

Dear Sir or Madam,

Please provide the following information in accordance with the Freedom of Information Act, in electronic format:

PART 1.

Please provide the following information, grouped by quarter from 01 January 2016 until the present day:

- * The number of non-straightforward settlement out-of-country visa applications completed within 12 weeks for applications received in that quarter
- * Of those not completed within 12 weeks and accepted, the total time to completion grouped into groups no larger than 4 weeks (eg 12-16 weeks, 16-20 weeks 20-24 weeks and so on) for applications received in that quarter
- * Of those not completed within 12 weeks and rejected, the total time to completion grouped into groups no larger than 4 weeks (eg 12-16 weeks, 16-20 weeks 20-24 weeks and so on) for applications received in that quarter
- * The average time to resolve for all non-straightforward settlement out-of-country visa applications received in that quarter
- * The longest time to resolve for any non-straightforward settlement out-of-country visa application received in that quarter
- * The number of non-straightforward settlement out-of-country visa applications received in that quarter that are still pending at the time this FOI request is fulfilled

Please interpret the visa categories of "not straightforward", "settlement" and "out of country" as per your published international operations data transparency reports, for example <https://www.gov.uk/government/publications/international-operations-transparency-data-may-2018>

Where an average, maximum, grouping of data into buckets or any other data processing is required, please substitute anonymised raw data if such processing is deemed to expensive to fulfil. If anonymised raw data can also not be provided, please substitute any available relevant aggregated data.

PART 2.

Please also provide any documents, should they exist, that are used to categorise out-of-country settlement visa applications as "not straightforward" including but not limited to training materials, business processes, and software requirements.

PART 3.

Please also provide any documents, should they exist, that are used to prioritise out-of-country settlement visa applications including but not limited to training materials, business processes, and software requirements.

If the entirety of this request is deemed to expensive to fulfil, please fulfil only those parts considered not too expensive.

Kind regards,

Peter Jones



London
UK