



UK Visas & Immigration

Freedom of Information
Central Correspondence Team
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Mr David Hugkulstone
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www.gov.uk/ukvi

FOI Reference: 49814

20 September 2018

Dear Mr Hugkulstone,

Thank you for your enquiry of 14 August in which you requested information on Priority Visas. Your request is being handled as a request for information under the Freedom of Information Act 2000.

Information Requested

Please can we kindly ask you to confirm the following:

- Between 1st April 2018 and 31st July 2018 - How many SPV applications were submitted via the Toronto Visa Application Centre for processing?*
- Once you have confirmed the number of SPV applications submitted during this period, please can you confirm the duration each case took to complete using the following formula:*

The date of a customer's booked SPV appointment counts as (DAY ZERO) against the date that the customer's documents were ready for collection (or despatch) from Toronto VAC (i.e. after full consideration of the SPV application) - counting working days only.

By way of example: A SPV appointment booked for Friday 6th July (DAY ZERO) and the case was completed and ready for collection on Tuesday 10th JULY = (DAY 2).

By gathering this information, we would therefore be in a position to determine the number of SPV cases during this period that were completed with 24 hours (DAY 1), 48 hours (DAY 2) etc.

Response

The Home Office has obligations under data protection legislation and in law generally to protect personal data. We have concluded that the information you have requested is exempt from disclosure under section 40(2) of the FOI Act, because of the condition at section 40(3A)(a). This exempts personal data if disclosure would contravene any of the data protection principles in Article 5(1) of the General Data Protection Regulation and section 34(1) of the Data Protection Act 2018.

Due to the information you have requested focusing on individual appointments in a very specific time and place; we have decided that the information is exempt due to the reasons regarding personal data described above. If you were to resubmit your request, focusing on average times taken, rather than individual appointments, we will reconsider your request.

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 foirequests@homeoffice.gsi.gov.uk, quoting reference 49814. If you ask for an internal review, it would be helpful if you could say why you are dissatisfied with the response.

As part of any internal review the Department's handling of your information request will be reassessed by staff 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

J Rushton
Central Operations

We value your feedback, please use the link below to access a brief anonymous survey to help us improve our service to you:
<http://www.homeofficesurveys.homeoffice.gov.uk/s/108105TAZNG>