

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 has published the KPIs of the most economically impactful regulators in a single, consolidated document.

The Regulation Performance Dashboard (first published in October 2025) is now in its second iteration. This update reflects the Government's ongoing commitment to transparency. The Dashboard remains a work in progress and will continue to evolve over time. This iteration introduces new space metrics for the Civil Aviation Authority (CAA), alongside updated targets for the Prudential Regulation Authority (PRA) and The Pensions Regulator (TPR), strengthening the breadth and depth of performance insight.

Together these developments strengthen the ability of government, parliament and businesses to scrutinise regulatory performance and support continuous improvement across the system.

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

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Civil Aviation Authority

Key Services					
		Q3 2025/26		Q4 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.	99.40%	1440	99.00%	1555
General Aviation Pilot Personnel Licences	90.00% of applications are processed within 10 working days from receipt of correct application.	99.60%	1069	99.00%	918
Air Traffic Services Personnel Licences	90.00% of applications are processed within 10 working days from receipt of correct application.	98.70%	1266	99.40%	1154
Examiner & Instructor Personnel Licences	90.00% of applications are processed within 10 working days from receipt of correct application.	98.70%	393	99.20%	402
Airworthiness Review Certificates	90.00% of applications are processed within the 5 working days from receipt of a correct application.	100.00%	33	100.00%	34
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.	100.00%	56	100.00%	48

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.	100.00%	29	100.00%	25
Changes of registered ownership and other register amendments	90.00% of applications are processed within the 7 days from receipt of a correct application.	93.90%	571	99.50%	422
Completed new aircraft registrations and overseas de-registrations	90.00% of applications are processed within the 3 days from receipt of a correct application.	98.10%	212	97.40%	228
Engineer licenses with technical assistance required	90.00% of applications are processed within 31 days from receipt of a correct application.	37.20%	164	35.30%	173
Engineer licenses without technical assistance required	90.00% of applications are processed within 10 days from receipt of a correct application.	95.70%	746	75.20%	763
Mortgage entries, discharges and priority notices	90.00% of applications are processed within the 3 days from receipt of a correct application.	99.20%	123	100.00%	96
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.	97.70%	750	96.30%	885

Customer Satisfaction		
Customer Experience	Q3 2025/26	Q4 2025/26
Commercial Aviation	3.0/5	3.0/5
General Aviation	3.0/5	3.2/5
Passenger	3.0/5	3.0/5
Remotely Piloted Aircraft Systems (RPAS)	3.5/5	3.6/5
Total (average)	3.3/5	3.3/5

Space¹	
Processing times for Orbital Operator Licence application (12-month rolling period)	
Licence Time	Number of Licences
<6 months (180 days)	13
6 - 9 months (180 - 270 days)	1
9 - 12 months (271 - 365 days)	1
12 months + (366 days)	3
Total licences issued	18

¹ Spaceflight data has been added for the first time this quarter. Orbital Operator Licences account for the highest volume of applications each year, enabling robust and publishable processing time data. Other licence categories receive significantly fewer applications, meaning equivalent processing time data is not published as it would be based on very small sample sizes and could risk identifying individual applicants

Telephony Service				
	Target	Q4 2025/26 Answered	Q4 2025/26 Offered	Q4 2025/26 Answered %
Contact Centre	90.00%	6214	6455	96.30%
Medical	90.00%	1516	1565	96.90%

Future of Flight Metrics			
<p>These metrics support the government's new growth goals for the Civil Aviation Authority by improving transparency on a rapidly developing area of regulatory activity.</p> <p>Drones are an emerging growth sector, and while some precise KPIs are still being developed as part of the CAA's growth goals framework, we are publishing an initial set of metrics now to provide visibility of the scale of activity and the regulatory throughput. This establishes a transparent baseline, which will be refined as the dashboard continues to mature.</p>			
Category	Q2 2025/2026	Q3 2025/2026	Q4 2025/2026
Number of drone Operator IDs registered for Individuals	282,912	300,741	310,662
Number of drone Operator IDs registered for Organisations	9,780	10,031	10,685
Number of drone FlyerIDs	534,485	568,776	603,015
Number of Specific Operations Risk Assessment (SORA) drone applications	36	44	62
Number of SORA drone applications approved	5	8	18
Number of pilot competency certificates issued	33853	33114	27168
Proportion of SORA applications issued under 90 days	75%	25%	50%

Pre-Defined Risk Assessment applications satisfaction rate	87% very satisfied or satisfied	86% very satisfied or satisfied	74% very satisfied or satisfied
SORA applications satisfaction rate	Satisfaction data for this metric is not currently reported, as available responses are not sufficient to provide a robust metric. We will aim to report this metric in future quarters as response volumes increase.		

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. The data is for 2025 to 2026 quarter 3 (Q3) starts 1 September 2025 and ends 31 December 2025.

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	Q3 Actual	Q3 Target	2025 to 2026 target	Q3 Status
Number of properties better protected from flooding	Number of properties better protected since April 2024	47,622	43,843	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	92.90%	92.00%	92.00%	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	Q3 Actual	Q3 Target	2025 to 2026 Target	Q3 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	100.00%	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	Q3 Actual	Q3 Target	2025-2026 target	Q3 status
Resilience in our capacity to respond to incidents	Daily status reports for incident teams	Amber	Green	Green	Amber

Healthy air, land and water					
By 2030, to align with EA2030, our air will be cleaner and healthier					
Measure Title	Units	Q3 Actual	Q3 Target	2025 to 2026 target	Q3 Status
Water company compliance inspections	Number of water company inspections completed	7,906	7,000	10,000	Green
Sewage treatment works brought into compliance	Percentage of water quality permitted sites brought back into compliance	76.00%	90.00%	90.00%	Amber
Number of farm inspections	Number of farm inspections completed	3,042	2,977	4,000	Green
Bathing water monitoring	Percentage of bathing water quality monitoring samples collected and analysed	100.00%	98.00%	98.00%	Green
Number of high-risk illegal waste sites stopped	Number of high-risk illegal waste sites stopped	103	62	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	Q3 Actual	Q3 Target	2025 to 2026 target	Q3 Status
Planning applications determined in 21 days	Percentage of planning application consultations and pre-application enquiries responded to within 21 days	98.00%	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	65.00%	70.00%	70.00%	Amber
Percentage of permits issued within timescales (category 3 permits)	Percentage of category 3 permit applications determined within target timescales	50.00%	70.00%	70.00%	Red
Percentage of permits issued within timescales (category 4 permits)	Percentage of category 4 permit applications determined within target timescales	47.00%	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	Q3 actual	Q3 target	2025 to 2026 target	Q3 status
Net zero carbon by 2030	Tonnes of carbon	155,795	<149,137	<198,916	Amber

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 Application					
Service Standard	Measures	Q1 2025/26	Q2 2025/26	Q3 2025/26	Q3 determination time (days)
Approved persons applications – SM&CR related. To process an application for 'approved person' status for an application submitted by an authorised firm under the Senior Manager and Certification Regime. Target – 95.00% within 2 months.	Cases closed	1405	1366	1198	LQ – 9 Median – 16 UQ – 29
	Cases closed past deadline	N/A	N/A	64	
	Result	N/A	N/A	94.70%	
Approved persons – AR related. To process an application for 'approved person' status for an application submitted by an authorised firm under the Appointed Representative regime. Target – 95.00% within 2 months.	Cases closed	1331	1686	1545	LQ – 14 Median – 29 UQ – 38
	Cases closed past deadline	N/A	N/A	59	
	Result	N/A	N/A	96.20%	

Permissions					
Title	Measures	Q1 2025/26	Q2 2025/26	Q3 2025/26	Q3 determination time (days)
New Firm Authorisation. To process a complete application for Part 4A Permission. Target – 95.00% within 4/10 months for complete/incomplete	Cases closed	292	279	291	LQ – 91 Median – 128 UQ – 187
	Cases closed past deadline	N/A	N/A	28	
	Result	N/A	N/A	90.40%	
New Firm Authorisation Consumer Investments. Target - 95.00% within 4/10 months for complete/incomplete	Result	N/A	N/A	61.50%	LQ – 153 Median – 237 UQ – 360
New Firm Authorisation Credit and Lending - Limited Permission Target - 95.00% within 4/10 months for complete/incomplete	Result	N/A	N/A	100.00%	LQ – 85 Median – 103 UQ – 130

New Firm Authorisation Credit and Lending – Other. Target - 95.00% within 4/10 months for complete/incomplete	Result	N/A	N/A	83.60%	LQ – 102 Median – 156 UQ – 224
New Firm Authorisation Insurance. Target - 95.00% within 4/10 months for complete/incomplete	Result	N/A	N/A	81.80%	LQ – 110 Median – 154 UQ – 239
New Firm Authorisation Wholesale. Target - 95.00% within 4/10 months for complete/incomplete	Result	N/A	N/A	91.70%	LQ – 117 Median – 153 UQ – 214
Variation of Permission. To process a complete application from an authorised firm for Variation of Permission. Target - 95.00% within 4/10 months for complete/incomplete	Cases closed	274	316	310	LQ – 27 Median – 56 UQ – 113
	Cases closed past deadline	N/A	N/A	11	
	Result	N/A	N/A	96.50%	
Variation of Permission Consumer Investments.	Result	N/A	N/A	94.50%	LQ – 37 Median – 59 UQ – 111

Target - 95.00% within 4/10 months for complete/incomplete application					
Variation of Permission Credit and Lending - Limited Permission. Target - 95.00% within 4/10 months for complete/incomplete application	Result	N/A	N/A	95.80%	LQ – 32 Median – 44 UQ – 96
Variation of Permission Credit and Lending – Other. Target - 95.00% within 4/10 months for complete/incomplete application	Result	N/A	N/A	97.50%	LQ – 25 Median – 50 UQ – 114
Variation of Permission Insurance. Target - 95.00% within 4/10 months for complete/incomplete application	Result	N/A	N/A	100.00%	LQ – 38 Median – 74 UQ – 108
Variation of Permission Wholesale.	Result	N/A	N/A	96.00%	LQ – 16 Median – 37 UQ – 119

Target - 95.00% within 4/10 months for complete/incomplete application					
<p>Change in Control To make a decision after receiving a 'complete' notification of a proposed change in control.</p> <p>Target - 100% within 60 working days</p>	Cases closed	251	290	315	<p>LQ – 17 Median – 43 UQ – 67</p>
	Cases closed past deadline	0	0	0	
	Result	100.00%	100.00%	100.00%	

Payment Services					
Title	Measures	Q1 2025/26	Q2 2025/26	Q3 2025/26	Q3 determination time (days)
Processing Money Laundering registrations - 3/4 MLD. To process money laundering registration under the 3MLD/4MLD directives Target - 95% within 45 calendar days	Cases closed	84	70	64	LQ – 24 Median – 44 UQ – 79
	Cases closed past deadline	11	0	1	
	Result	86.90%	100.00%	98.40%	
5MLD To process money laundering registration under the 5MLD directive. Target - 95% within 3 months for a complete application	Cases closed	9	3	3	LQ – 175 Median – 221 UQ – 354
	Cases closed past deadline	0	0	0	

	Result	100.00%	100.00%	100.00%	
Payment Services & E-Money Authorisations. To process a complete application for authorisation/registration under the PSRs 2017/EMRs 2011. Target - 95% within 3/10 months	Cases closed	38	39	43	LQ – 113 Median – 175 UQ – 238
	Cases closed past deadline	N/A	N/A	12	
	Result	N/A	N/A	72.10%	
Payment Services & E-Money Authorisations To process a complete application for	Cases closed	6	4	10	LQ – 53 Median – 113 UQ – 184

variation of authorisation/registration under the PSRs 2017/EMRs 2011. Target - 95% within 3/10 months	Cases closed past deadline	N/A	N/A	1	
	Result	N/A	N/A	90.00%	
Payment Service Agents To process a complete application for a variation of authorisation under the EMRs 2011 Target - 95% within 2 months	Cases closed	2008	2014	1791	LQ – 0 Median – 0 UQ – 2
	Cases closed past deadline	4	0	1	
	Result	99.80%	100.00%	99.90%	
Cancellations To determine a complete application for	Cases closed	858	811	788	LQ – 7 Median – 14 UQ – 70

Cancellation of a Part 4A Permission Target - 95% within 6/12 months	Cases closed past deadline	11	20	13	
	Result	98.70%	97.50%	98.40%	

Supervision Hub					
Green ≥90.00%					
Amber <90% but ≥81%					
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%	93.30%	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%	97.80%	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%	5.54%	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%	86.74%	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%	82.44%	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
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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					
Title	Description	2022/23	2023/24	2024/25	Comments
Green ≥80%					
Amber <79% but ≥75%					
Red <75%					
Payment of suppliers from Invoice date	% of invoices paid within 30 days	85.00%	86.00%	87.00%	Statutory
Green <15%					

Amber 16% to 20%					
Red >20%					
Payment of suppliers from Invoice date	% of invoices paid between 31-60 days	9.00%	9.00%	9.00%	Statutory
Green <10%					
Amber 11% to 15%					
Red >15%					
Payment of suppliers from Invoice date	% of invoices paid between 60+ days	6.00%	5.00%	4.00%	Statutory
Green ≥80%					
Amber <80% but ≥70%					
Red <70%					
Payment of suppliers within supplier terms	% of invoices paid within supplier terms	84.00%	86.00%	86.00%	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	86.40%	72.30%	88.05%	Voluntary

Information Systems					
Green $\geq 98.50\%$					
Amber $< 98.50\%$ but $\geq 88.60\%$					
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	Availability of Financial Services Register	100.00%	100.00%	100.00%	Voluntary
Availability of external facing FCA systems	Availability of FCA website including fee calculator	100.00%	100.00%	100.00%	Voluntary
Availability of external facing FCA systems	Availability of RegData system	99.45%	100.00%	100.00%	Voluntary

Fund Authorisations					
Green $\geq 98.50\%$					
Amber $< 98.50\%$ but $\geq 88.60\%$					
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%	Statutory
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%	Statutory
Green $\geq 90.00\%$					

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	97.80%	96.90%	95.14%	Voluntary

	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				
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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%	99.80%	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.	97.20%	99.30%	99.10%	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.	98.70%	99.30%	99.10%	Voluntary

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 (Q2 25/26)	This Period (Q3 25/26)	Previous RAG	This RAG
No. Meat FBO audits completed	England & Wales	116 per quarter	133	126	Green	Green
	Northern Ireland	8 per quarter	6	8	Green	Green
% Meat FBO Audits completed by agreed time scales	England & Wales	90.00%	100.00%	92.00%	Green	Green
	Northern Ireland	100.00%	100.00%	100.00%	Green	Green
% Meat FBOs where urgent improvement is necessary	England & Wales	<1.50% per month	0.40%	0.0%	Green	Green
	Northern Ireland	<1.50% per month	0.00%	0.00%	Green	Green

Meat, Wine & Dairy Audit						
Are we delivering our statutory obligations in wine premises?						
Measure	Ambition	Year to date	Previous Period (Q2 25/26)	This Period (Q3 25/26)	Previous RAG	This RAG

Visits carried out in year (quarterly)	237	859	324	273	Green	Green
Meat, Wine & Dairy Audit						
Are we delivering on our statutory obligations in dairy premises?						
Measure		Ambition	Previous Period (Q2 25/26)	This Period (Q3 25/26)	Previous RAG	This RAG
% dairy visits completed within frequency	England & Wales	98.40%	92.00%	96.00%	Red	Red
	Northern Ireland	100.00%	96.00%	96.00%	Green	Green
Raw cow's drinking milk sampling % of failed samples due to harmful bacteria	England & Wales	0.00%	6.00% 6/98	7.00% 6/80	Red	Red
	Northern Ireland	0.00%	100.00% 2/2	0.00% 0/2	Red	Green

Operational Controls

Official Controls						
Do we have the right resources to deliver? (England and Wales only)						
Measure		Ambition	Previous period (Q2 25/26)	This period (Q3 25/26)	Previous RAG	This RAG
Meat Hygiene Inspector (MHI) attrition (FSA)		<8.00%	1.70%	0.70%	Green	Green

MHI resourcing (employed vs contract from service delivery partner) %	50:50	44:56	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 (Q2 25/26) Previous Number	This period (Q3 25/26) Previous Number	Previous RAG	This RAG
% conditional approvals under 3 months	England	90.00%	100.00% (15)	96.00% (26)	Green	Green
	Wales	90.00%	100.00% (3)	100.00% (1)	Green	Green
	Northern Ireland	100.00%	0.00% (1)	100.00% (5)	Red	Green
% full approvals under 6 months	England	100.00%	100.00% (26)	100.00% (27)	Green	Green
	Wales	100.00%	100.00% (2)	100.00% (2)	Green	Green
	Northern Ireland	100.00%	100.00% (2)	75.00% (4)	Green	Red

Incidents and response					
How many incidents are taking place and what category do these fall into?					
Measure	Tolerance	Previous period (Q2 25/26)	This period (Q3 25/26)	Previous RAG	This RAG
Total incidents occupying time	437	739	889	Amber	Red
Number of new incidents	350	510	631	Red	Red
Number of non-routine	3	1	0	Green	Green
Total number of outbreaks	8	11	4	Red	Green

% high and medium priority incidents	-	87.50%	91.10%	N/A	N/A
...of which high priority	-	50.90%	43.50%	N/A	N/A
Number of Allergy Alerts	13	22	29	Red	Red
Number of Product Recall Information Notices (PRINs)	16	16	12	Green	Green

National Food Crime Unit (NFCU)						
Are NFCU Operations successfully leading to outcomes?						
Measure	2025/26 target	Year to date	Previous period (Q2 25/26)	This Period (Q3 25/26)	Previous RAG	This RAG
% closed NFCU operations that led to an outcome	70.00%	68.00%	71.00%	62.00%	Green	Amber
% NFCU strategic intelligence requirements which improved rating	55.00%	69.00%	50.00%	19.00%	Green	Green
No. disruptions overall	75/yr	64	22	6	Green	Red
No. outcomes overall	130/yr	125	32	8	Amber	Green

What is the impact of NFCU Operations?						
Measure	2025/26 target	Year to date	Previous period (Q2 25/26)	This period (Q3 25/26)	Previous RAG	This RAG
Volume of unfit food products removed from the food chain (kg)	N/A	N/A	21,285kg	1,766kg	N/A	N/A
% of business that changed prevention practices (target	N/A	N/A	46.00%	76.00%	N/A	N/A

hardening) following food fraud resilience tool						
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Local Authority Delivery

LA performance - Are required interventions at all risk establishments taking place?						
Measure	Rating	Benchmark (pre-COVID levels)	Previous performance (Q3-Q4 2024/25)	This period (Q1-Q2 2025/2026)	Previous RAG	This RAG
England						
Food Hygiene: % due interventions achieved	A rated	98.90%	98.50%	95.80%	Amber	Amber
	B rated	96.30%	96.50%	93.10%	Amber	Amber
	C rated	91.30%	85.50%	79.00%	Amber	Red
	D rated	83.50%	67.40%	64.80%	Green	Red
	E rated	72.40%	42.40%	39.40%	Green	Amber
Food Standards: % due interventions achieved	A rated	75.70%	90.30%	-	Green	N/A
	B rated	29.70%	17.00%	-	Green	N/A
	C rated	32.40%	16.00%	-	Green	N/A
Wales						
Food Hygiene: % due interventions achieved	A rated	99.70%	100.00%	94.70%	Green	Amber
	B rated	98.50%	99.30%	96.20%	Green	Amber
	C rated	93.20%	88.50%	80.10%	Amber	Red
	D rated	80.50%	54.60%	58.90%	Green	Red
	E rated	82.20%	28.60%	30.40%	Green	Red
Food Standards: % due interventions achieved	A rated	90.80%	94.70%	89.20%	Green	Green
	B rated	60.30%	43.90%	46.10%	Green	Green
	C rated	60.30%	34.70%	33.50%	Green	Green
Northern Ireland						
	A rated	99.20%	100.00%	100.00%	Green	Green

Food Hygiene: % due interventions achieved	B rated	98.70%	99.10%	96.90%	Green	Amber
	C rated	92.50%	91.90%	83.40%	Green	Red
	D rated	88.20%	61.90%	69.50%	Green	Red
	E rated	77.10%	60.60%	55.00%	Green	Green
Food Standards: % due interventions achieved	A rated	94.70%	96.30%	-	Green	N/A
	B rated	89.90%	75.90%	-	Green	N/A
	C rated	80.60%	51.50%	-	Green	N/A

Are local authorities managing unrated businesses?						
Measure	Country	Benchmark (Pre-COVID levels)	Previous period (Q3-4 2024/25)	This period (Q1-2 2025/26)	Previous RAG	This RAG
Number of businesses unrated (Food Hygiene)	England	29,021	36,712	37,427	Red	Red
	Wales	1,388	1,765	1,856	Red	Red
	Northern Ireland	599	297	354	Green	Green
Number of businesses unrated (Food Standards)	England	68,448	83,361	-	Red	N/A
	Wales	4,160	3,897	4,387	Amber	Red
	Northern Ireland	606	285	-	Green	N/A

Do local authorities have enough resource in place to deliver the controls?					
Food Hygiene					
Measure	Country	Previous period (Q3-4 2024/25)	This period (Q1-2 2025/26)	Previous RAG	This RAG
	England	1,337	1,371	Red	Red

Full time equivalent (FTE) allocated to deliver controls	Wales	158	155	Green	Green
	Northern Ireland	65	64	Amber	Amber
FTE occupied to deliver controls	England	1,207	1,217	Red	Red
	Wales	145	143	Green	Amber
	Northern Ireland	57	59	Red	Amber

Do local authorities have enough resource in place to deliver the controls?					
Food Standards					
Measure	Country	Previous period (Q3-4 2024/25)	This period (Q1-2 2025/26)	Previous RAG	This RAG
FTE allocated to deliver controls	England	254	-	Red	N/A
	Wales	63	62	Red	Red
	Northern Ireland	32	-	Red	N/A
FTE occupied to deliver controls	England	230	-	Red	N/A
	Wales	56	56	Red	Red
	Northern Ireland	29	-	Red	N/A

Is Action by local authorities improving Compliance?

Local Authority Activity						
Measure		Benchmark (Pre-COVID levels)	Previous period (Q3-4 2024/25)	This period (Q1-2 2025/26)	Previous RAG	This RAG
Establishments subject to enforcement activities	Food Hygiene	2,392	3,347	2,957	N/A	N/A

	Food Safety	229	352	25	N/A	N/A
Establishments subject to written warning	Food Hygiene	75,641	91,584	84,118	N/A	N/A
	Food Safety	12,548	18,821	1,632	N/A	N/A
Business Compliance		Benchmark (Pre-COVID levels)	Previous period (Q2)	This period (Q3)	Previous RAG	This RAG
% Food Hygiene Rating Scheme ratings 3+		95.80%	96.90%	96.90%	Green	Green
% Food Hygiene Rating Scheme ratings 5+		72.00%	77.10%	77.30%	Green	Green

Are local authorities performing and are issues being rectified?							
	Level 1	Level 2	Level 3	Previous period (Q2)	This period (Q3)	Previous RAG	This RAG
LA's in escalation – Eng	3	4	1	10	8	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	423	417	Amber	Amber		
Applications paused under active caseload management	TBC	88	71	N/A	N/A		
<i>Of which active applications are progressing in the following stages:</i>							
Applications in validation	<175	124	106	Amber	Amber		
Applications in risk assessment	<175	94	109	Green	Amber		
Safety assessments concluded	25	4	20	N/A	N/A		
Applications in risk management	<100	107	131	Red	Red		
Applications in authorisation	<50	10	0	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	80	32	19	Green	Green
Applications completed (authorised or rejected)	50/yr	TBC	10	1	8	Red	Red
Applications completed (invalidated or withdrawn)	NA	NA	45	13	11	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	38/Q	17	10	Green	Green

Total mentions – Scientific outputs published by the FSA	19	24	18	Green	Green
Total mentions – FSA funded research outputs	318	357	206	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	2	2	Green	N/A
Risk analysis process is followed, evidence is assured, outputs fit for purpose	100.00%	90.00%	100.00%	Amber	Green
Completeness of evidence components	100.00%	100.00%	100.00%	Green	Green
Timeliness of evidence components	100.00%	50.00%	100.00%	Red	Green
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	7	0/5	0/7	Green	Green
Regulatory Monitoring projects	8	1/8	1/8	Green	Green
Targeted Surveillance projects	5	0/3	0/5	Green	Green
Official Control projects	5	1/3	0/5	Green	Green

Trade & International

Imported food					
Do we support consumer access to safe imported food?					
Measure	12-month average	Previous period	This period	Previous RAG	This RAG
Number of border notifications (total)	230	204	243	Green	Green
Number of border notifications (validated)	175	175	200	Amber	Amber
Number of intensified official controls	2	2	1	Green	Green
Number of imposed checks	0	0	0	Green	Green
Measure	Yearly tolerance	Previous period	This period	Previous RAG	This RAG
Number of import market access audits	6/yr	0	0	Green	Green
Number of equivalence assessments ongoing	1/yr	1	0	Green	Green

Are we meeting our international obligations?					
Measure	Benchmark	Previous period	This period	Previous RAG	This RAG
Number of export market access requests from Environment, Food & Rural Affairs facilitated by FSA request notifications (total)	4/yr	1	2	Green	Green
% notifications to World Trade Organisation within deadlines	100.00%	0	100.00%	N/A	Green
Number of Section 42 advices undergoing request, drafting, or publication	N/A	1	0	Green	Green

Are we managing complaints and responding to correspondence within deadlines?

Measure	2025/26 target	Previous period	This period	Previous RAG	This RAG
Number of complaints received	N/A	8	7	N/A	N/A
Complaints responded to within deadline	100.00%	100.00%	86.00%	Green	Amber
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	Q4
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%)	5,311 inspections in quarter vs. 4,384 profiled (121%)
			6,598 inspections YTD vs 6,260 profiled (105%)	9,616 inspections YTD vs 10,199 profiled (94%)	Delivered 14,927 inspections YTD vs. 14,000 profiled (107%) YTD
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%)	Delivered 4,086 inspections in quarter vs. 2,874 profiled (142%)
			5,448 inspections YTD vs 5,359 profiled (102%)	7,678 inspections YTD vs 8,173 profiled (94%)	Delivered 11,764 inspections YTD vs. 11,047 profiled (106%) YTD
Complete proposal for consultation about targeted	By end of 2025/26	On track	On track	Delivered	Delivered

reform of the Control of Asbestos at Work Regulations					
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	Q4
Deliver planned permissions for pesticides	720	170 permissions vs 180 profiled (94%)	419 YTD vs 360 (116%)	623 YTD vs 540 (115%)	830 YTD vs. 720 profiled (115%)
Deliver planned permissions for biocides	115	53 vs 30 (177%)	125 YTD vs 60 (208%)	196 YTD vs 90 (218%)	239 YTD vs. 115 profiled (208%)
Deliver authorisation opinions under UK REACH	20	7 vs 3 (233%)	15 YTD vs 11 (136%)	18 YTD vs 17 (106%)	22 YTD vs. 20 profiled (110%)
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%)	48,291 YTD vs 48,000 profiled (101%)

Enable industry to innovate safely to prevent major incidents, supporting the move towards net zero					
Key Performance Indicator	Target	Q1	Q2	Q3	Q4
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	Delivered
Launch public consultation on legislation to regulate offshore hydrogen production and carbon capture and storage	By end of Q1	Delivered	Delivered	Delivered	Delivered

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

Maintain Great Britain's record as one of the safest countries to work in					
Key Performance Indicator	Target	Q1	Q2	Q3	Q4
Control of Major Accident Hazards (COMAH) and Offshore and Gas Safety Permissioning safety report assessments completed within agreed timescales	75.00%	46 on time vs 52 due (88.00%)	93 YTD vs 110 (85.00%)	132 YTD vs 153 (86.00%)	158 YTD vs. 186 due (85.00%)
Land use planning applications processed via Web App within 21 days	95.00%	100.00%	100.00%	100.00%	100.00%
Complete fatal investigations within 12 months of primacy	80.00%	23 vs 30 (77.00%)	45 YTD vs 57 (79.00%)	64 YTD vs 78 (82.00%)	80 YTD vs. 96 due (83.00%)
Complete non-fatal investigations within 12 months of incident date	90.00%	1,138 vs 1,206 (94.00%)	2,382 YTD vs 2,518 (95.00%)	3,718 YTD vs 3,903 (95.00%)	5,092 YTD vs 5,387 due (95.00%)

Enabling activities and customer services

Key Performance Indicator	Target	Q1	Q2	Q3	Q4
Engage 25,000 delegates through training and events	25,000	Engaged 4,937 vs 5,294 profiled (93%)	Engaged 12,393 YTD vs. 11,227 profiled (110%)	Engaged 22,481 YTD vs. 18,639 profiled (121%)	31,241 YTD vs. 25,000 profiled (125%)
Usefulness rating of our information and guidance on hse.gov.uk	70.00% average	78.00%	78.00%	78.00%	78.00%
Percentage of Freedom of Information requests responded to within deadlines	90.00% or greater	Responded to 898 requests within deadline vs. 1,014 due (89.00%)	Responded to 1,629 requests within deadline YTD vs. 1,950 due (84.00%)	Responded to 2,451 requests within deadline YTD vs. 2,936 due (83.00%)	Responded to 3,063 requests within deadline YTD vs. 3,851 due (80.00%)
Percentage of calls answered in the contact centre	95.00%	Answered 7,876 calls vs 8,153 received (97.00%)	Answered 15,645 calls YTD vs. 16,304 received (96.00%)	Answered 23,771 calls YTD vs 24,336 received (98.00%)	Answered 31,009 calls YTD vs. 32,583 received (95.00%)
Percentage of Tier 1 complaints responded to within 15 working days	80.00%	Responded to 42 complaints within deadline vs 71 received (59.00%)	Responded to 91 complaints within deadline YTD vs. 154 received (59.00%)	Responded to 145 complaints within deadline YTD vs. 230 received (63.00%)	Responded to 215 complaints within deadline YTD vs. 283 received (76.00%)
Duty holder survey: inspection efficient and time appropriate	80.00% or greater	97.00%	97.00%	100.00%	97.00%
Duty holder survey: inspector provided practical advice	80.00% or greater	91.00%	91.00%	96.00%	97.00%

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	14.00%	16.00%
Data subjects' awareness of the ICO and confidence in what we do	22.00%	26.00%
Data controllers' awareness of the ICO	59.00%	63.00%
Data controllers' agreement the ICO is clear about what the law requires	72.00%	74.00%
Data controllers' agreement the work of the ICO reduces compliance costs	31.00%	34.00%

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 Q3 24/25	Previous Q2 25/26	Latest Q3 25/26
We will assess and respond to 80.00% of data protection complaints within 90 days.	12.27%	38.31%	30.61%
We will assess and respond to 90.00% of data protection complaints within 6 months.	98.16%	79.44%	52.04%
Less than 1.00% of our data protection complaints caseload will be over 12 months old.	0.09%	0.18%	0.13%
The Parliamentary and Health Service Ombudsman does not uphold a complaint about us in 100.00% of cases.	100.00%	100.00%	100.00%

We will investigate and respond to 90.00% of service complaints within 30 calendar days (combined measure of service complaints across all teams).	83.19%	83.78%	95.14%
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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 Q3 24/25	Previous Q2 25/26	Latest Q3 25/26
We will resolve 80.00% of written enquiries within 7 calendar days (combined measure of Public and Business Advice enquiries).	61.65%	87.49%	88.03%
We will resolve 99.00% of written enquiries within 30 calendar days (Combined measure of Public and Business Advice enquiries).	81.29%	98.45%	98.33%
We will answer 80.00% of calls within 60 seconds (Combined public advice and business services calls).	84.90%	82.23%	83.81%
We will answer 80.00% of live chats within 60 seconds (Combined public advice and business services live chats).	78.70%	90.83%	91.89%

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 Q3 24/25	Previous Q2 25/26	Latest Q3 25/26
90.00% of our audit recommendations are accepted in full or in part.	99.00%	99.00%	98.00%

80% of accepted recommendations, in full or in part, are completed or being actioned.	98.00%	99.00%	99.00%
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Personal data breach services

We receive notifications of breaches of personal information. By working with organisations to comply with the law and providing appropriate support when breaches occur, we can help to ensure that organisations get it right in future.

Measure	Last year Q3 24/25	Previous Q2 25/26	Latest Q3 25/26
We will refer or close 80.00% of personal data breach reports within 30 days.	88.93%	85.52%	45.94%
Less than 1.00% of personal data breach reports will be over 12 months old.	13.97%	11.22%	1.84%

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 Q3 24/25	Previous Q2 25/26	Latest Q3 25/26
We will reach a decision and respond to 90.00% of FOI concerns within six months.	94.62%	86.93%	79.01%
Less than 1.00% of our FOI caseload will be over 12 months old.	0.31%	0.11%	0.06%
66.00% of FOI tribunal hearings in our favour.	69.00%	80.50%	77.00%

Information Access

We are subject to the laws we regulate and respond to requests for information held by the ICO.

Measure	Last year Q3 24/25	Previous Q2 25/26	Latest Q3 25/26
We will respond to 100.00% of Information Access Requests within statutory deadlines.	98.96%	96.95%	97.80%

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 Q3 24/25	Previous Q2 25/26	Latest Q3 25/26
Forecast financial year-end outturn is within +/-3.00% of income.	N/A	0.00%	2.80%

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 March 2026	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	34	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	56
Amendments	21	4

Vaccine batches and blood product batches		
Key Performance Indicator (KPI)	KPI Performance March 2026	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.	97.00%	99.00%

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	3	
Amendments	15	7	

Medicines license applications via the national route		
Key Performance Indicator (KPI)	KPI Performance March 2026	KPI Performance 2025/26 YTD
3. We will determine 95.00% of medicines licence applications within 210 days via the national route.	100.00%	98.00%

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

Medicine License Applications through the International Recognition Procedure		
Key Performance Indicator (KPI)	KPI Performance March 2026	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).	98.00%	99.00%

Regulatory Service	Target (Days)	Last month median (Days)
Licensing applications: International Recognition Procedure (IRP)		
Route A	60	57
Route B	110	93

National Variations		
Key Performance Indicator (KPI)	KPI Performance March 2026	KPI Performance 2025/26 YTD
5. We will determine 95.00% of all national variations within their category's statutory timeline.	99.00%	97.00%

Regulatory Service	Target (Days)	Last month average (Days)
National Variations		
Type 1b	30	13
Type 2	90	54
Safety Variations		
Type 1b	30	20
Type 2	90	52

Manufacturing and Distribution Authorisations		
Key Performance Indicator (KPI)	KPI Performance March 2026	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.	99.00%	98.00%

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	64	
Variation Inspection	90	51	
Variation: No Inspection	30	9	
Manufacturing Licenses			Target timescales vary dependant on whether an inspection is required or not.
New application	90	N/A	
Variation Inspection	90	51	
Variation: No Inspection	30	14	

Reports of Adverse Incidents		
Key Performance Indicator (KPI)	KPI Performance March 2026	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.	98.00%	97.00%

Scientific Advice		
Key Performance Indicator (KPI)	KPI Performance March 2026	KPI Performance 2025/26 YTD
8. (a) We will offer a meeting date for 95.00% of scientific advice requests within 10 working days of submission.* *In line with MHRA scientific advice guidance, the 10 working day period starts when MHRA has received a complete list of questions.	95.00%	78.00%
(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.	100.00%	67.00%
(a) Meeting Date Offered Regulatory Service	Target (Days)	Last month median (Working Days)

Averages over all regulatory services	10	4
Clinical Trials	10	3
New Active Substance	10	3
Population Health	10	5
Biologicals	10	5
PIQs (Patient Intelligence & Quality Systems)	10	N/A
(b) Written advice delivered Regulatory Service	Target (Days)	Last month median (Working Days)
Averages over all regulatory services	30	23
Clinical Trials	30	21
New Active Substance	30	23
Population Health	30	27
Biologicals	30	15
PIQs	30	N/A

National Institute for Health and Care Excellence (NICE)

NICE is on track to:

- Meet or exceed annual targets for 72% of its key performance indicators for 2025/26
- Achieve the key objectives for the three strategic projects (National HealthTech access programme, whole lifecycle approach, and NICE/MHRA alignment)
- Meet 93% of the key milestones across all eleven priority projects outlined in our 2025/26 business plan

Timely, high quality and relevant:

- On track to meet KPI targets for timeliness of guidelines
- Improvement on medicines timeliness since last year (13 percentage point improvement)
- Target for publishing 60% of guidance within 240 days of Invitation to Participate still at risk due to external factors.
- On track to meet or exceed annual KPI targets for relevant guidance: Technology Appraisal (TA) incorporation progressing well, including audits and consultations.

Usable and impactful:

- On track to meet annual KPI targets
- Implementation of knowledge platform progressing well
- Annual survey shows improvement in usability and impact of NICE guidance

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

Timely and High Quality

KPI Grouping	Key Performance Indicator (KPI)	2025/26 target	Apr 25 – Jan 26	2024/25 baseline	Change since last year	RAG
Medicines Evaluation Guidance	Proportion of final guidance started since April 2025 published within 240 working days of Invitation to Participate (ITP)	60% for new topics starting from April 2025	100.00%	44.00%	+56 pp	Amber
	Proportion of final guidance published within 12 months of Marketing Authorisation	50.00%	70.00%	57.00%	+13 pp	Green
	Confidentiality breaches (medicines)	Tolerance of 12	11	16	-18 % per month	Amber
	Mean time between marketing authorisation and NICE recommendation (days)	335	351	335	+16 days	Amber
	Mean time between marketing authorisation and NICE recommendation (optimal) (days)	48	64	48	+16 days	Amber
	Mean time between marketing authorisation and NICE recommendation (divergent) (days)	409	379	409	-30 days	Green
	Median time between marketing authorisation and NICE	332	232	332	-100 days	Green

	recommendation (days)					
	Median time between marketing authorisation and NICE recommendation (optimal) (days)	44	63	44	+19 days	Amber
	Median time between marketing authorisation and NICE recommendation (divergent) (days)	411	237	411	-174 days	Green
	Number of publications	-	46	N/A	+2.00% (monthly average)	N/A
	Number of publications (optimal)	-	4	N/A	-56.00% (monthly average)	N/A
	Number of publications (divergent)	-	42	N/A	+17.00% (monthly average)	N/A
Guidelines	Proportion of small guideline updates published within 7 months of development starting for new topics from April 2025	50.00%	100.00%	0	+100 pp	Green
	Proportion of medium guideline topics published within 13 months of development starting from April 2025	50.00%	0	0	-	N/A
	Average (mean) time for development of new guidelines or large guideline updates for topics starting in 25/26	18 months	N/A	34	-	Green
	Number of guidelines, quality standards or indicators with errors/learning opportunities (at a product level) published in 2025-26	0	3	Baseline data not available	-	Amber

	Proportion of Quality Standards (new, updates and alignments) published at the same time as the associated guideline	80.00%	80.00%	60.00%	+20 pp	Green
Health Technology Evaluations	Proportion of HTEs moving from referral to Prioritisation Board decision within 66 working days	50.00%	28.00%	0.00%	+28 pp	Red
	Proportion of HTEs moving from Prioritisation Board decision to the start of guidance development within 66 working days	40.00%	0.00%	0.00% (5 months average)	No change	Red
	Proportion of HTEs moving from starting to finishing guidance within 9 months	35.00%	22.00%	0.00% (10 months average)	+22 pp	Red
	Confidentiality Breaches (HealthTech)	Tolerance of 6	2	6	-40% monthly average	Green
Relevant						
KPI Grouping	Key Performance Indicator (KPI)	2025/26 target	Apr 25 – Jan 26	2024/25 baseline	Change since last year	RAG
Relevance of NICE Guidance	Number of Technology Appraisals considered for incorporation into guidelines since start of 24/25	383	321	183	+138	Green
	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	90.00%	90.00%	74.00%	+16 pp	Green

	Proportion of Prioritisation Board clarifications resolved at stage 1 (excluding Highly Specialised Technology, HST)	80.00%	100.00%	50.00%	+50 pp	Green
	Proportion of primary users who report that guidance is relevant	80.00% by Dec 2025	83.00%	76.00%	+7 pp	Green
Increased focus on HealthTech	Number of Technology Appraisals launched for HealthTech	2 in 2025/26	1	N/A	N/A	Green

Usable and Impactful						
KPI Grouping	Key Performance Indicator (KPI)	2025/26 target	Latest data	2024/25 baseline	Change since last year	RAG
Usable: User Satisfaction	Proportion of our primary users who report that NICE guidance is usable	80.00% by Dec 2025	82.00%	78.00%	+4 pp	Green
Usable: Number of User Visits	Maintain number of user visits to core guidance products (on NICE website, 12 month rolling average)	1.56 million	1.57 million (12 months to 31/1/26)	1.56 million	+10,000 visits	Green

	Maintain number of user visits to supporting tools and resources (on NICE website, 12 month rolling average)	10,000	9,500 (12 months to 31/1/26)	10,000	-500 visits	Green
Improved Uptake of NICE Guidance	Proportion of innovation scorecard medicines showing improved use (medicines in the innovation scorecard portfolio change bi-annually)	70.00%	77.00%	-	N/A	Green
	Proportion of agreed quality standard measures in priority areas showing improved uptake	75.00%	80.00%	-	N/A	Green

Natural England

Natural England's 2024/25 Key Performance Indicators (KPIs) are the organisation's long-term, cross-cutting outcomes and output measures. There are 6 KPIs (A-F), which are underpinned by a series of progress metrics which are in-year delivery targets. KPI F-progress metric 28 (Customer service standards) is the most relevant for regulatory performance.

Natural England uses a four-tier system to assess progress:

- Green – KPI delivery is on schedule
- Amber-Green - KPI delivery is mostly on schedule
- Amber-Red – KPI delivery is mostly off schedule with significant risks
- Red – KPI delivery is significantly off schedule with significant risks

Key Performance Indicator A	RAG Status
We restore and enhance the health of our ecosystems and the natural beauty of our landscapes by increasing the area and improving the character, quality, resilience and connectivity of wildlife-rich places.	
1. Area of Protected Land and Sea	
The area of land and sea that is protected will increase by 900 hectares (ha).	Green
An additional 2,560 ha of previously unprotected land was conserved in 2024-25. This was achieved through the continued declaration of partnership NNRs as part of the King's Series.	
2. Actions Underway on Site of Special Scientific Interest Features	

21% of special scientific interest (SSSI) features will have actions underway and on track to achieve favourable condition.	Green
At the end of March 2025, 23.1% of SSSI features had actions underway and on track, an increase of 6.8% since last year. We have used a variety of tools to achieve these gains including funding and incentives, advocacy and partnership, and regulatory processes.	
3. Marine Protected Area Condition Assessments	
Complete 80 Marine Protected Area condition assessments.	Green
We completed and published 106 condition assessments this year. A significant programme of condition assessments is still required by the 2027 interim Environmental Improvement Plan target date. This will build on the 21% of the 1,044 designated features that have been assessed since April 2017.	
4. New or expiring Countryside Stewardship Higher-Tier agreements	
Triage and manage input to 800 new and expiring agreements for Countryside Stewardship Higher Tier. Not applicable - rescheduled	N/A
Defra could not launch the Countryside Stewardship Higher Tier scheme in the timescale initially planned. This meant that it was not possible to achieve this target. Pre-application advice visits started in early 2025.	
5. Carbon Secured through Nature for Climate Peatland Grant Scheme	
3.2 mega tonnes of carbon secured through 27,000 ha of peat restoration under Nature for Climate Peatland Grant Scheme (NCPGS).	Green
We have met our annual target on carbon secured, with restoration equating to an estimated carbon abatement of 3.2 mega tonnes CO ₂ e* by 2050. 23,400 hectares of land have been brought under restoration which, although a smaller area than planned, included more heavily degraded and lowland peatland than anticipated.	
*CO ₂ e is Carbon Dioxide Equivalent. Greenhouse gases other than carbon dioxide can be converted to an equivalent amount of CO ₂ , based on their relative contribution to global warming.	

6. Carbon secured through woodland creation	
Provide timely advice on embedding 'right tree right place' on 10,000 ha to increase carbon secured through woodland creation and support biodiversity targets	Amber-Green
9,450 ha of advice has been delivered towards a target of 10,000 ha. Changes to processes to use Forestry Commission ecologist resource resulted in lower delivery figures by us, but without risk to overall outcomes.	
7. Protected Landscapes Targets and Outcomes Framework	
Lead the apportionment of targets and complete the collation and distribution of data to inform the Protected Landscapes Targets and Outcomes Framework.	Green
Working closely with Defra and partners, we have led the apportionment of targets and collated and distributed data to inform the Protected Landscapes Targets and Outcomes Framework. The Framework embeds key Government Environmental Improvement Plan Targets into Protected Landscape Management Plans and delivery in those places.	
8. Reporting landscape and waterscape changes	
Update the published interim (baseline 2015-19) reporting on EIP Outcome Indicator Framework G1: 'Changes to landscape and waterscape character'.	Amber-Green
We have completed analysis and reporting of the G1b indicator component (monitoring of the impacts of Agri-Environment Schemes on landscape character and quality across England's National Character Areas).	
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.

9. Species Recovery and Reintroductions

400 rare and threatened species benefiting from Natural England’s species & nature recovery projects (including conservation translocations).

Amber-Green

385 species have benefitted from projects delivered with partners and funded through our Species Recovery Programme (SRP). Our SRP Capital Grants Scheme has almost reached completion, improving on last year’s delivery. Our new reporting framework has provided the first quantifiable results for SRP, and our external evaluation contract will report on the impact and value for money the programme has achieved.

10. Licences Benefiting Species Conservation

Increase the proportion (percentage) of licences issued that benefit species conservation by 5 % (from the current 55.00% to 60.00% by March 2024).

Green

The proportion of licences issued that benefit species conservation increased by 8.7% to 62.7%. Key successes include Bat Earned Recognition moving to business-as-usual; implementation of automation robots to speed up processing and route more complex cases for further checks; and the launch of a licensing regime for beaver reintroduction.

11. Creation or restoration of habitat outside of protected sites

Support the creation or restoration of 3,200 ha of a range of wildlife-rich habitat outside of protected sites via our advice and funding, ultimately contributing to species abundance

Green

We supported the creation and restoration of 3,683 ha of wildlife-rich habitat outside of protected sites. This area has been achieved using delivery mechanisms such as the Nature for Climate Programme.

Key Performance Indicator C

RAG Status

We increase the number and representation of people engaged with nature and nature recovery in a way that supports socio-economic and health benefits for local communities.	
12. People's Access to Green and Blue Space	
Maintain the proportion of people with access to green and blue space within 15 minutes from home to present level of 62.00%.	Green
Just over 62% of people continue to have access to green and blue space within 15 minutes from home. We are the main delivery partner for the 15-minute commitment and provide advice and evidence on the quantity and quality of green infrastructure to inform the commitment. Stakeholders have praised our Green Infrastructure Framework for its clear principles, reliable data, and policy support.	
13. Embedding Green Infrastructure Framework	
20 new Local Authorities to have embedded the Green Infrastructure Framework in their policies.	Green
We are working with 20 new local authorities to embed Green Infrastructure (GI) in policies or strategies. Working with local authorities to embed GI has been shown to deliver multiple benefits, including economic growth, nature recovery, improvements to health and wellbeing and community cohesion.	
14. People Visiting a Green and Natural Space	
Maintain an upward trend on a 3-year rolling average the proportion of adults in England using a green and natural space in the last 14 days at 64.00% (as measured against the People and Nature Survey).	Green
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.	
15. Natural England Projects Connecting People with Nature	
All nature recovery projects are designed, delivered and monitored to ensure delivery of strategic partnerships and embed the recording of the number and representation of people connecting with nature as part of the project.	Green
11 out of 12 projects have developed their stakeholder partnerships in a strategic way, with the other project being delivered by partner organisations. The data we have provides insight into the diversity of partners engaged in nature recovery, and includes	

local/national conservation organisations, landowners and managers, forestry interests, local and devolved government, the health sector, and smaller grassroots community groups.

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.	
16. Local Nature Recovery Strategies	
Ensure preparation of 48 high quality Local Nature Recovery Strategies.	Red
3 Local Nature Recovery Strategies (West of England, North Northamptonshire, Cornwall) have been prepared and published at the end of the 2024-25 reporting year. Responsible Authorities (RAs) have faced challenges including resource issues which have slowed progress. We are confident that effective working with the Environment Agency and the Forestry Commission is helping to ensure that high quality LNRs are being prepared.	
17. Delivering nature recovery in places	
Develop and deliver a pipeline of collaborative landscape scale delivery of at least 100 projects driven through landscape recovery, nature recovery projects and through our priority places.	Amber-Green
Nature Recovery Projects across England have delivered 63 sub-projects including declaration of 3 national nature reserves, expanding the area of land protected for nature, and improving access to nature. As of 31 March 2025, landscape recovery had 21 Round 1 projects in the latter stages of their development phases, with several entering the assurance process. One R1 project had commenced implementation. 34 Round 2 projects continue in the project development phase. Of these, we estimate 25 will be offered implementation agreements, with the first of these beginning later in 2026.	
18. Investment in Nature Recovery Network projects	

Develop and test mechanisms to support the increase/flow of investment and funding into Nature Recovery projects.	Amber-Green
<p>In an evolving green finance landscape considerable progress has been made. We have a lead role in the implementation of two nature markets: Biodiversity Net Gain and Nutrient Neutrality. We have also supported Round 1 Landscape Recovery projects to develop their blended finance plans. And we have supported implementation and evaluation of a Defra-led public-private partnership pilot: Projects for Nature, securing over £700,000 and three founding business partners. Ministers have approved the continuation of the initiative, and we are working with Defra to focus on delivery priorities.</p>	
<p>19. Nutrient mitigation</p>	
Implement the Nutrient Mitigation Scheme to include generating at least 6,500 nutrient credits to enable new homes to be built.	Green
<p>In the 2024-25 financial year, 1,625 nitrogen credits and 80 phosphorus credits were generated through land management agreements with Bawdswell and Foxley Wood in the Norfolk catchment. In previous years, 2,951 nitrogen credits generated with Lyscombe Farm in the Poole catchment and 3,451 nitrogen credits generated with Galley Law and Ormsby Hall in the Tees catchment. In total, 8,107 credits have been generated.</p>	
<p>20. Diffuse Water Pollution</p>	
Complete 6 Diffuse Water Pollution Plans	Amber-Green
<p>We have worked with the Environment Agency to identify and agree actions for 4 Diffuse Water Pollution Plans (DWPPs) and 2 individual site reports (led by Natural England), and 13 DWPPs (led by the Environment Agency). This is the biggest single sign-off of DWPPs since 2015 and demonstrates significant progress in this work area. These strategic plans outline the evidence and actions that will support restoration of water quality and nature recovery on protected sites.</p>	

Key Performance Indicator E	RAG Status
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We are an evidence-led organisation, using evidence to inform our advice and leadership to drive positive changes in the natural environment

21. Surveying site of special scientific interest (SSSI) features

40% of SSSI features have an up-to-date condition assessment with at least 650 new assessments completed.

Amber-Red

Feature assessments on SSSIs are used to help understand the condition of biological and geological features. A feature in good condition will contribute to nature’s recovery. 31.6% of features now have an up-to-date condition assessment and 524 new assessments have been completed this year, including some large and complex sites. Data has been collected for a further 255 features, and these will be prioritised for completion in the coming year.

22. Surveying Monads for the Natural Capital and Ecosystem Assessment Programme

Complete a combined total of 1,000 landscape and vegetation and soil surveys in sample monads (a monad is a 1 km grid square) as part of the Natural Capital and Ecosystem Assessment (NCEA) Programme.

Amber-Red

885 vegetation and landscape surveys and soil sampling surveys were completed during 2024 to 2025. This was the second season of field data collection for the England Ecosystem Survey (EES) project, and many improvements to management of surveys were made during the year, including our relationships with external contractors, and coordination of surveys. Further improvements to processes, and management of landowner access permissions, have been made to support the third season of EES data collection in 2025 to 2026.

23. Data maturity

Increase Data Maturity Assessment scores from 1-2 to 2-3 on a 5-point scale.

Amber-Green

Direct comparison across years is difficult, but our 2024-25 Data Maturity Assessment (DMA) reports an overall, aggregated maturity score of Level 2 – Emerging. Amber-Green reflects progress in more consistently achieving level 2 across themes. We have made modest progress in foundational areas such as strategic direction, learning, data cataloguing, and system improvements. DMA scoring is subjective by design and interpreted within the Defra group benchmarking framework. While we are moving in the right direction, resource constraints and persistent structural challenges continue to limit progress across several areas of the framework.

Key Performance Indicator F	RAG Status
24. Staff engagement	
Employee engagement index rises to 64.00% to exceed 2023-24 benchmark.	Amber-Red
<p>The Employee Engagement Index measures the feelings of pride, advocacy, attachment, inspiration, and motivation held by our staff, and is calculated from a standard set of questions used across public sector organisations. Our Pulse Survey in February reported an Employee Engagement score of 61%. The survey insight tells us that most of our staff are proud to work for Natural England and would recommend us a great place to work, but scores are lower for inspiration and motivation.</p>	
25. Safe working practices	
Investigate 95.00% of reported incidents within the required 10 working day period.	Amber-Red
<p>81.50% of reported health and safety incidents were investigated within 10 working days this year. We are continuing to support teams to carry out quality investigations within the timeframe whilst recognising that, for a variety of reasons, some incidents may take longer than the 10 days to investigate. Teams now have access to live data on incident investigations, and we are simplifying the process wherever possible to improve our performance.</p>	
26. Diversity and inclusion	
Increase the percentage of staff declaring minority ethnicity to 5.00%	Red
<p>The percentage of Natural England workforce declaring as of minority ethnicity is 3.90% against a target of 5.00%. We have a range of plans and measures in place to continue action on this long-term challenge, aimed at recruitment, progression and retention. With external recruitment by exception, we are focusing on internal inclusion</p>	
27. Staff learning and development	
Staff undertake 10 learning and development days per year on average.	Red

<p>On average each of our staff undertook 7 days of training and personal development in the last year, and we saw a record number of staff enrolled on apprenticeships. The demand to support the learning needs of new staff has reduced and going forward we will be focusing on supporting existing staff to develop the capabilities to deliver our new strategy.</p>	
<p>28. Customer service standards</p>	
<p>Deliver 85% of statutory casework within published timescales.</p>	<p>Green</p>
<p>Across our planning, licensing and protected sites casework, we delivered 90% of responses within published timescales. Casework levels are still increasing against a backdrop of resource reduction, and we will continue to implement reforms to ensure we maintain our casework delivery targets.</p>	
<p>29. Digital and data continuous improvement</p>	
<p>Achieve a 'good' assessment rating in 5 priority areas of the cross government 'Digital and Data – Continuous Improvement Assessment Framework'.</p>	<p>Amber-Green</p>
<p>The KPI achieved an amber-green outturn because the organisation met the "good" assessment across selected criteria within Governance and Strategy, Assurance, and Capability themes. Digital strategy alignment, governance arrangements, senior accountability, and a resourced digital assurance function were all in place and assessed as good. Not all Senior Civil Servants had completed the required digital and data essentials training, preventing a full green rating.</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	Q4	YTD
Issue new or revised train driver licences	100.00% of applications decided within 1 month of receipt of all necessary documentation.	75.00%	85.00%
ROGS safety certificates and authorisations	100.00% decided within 4 months of receiving completed application.	100.00%	100.00%
ROGS safety certificates and authorisations/RSR exemptions	100.00% of certificates & authorisations to be published (including RSR exemptions) within 5 working days.	100.00%	100.00%
ROGS safety certificates and authorisations/RSR exemptions	100.00% of expired certificates & authorisations (including RST exemptions) to be removed from the website within 5 working days.	100.00%	100.00%
Report to the RAIB on the progress of its recommendations	100.00% response to RAIB recommendations within 1 year of associated RAIB reported being published.	100.00%	100.00%
Efficient processing of technical authorisations	100.00% of responses within 28 days of receiving complete submission.	N/A	95.00%
Efficient processing of technical authorisations (replaces the one above)	100.00% of responses within 21 days of receiving complete submission.	100.00%	100.00%

Approve the Accessible Travel Policy of a new licence holder	100.00% approved within 6 weeks of receipt of all relevant information.	N/A	100.00%
Approve the Accessible Travel Policy of a new licence holder (replaces the one above)	100.00% approved within 4 weeks of receipt of all relevant information.	100.00%	100.00%
Track, station and depot access applications	100.00% decided within 6 weeks of receipt of all relevant information.	99.00%	100.00%
Track, station and depot access appeals	100.00% of access appeals will be decided within 6 weeks of receipt of all relevant information.	N/A	N/A
Operator licence and licence exemption applications	100.00% decided within 2 months of receipt of all relevant information.	100.00%	100.00%
Freedom of Information requests	100.00% of requests for information responded to within 20 working days of receipt.	100.00%	100.00%
General enquiries and complaints	95.00% of enquiries and complaints responded to within 20 working days of receipt.	97.00%	96.00%
General enquiries and complaints (<i>Adjustment to account for cases under investigation taking longer than 20 working days</i>)	95.00% of enquiries and complaints responded to within 20 working days of receipt.	100.00%	100.00%
Data access rights requests	100.00% of all data access requests responded to within 1 month of receipt	100.00%	100.00%
Prompt payment of suppliers' invoices to ORR	90.00% paid within 5 days of valid invoice.	93.00%	93.00%
	100.00% paid within 30 days of valid invoice.	100.00%	100.00%
Publication of 4 quarterly/biannual office statistical releases	100.00% published within 4 months of quarter or half-year end.	100.00%	100.00%
Market studies	100.00% of interim market study reports published within 6 months of launch of market study.	N/A	N/A
	100.00% of final market studies reports published within 12 months of launch of market study.	N/A	N/A
Competition complaints	100.00% will receive an initial response within 10 days	83.00%	83.00%

Proactive, preventative regulatory interventions	50.00% of ORR inspector time spent on proactive, preventative regulatory interventions.	51.00%	53.00%
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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	Oct 25	Mar 25	Availability
Offshore transmission processing	Licence granted from commencement of Section 8A consultations.	N/A	47 days	47 days	Annual
Offshore transmission processing	Preferred Bidder selection of the 'Invitation to Tender' submission (excluding 'Best' and 'Final' Offers).	N/A	103 days	103 days	Annual
Licence applications	Decisions on licence applications made within the specific time-period.	100.00%	100.00%	100.00%	Annual
Customer contacts	Time taken for first response to customer contacts.	80.00% within 10 working days	99.46%	99.46%	Annual
Whistleblowers	Time taken for first response to whistleblowers (external).	100.00% - 1 working day to receive initial engagement	100.00%	100.00%	Annual

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)	100.00%	100.00%	99.49%
Non-domestic Renewable Heat Incentive (NDRHI)	98.96%	100.00%	93.84%
Renewable Obligation (RO)	93.75%	100.00%	99.41%
Feed in Tariffs (FIT)	99.22%	100.00%	100.00%
Energy Company Obligation (ECO)	96.09%	100.00%	N/A
Great British Insulation Scheme (GBIS)	100.00%	100.00%	N/A
Warm Home Discount (WHD)	100.00%	N/A	N/A
Boiler Upgrade Scheme (BUS)	100.00%	100.00%	99.57%

Green Gas Support Scheme (GGSS)	100.00%	100.00%	100.00%
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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 ²	Complaints where Ofwat has no legal role, responded to within 10 working days or receipt.	2,510	95.00%	34.5%

² 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 ³	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 ⁴	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%
Licensing				

³ 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.

⁴ 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>

New Appointments and Variations (NAV) Applications ⁵	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 ⁶	WSSL application decisions made within 45/60 working days of receipt.	4	100.00%	50%
	Number of WSSL revocations completed ⁷ .	2	N/A	N/A

⁵ 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/>

⁶ 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/>

⁷ 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](#). **NOTE: Updated quarterly performance data is expected shortly and is not included in this update. This summary reflects the published data from Q3.**

Priority outcome	Key Performance Indicator	Q3 Update as of 31 December 2025	RAG
The outcome we seek is to reduce capital reserving requirements for Master Trusts to generate growth	<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>	Amber

<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>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 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>	Green
	<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>	N/A – <i>annual KPI will be shown in Q4</i>

	<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>
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<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 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>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>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>
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Prudential Regulation Authority (PRA)

All firms: Q4 01 Dec 2025 to 28 Feb 2026							
		Cases Closed ^{8,9}			Time to Close Cases (days) ¹⁰		
Process	Relevant Statutory Service Standard ¹¹	Within Stat. Service Standard	Outside of Stat. Service Standard	Compliance %	Lower Quartile	Median	Upper Quartile
New Authorisations	Within four months of a complete application, or within 10 months of receipt of an incomplete application	2	0	100.00%	-	-	-

⁸ A closed case is defined as any completed application that is 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

⁹ 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.

¹⁰ 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.

¹¹ 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.

Variation of Permission (Excluding Own Initiative)	Within four months of becoming complete, or 10 months of receipt of an incomplete application	44	0	100.00%	18	41	102
Cancellations	Within 6 months of becoming complete, or 12 months of receipt of an incomplete application	10	0	100.00%	49	54	73
Change in Control ¹²	Within 2 working days of making the decision (and in any event no later than within 60 working days of acknowledgement of receipt)	16	0	100.00%	22	35	40
Senior Managers Regime (Forms A & E) ¹³	Within 2 months of receipt	271	6	98.00%	19	28	38

¹² For Change in Control applications, time to determination under the statutory service standard is calculated from the point a complete application is submitted.

¹³ Senior Managers Regime closed cases do not include any application linked to a Part 4A Permission.

Passporting ¹⁴	1 month from the receipt of a complete notification, unless an Inward Establishment or Outward Establishment	6	0	100.00%	-	19	-
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Deposit taking firms: Q3 01 Dec 2025 to 28 Feb 2026							
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 Authorisations	Within four months of a complete application, or within 10 months of receipt of an incomplete application	0	0	-	-	-	-
Variation of Permission (Excluding Own Initiative)	Within four months of becoming complete, or 10 months of receipt of an incomplete application	35	0	100.00%	17	28	81

¹⁴ 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.

Cancellations	Within 6 months of becoming complete, or 12 months of receipt of an incomplete application	10	0	100.00%	49	54	73
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)	3	0	100.00%	-	25	-
Senior Managers Regime (Forms A & E)	Within 2 months of receipt	131	4	97.00%	20	29	39
Passporting	1 month from the receipt of a complete notification, unless an Inward Establishment or Outward Establishment	0	0	-	-	-	-

Insurance firms: Q3 01 Sept 2025 to 30 Nov 2025							
		Cases Closed			Time to Close Cases (days)		

Process	Relevant Statutory Service Standard1	Within Stat. Service Standard	Outside of Stat. Service Standard	Compliance %	Lower Quartile	Median	Upper Quartile
New Authorisations	Within four months of a complete application, or within 10 months of receipt of an incomplete application	2	0	100.00%	-	-	-
Variation of Permission (Excluding Own Initiative)	Within four months of becoming complete, or 10 months of receipt of an incomplete application	9	0	100.00%	74	142	187
Cancellations	Within 6 months of becoming complete, or 12 months of receipt of an incomplete application	0	0	-	-	-	-
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)	13	0	99.00%	25	36	40

Senior Managers Regime (Forms A & E)	Within 2 months of receipt	140	2	100.00%	17	26	38
Passporting	1 month from the receipt of a complete notification, unless an Inward Establishment or Outward Establishment	6	0	100.00%	-	19	-

Applications – Refusals and Withdrawals. During the period of 1 March 2025 to 28 February 2026.				
Process	Firm type/sector	Total number of cases closed	Of which were refusals	Of which were withdrawals
New Firm Authorisation	Deposit Taking Firms	2	0	1
New Firm Authorisation	Insurance Firms	7	0	0
Senior Managers Regime	Deposit Taking Firms	627	0	17
Senior Managers Regime	Insurance Firms	623	0	14

Number of new and cancelled firms from the UK market. During the period of 1 March 2025 to 28 February 2026.		
Process	Firm type/sector	Total number of cases closed
New Firm Authorisation	Deposit Taking Firms	1
New Firm Authorisation	Insurance Firms	7
	TOTAL	8
Cancellations	Deposit Taking Firms	22

Cancellations	Insurance Firms	18
	TOTAL	40

Number of new domestic vs. overseas firms authorised. During the period of 1 March 2025 to 28 February 2026.				
Process	Total number of new firms	Of the new firms, how many are UK firms/groups	Of the new firms, how many are UK subsidiaries	Of the new firms, how many are branches of an overseas firm.
Deposit Taking Firms	1	-	-	1
Insurance Firms	7	2	3	2
TOTAL	8			

In the July 2025 letter, the PRA also committed to additional stretching targets to show where we intend to go faster than the legislative deadlines, particularly for less complex applications. The table below shows our performance against these targets for the period of 1 March 2025 to 28 February 2026.

Additional Metrics. 1 March 2025 to February 2026		
Target	Firm type/sector	Total number of cases closed
3 months for complete applications from insurance firms that qualify for the wholesale insurance accelerated authorisation pathway	1	100.00%
6 weeks for complete applications from insurance special purpose vehicles (ISPVs)	0	-
10 working days for complete applications from ISPVs that qualify for an accelerated pathway	0	-
At least 50% of Senior Managers Regime cases to be completed within 45 days	1,250	66.00%