

A Haddad [mailto:request-52027-bf26a678@whatdotheyknow.com]

Email www.ukba.homeoffice.gov.uk
Web www.ukba.homeoffice.gov.uk

13 December 2010

Ref: FOI 16818

Dear Sir / Madam

Thank you for your e-mail of 18th November in which you asked for:

'How many applications have been made via the UKBA's "super premium service" (described on your website here: <http://www.ukba.homeoffice.gov.uk/contact/super-premium/>) since that service was launched on 6 April 2010'.

In particular, you asked for:

1. The total number of applications made via that service since 6 April 2010.
2. A month-by-month breakdown of the number of applications.
3. A breakdown of the numbers by type of application made (i.e., which Tier of the points based system or other visa application type).
4. The success rates for applications made via this service (i.e., number of visas granted and refused) over the whole period.
5. The success rates for applications made via the postal service for the same period.
6. The success rates for applications made via the premium service (i.e., in person applications at a public enquiry office) for the same period.

Your request has been handled as a request for information under the Freedom of Information Act 2000.

The responses to your enquiry are as follows:

We are unable to disclose the answers to questions 1, 2, 3, 4 and 6.

The general policy of the Home Office is not to disclose, to a third party, personal information about another person. This is because we have obligations under the Data Protection Act and in law generally to protect this information. Your request for personal information has been considered in line with our obligations under the Freedom of Information (Fol) Act. However, we have concluded that the information you have requested for question 1, 2, 3, 4 and 6 are exempt from disclosure under section 40(2) of the Fol Act. This exempts personal data if disclosure would breach any of the data protection principles.

We are however able to provide an answer to question 5. The success rates for applications made via the postal service between 6th April 2010 and 18th November 2010 is 100%.

The figures quoted above are not provided under National Statistics protocols and have been derived from local management information and are therefore provisional and subject to change

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 16818. If you ask for an internal review, it would be helpful if you could say why you are dissatisfied with the response.

Information Access Team
Home Office
Ground Floor, Seacole Building
2 Marsham Street
London SW1P 4DF
e-mail: FOI@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,

Andrew Rees
Performance Services