



Home Office

**Customer Services**

**Improvement Directorate**

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Junru Yuan  
request-156132-8ba2c528@whatdotheyknow.com

Home Office reference: FOI 27076

25 April 2013

Dear Junru Yuan,

Thank you for your e-mail of 6<sup>th</sup> April 2013, in which you ask for information concerning the processing of Indefinite Leave to Remain (ILR) Set (O) applications under the 10 year long residency rule.

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.

Due to the volume of Freedom of Information requests received and staff being re-directed to assist with case-working applications for leave to remain, we are unable to provide responses to specific time frames or breakdown of application types beyond the application form used by the main applicant. The information we have provided is by application form and by month. We apologise for any inconvenience caused and hope the information we are able to supply is useful.

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) ILR Long Residence (10 years) applications have been received in August 2012?**

The number of ILR Set(O) applications received in August 2012 was 2,455

**Notes**

- (a) 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.
- (b) Figures relate to main applicants only.
- (c) Figures relate to postal applications only.
- (d) Figures relate to Set (O) applications raised (i.e. received) in August 2012.
- (e) The data was generated on 26<sup>th</sup> March 2013.

**2. Of these how many have been completed? What is the process time for these applications?**

Of the 2,455 applications, 1,248 have been completed and the average time for completion was 145 days.

**Notes**

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- (b) Figures relate to main applicants only.
- (c) Figures relate to postal applications only.
- (d) Figures relate to Set (O) applications raised (i.e. received) in August 2012.
- (e) The processing time is based on the average number of calendar days and relate to decided applications only.
- (f) The data was generated on 26<sup>th</sup> March 2013.

**3. Of these how many have been resolved after six months? What is the process time for these applications?**

I am unable to give further details other than the response to question 2.

**4. In respect of ILR Long Residence (10 years) applications received in August 2012 for which the biometrics have been submitted, how many are still pending (not completed)?**

I am unable to give details of the number of applications that are pending and where biometrics have been submitted, I can advise that the average period from date of application received to enrolment of biometrics was 83 days.

**Notes**

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- (b) Figures relate to main applicants only.
- (c) Figures relate to postal applications only.
- (d) Figures relate to Set (O) applications raised (i.e. received) in August 2012.
- (e) The processing time is based on the average number of calendar days and relate to decided applications only.
- (f) The data was generated on 26<sup>th</sup> March 2013.

**5. What is the approximate process time for current outstanding applications for SET (O) ILR (10 years residence) submitted in August 2012?**

I have shown this in response to question 2.

**6. How does UK Border Agency decide which application should be processed first, is it based on the month that application log into the system?**

As far as possible applications are processed in date of application order.

**7. If a person has waited for more than 1 year and yet to hear from UK Border Agency for the decision of his/her application, is it possible for the person to take legal action against UK Border Agency?**

This would not be for the Home Office to comment; however I would advise that whilst our advertised service standard is to decide 95% of applications within six months, there is no overall time limit for making decisions. Each case is decided on its merit and particular circumstances, therefore we cannot give a specific time for deciding each case, though all applications are processed as quickly as possible.

**8. If an application is outstanding more than 1 year, can the applicant use this reason to request UK Border Agency to prioritize his/her case?**

This is not a reason for the Home Office to prioritise an application.

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 27076. 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](mailto: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