



Cabinet Office

Data on responses to correspondence from MPs and Peers in 2019

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Data on responses to correspondence from MPs and Peers Members' Correspondence in 2019

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 2019.

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 2018, 2019 saw an overall 16% decrease in the volume of correspondence received from Members of Parliament and Peers across Government. There was a 2% increase in performance to 85%.

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	-	149538	85%	-
Attorney General's Office	20 Days	298	77%	77%
Serious Fraud Office	20 Days	64	97%	97%
Cabinet Office	15 Days	1010	61%	71%
UKSA / ONS	10 Days	59	85%	
Department for Business, Energy and Industrial Strategy	15 Days	4058	86%	95%
Competition Markets Authority	15 Days	228	75%	96%
OFGEM	15 Days	494	98%	

Land Registry	15 Days	120	93%	98%
Department for Digital Culture, Media and Sport	20 Days	3387	89%	89%
Charity Commission	20 Days	204	87%	87%
National Archives	20 Days	13	100%	100%
Department for Education	18 Days	5270	94%	95%
Office for Standards in Education, Children's Services and Skills (OFSTED)	15 Days	137	97%	99%
The Office of Qualifications and Examinations Regulation (OFQUAL)	20 Days	24	75%	75%
Department for Environment, Food and Rural Affairs	20 Days	11182	69%	69%
Food Standards Agency	20 Days	252	87%	87%
Water Services Regulation Authority (OFWAT)	15 Days	24	96%	
Department for Exiting the European Union	20 Days	2415	80%	80%
Department for International Development	15 Days	909	88%	94%
Department for International Trade	15 Days	2019	79%	85%
Department for Transport (Jan 1st 2019-Aug 31st 2019)*	20 Days	4295	98%	98%
Department for Transport (Sept 1st 2019- Dec 21st 2019)*	7 Days	1525	93%	99%
Driver and Vehicle Licensing Agency	8 Days	2358	94%	100%
Driver and Vehicle Standards Agency	10 Days	159	100%	100%
Maritime & Coastguard Agency	10 Days	22	100%	100%
Department for Work and Pensions	20 Days	9309	66%	66%
Health and Safety Executive	15 Days	101	100%	100%

ANNEX B

Department of Health and Social Care	18 Days	10467	67%	
Public Health England	18 Days	69	100%	
Foreign and Commonwealth Office	20 Days	5731	89%	89%
Government Equalities Office (GEO)	20 Days	414	67%	67%
HM Revenue and Customs	15 Days	7513	75%	85%
HM Treasury	15 Days	4283	90%	96%
<i>HMRC Policy**</i>	<i>15 Days</i>	<i>1226</i>	<i>82%</i>	<i>88%</i>
Home Office	20 Days	5093	71%	71%
Her Majesty's Passport Office	20 Days	2618	99%	99%
UK Visas and Immigration/Immigration Enforcement/Border Force	20 Days	50137	96%	96%
Ministry of Defence	20 Days	2139	99%	99%
Ministry of Housing, Communities and Local Government	15 Days	6398	74%	75%
Ministry of Justice	15 Days	2203	83%	
Her Majesty's Courts and Tribunals Service	15 Days	1133	88%	
HM Prison and Probation Service	15 Days	1095	83%	
Office of the Public Guardian	15 Days	77	97%	
Crown Prosecution Service	20 Days	252	91%	
Government Legal Department	10 Days	13	92%	
National Crime Agency	10 Days	19	100%	100%
Northern Ireland Office***	15 Days	814	65%	
Office of the Leader of the House of Commons	15 Days	164	75%	
Office of the Leader of the House of Lords	15 Days	4	75%	
Scotland Office	15 Days	33	64%	79%
Wales Office	15 Days	12	66%	83%

Annex

* The Department for Transport's target was reduced to 7 working days from 1 September 2019. Two separate entries have been made in the table to reflect this. The overall performance for the year against a 20-working day target was 98% on time.

** 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.