



Home Office

Identity & Passport Service

Xxxxx Xxxxxx

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

Tel (020) 7035 8889

Fax (0870) 336 9175

Email hqenquiries@ips.gsi.gov.uk

Web www.homeoffice.gov.uk/ips

FOICR 19094/11

13 July 2011

Dear Xxxxxx

FREEDOM OF INFORMATION REQUEST

Thank you for your letter of 13 June, in which you ask for information about passport applications. 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. The IPS Customer Services Team will reply directly to your complaint.

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 19094/11. 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 Xxxxxx

Parliamentary & Correspondence Management Team

**Freedom of Information request from Xxxxx Xxxxxx reference: FOICR
19094/11**

Information requested:-

The number of applications that you claim are not completed correctly by category- such as photos not included, not signed , missing information which have not used your check and send service over the last year.

Response:-

We do not have an exact figure on passport applications that were received directly from applicants and not correctly completed. However, we do have figures on the number of applications that were held temporarily for reasons of further information and completeness.

IPS received a total of 514,200 applications that were not checked by the Post Office Check and Send service. These applications were held pending resolution for the reasons below.

Category	Volume of Incomplete Apps for April 2010 to March 2011
General Completeness	316,900
Countersignature Queries	40,100
Incorrect Fees	40,300
Photos (not signed or insufficient)	116,900
Total	514,200

**Total Volume of Application Intake
to IPS for Apr 2010 - Mar 2011** **5,488,500**

Regarding the standard passport service. I can inform you that customers have the option of applying for passports either direct by post direct to us, or by using the 'Check & Send' service available through our high street business partner, Post Office Ltd. We recommend that our customers apply early and use the 'Check & Send' service offered by certain Post Office branches. For an additional handling fee to that of the passport, the Post Office Check & Send service provides a basic check for completeness including documentation and fee, and despatch by Royal Mail Secure Delivery. Passport applications sent via the Check & Send service are usually processed more quickly than standard postal applications with customers usually receiving their new passport in approximately two weeks. Check & Send applications are over 98% free of the basic errors that the service is designed to identify. The table above contains a significant number of cases where additional information, because of the circumstances of individual cases, is required.

Date 13 July 2011