



HM Passport Office

Freedom of Information Team
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Email: foi@hmpo.gov.uk
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Sam Smith
request-616906-3541ded7@whatdotheyknow.com

Reference: FOICR 56251/19

19 November 2019

Dear Mr Smith

FREEDOM OF INFORMATION REQUEST

Thank you for your email of 1 November in which you ask for information on the photo checking service.

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

1) any end reports or final outputs from each round of user research which covered the photo checking service; (if no such reports or outputs were produced, please provide whatever the user research staff produced to share with the rest of the project team in 2019)

2) any Service Assessment from either HMPO, the Home Office, or the Government Digital Service which covered the photo checking service (sensitive information that does not relate to the checking service can be redacted from the documents - it is the photo checking service that is of interest) prior to entering beta or live stages of service

To limit the scope of this request, we only require documents produced since 1st January 2019.

Under section 12(1) of the Act, Her Majesty's Passport Office is not obliged to comply with an information request where to do so would exceed the cost limit.

We hold the information which you have requested but we have estimated that the cost of meeting your request would exceed the cost limit of £600 specified in the Freedom of Information and Data Protection (Appropriate Limit and Fees) Regulations 2004. We are therefore unable to comply with it.

The information you have requested is held in hundreds of different documents and reports and it would require an extensive search of our records to obtain all the documents that refer to the photo checking service. It would not be possible to check all the documents in scope and extract the information you have requested within the cost limit.

The £600 limit is based on work being carried out at a rate of £25 per hour, which equates to 24 hours of work per request. The cost of locating, retrieving and extracting information can be included in the costs for these purposes. The costs do not include considering whether any information is exempt from disclosure, overheads such as heating or lighting, or items such as photocopying or postage.

If you refine your request, so that it is more likely to fall under the cost limit, we will consider it again. Due to the nature of your enquiry it is not possible to provide you with advice on how you may refine your request to fall within the cost limit.

Please note that if you simply break your request down into a series of similar smaller requests, we might still decline to answer it if the total cost exceeds £600.

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, quoting reference 56251. 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

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Freedom of Information Team