

Headquarters
Parliamentary & Correspondence
Management Team
8th Floor, Globe House
89 Eccleston Square
London
SW1V 1PN

Tel (0300) 222 0000
Fax (0870) 336 9175
Email hqenquiries@ips.gsi.gov.uk
Web www.ips.gov.uk

Xxxxxx XXXXXXXX

Our reference: FOICR 9605/08

4 July 2008

Dear XXXXXXXX,

FREEDOM OF INFORMATION REQUEST

Thank you for your email of 2 June asking for information on online passport renewal data against that of paper applications.

I am pleased to be able to disclose to you the information that you requested.

The information below shows the total volume of applications applied for using our online process during the last 3 years. We do not have this information readily available by service type (i.e. Renewals) but the trend below shows low uptake though the volumes are increasing.

Our current operational on-line service does not allow customers to actually submit the application electronically, but rather allows them to populate an application with their details which is then posted to the customer for them to subsequently submit by traditional application channels (as set out in our website).

Further records show that the volume of applicants populating an application on-line is around double the volume that actually submits these applications. Therefore, with a fully on-line solution it could be assumed that twice the volume of online applications shown below would have been received. Further uptake could be expected with publicity of such a service.



Year	Total intake	On line Apps	Intake % of online Apps
2005	6,512,695	198,159	3.0%
2006	6,418,188	245,654	3.8%
2007	6,013,881	306,814	5.1%

However if you are dissatisfied with this response you may request an independent internal review of any aspect of our handling of your application by submitting your complaint to the address below and quoting reference number 9605/08.

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

Email: info.access@homeoffice.gsi.gov.uk

During the internal review the department's handling of your information request will be reassessed by members of staff who were not involved in providing you with this response.

Should you remain dissatisfied after this internal review, you will have a right of complaint to the Information Commissioner as established by section 50 of the Freedom of Information Act.

If you have any queries regarding the handling of your information request please do not hesitate to contact us.

Yours sincerely,

XXXXXXXXXXXXXXXXXX
Identity and Passport Service

