

## **General group charged and non-charged turnaround performance April 2005 – March 2006**

This report provides details of our service standards for the year April 2005 – March 2006, for applications for further leave to remain or settlement in the United Kingdom.

The report covers both charged and non-charged applications. Our service standards set out the time it will take us to process applications.

For charged applications, we will:

- decide 70% of postal applications within 20 working days;
- decide 90% of postal applications within 70 working days;
- decide 98% of applications made in person at a public enquiry office within 24 hours.

For non-charged applications, we will:

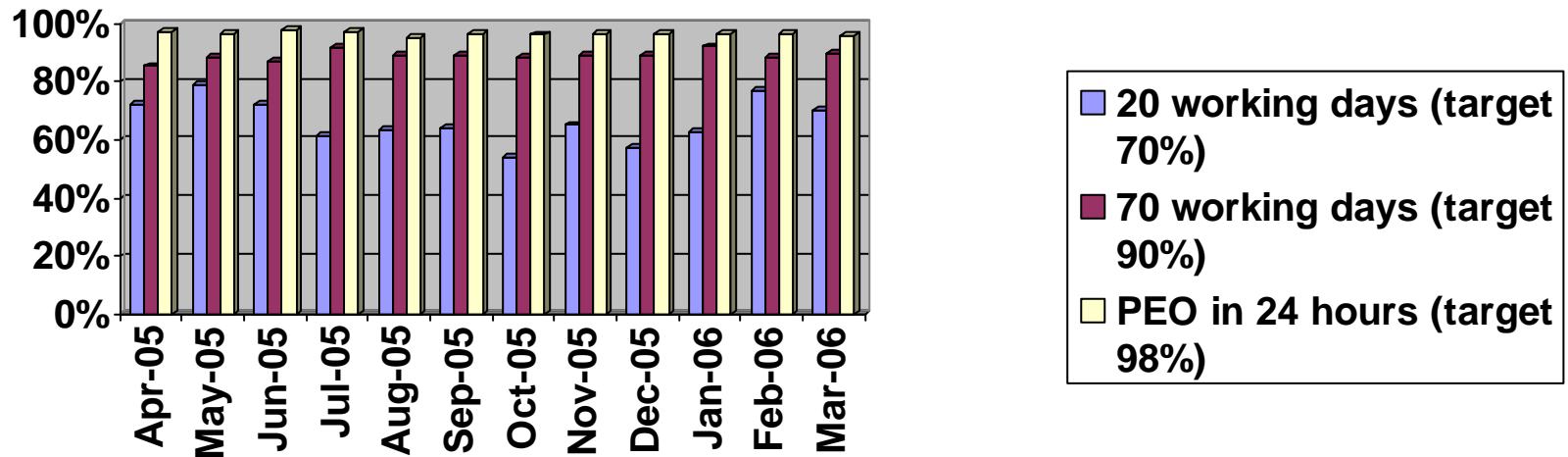
- decide 25% of postal applications within 20 working days;
- decide 30% of postal applications within 70 working days;
- decide 98% of applications made in person at a public enquiry office within 24 hours.

## Charged applications

The table and chart below show our performance on charged applications over the year.

	Apr-05	May-05	Jun-05	Jul-05	Aug-05	Sep-05	Oct-05	Nov-05	Dec-05	Jan-06	Feb-06	Mar-06
<b>20 working days (target 70%)</b>	72.0%	78.8%	72.3%	61.7%	63.3%	64.3%	53.8%	65.2%	57.4%	62.7%	77.0%	70.0%
<b>70 working days (target 90%)</b>	85.4%	88.4%	87.0%	91.9%	89.3%	89.0%	88.2%	89.0%	89.4%	92.2%	88.2%	90.0%
<b>PEO in 24hr (target 98%)</b>	97.0%	96.7%	97.7%	97.1%	95.1%	96.4%	96.2%	96.3%	96.7%	96.8%	96.4%	96.0%

**Chart of performance on charged applications during the year April 2005 - March 2006**



## Non-charged applications

The table and chart below show our performance on non-charged applications over the year.

	Apr-05	May-05	Jun-05	Jul-05	Aug-05	Sep-05	Oct-05	Nov-05	Dec-05	Jan-06	Feb-06	Mar-06
20 working days (target 25%)	26.0%	33.4%	26.3%	26.7%	31.0%	27.1%	24.5%	30.4%	26.5%	22.8%	24.4%	45.0%
70 working days (target 30%)	42.6%	45.6%	41.0%	55.5%	56.1%	62.3%	63.5%	64.9%	70.5%	67.8%	64.0%	68.0%
PEO in 24hr (target 98%)	52.1%	88.5%	82.9%	77.0%	91.3%	85.2%	86.8%	93.5%	90.4%	89.7%	91.1%	88.3%

**Chart of performance on non-charged applications during the year  
April 2005 - March 2006**

