



HM Passport Office

Parliamentary and Correspondence
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O Mustapha
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Reference: FOICR 28068/13

2 August 2013

Dear Mr Mustapha

FREEDOM OF INFORMATION REQUEST

Thank you for your e-mail of 29 June, in which you ask for information on passport turnaround times. Your request has been handled as a request for information under the Freedom of Information Act 2000.

Your questions and Her Majesty's Passport Office response is set out below

My FOI request is for information on the last 3 months

1) What percentage of renewal application were not processed within the 3 weeks turnaround time specified

2) Of the renewal applications not completed within 3 weeks, can I get the ethnic breakdown using the specification that your office normally uses.

5) What are the top 5 reasons for renewal application that are not completed within 3 weeks

We have carried out a thorough search and we have established that we do not hold the information which you have requested. We do not hold data on the turnaround times of renewal applications. However, we do hold data on the processing times for properly completed applications and not properly completed applications. I hope you find this information useful.



- Properly completed applications processed within 3 weeks, for the last full 3 months i.e. April to June was 100.0%
- Properly completed applications processed over 3 weeks, for the last full 3 months i.e. April to June was 0.00%
- Not properly completed applications processed within 3 weeks, for the last full 3 months i.e. April to June was 89.15%
- Not properly completed applications processed over 3 weeks, for the last full 3 months i.e. April to June was 10.85%

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 28068/13. 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

H Reid
Parliamentary and Correspondence Management Team

