



Home Office

Identity & Passport Service

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Xxxxx
XXXXXXXXXXXXXXXXXX

Reference: FOICR 23589/12

22 August 2012

Dear X XXXXXXXXXXXXX

FREEDOM OF INFORMATION REQUEST

Thank you for your e-mail of 24 July, in which you ask for information on passport processing times. 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 23589/12. 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: FOIRequests@homeoffice.gsi.gov.uk

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

Xxxx Xxxx

Parliamentary & Correspondence Management Team

Freedom of Information request from XXXXXXXXXX (reference FOI23589/12)

Information requested

What data does the Passport Office hold on the length of time taken to process passport applications?

1. Please provide a breakdown of the most recent management data on processing times for passport applications.

All information is for the financial year to date, i.e. April 2012 and up to week ending 12/08/2012:

- Premium Service (passports received within 1 day) - 291,788 applications handled in the YTD with 99.7% within target.
- Fast Track Service (passports received within 7 days) - 173,375 applications handled in the YTD with 100% within target.
- Standard Service (passports received within 3 weeks) - 1,341,691 applications handled in the YTD with 96% within guide target.
- First Time Adult Applications (passports received within 29 working days) - 93,181 applications handled in the YTD with 92.4% within guide target.

2. I am interested in particular in data on the Post Office check and send service.

The Check & Send service allows customers to take their completed application form and supporting documents to a Post Office branch that offers Check & Send, where they will:

- check that the application form has been filled in correctly.
- check that supporting documents and the correct fee are included.
- forward all the relevant paperwork plus the payment for the passport directly and securely to IPS by Royal Mail Special Delivery.

3. How many applications using this service were completed by the passport office in the most recent time period available?

IPS has received 1,337,016 applications through the Post Office Limited 'Check & Send' service in the YTD.

4. What was the average length of time taken to complete applications?

IPS measures the processing time of all applications it receives but does not specifically break this down by those applications received through the Post Office 'Check & Send' channel, although applications received via this route are less likely to be returned to customers or be delayed because of queries. Processing times are not guaranteed and do not include postage time.

- IPS has processed 1,570,136 SFPC* applications in the YTD with average turnaround being 9 working days.
- IPS has processed 502,114 Non-SFPC** applications in the YTD with average turnaround being 13 working days.

NOTES:-

*** Straightforward applications**

Applications received through our Postal or Check & Send services that can be processed without IPS needing to contact the customer to request any further information, such as where there are missing supporting documents or incorrect photos.

**** Non-straightforward**

Applications received through our Postal or Check & Send services that cannot be processed without IPS needing to contact the customer for further information, such as to request missing supporting documents or new photos, to correct mistakes on application forms, or where we need to contact the customer's counter signatory.

5. How many such passports were received by the applicant/processed by the IPS within a) four weeks b) five weeks c) six weeks d) two months.

IPS measures the processing time of all applications it receives but does not specifically break this down by those applications received through the Post Office 'Check & Send' channel. Processing times do not include postage time.

- Of the 1,570,136 SFPC applications processed in the YTD the % completed within 15 working days is 98.9%.
- Of the 502,114 Non-SFPC applications processed in the YTD the % completed within 20 working days is 89.4%, within 25 working days is 95.5%, within 29 working days is 97.8% and within 35 days is 99.4%. (The IPS target turnaround time for this Non SFPC category of application is 93% within 29 working days).