

Xxxxxx XXXXXXXX

Reference: FOI 17642/11

Date: 1 March 2011

Dear XXXXXXXX

**FREEDOM OF INFORMATION REQUEST**

Thank you for your e-mail of 7 February 2011, in which you ask for information about passports lost in transit to our customers. Your request has been handled as a request for information under the Freedom of Information Act 2000.

Please see the responses to your questions below: -

**a. How many passports and supporting documents have been reported lost during the delivery process each year for the last five years?**

The following table sets out how many new passports were recorded as lost or stolen in transit during the delivery process for the last five years.

Year	Deliveries	Lost/stolen	Losses as %age of deliveries
Feb 06-Jan 07	6,637,242	727	0.011
Feb 07-Jan 08	6,189,465	717	0.012
Feb 08-Jan 09	5,592,994	654	0.012
Feb 09-Jan 10	5,990,561	469	0.0078
Feb 10-Sept 10	4,549,125	260	0.0057

Figures for October to January 2011 are yet to be finalised and so IPS cannot disclose that information at this stage.

**b. How many individual cases of lost passports and supporting documents have been lost due to the Home Office use of Royal Mail's Special Delivery Service each year for the last five years?**

IPS does not hold retrievable records covering any passports and supporting documents that may have been lost due to the use of Royal Mail's Special Delivery Service each year for the last five years.

Information not held. Whilst IPS offer a secure return of supporting documents by use of the Royal Mail's Special Delivery service, we have no record relating to any items that have been sent by this method and were subsequently lost.

**c. How many passports and supporting documents are sent using the Royal Mail's Special Delivery Service each year for the last five years?**

Over 96% of passports and supporting documents are delivered by couriers employed by our contractor DX Secure. IPS have no records relating to the actual number of passports returned by Royal Mail's Special Delivery Service for the past five years, however in the past year around 700 were returned by DX Secure using this method of delivery.

**d. Are passports and supporting documents sometimes sent back to owners using another service? If so what percentage are sent using Royal Mail's Special Delivery Service?**

IPS send around 3.5% of supplementary documents and passports to customers via a disguised mail service which is organised by DX Secure. Of these, 3.49% are returned using Royal Mail Recorded Delivery, whilst approximately 0.01% are sent via Royal Mail Special Delivery.

**e. How much does the Home Office Identity and Passport Service spend on using Royal Mail's Special Delivery Service?**

Total IPS annual spend to date for 2010/2011 is £31,996.

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 FOI 17642.

Information Access Team  
Home Office  
Ground Floor, Seacole Building  
2 Marsham Street  
London SW1P 4DF  
E-mail: [info.access@homeoffice.gsi.gov.uk](mailto:info.access@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. Should 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 Xxxxxx**  
**Freedom of Information Team**