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XXXXXXXXXXXXXXXXXX

Reference: FOICR 5516/07

Date: 1 February 2007

Dear xxxxxxxxxx

FREEDOM OF INFORMATION REQUEST

Thank you for your email of 4 January in which you asked for information on the amount that the Identity and Passport Service spent on commissioning public opinion research in each of the last three years. Your request was handled in accordance with the terms of the Freedom of Information Act 2000.

Your request has been considered and I am pleased to be able to disclose the information you requested to you.

On 30 March the Identity Cards Act 2006 received Royal Assent. The Identity and Passport Service was then formed on 1 April. I must therefore clarify that any expenditure prior to that date is an amalgamation of UKPS spends and the Identity Cards Programme Spend.

I would like to know how much Identity and Passport Service spent on commissioning public opinion research in each of the last three years.

2004 - £416,788
2005 - £345,166
2006 - £412,272.

For advice on how and where to obtain a passport, call the Passport Adviceline on 0870 521 0410 (24 hours a day, 7 days a week).

You can also email info@passport.gov.uk or visit www.ips.gov.uk



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CUSTOMER SERVICE EXCELLENCE

If you are unhappy with the service that you have received in relation to your request and wish to make a complaint or request a review of our decision, you should write to:

Information Policy Team
Information and Records Management Service
Home Office
4th Floor, Seacole Building
2, Marsham Street,
London, SW1P 4DF.

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The internal review will be conducted by someone other than the person who took the initial decision. If following the internal review you remain dissatisfied with the treatment of your request then you may refer your complaint to:

The Information Commissioner
Wycliffe House
Water Lane
Wilmslow
Cheshire SK9 5AF

Generally, the ICO cannot make a decision unless you have exhausted the complaints procedure provided by the Home Office on behalf of the Identity and Passport Service.

I hope that you find the information provided to you of interest. You have been supplied with all the information that the Identity and Passport Service holds relevant to your request.

Yours faithfully,

On behalf of the Identity and Passport Service

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