Dear Kaelynn Narita,

Freedom of Information Act 2000 Request (Our Reference 69876)

Thank you for your email of 16 May 2022 in which you ask for details regarding the UK Visa and Immigration case management systems. A full copy of your request can be found in Annex A. Your request has been handled as a request for information under the Freedom of Information Act 2000 (FOIA).

Under section 12(1) of the Act the Home Office is not obliged to comply with an information request where to do so would exceed the cost limit.

We hold the information which you have requested but we have estimated that the cost of meeting your request would exceed the cost limit of £600 specified in the Freedom of Information and Data Protection (Appropriate Limit and Fees) Regulations 2004. We are therefore unable to comply with it.

There are currently in excess of 90 different casework systems used within the UKVI space, and to provide the information requested each one would need to be accessed. Additionally, gathering the cost of maintaining the systems would mean accessing each invoice to establish each amount. It is estimated that the time to search for and collate any information falling within scope of your request would exceed the appropriate limit, therefore Section 12 of the Act is engaged.

The £600 limit is based on work being carried out at a rate of £25 per hour, which equates to 24 hours of work per request. The cost of locating, retrieving, and extracting information can be included in the costs for these purposes. The costs do not include considering whether any information is exempt from disclosure, overheads such as heating or lighting, or items such as photocopying or postage.

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 69876. 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 FOIA.
A link to the Home Office Information Rights Privacy Notice can be found in the following link. This explains how we process your personal information:  

Yours sincerely,

Home Office Enterprise Services
Email foirequests@homeoffice.gov.uk
Annex A – FOI request

From: Kaelynn Narita request-857378-faf001fa@whatdotheyknow.com
Sent: 16 May 2022 12:53
To: FOI Requests FOIRequests@homeoffice.gov.uk
Subject: Re: Freedom of Information request - Case Management Systems

Dear Home Office,

In an amendment to my original request on the case management systems on the Home Office, I request information on the UK Visa and Immigration case management systems. Please provide a number of users, suppliers responsible for maintaining the system, software platforms used, the approximate yearly cost of maintenance and any current plans to replace the system. This is done under the Freedom of Information Act 2000. This information was granted in 2015, FOI ref 33522.

Yours faithfully,

Kaelynn Narita