



UK Visas & Immigration

Colin Yeo

Email: request-391467-
54f0fd6e@whatdotheyknow.com

Freedom of Information
Central Correspondence Team
Customer Performance &
Planning
PO Box 3468
Sheffield
S3 8WA

Email:
FOIRRequests@homeoffice.gsi.gov
.uk

www.gov.uk/ukvi

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Dear Mr Yeo

I am replying to your enquiry of 23 February in which you requested information on the average waiting times for EU applications. Your request has been handled as a request for information under the Freedom of Information Act 2000. I apologise for the delay in replying.

Information Requested

I would be grateful if you could tell me the latest available average waiting times for:

- 1. EU residence cards*
- 2. EU residence certificates*
- 3. EU permanent residence cards*
- 4. EU permanent residence certificates*

If the data is available I would like the information broken down by quarter so that it is possible to discern any trends in the data.

If the precise data is not available I would be grateful for whatever management information you currently hold on waiting times for EU residence documents.

Response

We are able to provide you with the information as set out in the attached Annex.

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.gsi.gov.uk, quoting reference 42986. 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 would be reassessed by staff who were not involved in providing you with this response. If you were to remain dissatisfied after an internal review, you would have a right of complaint to the Information Commissioner as established by section 50 of the FOIA.

Yours sincerely

J Jones
Customer Performance & Planning

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>