



Home Office

Identity & Passport Service

Xxxxx XXXXXXX

Headquarters
Identity and Passport Service
Parliamentary & Correspondence
Management Team
4th Floor, Peel Building, SE
2 Marsham Street
London
SW1P 4DF

Reference: FOICR 19021/11

Date: 14 July 2011

Tel (020) 7035 8889
Fax (0870) 336 9175
Email hqenquiries@ips.gsi.gov.uk
Web www.homeoffice.gov.uk/ips

Dear XXXXXXX

FREEDOM OF INFORMATION REQUEST

Thank you for your e-mail of 16 June, in which you ask for information on the ethnic profile of London counter staff. Your request has been handled as a request for information under the Freedom of Information Act 2000.

I am able to disclose the information set out in the enclosed Annex.

In keeping with the Freedom of Information Act, we assume that all information can be released to the public unless it is exempt. In line with normal practice we are therefore releasing the information which you requested via the Home Office website.

I hope that this information meets your requirements. I would like to assure you that we have provided you with all relevant information that the Identity and Passport Service (IPS) holds.

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 FOICR 19021/11. 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: FOIRequests@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

X Xxxxx

Parliamentary and Correspondence Management Team

Freedom of Information request from Xxxxx Xxxxx reference: FOICR 19021/11

Information requested

- 1) A breakdown by percentage of the ethnicity of the counter staff employed at the London Passport Office.
- 2) Details of the recruitment policy whereby it is ensured that the ethnicity of the counter staff is broadly representative of either its clientèle or of the population of the United Kingdom generally.

Response

1. IPS does not hold information broken down specifically to staff who work on the counter at the London Passport Office. The attached table provides the breakdown of staff at grades PO1 to EO within the London Office. The counter staff are included within this group of grades.

| Adelphi Location | Grade | Diversity | % of Grade |
|--------------------|-------|-------------------|------------|
| London Globe House | EO | BME | 54.39% |
| | | White | 33.33% |
| | | Prefer not to say | 4.39% |
| | | NULL | 7.89% |
| | PO1 | BME | 44.74% |
| | | White | 44.74% |
| | | NULL | 10.53% |
| | PO3 | BME | 68.49% |
| | | White | 24.66% |
| | | NULL | 6.85% |
| | | | |

BME: Black and Minority Ethnic

NULL: No response received from individual

2. IPS does not have a specific recruitment policy which ensures that counter staff are broadly representative of either its clientèle or of the UK population in general. However, when running recruitment campaigns can, if necessary, act under Section 159 of the Equalities Act - Positive Action in recruitment and promotion. This section permits an employer to take a protected characteristic into consideration when deciding whom to recruit or promote, where people having the protected characteristic are at a disadvantage or are under-represented. This can be done only on 'equal merit' - where the candidates are as qualified as each other.

IPS is committed to ensuring equality of opportunity for all staff as reflected in its equal opportunities policy statement. <http://www.homeoffice.gov.uk/about-us/working-for-us1/diversity/>

Date July 2011