



UK Visas  
& Immigration

Freedom of Information  
Central Correspondence Team  
Customer Service Operations  
PO Box 3468  
Sheffield  
S3 8WA

Karen Ching  
Email: [mailto:request-344139-2183e04b@whatdotheyknow.com](mailto:mailto:request-344139-2183e04b@whatdotheyknow.com)

Email:  
FOIRRequests@homeoffice.gsi.gov  
.uk

[www.gov.uk/ukvi](http://www.gov.uk/ukvi)

FOI Reference: 40295

19 July 2016

Dear Miss Ching

Thank you for your enquiry of 7 July in which you requested information on processing times for NTL applications. Your request is being handled as a request for information under the Freedom of Information Act 2000.

You requested:

*What is the current average processing time (Waiting time) for the NTL (No Time Limit) Application in 2016?*

*What is the typical response time from receipt of application to issue of approval and receipt of Biometric Card for a straightforward (meeting all the requirements and is a valid application) case.*

*Is there a backlog in your office for processing NTL Applications?*

All the figures quoted are not provided under National Statistics protocols and have been derived from local management information and are therefore provisional and subject to change.

Data can only be provided to 31 Mar-2016 as in line with published stats.  
We are unable to establish whether a case is deemed 'straight forward' as per your requirements

The average number of calendar days between 'Application Raised Date' and Decision Despatch/Served on Date' - (All First Case Outcomes) -split by postal and premium cases

Premium or Postal	AVG App to Despatch
Postal	95.86
Premium	4.49

The average number of calendar days between 'Application Raised Date' and Decision Despatch/Served on Date' - Cases Granted at First Case Outcome only-split by postal and premium cases

Premium or Postal	Outcome	AVG App to Despatch
Postal	Granted	93.54
Premium	Granted	4.09

I can confirm that there is no current backlog for processing NTL applications.

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 40295. 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  
3rd Floor, Peel 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 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

C Heap  
Customer Service Operations

We value your feedback, please use the link below to access a brief anonymous survey to help us improve our service to you:  
<http://www.homeofficesurveys.homeoffice.gov.uk/s/108105TAZNG>