



Freedom of Information
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FOI Reference: 61872

13 January 2021

Dear Sir or Madam

Thank you for your enquiry of 31 December 2020, in which you requested information regarding receipt of UKVI dispatched Biometric Residence Permits (BRPs). Your enquiries have been handled as a request for information under the Freedom of Information Act 2000.

Information Requested

I would like to know how long, on average, that it is taking to deliver BRPs in the past two months.

Also, I would like to know if some postcodes are prioritised in the delivery of BRPs. I have a case where some have gotten their decision letters later and have received their BRPs within the 10-day timeframe, whereas others who got a decision earlier are still waiting for their BRPs; they have not even gotten a consignment number. I am one of the latter as at today.

Response

From point of production our Secure Delivery partner TNT, is required to attempt first delivery of 99% of BRPs within two working days of collection from the BRP production facility. For the last two months of data available TNT have achieved 95% in November 2020 and 96% in October 2020 first time delivery attempts.

There is no prioritisation of post codes by TNT, however to more remote locations within the UK, such as the Scottish Islands TNT may use Post Office recorded delivery services to deliver packages which will inevitably take longer to arrive.

We advise customers that if they have not received their BRP within 10 days of receiving their decision letter and they have also not received a delivery notification by email (please also check email junk folder) which would enable them to contact TNT to re-arrange delivery, then they should contact UKVI via the following link: <https://www.gov.uk/biometric-residence-permits/not-arrived>. Please be aware that there are considerable delays in responding to enquiries via this link at present due to the operational impacts of Covid-19. We ask that if you have raised an enquiry via this link that you await a response as we are responding to all enquiries in date order.

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.gov.uk, quoting reference **61872**. 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 would be reassessed by staff who were not involved in providing you with this response. If you were to remain dissatisfied after an internal review, you would have a right of complaint to the Information Commissioner as established by section 50 of the FOI Act.

Yours sincerely

C. Walls
Central Operations Team

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>