



## UK Visas & Immigration

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Dear Mr Hugkulstone,

Thank you for your enquiry of 2 April. This falls to be dealt with under the Freedom of Information Act 2000.

To help us to deal with your request properly, I would be grateful if you could clarify it. Specifically, please could you state whether you want the average lead and lag times provided as a mean or mode? Please note that the mean average is likely to create decimal places whereas the lead and lag days are whole numbers.

Once you provide this information, we will aim to send you a full response within twenty working days. Please note that even if you clarify your response, we may not hold the information requested, and exemptions of the FOIA may apply.

Yours sincerely

J Rushton  
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>