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Xxxxxxxxxxxxxx

Reference: FOICR 5759/07

Date: 9 February 2007

Dear xxxxxxxxxxx

Thank you for your email of 25 January in which you requested information relating to the number of passports wrongly delivered during the past twelve months by Secure Mail Service Limited. Your request was handled in accordance with the terms of the Freedom of Information Act 2000.

Your request has been considered and I am pleased to be able to disclose the information you requested to you as detailed below.

Nov-05	56
Dec-05	51
Jan-06	50
Feb-06	47
Mar-06	59
Apr-06	46
May-06	80
Jun-06	66
Jul-06	50
Aug-06	64
Sep-06	58
Oct-06	53

If you are unhappy with the service that you have received in relation to your request and wish to make a complaint or request a review of our decision, you should write to:

For advice on how and where to obtain a passport, call the Passport Adviceline on 0870 521 0410 (24 hours a day, 7 days a week).

You can also email info@passport.gov.uk or visit www.ips.gov.uk



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Information Policy Team
Information and Record Management Service
Home Office
4th Floor, Seacole Building
The Home Office
2, Marsham Street,
London, SW1P 4DF.

Quoting reference: FOICR 5759/07

The internal review will be conducted by someone other than the person who took the initial decision. If following the internal review you remain dissatisfied with the treatment of your request then you may refer your complaint to:

The Information Commissioner
Wycliffe House
Water Lane
Wilmslow
Cheshire SK9 5AF

Generally, the ICO cannot make a decision unless you have exhausted the complaints procedure provided by the Home Office on behalf of the Identity and Passport Service.

I hope that you find the information provided to you of interest. You have been supplied with all the information that the Identity and Passport Service holds relevant to your request.

Yours faithfully,

On behalf of the Identity and Passport Service

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