

**Meeting of the Entry Clearance User Panel
10.00 hours Friday 18 November 2005**

Present:

User Panel

Samina Kausar	Immigration Advisory Service
Clyde James	Office of the Immigration Services Commissioner
Inderjit Bhogal	Churches Together in Britain and Ireland
Richard Truscott	English UK
Nichola Carter	ILPA
Susan Rowlands	ILPA
Mohammed Akram	Council of British Pakistanis (Scotland)
Sheila Grewal	Refugee Legal Centre
Julia Onslow-Cole	International Bar Association
Azhar Chohan	Law Centres Federation
Kate Handforth	UKCOSA
Maria Fernandes	Assoc. of Asian Businesses
David Main	ARIA
Marianne Nienhuis	JCWI

Department for Constitutional Affairs

Andy Moseley

UKvisas

Mandie Campbell	Head
Simon Lovett	Deputy Head, Stakeholder Engagement Communications Section
Deloris Sterling	Deputy Head, Change Design and Management
Lorraine Fussey	Stakeholder Engagement Manager
Mark Walmsley	Director, Biometrics Programme
Tony Mercer	Biometrics Programme
Vimal Naker	Head of Communications (Secretary)
Jackie Colton	

Apologies

Gary Campkin	CBI
David Malcolm	NUS
Jamie McDonald	IND User Panel
Agnes Gautier	NUS
Richard Dunstan	Citizens Advice

Item 1: Welcome and introductory remarks

- Mandie Campbell welcomed members, especially those attending their first meeting. She offered apologies from Robin Barnett who was unable to attend. She introduced Mark Sedwill, currently Head of the Middle East and North Africa Directorate in the FCO, who will shortly be replacing Robin as Director UKvisas. She also expressed thanks to Jackie Colton for her hard work in supporting the User Panel over the past three years. Jackie would shortly be taking up the post of Regional Operations

Manager in Dubai and will be replaced by Jo Cheeseborough who will take over the role of Secretary to the User Panel.

Item 2: Action Points from previous meeting

Item	Action	Progress
3.1	Provide figures for SBS applications and refusals by Post.	Tabled at meeting
3.2	Possible briefing on outsourcing from VFS	Limited interest from members. There is a DVD –contact Deloris Sterling.
3.3	Members to receive invitations to “International Students: Delivery through Partnership”.	Completed
3.4	Members to continue to forward to UKvisas copies of any student refusal notices which cause them concern.	Ongoing. We are grateful for this feedback.
4.1	Arrange briefing for members on the Biometrics Programme	Completed. Briefing held 15 September
4.2	Updates as necessary on implications of the IND 5 year Strategy	Members received copies of the IND Consultation document July 05
5.1	Update to next meeting on electronic transmission of determinations.	Item 7 on agenda
6.1	Members to receive the Independent Monitor’s Report on publication	Apologies but this was overlooked. Report tabled
7.1	UKCOSA to consider website advice and provide any suggested improvements	Website has been amended to reflect new EC requirement w.e.f 13 November 05
7.2	UKvisas to seek views on an induction programme for new members	Completed. Induction day held 7 September 05
9.1	Arrange next meeting	Completed

- There were no comments arising from the action points

Item 3: Operational overview

Mandie Campbell reported on:

- Pakistan: Intake in October was down 10% on October 2004, and continues the downward trend over the past few months. So far there has been no surge in applications, either for visits or settlement, directly related to the earthquake. With winter closing in, the Northern Areas are becoming increasingly difficult to access and travel in and out of the earthquake zone is severely restricted. PSA performance for October 2005 was strong with just under 90% of straightforward applications being

processed within 24 hours, and over 90% of cases requiring interview completed within 15 days. Settlement applications were well within the 3 month target. There had been some spikes in the number of appeal notifications received from AIT and while Islamabad were managing to turn these around within the 28 day target time, we were now talking to DCA colleagues on arrangements to better manage the flow. Staffing numbers had been maintained at target levels. There had been no reports of difficulties with those submitting family reunion applications from the Peshawar area.

- Working Holidaymaker applications: Participation in the WHM scheme was now linked to successful returns agreements, and negotiations were continuing with the participating countries. 14 countries had now signed or agreed a Memorandum of Understanding and talks were continuing with the remaining ones. We expected Ministers to take a view shortly on how this will proceed. The current suspensions in Islamabad, Kuala Lumpur, Gaborone, Windhoek and Colombo would continue until this was decided.
- UKRP-linked mandatory entry clearance: The new entry clearance requirement for nationals of all remaining non-visa non-EU nationals seeking entry for more than six months came into effect on 13 November. No problems had been reported around implementation. As with Phase 1 a grace period would operate until 13 January 2006.
- Regionalisation: Ukvisas will play a key role in delivering the Five Year Strategy proposals. In order to do this we need to provide more support to our overseas operations. Directors of Visa Services oversee our larger operations and their roles are now being expanded to include regional responsibility. To support them we have appointed a number of Deputy posts, and also a new tier of Regional Operations Managers (ROMs) based overseas to cover smaller posts. Their role will be to support the posts in their region, encouraging best practice, identifying and meeting training needs and ensuring consistent, high quality decision-making. These were new posts and we will need to see how this approach develops. We will publish names and locations on the UKvisas website.

Action points

3.1 UKvisas to publish names and locations of Directors, Deputy Directors and ROMs on the UKvisas website

Item 4: Biometrics

Tony Mercer gave an update on the progress of the Biometrics Programme. Twin drivers behind this are the EU Directive and the need to drive down illegal immigration and unfounded asylum claims. The Programme forms part of the Government's wider identity management programmes including e-

Borders, biometrics Residence Permits and the national ID cards Programme. The target is to be taking ten finger-scans from all visa applicants by the end of 2007. These will then be checked against IND data to provide greater assurance of identity and history. It needs to be secure and integrated with other systems if it is to be effective. It is a challenging target but we believe it is achievable.

To date finger scanning is running in 10 locations in order to test ideas and to develop solutions. Matching times have been brought down from 7 days and we expect to achieve 48 hours by the end of the year. The objective is to be doing real-time matching by the middle of 2006. Results so far show a match rate of around 1%. There had been some downturn in demand in a number of locations.

Funding of £60 million had been agreed in principle. We are working closely with EU partners and also learning valuable lessons from the work already done by US colleagues. A phased roll-out was planned to be informed by IND priorities on tipping point targets, and also by work being done by EU partners.

Relationships with stakeholders would be key, and specific information events were being planned for January.

The programme was not at the moment linked to the e-Borders IRIS programme, but it may be possible in the future to be able to link iris scan information to a person's immigration record. The IRIS project was working well but had been suspended at Heathrow in July when border control staff were re-deployed to embarkation checks. Similarly the programme was not at the moment working with facial recognition technology, but digital photographs are being captured and this might be an option for the future.

The Biometrics programme will be an important and high-profile area of work for UKvisas, and we will keep Members informed with regular updates.

Action points

4.1 UKvisas to provide regular updates on the Biometrics programme to User Panel meetings

Item 5: Independent Monitor

- Mandie Campbell reported that the Independent Monitor's report covering 2003 was published on 25 May 2005. She offered apologies to Members who had not received copies as promised, although it was made available on the UKvisas website. Any Members who would like a copy should contact Deloris Sterling.
- The present Monitor's term finishes on 30 November and UKvisas are currently recruiting a new Monitor by open competition. The recruitment is being managed by outside consultants. Sifting had now been completed and we hoped to interview short-listed candidates on 8/9
- Ministers have agreed that the role of the Independent Monitor will be expanded and strengthened to play a key role in working with UKvisas to improve decision-making. The new Monitor will be a full-time position for a period of 2 years. The IM will be expected to analyse an increased sample

of refusal decisions without the right of appeal. They will also be expected to spend 3 months of the year travelling to posts for familiarisation visits and publish two reports to Parliament each year. This should result in shorter and more focussed reports to which we can respond more quickly.

- Of the recommendations in the last report a number have been agreed and implemented and work on others is underway. There were also recommendations with which UKvisas did agree, and we had explained our reasons to the Independent Monitor. Members should write to Mandie Campbell on any particular recommendations on which they have views.

Action Points:

5.1 Members to contact Deloris Sterling to request a copy of the Independent Monitor's report

5.2 Members to write to Mandie Campbell with views on any of the Monitor's recommendations

Item 6: Student applications

Simon Lovett outlined the work ongoing over the previous six months to ensure that processing of student applications continues to maintain the balance between high quality service and effective control. This was particularly important in the current very competitive international market for education. Much of this work was being taken forward by the Joint Education Task force (JET). UKvisas was represented on all the JET workstreams, and chairs the Visa workstream which was examining how we operate, and how we can improve, as well as looking at what abuse there is and where. Outside JET we are also looking at what we need to do to improve communication with applicants, agents and institutions, to enhance the student experience and to improve decision quality. This will include a seminar in January involving ECOs from our biggest posts, and with the participation of British Council colleagues. The seminar will focus on practical outcomes to produce a set of best practice guidelines on handling student applications. Members suggested that it would be useful to hold a similar seminar for members of University Governing Councils. Simon Lovett agreed to take this forward through JET.

We are aware that there has been some concern over decision quality. External indicators of quality are difficult to find, but appeal outcomes show that only 1% of applications are issued as a result of an allowed appeal, and that around 66% of student appeals are dismissed. Consistency is also sometimes an issue, and the new Regional Manager posts will be key to ensuring more consistency across the operation. Our aim is to maximise the number of occasions on which we get the decision right first time. Under proposals to remove appeal rights for those wishing to work or study in the UK, we would retain the quick and effective avenue of administrative review by ECMs.

It was pointed out that Members continue to come across refusal notices which lack full details of the reasons for refusal. Simon encouraged all Members to continue to forward these to UKvisas for action.

Action points

6.1 Members to continue to forward to UKvisas any student refusal notices which cause them concern.

6.2 Simon Lovett to discuss with JET the possibility of a seminar for Universities' Governing Councils.

Item 7: Points-Based System

Lorraine Fussey outlined the progress on the development of a new points-based system for managed migration. Following the end of the consultation period on 7 November responses were now being analysed. Early indications were that the majority of respondents agreed that those benefiting from migration should have some part to play in terms of sponsorship and ensuring compliance.

Models were now being developed and tested and it was hoped to publish more details of these in February. Current thinking indicated 5 tiers for all study and employment routes with scores for various skills and attributes, including provision of certificates of sponsorship for all except Tier 1.

Applicants would go through an online self-assessment process to indicate whether or not they are likely to qualify. The role of the ECO will move away from one of assessing credibility to concentrate more on verifying documents. All of this represents challenges for UKvisas staff both here and overseas. We re-structured UKvisas in Vauxhall to better reflect the new work and priorities. This included the creation of a new Change Design and Management team to co-ordinate this work. Getting the IT right would also be crucial, and we were working closely with IND colleagues to ensure that systems can communicate and share information easily.

Members raised concerns that the consultation document had been very broad with little detail of what might be proposed. As more information was now emerging it was likely that stakeholders would have different views and that these would need to be fed in as the design develops. Concerns were also expressed over the possible impact on small businesses such as the ethnic catering industry. Lorraine undertook to pass on these points to colleagues in IND Managed Migration Directorate. She also agreed to provide regular updates to User Panel Members.

Action points

7.1 Lorraine Fussey to pass on Members concerns to Managed Migration colleagues

7.2 Update on PBS proposals to Members as necessary with an update to be included as an agenda item at the next meeting.

Item 8: Appeals

Andy Moseley gave a presentation outlining the changes introduced as a result of the introduction of the AIT and single-tier appeals in April 2005. He

also explained transitional arrangements. A copy of the presentation will be sent to Members following the meeting

In response to Members' questions Andy confirmed the following:

- Appeals can now be lodged either with the AIT in the UK or with the ECO at Post. Experience thus far had shown that it is quicker for those overseas to lodge with the ECO. Andy clarified that appeals are treated as lodged in accordance with Rules on the day they first arrive with ECO or AIT.
- There have been some significant delays in getting bundles to and from overseas posts. AIT are now working to re-engineer and streamline the processes to reduce delays. Members should continue to bring cases of unacceptable delay to the notice of the AIT.
- Andy agreed to add an additional slide to the presentation setting out process where an appeal is lodged with an ECO

Action points

8.1 Andy Moseley to provide additional slide to accompany presentation. Full presentation to be sent to Members.

Item 9: Members Forum

Responses to questions raised by members were tabled at the meeting. A copy of questions and responses is attached at Annex B. Members sought clarification on a number of points:

- Islamabad will not allow applicants to submit VAFs completed in the UK by sponsors on their behalf, but will accept the same information on a VAF which is completed by an agent outside the Mission. Mandie Campbell undertook to take this up with staff in Islamabad.
- Islamabad is also asking for additional forms to be completed by certain categories, for example family visitors. There is no explanation of this provided on either the UKvisas, Post or Gerry's/FedEx websites. Mandie Campbell explained that with the move to deciding more applications on paper it was more important to ensure that ECOs had access to all the information they need to reach a fair and balanced decision. Work was underway to review current VAFs in the light of this. We will speak to colleagues in Islamabad to ensure that applicants are aware of what information they will need to provide.
- Islamabad will also only accept double-sided copies of VAFs. Whilst this may be a means of minimising fraud, there may be other means of doing so which would enable advisers to submit single-side copies downloaded from the UKvisas website. Mandie Campbell undertook to ask Islamabad to look into this.
- Restricted service continues in Nigeria. The re-furbishment of the visa section there is on target for completion in January 2006 and we are currently undertaking a recruitment exercise for additional staff. Work is also underway to re-tender the outsourcing contract there. We will update Members as necessary.

- Nairobi are not responding to e mails or faxes. Mandie Campbell explained that the communication lines to Nairobi failed regularly and that UKvisas staff also had the same problem communicating with them. Communications Section will investigate whether there may also be a problem with response times, and we will report back to Members.

Item 10: Any other business

Members received in advance a copy of Mohamed Akram's report of his visit to Faisalabad and Toba Tek Singh in March 2005 accompanied by Alex Pond, Director of Visa Services Pakistan. Mr Akram outlined the purpose and scope of the visit for Members. Mandie Campbell expressed her thanks to Mr Akram for organising the visit which had been a valuable opportunity to discuss visa issues with the people of that area.

Item 11: Date of meeting

The next meeting will take place in London in April 2006

ANNEX A

SUMMARY OF ACTION POINTS

Item	Action	Owner
3.1	Publish names and locations of Directors, Deputy Directors and ROMs on the UKvisas website	Jo Cheeseborough
4.1	Provide regular updates on the Biometrics programme to User Panel members	Tony Mercer
5.1	Members to contact Deloris Sterling to request a copy of the Independent Monitor's report	Members
5.2	Members to write to Mandie Campbell with views on any of the Monitor's recommendations	Members
6.1	Members to continue to forward to UKvisas copies of any student refusal notices which cause them concern.	Members
6.2	Discuss with JET the possibility of a seminar for Universities' Governing Councils.	Simon Lovett
7.1	Pass on Members concerns on consultation to Managed Migration colleagues	Lorraine Fussey
7.2	Update Members as necessary on PBS proposals including an agenda item at the next meeting.	Lorraine Fussey/Jo Cheeseborough
8.1	Update presentation on appeals and forward to Members.	Andy Moseley
9.1	Clarify issues around VAFs with Islamabad	Mandie Campbell
9.2	Update Members as necessary on service in Nigeria	Mandie Campbell
9.3	Report back to Members on communication problems with Nairobi	Jo Cheeseborough
11.1	Arrange next meeting	Jo Cheeseborough

ANNEX B

MEMBERS FORUM

1. LAW CENTRES FEDERATION

Freedom of Information Act and Data Protection Act:

Where should we send requests for information under the Freedom of Information Act and the Data Protection Act, if it concerns an overseas post. Should we send it directly to them or through UKvisas?

Where an enquiry is made under the Data Protection Act about a visa application etc the request should be made directly to the relevant Post.

If you would like to access information held by the FCO, please firstly check the [Publication Scheme](#) to see if it is already publicly available. If it is not, please then

send your FOI request to:

Information Rights Team
Information Management Group
Foreign and Commonwealth Office
Old Admiralty Building
London
SW1A 2PA
Tel: + 44 (020) 7008 0123
E-mail: dp-foi.img@fco.gov.uk

2. LAW CENTRES FEDERATION

It appears that your outsource partners in Sylhet, Bangladesh are only accepting 15 settlement applications per day. Are they operating a quota system?

Our Post in Dhaka are not operating a policy to restrict the number of settlement applications they receive per day via the Sylhet application centre. Occasionally time and other constraints may prevent all applicants from being seen on any given day. This may have been the case before and after the Eid Holiday, given staff absences and an increase in the number of marriages.

The figures for the number of settlement applications received over the past 3 months are as follows:

August - 447

September - 395

October - 421

There were 66 working days in this period. Post therefore received on average just over 19 applications per day of which almost all of them were lodged in Sylhet. The waiting time for 90% of their settlement customers is now 5 weeks, this is well within the PSA target of 3 months.

3. COUNCIL of BRITISH PAKISTANIS (SCOTLAND)

There are a large number of children left destitute consequent to the tragic earthquake in North Pakistan and Kashmir. Many from the settled community of Pakistani origin in the UK have expressed desire to adopt such children. Currently the procedures for such adoptions are

cumbersome and lengthy and particularly the assessments by Social Work in the UK. Is the British Government in a position to simplify the procedures by creating a special adoption section within the British High Commission in Pakistan where a one step assessment can be made of those wishing to adopt. This section would also have the responsibility of liaising with the Pakistani Courts to speed up the adoption process?

The Pakistani Government announced shortly after the earthquake that they would no longer authorise adoptions of orphaned children or those separated from their families following the earthquake. This was in response to documented instances of attempted abuse and trafficking. We will be happy to reconsider this issue once the ban on adoptions is lifted.

4. COUNCIL of BRITISH PAKISTANIS (SCOTLAND)

It is apparent through the listings at the various Asylum and Immigration Tribunals that work permit holders from the Indian Sub-Continent face disproportionately high refusal rates when applying for entry clearance. This particularly so amongst the catering sector. This in turn affects a majority of small ethnic businesses such as restaurants and carry outs where majority of those settled in the UK, but particularly in Scotland, from the Indian Sub-Continent are self employed. This has a destabilising affect on their businesses and consequently on good race relations. I was wondering if statistics on refusal rates in this category bear out the impressions. What are the reasons for the high refusal rate and whether the eventual success rate at AIT suggests fundamental flaws in the assessment processes adopted by the ECOs? If that is the case what measures are UKvisas planning to take to rectify this in the interest of long term viability of such business and consequently promotion of good race relations?

Yes, there was high refusal rate (in Dhaka) and a high proportion of cases were won at appeal. The statistics will probably bare this out. A copy of John Hales's statistics covering SBS /employment applications in South Asia along with the appeal statistics is attached at annex C.

As the SBS is a pilot scheme, Work Permits (UK) undertook to review it after the first year of operation. The review was based on consultation with the sectors and included an employer questionnaire, meetings with employers, sector representative bodies, trade unions and other related stakeholders. Each sector was looked at separately.

The review found that the SBS operated satisfactorily in the food processing sector and that there was a continuing need for the scheme there. By contrast it was concluded that the hospitality sector as a whole was able to draw upon nationals from the new accession states following the expansion of the EU. The review also identified evidence of abuse of the scheme in this sector [such as forged documentation presented at visa sections and applications for fictitious jobs submitted to Work Permits (UK)].

The hospitality sector was closed with effect from 31 July 2005. Representations have been made to reinstate the hospitality sector and these

concerns will be taken into account along with the views of the hospitality sector as a whole as part of the wider consultation process for the Government's Five-Year Strategy on Asylum and Immigration (published on 7 February 2005).

5. ASSOC OF ASIAN BUSINESSES

When enquiries are made about posts why is there is a long delay before we receive a response from UKvisas. Could this communication process be improved?

UKvisas deals with growing numbers of enquiries each year. In the period Jan-Oct 2005 we received 18,302, letters, 36,577 telephone calls and almost 70,000 e mails. So far in 2005 just under 50% of the written enquiries have received a response within our target time of 10 days.

We acknowledge that our performance in this area may not always be as good as we would hope. There are two main reasons for this. One is that in the past, there has been a lack of staff to deal with the increased number of enquiries that we have been receiving. However, this situation is currently being addressed and we are also looking at how we might adjust our procedures to ensure shorter response times. Secondly, not every case is straightforward and the answers to the queries are often not to hand. Often, we have to consult posts, or colleagues in IND or other government departments and then await a response. As Panel Members will be aware, not all other departments set, or meet our ambitious target times for responses.

6. UKCOSA

What guidance will be issued to entry clearance officers on determining whether a relationship that is not listed in Schedule 20 to The Civil Partnership Act 2004 should be treated as a civil partnership?

Posts have been issued with the following guidance that will in due course be incorporated into DSPs:

If the overseas relationship meets the "general conditions" in section 214 it would be capable of being treated as a civil partnership, so long as the other relevant requirements of Chapter 2 of Part 5 of the Act are also met.

In order for an overseas relationship to meet the general conditions it must, under the law of the country or territory in which it was formed,

- be exclusive in nature (in other words the law must prevent a person from registering a relationship where they are already in a relationship of that kind or are lawfully married);

- be indeterminate in duration (this would exclude an arrangement whereby the parties agreed to live together for a fixed period of time); and

- result in the parties being treated as a couple or treated as married (this would exclude schemes like some local registers which have no legal effects under the law of that country or territory).

Where two people have registered an overseas relationship which is specified in Schedule 20 or meets these general conditions, they will be treated as

having formed a civil partnership if they meet the other requirements which can be found in section 212 and sections 215 to 218 of the Act.

7. ILPA

What will be the procedure for processing applications made under the Civil Partnerships category?

Posts started accepting applications for visit for civil partnership (equivalent to visit for marriage visas) and proposed civil partnership applications (equivalent to fiancé(e) visas from Monday 14 November. Applications for proposed civil partners will have to be referred to IND by ECOs, as they need to be considered outside of the Immigration Rules until 5 December.

Settlement applications for civil partners (equivalent to spouse) and all other categories will be accepted when the Civil Partnership Act comes into force on 5 December.

Posts have been instructed to consider civil partnership applications in the same way as they would an equivalent application for spouse, fiancé(e) etc, under the same Immigration Rules and they will need to meet the same requirements.

Currently all settlement applications will be issued with the endorsement "To Join Partner" and visit for civil partnership endorsements will have "Visit" with the applicant being provided with a letter confirming that they are coming to the UK to register a civil partnership. This arrangement will be reviewed after 5 December so that a more appropriate endorsement can be considered.

8. ILPA

What is the current procedure for dealing with passports that have been incorrectly endorsed by the visa issuing ECO?

The procedure to deal with incorrectly endorsed passports is set out below:

The applicant should contact us using the form provided at www.ukvisas.gov.uk/enquiries and set out their details (name, date of birth, address in UK, passport number, visa number and post applied to) and the details of the error that appears to have occurred. Alternatively they can write to:

UKvisas, FCO, King Charles Street, London, SW1A 2AH. (their passport and supporting documentation should not be forwarded at this stage)

We (UKvisas) will then contact the High Commission or Embassy responsible and arrange for a letter to be sent to the applicant. If they agree an error has been made they will state this and what the correct endorsement should be. The letter will then advise the applicant to send said letter and their passport to:

NCC6, Lunar House, Wellesley Road, Croydon, CR9, where any necessary changes will be made. All documents will then be returned to the applicant.

Annex C:

Work Permit Appeals

Source – IND CID Database, Supplied by Warren Fowls / Peter Greenfield; additional analysis by John Hales (UK Visas)

January 2004 – April 2005

Total Appeals	(% Dismissed)	(% Allowed)
3557	41.97%	51.31%

The information includes both Sector-Based work permits and traditional work permits. The following table shows the success rates of the highest volume of appeal nationalities.

Nationality	Total	% of Total	% Dismissed	% Allowed
Bangladesh	1975	55.53%	34.28%	63.04%
Pakistan	447	12.57%	47.43%	39.15%
India	399	11.21%	52.63%	34.84%
China	259	7.28%	44.79%	37.07%
Philippines	101	2.83%	56.44%	34.65%
Ukraine	46	1.29%	65.22%	32.61%
Ghana	43	1.21%	48.84%	51.16%
Malaysia	36	1.01%	61.12%	19.44%
Romania	34	0.95%	73.53%	23.53%
Thailand	34	0.95%	64.71%	35.39%

79.31% of all appeals were made by nationals of South Asia – with Bangladeshis accounting for over half of all appeals made (55.53%). This data is likely to reflect the Sector Based Scheme. Bangladeshis also had the most success in appeals, with 63.04% of appeals being allowed. This is likely to have distorted the average means for appeals dismissed : allowed, as all the other nationalities in the top ten have higher than average dismissal rates and lower than average allowal rates.

Therefore, if we substitute appeals made by Bangladeshi nationals, the Work Permit Appeal Rate changes:

Total Appeals	(% Dismissed)	(% Allowed)
3557	41.97%	51.31%
Total Without Bangladeshis	(% Dismissed) Without Bangladeshis	(% Allowed) Without Bangladeshis
1582	51.58%	36.66%

So when Bangladeshi nationals are taken out of the equation, the number of those allowed **drops from 51.31% to 36.66%**. This is an interesting statistic and is likely to be more indicative of non-SBS appeals.

Work Permit Entry Clearance. Jan 04 - April 05

