

**REPLY BY THE PRESIDENT OF
THE COMMITTEE FOR HOME AFFAIRS
TO QUESTIONS ASKED PURSUANT TO RULE 14 OF THE
RULES OF PROCEDURE BY DEPUTY CURGENVEN**

QUESTION 1

What is the current number of outstanding applications by permit type (STEP, SEP, LTEP, FMRP, Discretionary Resident Permit), as at the date of this answer? (This question concerns aggregate, anonymised operational totals only, containing no personal or case-identifiable data.)

ANSWER 1

The table below details population management permits and certificates that require processing as of 17.09.2026, the table also indicates the year in which the application was made.

Workflow		2021	2022	2023	2024	2025	2026	Pending Applications 17/09/2026
Residential Permits and Certificates	Discretionary Resident Permit (In Policy)		-	3	1	8	32	44
	Discretionary Resident Permit (Temporary)						3	3
	Discretionary Resident Permit (Out of Policy)			12	39	30	41	122
	Established Resident Certificate			11	15	28	255	309
	Family Member Resident Permit		2	4	12	67	229	314
	Permanent Resident Certificate		2	7	30	64	461	564
	Open Market Employee Family Member Resident Permit (Part A)					1	2	3
	Open Market Family Member Resident Permit (Parts A-D)		8	3	4	22	84	121
	Open Market HMO Resident Permit (Part D)				1	7	20	28
	Open Market Lodger Resident Permit (Part A)			2		5	8	15
	Open Market Resident Certificate (Parts A-D)	1	1		4	30	88	126
	Miscellaneous					15	26	41
TOTAL: Residential Permits and Certificates		1	13	44	106	277	1,249	1,690
Employment Permits	Short Term Employment (In Policy)		2	15	62	244	816	1,139
	Short Term Employment (Out of Policy)					4	49	53
	MTEP In Policy / OOP / MTEP Permit			2			-	2
	Long Term Employment (In Policy)			19	83	138	364	604
	Long Term Employment (Out of Policy)				3	67	69	139
	Open Market Employment (Part A)		1	1		1	4	7
	Open Market Employment (Part B)		2	2	1	2	35	42
	Open Market Employment (Part C)					1	1	2
	Miscellaneous					32	176	208
TOTAL: Employment Permits		-	5	39	149	489	1,514	2,196
TOTAL: Immigration Workflows						2	322	324
TOTAL PENDING APPLICATIONS as at 17th September 2026		1	18	83	255	768	3,085	4,210

In addition, there is a subset of applications which are not counted in the workflows above as there is active engagement with the person applying to obtain the information necessary to process the application. It is the intention that future reporting will include this figure.

QUESTION 2

What was the average and maximum processing time, in weeks, for each permit type listed above (STEP, SEP, LTEP, FMRP, Discretionary Resident Permit), for each of the following periods: 2024; 2025; 2026 to date? Please provide a separate average and maximum figure for each permit type and each period, rather than a single combined figure across all permit types, and rather than a general description of current performance. Where the average or maximum for any permit type in any of these periods cannot be provided, please state the specific reason why not, and the earliest period for which a figure can be given for that permit type.

ANSWER 2

The management information which can be extracted from the Population Management application system is limited and it is not possible to establish average processing times. This information could only be extracted if individual records were manually interrogated.

The Committee recognised the potential value of this information to provide clarity to applicants over processing time and for performance monitoring. Discussions have taken place with the application provider and a system enhancement was delivered on 28th September. Work is now underway to test this feature and complete an assessment of each application type to establish current processing timeframes and future targets. It is anticipated that this will be completed in the coming weeks.

The table provided in response to question 1 details the year in which applications were made which still require action.

When application processing has stabilised there is an expectation that the Administrator will set and report on service standards, acknowledging that some applications are more complex which will influence processing times.

QUESTION 3

In August 2017, the Committee's predecessor publicly disclosed a total backlog figure of 3,430 applications, subsequently updated to 1,190, broken down by category. Given that this same data was compiled and released before, will the Committee either (a) publish the equivalent figures now, or (b) confirm specifically what has changed operationally or legally since 2018 that now prevents equivalent disclosure? A general reference to "volume and complexity" will not be treated as answering part (b).

ANSWER 3

The current applications awaiting processing are set out in response to question 1.

QUESTION 4

On what date was the Committee last provided with the current backlog and processing-time figures by its officers?

ANSWER 4

The Committee received a comprehensive briefing at its meeting on 21st July 2026, for the reasons noted above, this did not include processing times. At that time the Committee were advised of the recent system enhancement and noted that the next phase of work would include more comprehensive reporting.

Whilst operations stabilise the Committee will receive biweekly updates on progress.

QUESTION 5

The Committee's previous response to representations regarding processing delays referred to the Population Management Office "working hard" to reduce the backlog. What specific, evidenced steps does this refer to (e.g. additional staff recruited, IT changes implemented, target dates set)? Please list each step and its status, rather than restating that work is ongoing.

ANSWER 5

The reference to the Population Management Office "working hard" relates to a programme of operational improvement and recovery activity that has been undertaken since February 2026 to address both immediate service pressures and the underlying causes of backlog growth. This was triggered when it was reported that the backlog of applications had increased from that reported the previous December when the Committee was advised that the backlog was reducing.

This work has included a comprehensive review of operational activity, detailed analysis of the workflow, identification of priority workstreams, review of governance and delegated authority arrangements, and the on-going development of a structured recovery programme.

In parallel, action has been taken to strengthen operational capacity and resilience. Recruitment has been undertaken for additional customer service roles, an improved team structure has been implemented, and work is underway to establish a dedicated customer service function to allow processing officers to focus on decision-making activity. Reviews of business processes, compliance controls, reporting arrangements and system functionality have also commenced, alongside an Internal Audit review of operational processes and controls.

QUESTION 6

Does the Committee accept that "working hard to reduce the backlog" is not itself a measurable outcome? If so, will it now set a specific numeric target (e.g. maximum permit processing time by permit type, or a backlog reduction timeline with a date), against which its performance can be independently assessed?

ANSWER 6

In addition to the work set out in question 5 and 2, the Committee has recently received a comprehensive backlog analysis which has provided a fuller understanding of the scale and nature of outstanding work across Population Management and is being used to inform resource planning, performance measures and the development of a programme of work to stabilise the service. As part of this the Committee have directed officers to consider whether additional resources are needed to reduce the application backlog, once these measures are in place it will be possible to identify deliverable targets and timeframes.

QUESTION 7

Should the Committee consider that any element of these questions fall outside its mandate, please identify specifically which sub-question this applies to and to which body or officer responsibility for answering it instead falls, so that the question can be redirected accordingly.

ANSWER 7

Question not relevant.

QUESTION 8

In the event of an audit or review or similar, or if the Committee declines to answer any of the above questions on the basis that an audit or review or similar is ongoing or upcoming, please confirm:

- a. the scope of that audit or review;
- b. its start date;
- c. its expected reporting date;
- d. whether the audit or review will itself include and publish the backlog and processing-time data requested above, and if so, by what date;
- e. specifically why the existence of an audit or review prevents the Committee from disclosing past figures — that is, data relating to periods that have already concluded and which an audit or review cannot retrospectively change; and
- f. whether any part of the data requested above has already been provided to, or compiled for, the purposes of that audit or review, given that if the figures exist for that purpose, they exist for the purposes of answering this question.

For the avoidance of doubt, this question is not asking the Committee to pre-empt the findings, conclusions or recommendations of any audit or review — only to disclose the underlying factual data that already exists, irrespective of what any audit or review may later conclude about it.

ANSWER 8

To support the Population Management team the Chief Executive & Head of Public Service commissioned internal auditors to undertake a review of the current operation of the service. This is to ensure that there is a clear and independently assured understanding of the backlog of permit applications and the plans in place to address it.

The review commenced on 8th September and is due to conclude during October 2026.

The objectives of the review are to assess the extent to which:

- The criteria for determining eligibility for Employment Permits are clear, easily accessible and legislatively compliant, including the Employment Permit Policy (EPP), in-policy and out-of-policy Discretionary Resident Permits, and criminal records checks.
- Operational processes to determine applications are appropriate, efficient and timely.
- The Population Management Portal and database are accurately maintained to reflect the status of live and decided applications and regularly updated with later changes of circumstances, such as change of employer, left island.
- Management reporting is accurate and timely to include up-to-date information on the current casework backlog with a robust action plan in place to address this.

It is the Committee's understanding that the Chief Executive commissioned the report as an internal document for management use, as is standard practice, rather than with a view to external publication.

QUESTION 9

In each instance above where the President has provided a substantive reply rather than declining to answer, can the President confirm the Committee's own assessment of whether that reply actually answers the specific question asked — as opposed to providing a general assurance, a cross-reference to a previous answer on a different question, or a description of related but non-responsive activity? Where the Committee considers a reply does not fully answer the question asked, please state so explicitly and provide the outstanding information or a date by which it will be provided.

ANSWER 9

The Committee has provided complete and comprehensive responses in so far as it is able.