



HM Passport
Office

Parliamentary and Diplomatic
Enquiries Team
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Email xxx@xxx.xxx.xxx.xx

Website www.gov.uk/hm-passport-office

Mr Wayne Pearsall

Email : request-213632-89e7ee2c@whatdotheyknow.com

Reference: FOICR 31834/14

03 December 2014

Dear Mr Pearsall

FREEDOM OF INFORMATION REQUEST

I am sorry for the delay replying to your email of 26 May, in which you ask for information on Passport processing times. 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 www.gov.uk 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 Her Majesty's Passport Office (HM Passport Office) 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 31834/14. 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: FOIRxxxxxxx@xxxxxxxxxx.xxx.xxx.xx

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 Diplomatic Enquiries Team

Freedom of Information request from Wayne Pearsall (reference 31834/14)

Information requested

Can you please provide me the stored information you hold outlining the average processing time for Adult Renewals over the last three months (or most recent period available)

Can you please provide me the stored information you hold outlining the average processing time for First child passport issued over the last three months (or most recent period available).

Response

Her Majesty's Passport Office faced unprecedented demand in 2014. Over five and a half million passports have been issued so far this year.

Turnaround times are not guaranteed, but most renewal and replacement applications are dealt with within three weeks and cases that are more complex are dealt with in around six weeks. Please see the table below which gives our actual performance broken down into two categories of straight forward, properly completed applications and non straightforward, properly completed applications.

The table below provides information from January to October this year which I hope you will find useful.

We do not hold separate data on first time children's applications but this category is included in the performance figures detailed below.

Domestic SFPC volumes		Domestic NSFPC volumes	
Average turnaround Days		Average turnaround Days	
	Ave days		Ave days
Jan-14	4.2	Jan-14	8.1
Feb-14	6.8	Feb-14	10.3
Mar-14	7.7	Mar-14	11.9
Apr-14	9.3	Apr-14	13.9
May-14	10.9	May-14	15.6
Jun-14	14.0	Jun-14	18.5
Jul-14	16.2	Jul-14	21.3
Aug-14	12.0	Aug-14	19.3
Sep-14	3.8	Sep-14	12.5
Oct-14	2.4	Oct-14	9.7
	Ave days		Ave days
Mar -Oct	10.5	Mar -Oct	15.8
	Domestic		Domestic
	SFPC		NSFPC