



Home Office

Customer Services

Improvement Directorate

North West Correspondence Team

Department 16

The Capital

Old Hall Place

Liverpool

L3 9PP

www.homeoffice.gov.uk

Melissa
request-151400-1f3e202c@whatdotheyknow.com

Home Office reference: FOI 26590

26 April 2013

Dear Melissa,

Thank you for your e-mail of 27th February 2013, in which you ask for information concerning the processing time for Indefinite Leave to Remain (ILR) Set (O) postal applications submitted during week commencing 3rd Sept 2012.

Your request has been handled as a request for information under the Freedom of Information Act 2000.

I am able to inform you that the centre for applications for ILR in the Home Office is based in the North West and therefore the information released to you has been taken from the team responsible within this area.

I am able to disclose the following information, and for ease of reference I have listed each question separately, with the answer beneath.

1. How many Set (O) postal applications were received in the week commencing 3rd Sept 2012?

A total of 92 Set (O) postal applications were received between 3 and 9 September 2012.

Notes

- 1) All figures quoted have been derived from management information and are therefore provisional and subject to change. This information has not been quality assured under National Statistics protocols.
- 2) Figures relate to main applicants.
- 3) Figures relate to SET (O) applications raised (i.e. received) between 3 to 9 September 2012.
- 4) Figures relate to postal applications only.

2. How many of these applications have been processed successfully?

Of the SET (O) applications received, 39 have been decided (i.e. completed).

Notes

- 1) All figures quoted have been derived from management information and are therefore provisional and subject to change. This information has not been quality assured under National Statistics protocols.
- 2) Figures relate to main applicants.
- 3) Figures relate to SET (O) applications raised (i.e. received) between 10 to 16 September 2012.
- 4) Figures relate to postal applications only.

3. If an application is made in Sept 2012, based on your current processing time when can the applicant expect to hear from Home Office with a decision?

It is not possible to give a specific timescale for concluding any application because the Home Office commissions various checks dependent on the nature of the application made and the individual circumstances in each case. The time involved in this varies because the enquiries that have to be made can be complex and extensive, involving other government departments and agencies both inland and overseas.

We cannot predict how long an application will take to process. We can only report on the processing time of completed applications.

I am able to advise the average processing time for decided SET (O) applications received in September 2012, was 100 calendar days.

Notes

- 1) All figures quoted have been derived from management information and are therefore provisional and subject to change. This information has not been quality assured under National Statistics protocols.
- 2) Figures relate to main applicants.
- 3) Figures relate to cases created on the UKBA's Case Information Database between SET (O) applications raised (i.e. received) between 1 and 30 September 2012.
- 4) Processing time is based on the average number of calendar days between the application raised (i.e. received) date and the decision despatch date.

4. What is the percentage of ILR SET (O) applications received between August 2012 and September 2012, which have been resolved within the 6-month period?

Of the decided SET(O) applications originally received between 1 August and 30 September 2012, a total of 33% were completed within 6 months.

Notes

- 1) All figures quoted have been derived from management information and are therefore provisional and subject to change. This information has not been quality assured under National Statistics protocols.
- 2) Figures relate to main applicants.
- 3) Figures relate to cases raised (i.e. received) between 1 August and 30 September 2012.
- 4) Figures relate to postal applications only.

In keeping with the Freedom of Information Act, we assume that all information can be released to the public unless it is exempt. In line with normal practice we are therefore releasing the information which you requested via the Home Office website.

I hope that this information meets your requirements. I would like to assure you that we have provided you with all relevant information that the Home Office holds.

If you are dissatisfied with this response you may request an independent internal review of our handling of your request by submitting a complaint within two months to the address below, quoting reference FOI 26590. If you ask for an internal review, it would be helpful if you could say why you are dissatisfied with the response.

Information Access Team
Home Office
Ground Floor, Seacole Building
2 Marsham Street
London SW1P 4DF
e-mail: info.access@homeoffice.gsi.gov.uk

As part of any internal review the Department's handling of your information request will be reassessed by staff who were not involved in providing you with this response. If you remain dissatisfied after this internal review, you would have a right of complaint to the Information Commissioner as established by section 50 of the Freedom of Information Act.

Yours sincerely

Paul Dickie
North West Correspondence Team