



UK Visas & Immigration

Renato Monterio

Email: request-519940-1fe76ced@whatdotheyknow.com

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

Email:
FOIRequests@homeoffice.gsi.gov.uk

www.gov.uk/ukvi

FOI Reference: 50221

11 October 2018

Dear Sir or Madam,

Thank you for your enquiry of 14 September in which you requested information on Biometric Residence Permits. Your request is being handled as a request for information under the Freedom of Information Act 2000.

Information Requested

The Biometric Residence Permit (BRP) how long does it takes to be send to the interest person?

How much have it been delay in the past few months ?

How are the Home Office is dealing with the carrier loss of documentation and the disappearance of BRP's?

Why the Home Office didn't realize a tools for the applicants track the visas applications ?

Response

Once a decision to grant leave has been made by a caseworker it takes 24 hours for the BRP to be produced, and then from point of production our delivery partner DX has 48 hours in which to attempt first delivery. It has a target of attempting delivery of 98% BRPs within 48 hours of production and has never failed to meet this target.

In terms of delay, for this financial year to date, between April and September, delay has occurred in the *production* in 1.2% of BRPs produced, which equates to 5,803 BRPs. Of these, all were produced within 48 hours of production request. This delay in production is usually as a result of technical issues with the production equipment requiring maintenance or repair. As noted in the above paragraph, the Home Office's delivery partner is meeting its targets in relation to *delivery* of BRPs.

In response to your question on carrier loss, our delivery partner, DX, is required to report immediately any losses of BRPs caused by them. The Home Office will then request a report of the incident, review the circumstances and reasons for the loss, and whether any lessons learned can be put in place by DX to prevent future losses. However, the loss of BRPs by our delivery partner is rare. In instances where there is clear evidence that the delivery partner has lost a BRP, UKVI will usually work quickly to ensure that a new BRP is re-produced quickly at no cost to the applicant.

Finally, in regards to your fourth question, we are unable to provide a response as it is unclear what information you are requesting. If you choose to, you can resubmit this question as a separate request. However, we would require further clarity in the resubmitted request. Specifically, what do you mean by 'a tools for the applicants track the visas'? Furthermore, which visas is the question in reference to?

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 foirequests@homeoffice.gsi.gov.uk, quoting reference 50221. If you ask for an internal review, it would be helpful if you could say why you are dissatisfied with the response.

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 faithfully

J Rushton
Central 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>