



Home Office

Identity & Passport Service

Xxxxx XXXXXXX

Reference: FOICR 20943/11

Date 12 December 2011

Dear Xxxxx

FREEDOM OF INFORMATION REQUEST

Thank you for your letter of 8 November, in which you ask for information about DX Secure, an Identity and Passport Service (IPS) delivery partner. Your request has been handled as a request for information under the Freedom of Information Act 2000.

You asked:-

My request is for the Service Level Agreement (or equivalent) that the Home office have with DX Secure Ltd.

The IPS response is :-

IPS has a tiered service level for its customers and as such there are two delivery service levels for DX Secure to adhere.

For Fast Track or upgraded items, 99% must be attempted within 24 hours of collection from IPS or its Secure Printers.

For Standard items, 99% must be attempted within 48 hours of collection from IPS or its Secure Printers.

Sundays and Public holidays do not count towards the delivery time target.

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.

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

Tel (0207) 752 7362

Fax (0870) 336 9175

Email hqenquiries@ips.gsi.gov.uk

Web www.homeoffice.gov.uk/ips

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 20943/11. 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