

Mr S. Turner
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Web. www.ukba.homeoffice.gov.uk

30 March 2012

Ref: **FOI 21944**

Dear Mr Turner,

Thank you for your E mail dated 8 February 2012 in which you ask various questions regarding the PEO appointments dealt with by Croydon PEO and refusals in the various Visa categories for the last 6 months. I apologise for the delay in gathering the information you require.

Your request has been handled as a request for information under the Freedom of Information Act 2000. Please find below the answers to your questions in turn:

1. Are appointments released consistently at the same times? If so, what times and on what days are new appointments released?

The appointment system is automatic and pre-released. The restriction is that I'Apply (the customer interface) restricts applicants to 6 weeks at a time when they search for appointments. This means fresh availability occurs when the clocks move into a new day.

2. Is it the case that appointment 'slots' can be used for any application type, or does the UKBA release appointment 'slots' that are specific to a particular type of application, or group of types of application?

There are 5 appointment types available - Biometric sole & family, Tiers 125 sole & family and finally EURO appointments.

Biometric sole & family appointments are used for all other applications offered by our PEO except Tiers125 & EUROS.

3. Are appointment 'slots' always released an exact number of days prior to the date of the 'slot'?

Please see the answer to Question 1 above.

4. If so, please specify the number.

If not, please specify the shortest duration between release and 'slot' and the longest duration between release and 'slot' occurring in the last three months, as well as the UKBA's 'target' duration between release and 'slot'.

The number of appointments PEO Croydon make available is between 200 and 270 appointments daily. The exact figure is dependent upon staff and manpower availability.

5. In the last 6 months, what percentage of applications, submitted in person at Croydon PEO, have been refused?

The answer is that 1.6% of cases have been refused in the last 6 months from 1 August 2011 to 31 January 2012.

6. If possible, please outline what percentage of Tier 1 (General) extensions submitted in person in the last six months at Croydon PEO have been refused?

The answer is that 0.4% of Tier 1 (General) cases have been refused in the last 6 months from 1 August 2011 to 31 January 2012.

7. Questions 6 and 7 are requesting personal info: If possible, please outline what Percentage of ILR applications submitted in person at Croydon PEO in the last six months have been refused?

The answer is that in the last 6 months from 1 August 2011 to 31 January 2012 1.7% of ILR cases submitted in person have been refused.

8. In the last six months, what percentage of applications, submitted in person at Croydon PEO, are rejected?

The answer is that in the last 6 months from 1 August 2011 to 31 January 2012 0.06% of applications submitted in person have been refused.

9. If possible, please outline what percentage of Tier 1 (General) extensions submitted in person in the last six months at Croydon PEO have been rejected?

The answer is Zero Tier 1 General applications submitted in person at Croydon in the last 6 months have been rejected.

10. If possible, please outline what percentage of ILRs submitted in person at Croydon PEO in the last six months have been rejected?

The answer is that 0.03% of ILR applications submitted in person at Croydon PEO in the last six months have been rejected.

11. How many appointments, on average, will be available each day at Croydon PEO from 29 February onwards?

Please see the answer to Question 4 above.

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 **21450**. 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