



Cabinet Office

# **Data on responses to correspondence from MPs and Peers in 2020**

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## Data on responses to correspondence from MPs and Peers Members' Correspondence in 2020

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 2020.

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 2019, 2020 saw an overall 81% increase in the volume of correspondence from Members of Parliament and Peers across Government, primarily due to the Covid-19 pandemic, with an average of 70% 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]
<b>Total Correspondence</b>	-	256194	70%	-
<b>Attorney General's Office</b>	20 Days	258	75%	75%
Serious Fraud Office	20 Days	61	85%	85%
<b>Cabinet Office*</b>	20 Days	3021	58%	62%
UKSA / ONS	10 Days	132	96%	
<b>Department for Business, Energy and Industrial Strategy</b>	15 Days	13116	67%	79%
Competition Markets Authority	15 Days	201	73%	96%

OFGEM	15 Days	446	97%	
Land Registry	15 Days	197	89%	92%
<b>Department for Digital Culture, Media and Sport</b>	20 Days	11725	58%	58%
Charity Commission	20 Days	170	94%	94%
National Archives	20 Days	9	89%	89%
<b>Department for Education</b>	18 Days	15790	17%	19%
Office for Standards in Education, Children's Services and Skills (OFSTED)	15 Days	99	96%	98%
The Office of Qualifications and Examinations Regulation (OFQUAL)	20 Days	119	95%	95%
<b>Department for Environment, Food and Rural Affairs</b>	20 Days	17029	44%	44%
Food Standards Agency	20 Days	213	89%	89%
Water Services Regulation Authority (OFWAT)	15 Days	26	65%	
<b>Department for International Development***</b>	15 Days	595	79%	91%
<b>Department for International Trade</b>	15 Days	1926	79%	86%
<b>Department for Transport</b>	7 Days	11709	69%	91%
Driver and Vehicle Licensing Agency	8 Days	5790	47%	90%
Driver and Vehicle Standards Agency	20 Days	1438	89%	99%
Maritime & Coastguard Agency	10 Days	21	100%	100%
<b>Department for Work and Pensions</b>	20 Days	8795	60%	60%
Health and Safety Executive	15 Days	206	87%	
<b>Department of Health and Social Care</b>	18 Days	31509	18%	
Public Health England**	18 Days	439	100%	
<b>Foreign and Commonwealth Office***</b>	20 Days	9150	62%	62%

<b>Foreign and Commonwealth &amp; Development Office***</b>	20 Days	9745	63%	64%
<b>Government Equalities Office (GEO)</b>	20 Days	852	22%	22%
<b>HM Revenue and Customs</b>	15 Days	13854	57%	70%
<b>HM Treasury</b>	20 Days	26218	38%	38%
<i>HMRC Policy****</i>	<i>20 Days</i>	783	26%	26%
<b>Home Office</b>	20 Days	7010	41%	41%
Her Majesty's Passport Office	20 Days	3144	59%	59%
UK Visas and Immigration/Immigration Enforcement/Border Force	20 Days	39971	70%	70%
<b>Ministry of Defence</b>	20 Days	2182	95%	95%
<b>Ministry of Housing, Communities and Local Government</b>	20 Days	14922	69%	69%
<b>Ministry of Justice</b>	15 Days	2215	70%	
Her Majesty's Courts and Tribunals Service	15 Days	1302	85%	
HM Prison and Probation Service	15 Days	1289	79%	
Office of the Public Guardian	15 Days	100	88%	
Crown Prosecution Service	20 Days	309	68%	
National Crime Agency	10 Days	20	100%	100%
<b>Northern Ireland Office*****</b>	15 Days	467	60%	
<b>Office of the Leader of the House of Commons</b>	15 Days	170	90%	95%
<b>Office of the Leader of the House of Lords</b>	15 Days	5	100%	100%
<b>Scotland Office</b>	15 Days	74	48%	65%
<b>Wales Office</b>	15 Days	63	88%	98%

## Annex

\* In the first quarter of 2020 the target response time for the Cabinet Office was 15 working days, but this was changed to 20 working days. The percentage of cases responded to on time is calculated separately per quarter for the annual year of 2020 and then combined in order to accurately reflect performance data. The correspondence division of the Department for Exiting the European Union was absorbed into the Cabinet Office on January 31st 2020. Correspondence data for this Department is included with the Cabinet Office data from January 1st 2020.

\*\* In addition to written correspondence, PHE set up an MP email helpline. 2,504 emails were received, with a target response time of 1 working day, 87% of which were on time, 98% of which were achieved within 20 working days.

\*\*\* The Department for International Development was merged with the Foreign and Commonwealth Office to become the Foreign, Commonwealth and Development Office on 1st September 2020. Results are published for the first nine months of 2020 for each Department separately and combined the annual data for the FCDO for the full year of 2020.

\*\*\*\* 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.