

U. Ghosal
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04 October 2012

Ref: **FOI 24151**

Dear U. Ghosal,

Thank you for your E mail dated 08 September 2012 in which you are asking various questions about the Premium appointments booking system.

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

- 1. If it is not possible to get an appointment via the website, is there any alternative way to book a Premium appointment for ILR applications in urgent situations where the current visa is about to expire?**

There is the UKBA helpline number 0871 606 7766 and they may be able to book appointments in emergency situations otherwise you must book online.

- 2. What are the rules behind the Premium appointment booking system in particular:**
 - **How many appointments are booked per day in each application centre?**
 - **How do cancelled slots get re opened for booking and at what time do these slots become available?**
 - **How often and at what time of the day do new appointment slots get released to the public?**
 - **What percentage of total appointments per day in each centre get released for online booking?**
 - **Any other rule of interest to the public?**

The answers to your queries about the Premium Appointment Booking Process are as follows:

- The number of Appointments released each day at each PEO is 1) Glasgow, 35 2)Liverpool, 58 3)Sheffield,30 4) Cardiff ,26 5) Belfast, 12 6) Solihull , 40 and Croydon 220.
 - Cancelled appointment slots are not re-opened.
 - New appointment slots are released between Midnight and 6am between Monday to Friday.
 - I refer you to the numbers of appointments provided above and can confirm that all released appointments must be booked online and there is no longer any telephone booking service.
3. **Based on the above rules and the UKBA IT system functionalities, what is the best time of day when the chance to get a premium appointment slot, online, is the highest?**

The website should work at all times of the day as the chance of free appointment slots should be the same throughout the day, however, the early morning period could be used to book appointments from approximately 6 am.

4. **Does UKBA provide any facility that Immigration solicitors can use to book premium appointments for a client, which is otherwise not available to common public via online appointment booking service.**

Yes there is a Representatives booking service and solicitors and Legal Representatives who wish to use this service must register on the link below:

<http://www.ukba.homeoffice.gov.uk/aboutus/contact/applyinginperson/sameday/>

5. **The online appointment booking system(website) goes down(pages do not load) just after midnight every night. What happens during that time? What effect does it have on available appointment slots?**

The period from Midnight to 6am should not adversely affect the availability of appointment slots.

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 **24151**. 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

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