Zero (DESNZ) Clean Heat Programme completing the comprehensive formal assessment	By end of Q3	On track	Delivered	Delivered
Launch public consultation on legislation to regulate offshore hydrogen production and carbon capture and storage	By end of Q1	Delivered	Delivered	Delivered

Refresh HSE's Sustainability Strategy	By end of Q2	On track	Delivered	Delivered
Achieve our Greening Government Commitments against agreed baseline	By year end	On track	On track	On track

Maintain Great Britain's record as one of the safest countries to work in				
Key Performance Indicator	Target	Q1	Q2	Q3
Control of Major Accident Hazards (COMAH) and Offshore and Gas Safety Permissioning safety report assessments completed within agreed timescales	75%	46 on time vs 52 due (88%)	93 YTD vs 110 (85%)	132 YTD vs 153 (86%)
Land use planning applications processed via Web App within 21 days	95%	100%	100%	100%
Complete fatal investigations within 12 months of primacy	80%	23 vs 30 (77%)	45 YTD vs 57 (79%)	64 YTD vs 78 (82%)
Complete non-fatal investigations within 12 months of incident date	90%	1,138 vs 1,206 (94%)	2,382 YTD vs 2,518 (95%)	3,718 YTD vs 3,903 (95%)

Enabling activities and customer services				
Key Performance Indicator	Target	Q1	Q2	Q3
Engage 25,000 delegates through training and events	25,000	Engaged 4,937 delegates vs 5,294 profiled (93%)	Engaged 12,393 delegates YTD vs. 11,227 profiled (110%)	Engaged 22,481 delegates YTD vs. 18,639 profiled (121%)
Usefulness rating of our information and guidance on hse.gov.uk	70% average	78%	78%	78%
Percentage of Freedom of Information requests responded to within deadlines	90% or greater	Responded to 898 requests within deadline vs. 1,014 due (89%)	Responded to 1,629 requests within deadline YTD vs. 1,950 due (84%)	Responded to 2,451 requests within deadline YTD vs. 2936 due (83%)
Percentage of calls answered in the contact centre	95%	Answered 7,876 calls vs 8,153 received (97%)	Answered 15,645 calls YTD vs. 16304 received (96%)	Answered 23,771 calls YTD vs 24,336 received (98%)
Percentage of Tier 1 complaints responded to within 15 working days	80%	Responded to 42 complaints within	Responded to 91 complaints within	Responded to 145 complaints within

		deadline vs 71 received (59%)	deadline YTD vs. 154 received (59%)	deadline YTD vs. 230 received (63%)
Duty holder survey: inspection efficient and time appropriate	80% or greater	97%	97%	100%
Duty holder survey: inspector provided practical advice	80% or greater	91%	91%	96%

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.

For measures targeting 'less than 1%' Green = at, or less than, 1%, Amber = between 1-2%, 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 Q2 24/25	Previous Q1 25/26	Latest Q2 25/26
We will assess and respond to 80.00% of data protection complaints within 90 days.	35.9%	26.6%	38.3%
We will assess and respond to 90.00% of data protection complaints within 6 months.	98.7%	83.9%	79.4%
Less than 1.00% of our data protection complaints caseload will be over 12 months old.	0.1%	0.1%	0.2%

The Parliamentary and Health Service Ombudsman does not uphold a complaint about us in 100.00% of cases.	100%	100%	100%
We will investigate and respond to 90.00% of service complaints within 30 calendar days (combined measure of service complaints across all teams).	92.1%	84.7%	83.8%

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 Q2 24/25	Previous Q1 25/26	Latest Q2 25/26
We will resolve 80.00% of written enquiries within 7 calendar days (combined measure of Public and Business Advice enquiries).	91.5%	87.8%	87.5%
We will resolve 99.00% of written enquiries within 30 calendar days (Combined measure of Public and Business Advice enquiries).	99.2%	98.6%	98.5%
We will answer 80.00% of calls within 60 seconds (Combined public advice and business services calls).	87%	85%	82%
We will answer 80.00% of live chats within 60 seconds (Combined public advice and business services live chats).	92%	92%	91%

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 Q2 24/25	Previous Q1 25/26	Latest Q2 25/26

90.00% of our audit recommendations are accepted in full or in part.	99%	99%	99%
80% of accepted recommendations, in full or in part, are completed or being actioned.	95%	100%	99%

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 Q2 24/25	Previous Q1 25/26	Latest Q2 25/26
We will refer or close 80.00% of personal data breach reports within 30 days.	87.0%	85.2%	85.5%
Less than 1.00% of personal data breach reports will be over 12 months old.	3.4%	31.6%	11.2%

Freedom Of Information (FOI)			
We review complaints about the handling of FOI and Environmental Information Regulations (EIR) requests by public bodies and make statutory decisions. These decisions can be appealed to a Tribunal.			
Measure	Last year Q2 24/25	Previous Q1 25/26	Latest Q2 25/26
We will reach a decision and respond to 90.00% of FOI concerns within six months.	95.9%	92.4%	86.9%
Less than 1.00% of our FOI caseload will be over 12 months old.	0.2%	0.2%	0.1%
66.00% of FOI tribunal hearings in our favour.	81%	68%	81%

Information Access			
We are subject to the laws we regulate and respond to requests for information held by the ICO.			
Measure	Last year Q2 24/25	Previous Q1 25/26	Latest Q2 25/26
We will respond to 100.00% of Information Access Requests within statutory deadlines.	97.6%	97.9%	97.0%

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 Q2 24/25	Previous Q1 25/26	Latest Q2 25/26
Forecast financial year-end outturn is within +/-3.00% of income.	N/A	1.3%	0%

Medicines and Healthcare products Regulatory Agency (MHRA)

MHRA publishes updated KPIs on its own performance reporting website, sometimes faster than they are updated on the Regulation 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 December 2025	KPI Performance 2025/26 YTD
1. We will assess 95.00% of all initial CTA and Clinical Investigation applications within their category's statutory timeline.	100.00%	100.00%

Clinical Trials			
Regulatory Service	Target (Days)	Last month median (days)	Notes
Initials	30	29	The MHRA contribute performance data to the UK Clinical Research Delivery Performance Indicators Report
Amendments	35	33	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 median (days)

Initials	60	55
Amendments	21	8

Vaccine batches and blood product batches		
Key Performance Indicator (KPI)	KPI Performance December 2025	KPI Performance 2025/26 YTD
2. We will certify 95.00% of vaccine batches within 43 days and 95.00% of blood product batches within 15 days of submission.	99.00%	100%

Regulatory Service	Target (Days)	Last month median (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	2	
Amendments	15	4	

Medicines license applications via the national route		
Key Performance Indicator (KPI)	KPI Performance December 2025	KPI Performance 2025/26 YTD

3. We will determine 95.00% of medicines licence applications within 210 days via the national route.	97%	99%
---	-----	-----

Regulatory Service	Target (Days)	Last month median (days)	Notes
Licensing applications: National (Established)	210	202	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	160	

Medicine License Applications through the International Recognition Procedure		
Key Performance Indicator (KPI)	KPI Performance December 2025	KPI Performance 2025/26 YTD
4. We will determine 95.00% 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 median (days)
Licensing applications: International Recognition Procedure (IRP)		
Route A	60	59
Route B	110	96

National Variations		
Key Performance Indicator (KPI)	KPI Performance December 2025	KPI Performance 2025/26 YTD
5. We will determine 95.00% of all national variations within their category's statutory timeline.	97.00%	97.00%

Regulatory Service	Target (Days)	Last month average (days)
National Variations		
Type 1b	30	14
Type 2	90	53
Safety Variations		
Type 1b	30	15
Type 2	90	55

Manufacturing and Distribution Authorisations		
Key Performance Indicator (KPI)	KPI Performance December 2025	KPI Performance 2025/26 YTD
6. We will grant, vary or refuse 95.00% of manufacturing and distribution authorisations within their category's statutory timeline.	98.00%	97.00%

Regulatory Service	Target (Days)	Last month mean (days)	Notes
Wholesale Dealer Licenses			Target timescales vary dependant on whether an inspection is required or not.
New Application	90	50	
Variation Inspection	90	40	
Variation: No Inspection	30	12	
Manufacturing Licenses			Target timescales vary dependant on whether an inspection is required or not.
New application	90	55	
Variation Inspection	90	46	
Variation: No Inspection	30	15	

Reports of Adverse Incidents		
Key Performance Indicator (KPI)	KPI Performance December 2025	KPI Performance 2025/26 YTD
7. We will process 90.00% of all UK initial spontaneous Reports of Adverse Incidents related to healthcare products within 24 hours.	97.00%	96.00%

Scientific Advice		
Key Performance Indicator (KPI)	KPI Performance December 2025	KPI Performance 2025/26 YTD
<p>8. (a) We will offer a meeting date for 95.00% of scientific advice requests within 10 working days of submission.*</p> <p>*In line with MHRA scientific advice guidance, the 10 working day period starts when MHRA has received a complete list of questions.</p>	100%	69%
<p>(b) We will deliver the formal written advice for 95.00% 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.</p>	85%	44%
(a) Meeting Date Offered Regulatory Service	Target (Days)	Last month median (working days)
Averages over all regulatory services	10	3
Clinical Trials	10	1
New Active Substance	10	3
Population Health	10	4
Biologicals	10	5
PIQs (Patient Intelligence & Quality Systems)	10	3
(b) Written advice delivered Regulatory Service	Target (Days)	Last month median (working days)
Averages over all regulatory services	30	21
Clinical Trials	30	26

New Active Substance	30	20
Population Health	30	22
Biologicals	30	20
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 uncertainty 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)	Apr 25 – Oct 26	2025/26 target	2024/25 outturn	Change since 2024/25	RAG
Medicines Evaluation Guidance	Proportion of final guidance published within 12 months of Marketing Authorisation	74%	50%	57%	+17 pp	Green
	Proportion of final guidance started since April 2025 published within 240 working days of Invitation to Participate (ITP)	N/A ¹	60%	44%	N/A	Yellow
	Mean time between marketing authorisation and NICE recommendation (all appraisals)	349	N/A	335	+4%	Yellow
	Median time between marketing authorisation and NICE recommendation (all appraisals)	231	N/A	332	-30%	Green
	Mean time between marketing authorisation and NICE recommendation (optimal appraisals ²)	64	90	48	+33%	Green
	Median time between marketing authorisation and NICE recommendation (optimal appraisals)	63	90	44	+43%	Green
	Confidentiality breaches (medicines)	10 ³	Tolerance of 12	16	+7% per month	Yellow

¹ 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%. We are currently on track to hit this target, but it has been rated Amber due to external factors.

² We categorise medicines as either optimal or divergent based on whether it is possible to publish final guidance within 90 days of MA

³ 3 confidentiality breaches reported in the last 4 months which is a marked improvement since earlier in the year. If this trend continues, we anticipate we will remain within the tolerance of 12

Guidelines	Average (mean) time for development of new guidelines or large guideline updates for topics starting in 25/26	N/A ⁴	18 months	34 months	N/A	
	Proportion of medium guideline topics published within 13 months of development starting from April 2025	N/A ⁵	50%	0%	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	
	Proportion of guidelines, quality standards or indicators with errors / learning opportunities (at product level) published in 2025-26	2% ⁶	0%	0%	+2 pp	
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	
	Proportion of HTEs moving from starting to finishing guidance within 9 months ⁷	19% ⁸	35%	0%	+19 pp	

⁴ 5 large guidelines have started development in 25/26 and are all predicted to publish within 18 months of development starting.

⁵ No medium guidelines published to date this year

⁶ 2 corrections/learning opportunities identified in work prior to 2025-26 but identified in this business year. These are outside scope of original definition but being captured for transparency. Learning from both issues have resulted in changes to approach in CfG.

⁷ KPI is reported red, this status primarily reflects the impact of external stakeholder-driven timeline extensions and resolution requests. We received a total of 55 resolution requests to date, an increase of 500% in comparison with last year (a total of 9 requests across all our topics). 4 out of 21 guidance publications to date have moved from starting to finishing guidance within 198 working days (9 months) between April and October or 19%. Key reasons include extended work on 8 LSAs which began development in 2024-5 and published in 2025-6 and extended work needed on the scoping and development of complex early value assessments such as AI technologies in skin cancer and Digitally enabled therapy for Tic disorders. We are expecting 3 more topics to come in on target according to the latest estimated publication dates. We are expecting 7 out of 35 published guidance would meet the annual target or 20%. We are working on a CQI project to increase the predictability of our HealthTech pipeline. The KPI is largely depended on the ratio of Early Value Assessments (EVAs) vs standard guidance and LSA and the ratio of low-risk vs high risk topics that end up in resolution.

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.

Health Technology Evaluations	Confidentiality breaches (HealthTech)	2	Tolerance of 6	6	-43% per month	
Relevant						
KPI Grouping	Key Performance Indicator (KPI)	Apr 25 – Oct 26	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	317	383	183	+134	
	Proportion of positive decisions made by the Prioritisation Board that align to key NHS and social care priorities, including those described in our annual Forward View	92%	90%	74%	+18pp	
	Proportion of Prioritisation Board clarifications resolved at stage 1 (excluding Highly Specialised Technology, HST)	100%	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)	Apr 25 – Oct 26	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 ⁹	80%	78%	N/A	
Usable: Number of User Visits ¹⁰	Maintain number of user visits to core guidance products (on NICE website, 12 month rolling average)	1.57 million	1.56 million	1.56 million	Stable (within 1% tolerance)	
	Maintain number of user visits to supporting tools and resources (on NICE website, 12 month rolling average)	9,800	10,000	10,000	Stable (within 5% tolerance)	
Improved Uptake of NICE Guidance ¹¹	Proportion of innovation scorecard medicines showing improved use ¹²	77%	70%	-	N/A	
	Proportion of agreed quality standard measures in priority areas showing improved uptake	80%	75%	-	N/A	

⁹ Data for this key performance indicator is reported annually and is due in December 2025

¹⁰ 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)

¹¹ 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.

¹² Medicines in the innovation scorecard portfolio change bi-annually

Natural England

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

Key Performance Indicator A	RAG Status
<p>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.</p>	
<p>1. Area of Protected Land and Sea</p>	
<p>The area of land and sea that is protected will increase by 12,100 hectares by 31 March 2024.</p>	<p>Red</p>
<p>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 National Nature Reserves (NNRs) not underpinned by sites of special scientific interest (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.</p>	
<p>2. Actions Underway on Site of Special Scientific Interest Features</p>	
<p>15.00% of SSSI features will have actions underway and on track to achieve favourable condition.</p>	<p>Green</p>
<p>In 2023-24 16.30% 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.</p>	
<p>3. Marine Protected Area Features in Favourable Condition</p>	
<p>44.00% of designated features in Marine Protected Areas (MPAs) to be in favourable condition.</p>	<p>Amber-Red</p>

A vulnerability assessment carried out in March 2023 indicated that at least 44.00% 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 11.00% 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 % (from the current 55.00% to 60.00% by March 2024).	Amber-Red

This year 53.80% 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
<p>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.</p>	
<p>9. People's Access to Green and Blue Space</p>	
<p>Maintain the proportion of people with access to green and blue space within 15 minutes from home to present level of 62.00%.</p>	<p>Green</p>
<p>62.00% 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.</p>	
<p>10. Embedding Green Infrastructure Framework</p>	
<p>20 new Local Authorities to have embedded the Green Infrastructure Framework in their policies.</p>	<p>Green</p>
<p>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.</p>	
<p>11. People Visiting a Green and Natural Space</p>	
<p>Maintain proportion of adults in England visiting a green and natural space in the last 14 days at 63.00% (as measured against People and Nature survey 63.00% 2021-22 baseline).</p>	<p>Green</p>
<p>During the last year, 66.00% 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.</p>	

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 22.00% 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. 25.30% 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.	

<p>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.</p>	<p>Green</p>
--	--------------

Key Performance Indicator F	RAG Status
<p>25. Customer Service Standards</p>	
<p>85.00% of statutory casework delivered within published timescales.</p>	<p>Amber-Green</p>
<p>We delivered 84.70% 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.</p>	

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%
	100.00% by 31 December 2027	7%	7%
Domestic business flights emissions	30.00%	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	100%	100%	100%
Food waste measurement		124 tonnes	143 tonnes
Paper use reduction	50%	98%	9%
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 interference to the time the customer is advised that the case is resolved.	1	2 calendar days	100%	100%
	2	5 working days	100%	100%
	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. In September 2025, ORR concluded a review into its rail industry-facing service standards. The [report](#) includes 15 new commitments which will be implemented according to different timescales and will be updated in this Dashboard as necessary.

Business Plan – Service Standards			
Provision	Standard	Q3	YTD
Issue new or revised train driver licences	100% of applications decided within 1 month of receipt of all necessary documentation.	94% ¹³	90%
ROGS safety certificates and authorisations	100% decided within 4 months of receiving completed application.	100%	100%
Report to the RAIB on the progress of its recommendations	100% response to RAIB recommendations within 1 year of associated RAIB report being published.	100%	100%
Efficient processing of technical authorisations	100% of responses within 28 days of receiving complete submission.	89% ¹⁴	95%
Approve the Accessible Travel Policy of a new licence holder	100% approved within 4 weeks of receipt of all relevant information.	100%	100%
Track, station and depot access applications	100% decided within 6 weeks of receipt of all relevant information.	100%	100%
Track, station and depot access appeals	100% of access appeals will be decided within six weeks of receipt of all relevant information.	100%	100%

¹³ ORR transitioned to a new portal system in Aug and had some initial technical difficulties. These have now been resolved, and ORR was at 99% compliance in Dec.

¹⁴ A report from an external consultant was received late, which led to ORR missing the deadline for one project by one day. All other deadlines were met.

Operator licence and licence exemption applications	100% decided within 2 months of receipt of all relevant information.	100%	100%
Freedom of Information requests	100% of requests for information responded to within 20 working days of receipt ¹⁵ .	100%	100%
General enquiries and complaints	95% of enquiries and complaints responded to within 20 working days of receipt.	96%	96%
General enquiries and complaints <i>(Adjustment to account for cases under investigation taking longer than 20 working days)</i>		100%	100%
Data access rights requests	100% of all data access requests responded to within 1 month of receipt	100%	89%
Prompt payment of suppliers' invoices to ORR	90% paid within 5 days of valid invoice.	93%	93%
	100% paid within 30 days of valid invoice.	100%	100%
Publication of 4 quarterly/biannual office statistical releases	100% published within 4 months of quarter or half-year end.	100%	100%
Market studies	100% of interim market study reports published within 6 months of launch of market study.	N/A	N/A
	100% of final market studies reports published within 12 months of launch of market study.	N/A	N/A
Proactive, preventative regulatory interventions	50.00% of ORR inspector time spent on proactive, preventative regulatory interventions.	51%	53%

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 post Ofgem review.

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.	100.00%	100.00%
Customer contacts	Time taken for first response to customer contacts.	80.00% within 10 working days	99.46%
Whistleblowers	Time taken for first response to whistleblowers (external).	100.00% - 1 working day to receive initial engagement	100.00%

Environmental and Social Scheme Key Performance Indicators (KPIs)			
Scheme	Responding to enquiries within 10 working days (target = 80.00%)	Maintaining system availability during business hours (target = 99.00%)	Making payments within agreed number of working days (target = 90.00% for NDRHI/95.00% for other schemes)
Domestic Renewable Heat Incentive (DRHI)	Yes	100%	99.42%
Non-domestic Renewable Heat Incentive (NDRHI)	Yes	100%	93.20%
Renewable Obligation (RO)	Yes	100%	98.54%
Feed in Tariffs (FIT)	Yes	100%	100%
Energy Company Obligation (ECO)	Yes	100%	N/A
Great British Insulation Scheme (GBIS)	Yes	100%	N/A
Warm Home Discount (WHD)	Yes	N/A	N/A
Boiler Upgrade Scheme (BUS)	Yes	100%	91.11%
Green Gas Support Scheme (GGSS)	Yes	100%	100%

Water Services Regulation Authority (Ofwat)

The data below is published in Ofwat's 2024-25 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	2024-25 Actual
Information Requests				
Freedom Of Information/Environmental Information Regulations requests	Enquiries responded to within the 20-day deadline.	193	100.00%	90.00%
Subject Access Requests	Enquires responded to within the deadline.	1	100.00%	100.00%
General enquiries				
General enquiries	Enquires responded to within 10 working days of receipt.	1,474	95.00%	14.5%
Disputes and complaints about water and wastewater services				
General complaints - Ofwat has no legal role ¹⁶	Complaints where Ofwat has no legal role, responded to within 10 working days or receipt.	2,510	95.00%	34.5%

¹⁶ 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	Complains acknowledged within 10 working days or receipt.	20	95.00%	90%
	Complains responded to within 20 working days of receipt.	6	95.00%	30%
Complaints - Ofwat may/does have a role - Preliminary Assessment ¹⁷	Complaints acknowledged within 10 working days of receipt.	16	95.00%	30%
	Complaints responded to within 20/40 working days of receipt.	6	95.00%	87.5%
Internal Reviews	Reviews conducted within the 40 working day deadline.	5	100.00%	100%
Investigations we carry out				
Customer disputes cases ¹⁸	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).	4	100.00%	100%

¹⁷ 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.

¹⁸ 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>

Licensing				
New Appointments and Variations (NAV) Applications ¹⁹	NAV applications for which we completed our initial checks within five working days of receipt.	707	100.00%	54%
	NAV application decisions made within 85 working days of receipt.	574	100.00%	80%
Water supply and sewerage licensee (WSSL) Applications	WSSL applications (including self-supply) for which we completed our initial checks within five working days of receipt.	4	100.00%	75.00%
WSSL Applications ²⁰	WSSL application decisions made within 45/60 working days of receipt.	4	100.00%	50%
	Number of WSSL revocations completed ²¹ .	2	N/A	N/A

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 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/>

²¹ 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)

We TPR report against the KPIs set out in our corporate plan once a year in its Annual Report and Accounts, the latest set of which can be found here: [Annual report and accounts](#). TPR has also agreed a further set of KPIs specifically relating to our commitment to growth, with our performance in the period to 31 December 2025 shown below and on our website here: [Commitment to growth: new key performance indicators](#).

Priority outcome	Key Performance Indicator	Q3 Update as of 31 December 2025	RAG
<p>The outcome we seek is to reduce capital reserving requirements for Master Trusts to generate growth</p>	<p>Generate, publish and conclude the reg cap review by Dec 2025.</p> <p>Subject to the review, amount of excess capital reserving that has been freed up for more productive investment</p>	<p>Many master trusts have now reached a sustainable break-even position, increasing their capacity to withstand financial stress. In response, TPR has been exploring a more nuanced approach to reserving to determine whether the existing framework could be adjusted to release unproductive capital without compromising member protection.</p> <p>Our review of reserving requirements for master trusts is now complete. Engagement with the market began in November to test the feasibility and potential impacts of the proposed changes, with the first phase of discussions with DWP, PRA, ABI, and Pensions UK concluding in December 2025. Individual scheme engagement commenced in January, and the final report and accompanying guidance are scheduled for publication later in the first quarter of 2026, slightly later than our initial commitment which is driving the Amber RAG.</p>	<p>Amber</p>

<p>The outcome we seek is to encourage consolidation and consideration of investment in productive assets so that the value for money framework drives public disclosure of long-term risk adjusted net returns to help drive competition, growth and enhanced saver outcomes.</p>	<p>The number and proportion of small schemes (those with assets under management of less than £100m) challenged by TPR which are rated as not value for money and consolidate.</p>	<p>We assess this KPI through our Value for Members (VFM) Regulatory Initiative, which requires DC schemes under £100 million to complete an annual VFM assessment and take action where value is poor. This initiative continues until the formal Value for Money Framework is introduced.</p> <p>Across April to December, fewer schemes have met the threshold for engagement, suggesting higher than expected compliance levels with schemes assessing that they offer value for members. We have engaged with 56 schemes that have triggered engagement. We are taking enforcement action and encouraging consolidation where appropriate. Since 2024, our interventions have resulted in 25% of schemes winding up or consolidating.</p>	<p>Green</p>
<p>In advance of this, we will drive consolidation in savers' interests and encourage the voluntary disclosure of asset allocation data to shine a light on the relationship between asset allocation and net performance.</p>	<p>The number of DC schemes in the market and the proportion of assets and members in master trusts – which have the highest governance standards</p>	<p>We will report this KPI at financial year-end as part of our DC Landscape Report, which will be published by 31 March 2026. This is because assessing the number of DC schemes and proportion of assets and savers in master trusts is reliant on a complete data set which forms part of our DC Scheme Return Data.</p> <p>RAG: This is an annual KPI and will be measured at the end of Q4 2025/26.</p>	<p>N/A – <i>annual KPI will be shown in Q4</i></p>

	<p>We will seek to establish the quantifiable economies of scale benefits from consolidation of small schemes into master trusts based on the evidence presented by government in its recent analysis: Pension fund investment and the UK economy.</p>	<p>We will establish the quantifiable economies of scale associated with consolidating smaller pension schemes into master trusts, drawing on the evidence highlighted in the government's recent <i>Pension Fund Investment and the UK Economy</i> analysis. As part of this, we are examining how average cost per member can be used as a robust metric to demonstrate the relationship between scheme size and cost efficiency.</p>	Green
	<p>The level of voluntary disclosure of asset allocation data at an aggregate, and where possible, default arrangement level from the largest defined contribution and master trust schemes</p>	<p>A data request was issued to all master trusts in January 2026 requesting asset allocation and investment performance information for main default strategies. Master trusts account for over 80% of Trust-based DC assets. Responses from schemes are expected by end of February 2026 and we will then assess the level of disclosure achieved.</p>	Green

<p>The outcome we seek is the creation of an innovation framework and criteria to trial pensions innovation ideas, launching an innovation support service to test with the market by Autumn 2025.</p>	<p>Number of firms engaged: tracking the number of firms interacting with the Innovation Service.</p>	<p>We launched TPR's Innovation Support Service in May 2025. The service includes discussion sessions and collaborative events and a link to FCA Innovation Sandboxes. We have defined pensions innovations as "changes and improvements to pensions which enhance saver outcomes". TPR Innovation Support will focus on saver experience, administration, investment and new scheme models.</p> <p>By 31 December 2025, the service has had 20 Discussion sessions and led 2 industry facing innovation events with over 50 firms participating in 1 online and 1 in-person event.</p>	Green
	<p>Innovation ideas submitted: the number of industry innovation ideas shared with us including the onward actions.</p>	<p>By 31st December 2025, the Service has had 20 Discussion sessions in total. We are learning from early innovation discussions, for example hosting cross org deep dives on the implications on regulation and policy of new innovations that we are seeing.</p>	Green
	<p>User satisfaction: collect and analyse innovation support service user ratings and any feedback.</p>	<p>We have been developing relevant approaches to monitoring and evaluation, and we will report on user satisfaction of the Innovation Service at the end of the financial year.</p>	Green

<p>The outcome we seek is delivery of key improvements to regulatory services.</p> <p>We will conduct a review of our scheme return and supervisory return data collection requirements by the end of March 2026 to identify options to reduce unnecessary burdens on schemes.</p> <p>Subject to the outcome of the review, the government will consider how and what we capture, including amendments to legislation as required.</p>	<p>Number of duplicated information collection requests that have been identified, and where possible removed.</p> <p>Identified non-registrable information which does not add value and remove where possible over time.</p>	<p>We have delivered on our commitment to complete an analysis of the Scheme Return and are currently developing a Low Burden Scheme Return for relevant small schemes, which will reduce the number of data points collected by c. 40%. This will go live for July's Defined Contribution Scheme Return window and will reduce burden for c. 22k schemes. We are continuing to develop our automated approach for schemes to submit information to us, which will reduce burden further and remove some remaining duplicative requests.</p> <p>Our Data Review continues to define current and future needs, focusing on data reduction and additional items for risk-based regulation and legislative compliance.</p>	<p>Green</p>
--	--	---	--------------

<p>The outcome we seek is to reduce unnecessary regulatory burden: over the course of 2025/2026, we will monitor our engagements with schemes and employers, seeking to reduce unnecessary regulatory burden while maintaining high levels of compliance. As part of this, we will monitor the quality and value of regulatory interaction and make</p>	<p>Reduction in communications and enforcement interventions with employers, while maintaining high levels of automatic enrolment compliance.</p>	<p>Work to reduce employer burden while maintaining high automatic enrolment compliance is progressing, though on a longer delivery timeline because changes are more complex than originally thought.</p> <p>We have completed the initial scoping and recommendations on reducing employer interventions, including establishing baseline measures for Re-Declaration of Compliance (Re-DoC) activity across all communication and enforcement channels, which will reduce the burden for a significant number of UK businesses.</p> <p>Although delivery is underway, we will not meet the original target of achieving a downward trend in intervention volumes by March 2026. A revised delivery timeframe is being developed, with confirmation dependent on an impact assessment due to complete by the end of February 2026.</p>	<p>Amber</p>
<p>sure that new interventions are not just clearly linked to delivery of better outcomes for savers but are also efficient and effective in delivery</p>	<p>Monitoring of new interventions against an enhanced saver-focused outcome framework with metrics of efficiency and effectiveness.</p>	<p>We are building our monitoring and evaluation capability, from a position of low maturity, embedding frameworks through 2025/26. In the first six months we expect to embed monitoring for 2–4 interventions, expanding as the function grows. As at 31 December, 2 interventions have effectiveness and efficiency monitoring in place (trusteeship and governance; Innovation Service).</p> <p>"New interventions" are those introduced since our monitoring & evaluation framework was agreed in September 2025.</p>	<p>Green</p>

	<p>Baseline perception of regulatory engagement before ongoing monitoring, as well as tracking the type and topic of regulatory engagements within supervision.</p>	<p>We have a new supervision segmented approach which enables a significant shift in the way we engage and regulate schemes, trustees and the wider pensions market. We engaged an external expert provider to gauge stakeholder perceptions of TPR's regulatory and supervisory approach over the last 12 months. More than 40 interviews were held, with stakeholders highly favourable toward TPR. Several explicitly said TPR is moving in the 'right direction', noting a positive trend. Industry and Professional Body stakeholders were most positive, citing our sensible objectives and open approach.</p>	<p>Green</p>
--	---	--	--------------

Prudential Regulation Authority (PRA)

All firms: Q3 01 Sep 2025 to 30 Nov 2025							
Process	Relevant Statutory Service Standard ²⁵	Cases Closed ^{22, 23}			Time to Close Cases (days) ²⁴		
		Within Stat. Service Standard	Outside of Stat. Service Standard	Compliance %	Lower Quartile	Median	Upper Quartile
New Authorisation	Within 6 months of a complete application, or within 12 months of receipt of an incomplete application	3	0	100.00%	0	345	0
Variation of Permission (Excluding Own Initiative)	Within 6 months of becoming complete, or 12 months of receipt of an incomplete application	44	0	100.00%	22	48	101

²² 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

²³ 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.

²⁴ 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.

²⁵ 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 6 months of becoming complete, or 12 months of receipt of an incomplete application	15	0	100.00%	81	179	214
Change in Control ²⁶	Within 2 working days of making the decision (and in any event no later than within 60 working days of acknowledgement of receipt)	17	0	100.00%	23	26	30
Senior Managers Regime (Forms A & E) ²⁷	Within 3 months of receipt	283	0	100.00%	18	30	45
Passporting ²⁸	1 month from the receipt of a complete notification, unless an Inward Establishment or Outward Establishment	1	0	100.00%	-	-	-

²⁶ For Change in Control applications, time to determination under the statutory service standard is calculated from the point a complete application is submitted.

²⁷ Senior Managers Regime closed cases do not include any application linked to a Part 4A Permission.

²⁸ 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.

Deposit taking firms: Q3 01 Sep 2025 to 30 Nov 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 6 months of a complete application, or within 12 months of receipt of an incomplete application	1	0	100.00%	-	-	-
Variation of Permission (Excluding Own Initiative)	Within 6 months of becoming complete, or 12 months of receipt of an incomplete application	33	0	100.00%	20	41	87
Cancellations	Within 6 months of becoming complete, or 12 months of receipt of an incomplete application	6	0	100.00%	-	75	-
Change in Control	Within 2 working days of making the decision (and in any event no later than within 60 working days of acknowledgement of receipt)	8	0	100.00%	-	25	-

Senior Managers Regime (Forms A & E)	Within 3 months of receipt	151	0	100.00%	19	32	46
Passporting	1 month from the receipt of a complete notification, unless an Inward Establishment or Outward Establishment	1	0	100.00%	-	-	-

Insurance firms: Q3 01 Sept 2025 to 30 Nov 2025							
Process	Relevant Statutory Service Standard ¹	Cases Closed			Time to Close Cases (days)		
		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	100.00%	-	-	-

Variation of Permission (Excluding Own Initiative)	Within six months of becoming complete, or 12 months of receipt of an incomplete application	11	0	100.00%	51	77	129
Cancellations	Within six months of becoming complete, or 12 months of receipt of an incomplete application	9	0	100.00%	174	213	233
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	100.00%	23	28	47
Senior Managers Regime (Forms A & E)	Within three months of receipt	132	0	100.00%	18	29	44
Passporting	One month from the receipt of a complete notification, unless an Inward Establishment or Outward Establishment	0	0	N/A	-	-	-