

General group charged and non-charged turnaround performance April 2006 – March 2007

This report provides details of our service standards for the year April 2006 – March 2007, 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:

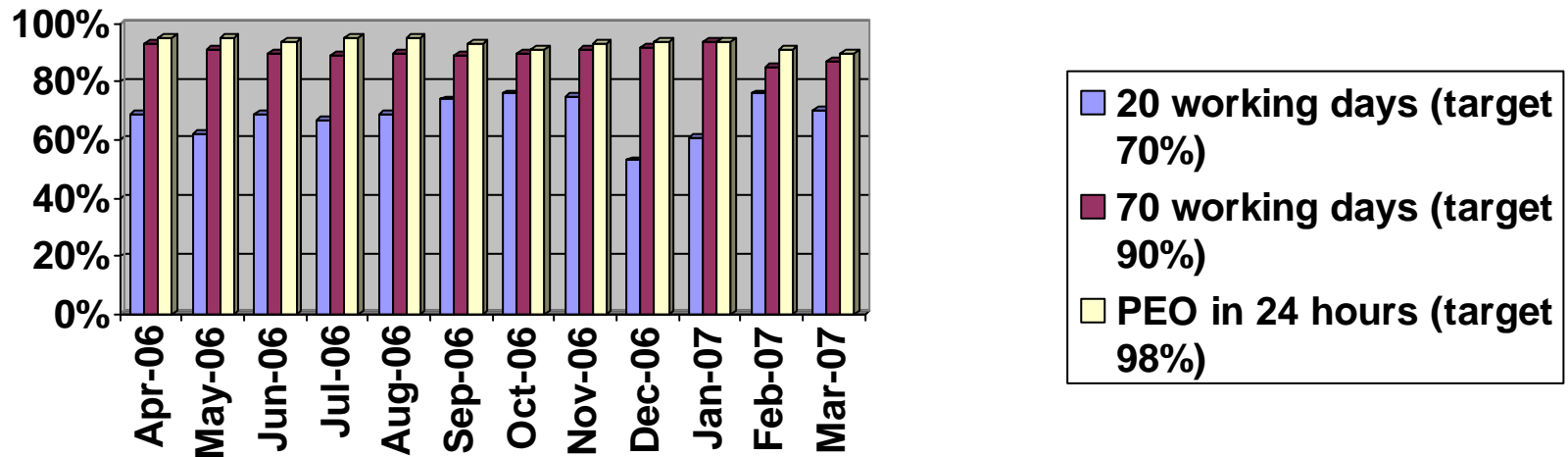
- decide 25% of postal applications within 20 working days;
- decide 30% of postal applications within 70 working days;
- decide 98% of applications made in person at a public enquiry office within 24 hours.

Charged applications

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

	Apr-06	May-06	Jun-06	Jul-06	Aug-06	Sep-06	Oct-06	Nov-06	Dec-06	Jan-07	Feb-07	Mar-07
20 working days (target 70%)	69.1%	62.0%	69.0%	67.0%	69.0%	74.0%	76.0%	75.0%	53.0%	61.0%	76.0%	70.0%
70 working days (target 90%)	93.2%	91.0%	90.0%	89.0%	90.0%	89.0%	90.0%	91.0%	92.0%	94.0%	85.0%	87.0%
PEO in 24hr (target 98%)	95.0%	95.0%	94.0%	95.0%	95.0%	93.0%	91.0%	93.0%	94.0%	94.0%	91.0%	90.0%

Chart of performance on charged applications during the year April 2006 - March 2007



Non-charged applications

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

	Apr-06	May-06	Jun-06	Jul-06	Aug-06	Sep-06	Oct-06	Nov-06	Dec-06	Jan-07	Feb-07	Mar-07
20 working days (target 25%)	37.8%	43.0%	48.0%	49.0%	49.0%	49.0%	53.0%	52.0%	44.0%	43.0%	41.0%	29.0%
70 working days (target 30%)	67.8%	74.0%	65.0%	67.0%	82.0%	65.0%	82.0%	81.0%	83.0%	87.0%	87.0%	82.0%
PEO in 24hr (target 98%)	89.0%	86.0%	92.0%	91.0%	91.0%	81.0%	70.0%	91.0%	90.0%	93.0%	86.0%	92.0%

**Chart of performance on non-charged applications during the year
April 2006 - March 2007**

