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1 July 2011

Thank you for your email of 16 June to the Civil Service Commission requesting information, and for the e-mail clarification with enclosure sent on 22 June. Your request was: *"Please could you publish all the correspondence sent in response to a letter dated 4 January 2011 from Paul Luffman, Head of Employee Relations at the Identity and Passport Office, to Barry Forrester at the Office of the Civil Service Commissioners. The letter seeks advice on what action should be taken in relation to the 14 people recruited under the 'friends and families scheme' who were mistakenly given permanent positions at Liverpool Passport Office."* We are dealing with this request under the terms of the Freedom of Information Act, 2000.

I am writing to advise you that following a search of our paper and electronic records, I have established that the information you requested is not held by the Civil Service Commission.

The Commission has no record of receiving the letter from Paul Luffman that you kindly forwarded to us on 22 June, and consequently made no reply. Our understanding from the Identity and Passport Service is that the letter was drafted but never sent.

If you are unhappy with the service you have received in relation to your request or wish to request an internal review, you should write to:

Richard Jarvis
Chief Executive
Civil Service Commission
35 Great Smith Street
London
SW1P 3BQ

e-mail: richard.jarvis@independentoffices.x.gsi.gov.uk

You should note that the Civil Service Commission will not normally accept an application for internal review if it is received more than two months after the date that the reply was issued.

If you are not content with the outcome of your internal review, you may apply directly to the Information Commissioner for a decision. Generally, the Commissioner cannot make a decision unless you have exhausted the complaints procedure provided by the Civil Service Commission. The Information Commissioner can be contacted at:

The Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
SK9 5AF

Yours sincerely

Bill Brooke
Principal Policy Adviser