



Cabinet Office

Data on responses to correspondence from MPs and Peers in 2018

15 July 2021

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Data on responses to correspondence from MPs and Peers Members' Correspondence in 2018

The Government attaches great importance to the effective and timely handling of correspondence. The Cabinet Office is publishing this correspondence data to enable transparency and to demonstrate the total volume of correspondence received by Government Departments and Agencies from Members of Parliament and Peers in the calendar year 2018.

The deadlines set by Government Departments and Agencies for responding to correspondence from Members of Parliament and Peers should not exceed 20 working days, and Departments and Agencies are advised to consider setting more challenging deadlines than 20 working days to ensure a better minimum service level.

In comparison to 2017, 2018 saw a 22% increase overall in the volume of correspondence from Members of Parliament and Peers across Government, with an average of 83% of correspondence responded to within the response targets set by Departments and Agencies.

Departments with more challenging response targets than 20 working days were provided with the optional choice of displaying their performance against the maximum target of 20 working days as well, to provide the opportunity for a more accurate comparison across Government.

Department or Agency	Target Response time (Working Days)	Total Number of MP correspondence received	% of response achieved within target response time	% of cases responded to within 20 working days [Optional]
Total correspondence	-	182324	83%	-
Attorney General's Office	20 Days	333	81%	81%
Serious Fraud Office	20 Days	60	100%	100%
Cabinet Office	15 Days	810	70%	77%
UKSA / ONS	10 Days	84	86%	
Department for Business, Energy and Industrial Strategy	15 Days	3214	57%	80%
Competition Markets Authority	15 Days	101	86%	93%
OFGEM	15 Days	358	94%	

Land Registry	15 Days	98	92%	
Department for Digital Culture, Media and Sport	20 Days	3815	88%	88%
Charity Commission	20 Days	242	66%	66%
National Archives	20 Days	12	83%	83%
Department for Education** (Jan to July 2018)	15 Days	7327	84%	92%
Department for Education** (from August 2018)	18 Days	7327	86%	
Office for Standards in Education, Children's Services and Skills (OFSTED)	15 Days	219	94%	99%
The Office of Qualifications and Examinations Regulation (OFQUAL)	20 Days	28	80%	80%
Department for Environment, Food and Rural Affairs	20 Days	11041	62%	62%
Food Standards Agency	20 Days	362	77%	77%
Water Services Regulation Authority (OFWAT)	15 Days	47	55%	
Department for Exiting the European Union	20 Days	2164	60%	60%
Department for International Development	15 Days	1054	93%	96%
Department for International Trade	15 Days	1936	80%	88%
Department for Transport	20 Days	7087	93%	93%
Driver and Vehicle Licensing Agency	8 Days	2299	96%	100%
Driver and Vehicle Standards Agency	10 Days	177	100%	100%
Maritime & Coastguard Agency	10 Days	20	100%	100%
Department for Work and Pensions	20 Days	11746	65%	65%
Health and Safety Executive	15 Days	164	100%	100%

Department of Health and Social Care	18 Days	10714	74%	
Public Health England	18 Days	132	99%	
Foreign and Commonwealth Office	20 Days	7385	82%	82%
Government Equalities Office (GEO) *	20 Days	343	70%	70%
HM Revenue and Customs	15 Days	8,920	86%	94%
HM Treasury	15 Days	5141	87%	93%
<i>HMRC Policy***</i>		1446	84%	90%
Home Office	15 Days	6800	48%	
Her Majesty's Passport Office		3739	98%	
UK Visas and Immigration/Immigration Enforcement/Border Force	20 Days	57939	94%	94%
Ministry of Defence	20 Days	2453	97%	97%
Ministry of Housing, Communities and Local Government	15 Days	8608	77%	90%
Ministry of Justice	15 Days	2502	89%	
Her Majesty's Courts and Tribunals Service	15 Days	1302	92%	
HM Prison and Probation Service	15 days	1493	87%	
Office of the Public Guardian	15 Days	107	87%	
Official Solicitor and Public Trustee	15 Days	less than 10		
Crown Prosecution Service	20 Days	359	69%	
Government Legal Department	10 Days	23	91%	
National Crime Agency	10 Days	16	100%	100%
Northern Ireland Office****	15 Days	507	78%	
Office of the Leader of the House of Commons	15 Days	195	93%	
Office of the Leader of the House of Lords	15 Days	4	100%	100%
Scotland Office	15 Days	48	35%	55%

Wales Office	15 Days	23	73%	86%
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Annex

*The data displayed reflects Aug-Dec 2018 only. The Government Equalities Office reported to Ministers in the Department for Education until January 2018, the Home Office until April 2018 and the Department for International Development and the Home Office from April to August 2018. From August 2018 the Government Equalities Office set up its own in-house correspondence team.

** The response target for the Department for Education was amended in August 2018. We have published two figures for the department, in order to demonstrate fair comparisons of performance between 2017 to 2018, and from 2018 to 2019.

*** These are cases drafted by HMRC policy and signed by HM Treasury Ministers.

**** NIO Records do not allow for separation between correspondence received from Members of Parliament/Peers and other Ministerial correspondence, therefore the data shown incorporates both.