



UK Visas
& Immigration

Freedom of Information
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www.gov.uk/ukvi

FOI Reference: 56047

26 November 2019

Dear Mr Hugkulstone

Thank you for your enquiry of 22 October in which you requested a variety of information regarding representations made to Sopra Steria. Your enquiries have been handled as a request for information under the Freedom of Information Act 2000.

Information Requested

Since November 2018, Sopra Steria in partnership with UK Visas and Immigration have introduced a new service for customers in the UK applying to extend their stay or apply for citizenship. To complete the applications process customers must book an appointment either at one of six core locations in major cities during office hours on a free to use basis or take advantage of an enhanced user-pay service in 50 local libraries.

FOI Request:

For the period between 1st May 2019 and the most recent date you possess records for (please confirm this date in your response), please can you kindly confirm the following:

- The overall total number of appointments booked by customers during the above-mentioned period at the Premium Lounge Service Point 20 Mark Lane London.

- The overall total number of appointments booked by customers during the period at the Bournemouth Service Point Bournemouth Library, 22 The Triangle Bournemouth

- The overall number of appointments booked by customers 'on a free to use basis' during the period at the Croydon Core Service Point Bedford Point, 35 Dingwall Road Croydon

- The overall total number of appointments booked by customers during the period at the Croydon Core Service Point Bedford Point, 35 Dingwall Road Croydon that incurred an additional appointment booking fee i.e. for out of hours / next day / same day appointment.

This request mirrors the information provided earlier this year under FOI Response 53442.

Response

		May 19 to 31st Oct 19 - Booked Appt Volume
Mark Lane Premium Lounge		16030
Bournemouth		754
Croydon	Free	68879
Croydon	Chargeable	61090

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.gov.uk, quoting reference **56047**. 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 would be reassessed by staff who were not involved in providing you with this response. If you were to remain dissatisfied after an internal review, you would have a right of complaint to the Information Commissioner as established by section 50 of the FOI Act.

Yours sincerely

C. Walls
Central Operations Team

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>