

Roopa  
[mailto:request-119539-  
2b83c735@whatdotheyknow.com](mailto:request-119539-2b83c735@whatdotheyknow.com)

Web. [www.ukba.homeoffice.gov.uk](http://www.ukba.homeoffice.gov.uk)

29 June 2012

Ref: **FOI 23151**

Dear Roopa,

Thank you for your E mail dated 19 June 2012 in which you ask about the UKBA performance in the last six months in regard to the Premium Route.

Your request has been handled as a request for information under the Freedom of Information Act 2000. Please find below the answer to your question below.

- 1. Please release any information held describing UKBA's performance in the last six months in relation to the service standard for its "Premium route", which I understand is to decide on an application within 24 hours for 90% of cases applied through Croydon PEO office in particular.**

The information regarding performance that has been published for October 2011 through to March 2012 within the PEO offices nationally regarding Premium cases is shown as follows:

Oct11	Croydon 71%	Other Offices 72%
Nov11	Croydon 74%	Other Offices 74%
Dec11	Croydon 69%	Other Offices 68%
Jan12	Croydon 73%	Other Offices 74%
Feb12	Croydon 75%	Other Offices 81%
Mar12	Croydon 80%	Other Offices 70%

I hope that this information meets your requirements. I would like to assure you that we have provided you with all relevant information that the Home Office holds.

If you are dissatisfied with this response you may request an independent internal review of our handling of your request by submitting a complaint within two months to the address below, quoting reference **23151**. If you ask for an internal review, it would be helpful if you could say why you are dissatisfied with the response.

*Core Home Office, IPS and UK Border Agency cases:*

Information Access Team

Home Office

Ground Floor, Seacole Building

2 Marsham Street

London SW1P 4DF

e-mail: [FOIRequests@homeoffice.gsi.gov.uk](mailto:FOIRequests@homeoffice.gsi.gov.uk)

As part of any internal review the Department's handling of your information request will be reassessed by staff who were not involved in providing you with this response. If you remain dissatisfied after this internal review, you would have a right of complaint to the Information Commissioner as established by section 50 of the Freedom of Information Act.

Yours sincerely

Peter Edwards  
PEO Croydon