



Home Office

Knowledge and
Information
Management Unit
2 Marsham Street
London SW1P 4DF

020 7035 4848
(switchboard)

www.gov.uk

Mr Jack Maxwell

Via email to: request-693062-383bb65c@whatdotheyknow.com

5 January 2021

Dear Mr Maxwell

Freedom of Information request (our ref: 60738): internal review

Thank you for your email of 3 November 2020 in which you asked for an internal review of our response to your Freedom of Information (FOI) request. Your clarified request of 12 October 2020 asked for information about EU Settlement Scheme (EUSS) applications. Your request can be viewed in full at **Annex A**.

I have now completed the review and have assessed the substance of the response provided to you. I can confirm that I was not involved in the initial handling of your request.

The FOI response provided the information contained in the response. A full copy of the response can be found in **Annex B**.

The review is based on the points you have raised in your internal review request which can be found in full at **Annex C**.

The crux of your argument is that part of your request was not answered, specifically, the average time taken to determine Red, Amber and Green applications.

I have carefully considered your comments and consulted with the responding unit. I have reviewed the data that was provided in your original response and have concluded that it did not fully address the original request made.

I am now able to disclose the information enclosed at **Annex D**. I apologise that the further information now provided was not included in the original response. I hope this has not caused you too much inconvenience.

This completes the internal review by the Home Office.

Yours sincerely

S Hunter

Information Rights Team

Switchboard 020 7035 4848

Email FOIRequests@homeoffice.gov.uk

Annex A – Original and clarified FOI request

Original request (dated 23 September 2020) – reference 60470

Dear Home Office,

I am requesting information about the streaming system used as part of the EU Settlement Scheme: see the ICIBI's recent report at paragraph 6.40 (<https://www.gov.uk/government/publicatio...>) and my previous requests (refs 58834 and 59144).

Specifically, what is the average time taken to determine Red, Amber and Green applications, respectively?

Yours faithfully,

Jack Maxwell

A response requesting clarification was issued by CCT FOI on 9 October 2020.

Clarified request (dated 12 October 2020) – reference 60738

Dear Home Office,

I am seeking data on processing times between 1 July 2019 and 30 June 2020. Provided that it would not exceed the cost limit, I am seeking the data broken down on a month-by-month basis.

Yours faithfully,

Jack Maxwell

Annex B – Original response (dated 3 November 2020)

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

Jack Maxwell
request-693062-
383bb65c@whatdotheyknow.com

Email:
FOIRequests@homeoffice.gov.uk

www.gov.uk/ukvi

FOI Reference: 60738

3 November 2020

Dear Mr Maxwell,

Thank you for your enquiry of 12 October in which you requested information on EUSS applications. Your request has been handled as a request for information under the Freedom of Information Act 2000.

Information Requested

I am seeking data on processing times between 1 July 2019 and 30 June 2020. Provided that it would not exceed the cost limit, I am seeking the data broken down on a month-by-month basis.

Response

First Case Outcome Decision Month	Average Processing Time (application raised date to decision date) in days
Jul-2019	17
Aug-2019	10
Sep-2019	12
Oct-2019	21
Nov-2019	35
Dec-2019	38
Jan-2019	33

Feb-2019	27
Mar-2019	46
Apr-2019	48
May-2019	76
Jun-2019	87

These figures have been taken from a live operational database. As such, numbers may change as information on that system is updated.

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 60738. 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 sincerely

C Heap
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>

Annex C – Internal Review request (dated 3 November 2020)

Dear Home Office,

I refer to my request for information about average processing times for the EUSS streaming system, which can be found here: <https://www.whatdotheyknow.com/request/e...>

I requested information about the average time taken to determine applications that are streamed Red, Amber or Green, respectively, by the streaming system used as part of the EUSS.

In response to a request from the Home Office about the timeframe, I clarified that I was seeking information from between 1 July 2019 and 30 June 2020, broken down month-by-month.

Your response to my request has provided average processing times for all applications over this timeframe, but it is not broken down by Red, Amber or Green categorisation as I originally requested.

I am requesting internal review of the Home Office's failure to provide the information I originally requested. For the avoidance of doubt, the information I originally requested was (a) the average time taken to determine applications that are streamed Red, (b) the average time taken to determine applications that are streamed Amber, and (c) the average time taken to determine applications that are streamed Green, between 1 July 2019 and 30 June 2020, broken down month-by-month.

Yours faithfully,

Jack Maxwell

Annex D – Response to request

Request

The average time taken to determine applications that are streamed Red, (b) the average time taken to determine applications that are streamed Amber, and (c) the average time taken to determine applications that are streamed Green, between 1 July 2019 and 30 June 2020, broken down month-by-month.

Our records indicate that:

Table 1 - The average time taken to determine Red, Amber and Green applications.

Decision Month	Average Processing Time (application raised date to decision date) in days by RAG Status		
	Amber	Green	Red
Jul-2019	20	9	33
Aug-2019	16	6	23
Sep-2019	20	6	27
Oct-2019	27	13	34
Nov-2019	44	26	47
Dec-2019	52	18	56
Jan-2020	43	12	76
Feb-2020	31	10	49
Mar-2020	49	22	53
Apr-2020	54	33	118
May-2020	91	34	122
Jun-2020	96	16	171

Notes

Decision Date is between 01-Jul-2019 and 30-Jun-2020

Rag Status is Red, Amber or Green.

The Average Processing Time is the total number of days between the application raised date and the decision date divided by the number of decisions.

The Average Processing Time is rounded up or down to the nearest day.

EUSS RAG Status is only applicable to PEGA Cases and so does not include any Derivative Rights, Paper or any applications transferred over to CID as the RAG Status is not available within that system.

1. These figures have been taken from a live operational database. As such, numbers may change as information on that system is updated.
2. Data extracted on 26/11/2020

Annex E - Complaints procedure

This completes the internal review process by the Home Office. If you remain dissatisfied with the response to your FOI request, you have the right of complaint to the Information Commissioner at the following address:

The Information Commissioner
Wycliffe House
Water Lane
Wilmslow
Cheshire SK9 5AF

<https://ico.org.uk/make-a-complaint/>