

Home Office Identity & Passport Service

Xxxxxx Xxxxxxxxxxxxx

Reference: FOICR 23564/12

17 August 2012

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Dear Xxxxxxxxxxxxx

FREEDOM OF INFORMATION REQUEST

Thank you for your e-mail of 23 July, in which you ask for information about an Identity and Passport Service (IPS) telephone enquiry line. 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 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 23564/12. 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: <u>FOIRequests@homeoffice.gsi.gov.uk</u>





As part of any internal review the Department's handling of your information request will be reassessed by members of 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

Xx Xxxx Parliamentary Correspondence Management Team





Freedom of Information request from Xxxxxxxxx (reference 23564/12)

Information requested

1. Number of incoming calls to the Passport Service number 0845 128 9988

Between the dates 1 January - 30 June 2012, the Identity and Passport Service (IPS) received 32, 079 calls to the 0845 128 9988 number.

2. Length of time it takes on average to answer each call

Performance is measured by the number of calls answered within 30 seconds against a target of 80%. During the aforementioned period 1 January - 30 June 2012, on average 72% of calls were answered within 30 seconds.

Customers who choose to stay on the line after the initial 30 seconds will be held in a queue to be dealt with by the next available operator. For these customers, waiting times will vary depending on call volumes and the number of staff available. The average waiting time for these calls is unavailable.

3. Number of call handlers to answer these calls

The staffing compliment in the Liverpool Customer Enquiry Centre (CEC) is 18 Operators in total. However, the number of available operators will vary depending on working patterns and staff leave.

4. Profit being made from this national rate call service.

The IPS 0845 numbers no longer have a revenue share associated with them.

Date

17 August



