



Cabinet Office

Data on responses to correspondence from MPs and Peers in Q1 (January-March) 2022

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Data on responses to correspondence from MPs and Peers Members' Correspondence in Q1 (Jan-Mar) 2022

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 between January and March 2022.

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 Q1, the Government received a total of 68,210 cases of correspondence. Of this, 57% cases were responded to on time, at a performance rate of 64% against the 20 working day target outlined in the Guide to Handling Correspondence.

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
Total	-	68,210	57%	64%
Attorney General's Office	20 Days	103	100%	100%
Serious Fraud Office	20 Days	2	100%	100%
Cabinet Office	20 Days	468	83%	83%
COP26*	20 Days	61	52%	52%
Equality Hub	20 Days	87	60%	60%
UKSA / ONS	10 Days	12	83%	100%
Department for Business, Energy and Industrial Strategy	15 Days	3,034	49%	68%
Competition Markets Authority	15 Days	24	88%	100%
OFGEM	15 Days	227	49%	67%
Land Registry	15 Days	114	90%	98%
Department for Digital Culture, Media and Sport	20 Days	1,303	67%	67%
National Archives	20 Days	6	100%	100%
Department for Education	18 Days	1,977	76%	79%

Office for Standards in Education, Children's Services and Skills (OFSTED)	15 Days	46	89%	93%
The Office of Qualifications and Examinations Regulation (OFQUAL)	20 Days	12	92%	92%
Department for Environment, Food and Rural Affairs	20 Days	2,931	65%	65%
Food Standards Agency	20 Days	20	95%	95%
Water Services Regulation Authority (OFWAT)	15 Days	9	89%	89%
Department for International Trade	15 Days	188	63%	72%
Department for Levelling Up, Housing & Communities	20 Days	1,866	26%	26%
Department for Transport	7 Days	2,177	85%	98%
Driver and Vehicle Licensing Agency	8 Days	7,930	40%	86%
Driver and Vehicle Standards Agency	10 Days	233	100%	100%
Maritime & Coastguard Agency	10 Days	4	100%	100%
Department for Work and Pensions	20 Days	1,393	62%	62%
Health and Safety Executive	10 Days	32	75%	97%

Department of Health and Social Care	20 Days	6,178	42%	42%
UK Health Security Agency	18 Days	504	81%	95%
Foreign and Commonwealth & Development Office	20 Days	2,693	76%	76%
HM Revenue and Customs	15 Days	5,236	80%	90%
HM Treasury	20 Days	3,316	39%	39%
HMRC Policy**	20 Days	126	38%	38%
Home Office	20 Days	2,002	76%	76%
HMPO/UK Visas and Immigration/Immigration Enforcement/Border Force***	20 Days	22,188	51%	51%
Ministry of Defence	20 Days	780	96%	96%
Ministry of Justice	15 Days	471	68%	84%
Her Majesty's Courts and Tribunals Service	15 Days	102	98%	100%
HM Prison and Probation Service	20 Days	97	91%	91%
Office of the Public Guardian	10 Days	46	98%	98%
Crown Prosecution Service	20 Days	64	83%	83%
National Crime Agency	10 Days	7	29%	57%
Northern Ireland Office	15 Days	44	82%	89%

Office of the Leader of the House of Commons	15 Days	32	97%	97%
Office of the Leader of the House of Lords	10 Days	1	100%	100%
Scotland Office	20 Days	10	70%	70%
Wales Office	15 Days	54	87%	100%

Annex

*The COP26 Unit is a temporary business unit which sits within the Cabinet Office. In order to show more accurate reporting data, statistics for core Cabinet Office and COP26 correspondence have been separated.

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

***Intake and performance has been hugely impacted by a few key and unprecedented situations, including Russia's invasion of Ukraine, a backlog in passport renewal applications caused by COVID-19 and the impact of military withdrawal from Afghanistan.