

## Percentage of MP letters replied to within service standard <sup>(1)</sup>

	Number received <sup>(2)</sup>	Number completed within service standard	Percentage completed within service standard <sup>(3)</sup>
Quarter 1 2010	12,757	10,891	85%
Quarter 2 2010	8,851	7,994	90%
Quarter 3 2010	10,184	9,049	89%
Quarter 4 2010	8,926	8,549	96%
<b>Full Year Outturn 2010</b>	<b>40,718</b>	<b>36,483</b>	<b>90%</b>
Quarter 1 2011	9,132	8,629	95%
Quarter 2 2011	7,733	6,878	89%
Quarter 3 2011	7,426	6,344	85%
Quarter 4 2011	7,379	6,058	82%
<b>Full Year Outturn 2011</b>	<b>31,670</b>	<b>27,909</b>	<b>88%</b>
Quarter 1 2012	7,107	6,286	88%
Quarter 2 2012	6,975	5,870	84%
Quarter 3 2012	7,533	5,461	72%
Quarter 4 2012	7,128	4,831	68%
<b>Full Year Outturn 2012</b>	<b>28,743</b>	<b>22,448</b>	<b>78%</b>
Quarter 1 2013	6,640	3,990	60%
Quarter 2 2013	6,634	3,748	56%
Quarter 3 2013	5,739	3,640	63%
Quarter 4 2013	4,993	3,687	74%
<b>Full Year Outturn 2013</b>	<b>24,006</b>	<b>15,065</b>	<b>63%</b>

### Footnote

<sup>1</sup> All figures quoted are management information and are subject to internal quality checks

<sup>2</sup> Intake figures show the number of letters received that required a reply.

<sup>3</sup> The service standards are: 95% completed within 20 working days