



Home Office

Home Office
Returns Unit
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P.O. Box 163
Bristol BS20 1AB

Richard Smith

By e-mail to request-203420-26e590d6@whatdotheyknow.com

FOI 31175

22 April 2014

Dear Mr Smith

Thank you for your e-mail dated 23rd March 2014 in which you ask for the following information under the Freedom of Information Act 2000:

Can you share the statistics showing the latest average processing lead time between application received and BRP card sent for the following 3 types of BRP card:

1. BRP (TOC)
2. BRP (NTL)
3. BRP (RC)?

We would like to know namely the average waiting period for each 1. - 3. based on the application by post.

Strictly, there is no distinction between the type of BRP card issued. The distinction is between the type of application made, of which the BRP stands as evidence where there has been a decision to grant the application.

Transfer of conditions (TOC) relates to an existing grant of limited leave to remain which will previously have been evidenced in some other format and is now to be evidenced on a BRP. Similarly No time limit (NTL) relates to an existing grant of leave to remain that is now to be evidenced on a BRP. Both of these applications can encompass a change of personal details. In the case of NTL applications the

travel history of the applicant must be examined, to confirm that they have not been absent from the United Kingdom for longer than is permitted.

The BRP replacement card application (RC) is intended for situations where a previously issued BRP has been lost or stolen and must be replaced. This process can encompass a correction to, but not a change of, personal details.

During 2013 the average processing time for a postal application, timed from receipt by the Home Office to decision, was:

TOC	33.21 calendar days
NTL	90.61 calendar days
RC	36.47 calendar days

A BRP production request is made at the same time as a decision on the underlying application. In 2013, 97.7% of BRP production requests were fulfilled within 24 hours of submission, and 100% within 48 hours.

BRPs are made available to the contracted courier on the day of production. In 2013, an attempt was made to deliver 98.9% of all BRP to customers within 24 hours of collection by the courier.

I hope that this information meets your requirements. If you are dissatisfied with this response you may request an independent review of our handling of your request by submitting a complaint within two months to the address below, quoting reference 27078. 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 that 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

Chris Jones
Home Office