



Cabinet Office

Data on responses to correspondence from MPs and Peers in Q2 (April-June) 2022

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Data on responses to correspondence from MPs and Peers Members' Correspondence in Q2 (April-June) 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 April and June 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 Q2, the Government received a total of 88,963 cases of correspondence. Of these, 44% cases were responded to on time, at a performance rate of 48% 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	-	88,963	44%	48%
Attorney General's Office	20 Days	65	88%	88%
Serious Fraud Office	20 Days	3	100%	100%
Cabinet Office	20 Days	454	89%	89%
COP26*	20 Days	8	50%	50%
Equality Hub	20 Days	195	48%	48%
UKSA / ONS	10 Days	16	88%	100%
Department for Business, Energy and Industrial Strategy	15 Days	2,862	68%	86%
Competition Markets Authority	15 Days	23	74%	100%
OFGEM	15 Days	181	21%	39%
Land Registry	15 Days	162	93%	93%
Department for Digital Culture, Media and Sport	20 Days	998	69%	69%
Building Digital UK**	20 Days	52	33%	33%
National Archives	20 Days	5	100%	100%
Department for Education	18 Days	1,980	68%	70%

Office for Standards in Education, Children's Services and Skills (OFSTED)	15 Days	49	94%	98%
The Office of Qualifications and Examinations Regulation (OFQUAL)	20 Days	12	100%	100%
Department for Environment, Food and Rural Affairs	20 Days	2,434	56%	56%
Food Standards Agency	20 Days	8	88%	88%
Water Services Regulation Authority (OFWAT)	15 Days	11	64%	82%
Department for International Trade	15 Days	183	57%	69%
Department for Levelling Up, Housing & Communities	20 Days	2,258	30%	30%
Department for Transport	7 Days	1,946	85%	98%
Driver and Vehicle Licensing Agency	8 Days	4,872	48%	88%
Driver and Vehicle Standards Agency	10 Days	240	99%	99%
Maritime & Coastguard Agency	10 Days	3	100%	100%
Department for Work and Pensions	20 Days	1,424	66%	66%
Health and Safety Executive	10 Days	30	73%	97%

Department of Health and Social Care	20 Days	4,518	54%	54%
UK Health Security Agency	18 Days	251	79%	93%
Foreign and Commonwealth & Development Office	20 Days	2,196	68%	68%
HM Revenue and Customs	15 Days	5,789	65%	76%
HM Treasury	20 Days	2,253	48%	48%
HMRC Policy***	20 Days	121	54%	54%
Home Office	20 Days	1,912	75%	75%
HMPO/UK Visas and Immigration/Immigration Enforcement/Border Force****	20 Days	50,034	30%	30%
Ministry of Defence	20 Days	633	94%	94%
Ministry of Justice	15 Days	304	47%	71%
Her Majesty's Courts and Tribunals Service	20 Days	82	91%	91%
HM Prison and Probation Service	15 Days	144	95%	100%
Office of the Public Guardian	10 Days	46	78%	93%
Crown Prosecution Service	20 Days	81	80%	80%
National Crime Agency	10 Days	6	50%	100%
Northern Ireland Office	15 Days	34	44%	65%

Office of the Leader of the House of Commons	15 Days	18	94%	94%
Office of the Leader of the House of Lords	10 Days	0	N/A	N/A
Scotland Office	20 Days	18	89%	89%
Wales Office	15 Days	49	98%	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.

**Building Digital UK (BDUK) was formerly part of DCMS but became an executive agency on 1 April.

***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.