



Foreign & Commonwealth Office

Consular Directorate
WH4.36
Foreign and Commonwealth Office
King Charles Street
London SW1A 2AH

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www.gov.uk/government/organisations

FREEDOM OF INFORMATION ACT 2000 REQUEST REF: 0978-16

Thank you for your email of 17 October asking for information under the Freedom of Information Act (FOIA) 2000. You asked:

“I would like to make a Freedom of Information Request relating to the Consular Service Department of the British Embassy in Bangkok, Thailand.

Appointments for witnessing oaths, affirmations and affidavits at the British Embassy can be made via an online booking system at https://www.consular-appointments.service.gov.uk/fco/#!/british-embassy-bangkok/oaths-affirmations-and-affidavits/slot_picker

- 1. I would like to know how many appointments in total each month were made at the Consular Service Department via the online booking system since it was first launched.**
- 2. I would like to know how many appointments were kept and attended each month since the online booking system was first launched.**
- 3. From these two statistics it should be possible for me to calculate the number of appointments made via the system which were not kept.**

Outcome of Search

I am writing to confirm that we have now completed our search and that the Foreign and Commonwealth Office (FCO) does hold information relevant to your request.

Disclosure

I can provide the following figures:

Year / Month	Service	Bookings Made	No shows	Bookings Attended
2015 04	Oaths affirmations and affidavits	240	NA	NA
2015 05	Oaths affirmations and affidavits	251	NA	NA
2015 06	Oaths affirmations and affidavits	282	NA	NA
2015 07	Oaths affirmations and affidavits	249	NA	NA
2015 08	Oaths affirmations and affidavits	227	NA	NA
2015 09	Oaths affirmations and affidavits	280	NA	NA
2015 10	Oaths affirmations and affidavits	266	NA	NA
2015 11	Oaths affirmations and affidavits	248	NA	NA
2015 12	Oaths affirmations and affidavits	266	NA	NA
2016 01	Oaths affirmations and affidavits	308	NA	NA
2016 02	Oaths affirmations and affidavits	304	NA	NA
2016 03	Oaths affirmations and affidavits	326	NA	NA
2016 04	Oaths affirmations and affidavits	266	NA	NA
2016 05	Oaths affirmations and affidavits	264	44	220
2016 06	Oaths affirmations and affidavits	266	44	222
2016 07	Oaths affirmations and affidavits	247	37	210
2016 08	Oaths affirmations and affidavits	249	2	247
2016 09	Oaths affirmations and affidavits	258	38	220
2016 10	Oaths affirmations and affidavits	217	32	185

The figures above date from the introduction of the Consular Appointment Booking Service (CABS) for Consular customers in Bangkok. It is not mandatory for Consular staff to record non attendance of appointments, although Consular staff in Bangkok have recorded figures for no shows from May 2016, which are provided above.

Yours sincerely,

FOI / DPA Team
Consular Directorate



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