



UK Visas  
& Immigration

Customer Services Improvement Directorate.

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UK Visas & Immigration  
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Brad  
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9 October 2013  
Our Reference: 26725

Dear Brad

Thank you for your e-mail of 7 March, in which you ask for information about the return of passports during EEA applications. Your request has been handled as a request for information under the Freedom of Information Act 2000.

I am able to disclose the following;

*What percentage of eea4 applications have the applicants requested their passports back prior to the six month processing time elapsing?*

We are only able to report on data that is captured in certain mandatory fields on the UK Border Agency's Case Information Database (CID). Data on whether applicants have requested the return of their passports are not recorded in a reportable format. Consequently, in order to provide the requested information, we would need to undertake a manual case by case search of records.

As part of the Home Office, the UK Border Agency is not obliged to comply with any information request where the prescribed cost of supplying you with the information exceeds £600. The £600 limit applies to all central government departments and is based on work being carried out at a rate of £25 per hour, which equates to 3½ days work per request. Prescribed costs include those which cover the cost of locating and retrieving information, and preparing our response to you. They do not include considering whether any information is exempt from disclosure, overheads such as heating or lighting, or disbursements such as photocopying or postage.

We have estimated that to gather and collate the information you have requested would exceed the £600 cost threshold.

*And do these disrupted eea4 applications then have to be resubmitted from the beginning again?*

You do not have to resubmit a new application if you have your passport returned while it is being processed.

*Are eea4 applications still ongoing even if the applicant requests their passport back for travel purposes?*

EEA4 applications will continue being considered if an applicant has requested the return of their passport.

In keeping with the Freedom of Information Act, we assume that all information can be released to the public unless it is exempt. In line with normal practice we are therefore releasing the information which you requested via the Home Office website.

I hope that this information meets your requirements. I would like to assure you that we have provided you with all relevant information that the Home Office holds.

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 26725. 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](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 who 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

Emma Byrne  
North West Correspondence Team