



# HM Passport Office

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Alex McKinstry  
[request-660480-7323617f@whatdotheyknow.com](mailto:request-660480-7323617f@whatdotheyknow.com)

Reference: FOICR 58570/20

19 May 2020

Dear Mr McKinstry

## FREEDOM OF INFORMATION REQUEST

Thank you for your email of 25 April in which you ask for information regarding the current processes set in place and the service level agreements for passport applications during the COVID-19 pandemic.

Your request has been handled as a request for information under the Freedom of Information Act 2000.

**Please can you provide details of how passport applications are being processed in the UK currently, in the wake of the coronavirus pandemic. Please include any internal guidance that may have been issued on waiting times, interview procedures, processing of correspondence (including complaints), etc.**

I confirm that the Home Office holds the information on which you have requested. However, we believe that the information is already reasonably accessible to you. It can be found on the links shown below.

Section 21(1) of the FOIA exempts the Home Office from having to provide you with this information, because it is already reasonably accessible to you. If you have any difficulties in accessing this information at the source which I have indicated, please contact me again.

<https://www.gov.uk/get-a-passport-urgently>

<https://www.gov.uk/passport-interview-office>

<https://www.gov.uk/apply-renew-passport>

<https://www.gov.uk/passport-advice-line>

**I'm not aware of any new service-level agreement being drawn up by HMPO since the lockdown was announced (on 23 March), but if one has been drawn up, a copy would be particularly helpful.**

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Section 21(1) of the FOIA exempts the Home Office from having to provide you with this information, because it is already reasonably accessible to you. If you have any difficulties in accessing this information at the source which I have indicated, please contact me again.

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 [foirequests@homeoffice.gov.uk](mailto:foirequests@homeoffice.gov.uk), quoting reference 58570/20. If you ask for an internal review, it would be helpful if you could say why you are dissatisfied with the response.

As part of any internal review the Department's handling of your information request would be reassessed by staff who were not involved in providing you with this response. If you were to remain dissatisfied after an internal review, you would have a right of complaint to the Information Commissioner as established by section 50 of the FOIA.

Yours sincerely

**C Parsons**  
**Freedom of Information Team**