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K M Butler

FOI Ref 24026/1675

via e-mail:  
[request-127318-fbea94d2@whatdotheyknow.com](mailto:request-127318-fbea94d2@whatdotheyknow.com)

27 September 2012

Dear KM Butler,

I am writing further to my e-mail of 3 September, about your request for volumes and processing time for postal FLR(M) applications. Your request has been handled under the Freedom of Information Act 2000. We are now in a position to provide a full reply to your request.

I am able to disclose the following information.

*1) The average processing time for postal FLR(M) applications completed during August 2012. If the data for august isn't available, then average processing time for the most recent available month please.*

The most recent month we are able to provide data for is June 2012. The average processing time for FLR(M) applications received in June 2012 was 154 calendar days.

**(1) All figures quoted are management information which has been subject to internal quality checks.**

**(2) Figures relate to main applicants only.**

**(3) Figures relate to postal applications only.**

**(4) Figures relate to applications created on UKBA's Case Information Database between 1 and 30 June 2012.**

**(5) Processing time based on the average number of days between the case creation and decision despatched date.**

*2) The proportion of postal FLR(M) applications received in May 2012 which have been completed.*

46% of the FLR(M) applications received in May 2012 have been completed.

**(1) All figures quoted are management information which has been subject to internal quality checks.**

**(2) Figures relate to main applicants only.**

**(3) Figures relate to postal applications only.**

**(4) Figures relate to applications created on UKBA's Case Information Database between 1 and 31 May 2012.**

*3) The proportion of postal FLR(M) applications received in June 2012 which have been completed.*

17% of the FLR(M) applications received in June 2012 have been completed.

**(1) All figures quoted are management information which has been subject to internal quality checks.**

**(2) Figures relate to main applicants only.**

**(3) Figures relate to postal applications only.**

**(4) Figures relate to applications created on UKBA's Case Information Database between 1 and 30 June 2012.**

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 24026. 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  
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e-mail: [FOIRequests@homeoffice.gsi.gov.uk](mailto:FOIRequests@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

UKBA Freedom of Information Team.