

General group charged and non-charged turnaround performance March 2004 – March 2005

This report provides details of our service standards for the year March 2004 – March 2005, 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:

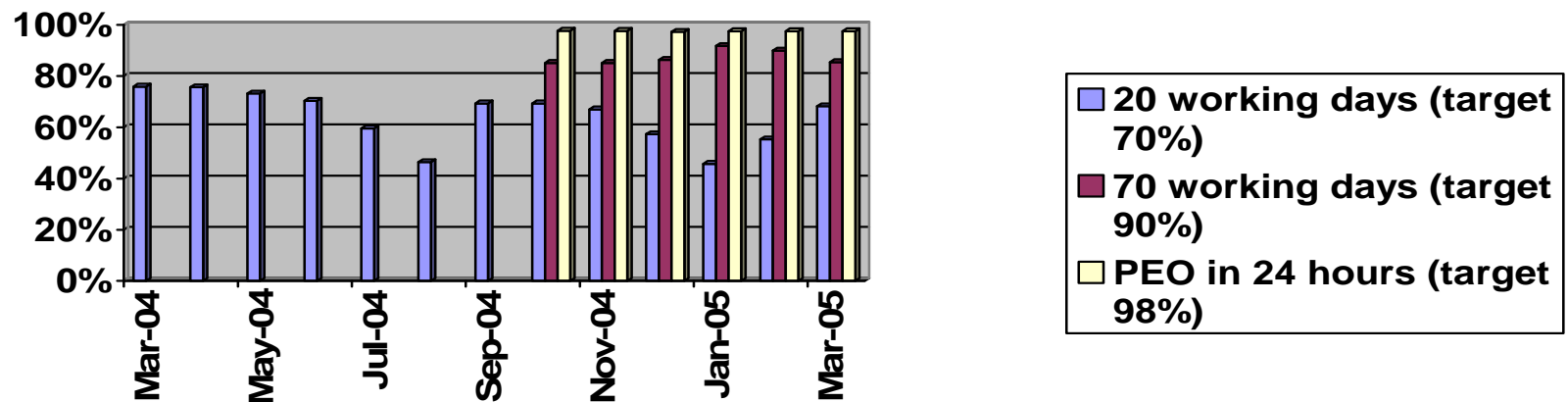
- decide 25% of postal applications within 20 working days;
- decide 30% of postal applications within 70 working days;
- decide 98% of applications made in person at a public enquiry office within 24 hours.

Charged applications

The table and chart below show our performance on charged applications over the year. Figures for our performance against the 70 working day target and for applications made in person are only available from October 2004.

	Mar-04	Apr-04	May-04	Jun-04	Jul-04	Aug-04	Sep-04	Oct-04	Nov-04	Dec-04	Jan-05	Feb-05	Mar-05
20 working days (target 70%)	75.9%	75.6%	73.2%	70.3%	59.6%	46.4%	69.3%	69.3%	67.0%	57.3%	45.7%	55.3%	68.2%
70 working days (target 90%)	-	-	-	-	-	-	-	85.1%	85.1%	86.3%	91.7%	89.9%	85.4%
PEO in 24hr (target 98%)	-	-	-	-	-	-	-	97.7%	97.6%	97.2%	97.5%	97.5%	97.5%

Chart of performance on charged applications during the year March 2004 - March 2005



Non-charged applications

The table and chart below show our performance on non-charged applications over the year. Figures for our performance against the 70 working day target and for applications made in person are only available from October 2004.

	Mar-04	Apr-04	May-04	Jun-04	Jul-04	Aug-04	Sep-04	Oct-04	Nov-04	Dec-04	Jan-05	Feb-05	Mar-05
20 working days (target 25%)	63.3%	26.2%	29.1%	32.7%	22.2%	22.2%	25.5%	38.2%	35.3%	27.2%	24.5%	19.4%	23.8%
70 working days (target 30%)	-	-	-	-	-	-	-	52.3%	51.3%	59.1%	55.5%	45.7%	42.6%
PEO in 24hr (target 98%)	-	-	-	-	-	-	-	96.9%	96.3%	93.2%	97.2%	97.5%	95.9%

**Chart of performance on non-charged applications during the year
March 2004 - March 2005**

