



UK Visas & Immigration

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FOI Reference: 53441

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Dear Mr Hugkulstone

Thank you for your enquiry of 24 April in which you requested information on priority visas and the Global VAC operation. Your request has been handled as a request for information under the Freedom of Information Act 2000.

Information Requested

During the most recent 3 month period that statistics are currently available for, please can you confirm the following: please can you provide the 'mean' lead and lag times.

- The average 'lead' time applied within your Global VAC operation during this period.*
- The average 'lag' time applied within your Global VAC operation during this period.*
- The longest single 'lead' time experienced within your Global VAC operation during this period.*
- The longest single 'lag' time experienced within your Global VAC operation during this period.*

Response

Our records indicate that...

Table 1 - Title should describe what the table shows

Average 'Lead' Time	Average 'Lag' Time	Longest Single 'Lead' Time	Longest Single 'Lag' Time
0.31	1.61	3	5

Notes

- 1 Data extracted on 07/05/2019
- 2 Decimals rounded to two decimal points.
- 3 All data extracted from the CRS SLA Data document that PRAU receive from the business.
- 4 It has been agreed with the requestor that an "average" is a mean average.
- 5 Data has not been extracted for the three month period requested as the data is a current live snapshot of lead and lag. There is no historic data that has been split out into different quarters.

These statistics 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 53441. 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>