



**Customer Services
Improvement Directorate.**
North West Correspondence Team
UK Border Agency
Department 16
The Capital
Old Hall Place
Liverpool
L3 9PP

Mary
request-141712-195e491b@whatdotheyknow.com

25 February 2013

Our reference: FOI 25476

Dear Mary,

Thank you for your e-mail of 10th December 2012, in which you ask for information concerning the processing time of Indefinite Leave to Remain (ILR) Set (O) postal applications.

Your request has been handled as a request for information under the Freedom of Information Act 2000.

I am able to inform you that the centre for applications for ILR in the UK Border Agency is based in the North West and therefore the information released to you has been taken from the team responsible within this area.

I am able to disclose the following information, and for ease of reference I have listed each question separately, with the answer beneath.

1. How many applications were received in the week commencing 3rd Sept 2012?

A total of 556 SET(O) postal applications were received between 3 and 9 September 2012.

Notes

- 1) All figures quoted have been derived from management information and are therefore provisional and subject to change. This information has not been quality assured under National Statistics protocols.
- 2) Figures relate to main applicants only.
- 3) Figures relate to postal applications only.
- 4) Data relate to SET(O) applications raised (i.e. received) between 3 and 9 September 2012.
- 5) Data generated on 11 February 2013.

2. How many of these applications have been processed successfully?

Of the 556 applications received, a total of 137 applications have been processed successfully (i.e. completed).

Notes

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- 5) Data generated on 11 February 2013.

3. I have been advised on general timeline of 6 months but if an application was made in Sept 2012, based on your current processing time when can the applicant expect to hear from UK Border Agency with a decision.

We are unable to predict how long it will take to complete an undecided application. We can only advise how long it has taken to process applications that have already been completed. This is because UKBA commissions various checks dependent on the nature of the application made and the individual circumstances in each case. The time involved in this varies because the enquiries that have to be made can be complex and extensive, involving other government departments and agencies both inland and overseas.

The average processing time for completed SET(O) postal applications received between 3 and 9 September 2012, was 104 calendar days.

Notes

- 1) All figures quoted have been derived from management information and are therefore provisional and subject to change. This information has not been quality assured under National Statistics protocols.
- 2) Figures relate to main applicants only.
- 3) Figures relate to postal applications only.
- 4) Data relate to SET(O) applications raised (i.e. received) between 3 and 9 September 2012.
- 5) Processing time is based on the average number of calendar days from application raised date to decision despatch date. Figures relate to completed applications only.
- 6) Data generated on 11 February 2013.

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 FOI 25476. 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

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

Paul Dickie
North West Correspondence Team