



Cabinet Office

Data on responses to correspondence from MPs and Peers in 2022

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Data on responses to correspondence from MPs and Peers Members' Correspondence in 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 in the calendar year 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 the year 2022, the Government received a total of 286,660 cases of correspondence, a 22,217 increase in comparison to 2021. Of this, 151,930 cases were responded to on time, at a performance rate of 53% 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	-	286,660	49%	53%
Q1	-	67,594	56%	64%
Q2	-	88,640	43%	47%
Q3	-	70,833	49%	51%
Q4	-	59,593	49%	52%
Attorney General's Office	20 Days	245	91%	91%
Q1	20 Days	103	100%	100%
Q2	20 Days	65	88%	88%
Q3	20 Days	27	85%	85%
Q4	20 Days	50	88%	88%
Serious Fraud Office	20 Days	12	92%	92%
Q1	20 Days	2	100%	100%
Q2	20 Days	3	100%	100%
Q3	20 Days	1	0%	0%
Q4	20 Days	6	100%	100%
Cabinet Office	20 Days	1,537	83%	83%
Q1	20 Days	468	83%	83%
Q2	20 Days	454	89%	89%
Q3	20 Days	289	78%	78%
Q4	20 Days	326	75%	75%
COP26*	20 Days	95	64%	64%
Q1	20 Days	61	52%	52%
Q2	20 Days	8	50%	50%
Q3	20 Days	16	94%	94%
Q4	20 Days	10	100%	100%

Equality Hub	20 Days	500	56%	56%
Q1	20 Days	87	60%	60%
Q2	20 Days	195	48%	48%
Q3	20 Days	78	79%	79%
Q4	20 Days	140	54%	54%
UKSA / ONS	10 Days	53	83%	100%
Q1	10 Days	12	83%	100%
Q2	10 Days	16	88%	100%
Q3	10 Days	10	90%	100%
Q4	10 Days	15	73%	100%
Department for Business, Energy and Industrial Strategy	15 Days	13,216	55%	67%
Q1	15 Days	3,034	49%	68%
Q2	15 Days	2,862	68%	86%
Q3	15 Days	3,029	58%	66%
Q4	15 Days	4,291	49%	56%
Competition Markets Authority	15 Days	97	72%	89%
Q1	15 Days	24	88%	100%
Q2	15 Days	23	74%	100%
Q3	15 Days	30	60%	83%
Q4	15 Days	20	65%	90%
OFGEM	15 Days	897	71%	79%
Q1	15 Days	227	49%	67%
Q2	15 Days	181	21%	39%
Q3	15 Days	229	99%	100%
Q4	15 Days	260	99%	100%
HM Land Registry	15 Days	577	93%	98%
Q1	15 Days	114	90%	98%
Q2	15 Days	162	93%	93%
Q3	15 Days	151	96%	99%
Q4	15 Days	150	94%	100%

Department for Digital Culture, Media and Sport	20 Days	3,981	62%	62%
Q1	20 Days	1,303	67%	67%
Q2	20 Days	998	69%	69%
Q3	20 Days	836	58%	58%
Q4	20 Days	844	52%	52%
Building Digital UK**	20 Days	153	43%	43%
Q1	20 Days	-	-	-
Q2	20 Days	52	33%	33%
Q3	20 Days	58	52%	52%
Q4	20 Days	43	44%	44%
Charity Commission	20 Days	141	91%	91%
Q1	20 Days	-	-	-
Q2	20 Days	52	33%	33%
Q3	20 Days	52	91%	91%
Q4	20 Days	37	100%	100%
National Archives	20 Days	13	100%	100%
Q1	20 Days	6	100%	100%
Q2	20 Days	5	100%	100%
Q3	20 Days	1	100%	100%
Q4	20 Days	1	100%	100%
Department for Education	18 Days	7,841	55%	60%
Q1	18 Days	1,977	76%	79%
Q2	18 Days	1,980	68%	70%
Q3	18 Days	1,789	37%	42%
Q4	18 Days	2,095	37%	44%
Office for Standards in Education, Children's Services and Skills (OFSTED)	15 Days	201	92%	96%
Q1	15 Days	46	89%	93%
Q2	15 Days	49	94%	98%
Q3	15 Days	55	95%	96%
Q4	15 Days	51	90%	94%

The Office of Qualifications and Examinations Regulation (OFQUAL)	20 Days	36	95%	95%
Q1	20 Days	12	92%	92%
Q2	20 Days	12	100%	100%
Q3	20 Days	7	100%	100%
Q4	20 Days	5	80%	80%
Department for Environment, Food and Rural Affairs	20 Days	11,346	51%	51%
Q1	20 Days	2,931	65%	65%
Q2	20 Days	2,434	56%	56%
Q3	20 Days	2,660	53%	53%
Q4	20 Days	3,321	35%	35%
Food Standards Agency	20 Days	48	90%	90%
Q1	20 Days	20	95%	95%
Q2	20 Days	8	88%	88%
Q3	20 Days	12	83%	83%
Q4	20 Days	8	88%	88%
Water Services Regulation Authority (OFWAT)	15 Days	49	69%	79.5%
Q1	15 Days	9	89%	89%
Q2	15 Days	11	64%	82%
Q3	15 Days	18	72%	77%
Q4	15 Days	11	54%	72%
Department for International Trade	15 Days	680	61%	72%
Q1	15 Days	188	63%	72%
Q2	15 Days	183	57%	69%
Q3	15 Days	154	55%	68%
Q4	15 Days	155	69%	80%

Department for Levelling Up, Housing & Communities	20 Days	8,343	25%	25%
Q1	20 Days	1,866	26%	26%
Q2	20 Days	2,258	30%	30%
Q3	20 Days	2,041	31%	31%
Q4	20 Days	2,178	13%	13%
Department for Transport	7 Days	7,378	72%	92%
Q1	7 Days	2,177	85%	98%
Q2	7 Days	1,946	85%	98%
Q3	7 Days	1,733	65%	89%
Q4	7 Days	1,522	48%	84%
Driver and Vehicle Licensing Agency	8 Days	16,777	54%	89%
Q1	8 Days	7,930	40%	86%
Q2	8 Days	4,872	48%	88%
Q3	8 Days	2,561	84%	99%
Q4	8 Days	1,414	88%	98%
Driver and Vehicle Standards Agency	10 Days	787	99%	99%
Q1	10 Days	233	100%	100%
Q2	10 Days	240	99%	99%
Q3	10 Days	192	99%	99%
Q4	10 Days	122	100%	100%
Maritime & Coastguard Agency	10 Days	13	100%	100%
Q1	10 Days	4	100%	100%
Q2	10 Days	3	100%	100%
Q3	10 Days	6	100%	100%
Q4	10 Days	-	-	-
Vehicle Certification Agency	20 Days	2	100%	100%
Q1	20 Days	-	-	-
Q2	20 Days	-	-	-
Q3	20 Days	2	100%	100%
Q4	20 Days	-	-	-

Department for Work and Pensions	20 Days	8,803	64%	64%
Q1	20 Days	1,393	62%	62%
Q2	20 Days	1,424	66%	66%
Q3	20 Days	2,884	71%	71%
Q4	20 Days	3,102	54%	54%
Health and Safety Executive	10 Days	133	71%	99%
Q1	10 Days	32	75%	97%
Q2	10 Days	30	73%	97%
Q3	10 Days	38	74%	100%
Q4	10 Days	33	62%	100%
Department of Health and Social Care	20 Days	19,281	43%	43%
Q1	20 Days	6,178	42%	42%
Q2	20 Days	4,518	54%	54%
Q3	20 Days	4,037	44%	44%
Q4	20 Days	4,548	32%	32%
UK Health Security Agency	20 Days	860	92%	92%
Q1	20 Days	504	81%	95%
Q2	20 Days	251	79%	93%
Q3	20 Days	78	65%	65%
Q4	20 Days	27	74%	74%
Medicines and Healthcare products Regulatory Agency	18 Days	96	100%	100%
Q1	18 Days	32	100%	100%
Q2	18 Days	21	100%	100%
Q3	18 Days	19	100%	100%
Q4	18 Days	24	100%	100%

Foreign and Commonwealth & Development Office	20 Days	8,469	66%	66%
Q1	20 Days	2,693	76%	76%
Q2	20 Days	2,196	68%	68%
Q3	20 Days	1,632	63%	63%
Q4	20 Days	1,948	54%	54%
HM Revenue and Customs	15 Days	23,169	71%	80%
Q1	15 Days	5,236	80%	90%
Q2	15 Days	5,789	65%	76%
Q3	15 Days	5,870	62%	70%
Q4	15 Days	6,274	78%	85%
HM Treasury	20 Days	10,277	40%	40%
Q1	20 Days	3,316	39%	39%
Q2	20 Days	2,253	48%	48%
Q3	20 Days	2,317	52%	52%
Q4	20 Days	2,391	22%	22%
HMRC Policy***	20 Days	497	34%	34%
Q1	20 Days	126	38%	38%
Q2	20 Days	121	54%	54%
Q3	20 Days	120	37%	37%
Q4	20 Days	130	8%	8%
Home Office****	20 Days	5,562	71%	72%
Q1	20 Days	1,276	71%	74%
Q2	20 Days	1,309	75%	75%
Q3	20 Days	1,295	82%	84%
Q4	20 Days	1,682	63%	63%
UK Visas and Immigration/Immigration Enforcement/Border Force	20 Days	127,567	38%	38%
Q1	20 Days	22,188	51%	51%
Q2	20 Days	50,034	30%	30%
Q3	20 Days	34,794	38%	38%
Q4	20 Days	20,551	44%	44%

Ministry of Defence	20 Days	2,703	89%	89%
Q1	20 Days	780	96%	96%
Q2	20 Days	633	94%	94%
Q3	20 Days	606	74%	74%
Q4	20 Days	684	90%	90%
Ministry of Justice	15 Days	1,804	55%	73%
Q1	15 Days	471	68%	84%
Q2	15 Days	304	47%	71%
Q3	15 Days	526	45%	65%
Q4	15 Days	503	45%	67%
His Majesty's Courts and Tribunals Service	15 Days	622	97%	99%
Q1	15 Days	102	98%	100%
Q2	15 Days	82	91%	91%
Q3	15 Days	204	96%	98%
Q4	15 Days	234	96%	99%
HM Prison and Probation Services	20 Days	397	86%	86%
Q1	20 Days	97	91%	91%
Q2	20 Days	144	95%	100%
Q3	20 Days	69	70%	70%
Q4	20 Days	87	87%	87%
Office of the Public Guardian*****	15 Days	635	11%	Not Given
Q1	10 Days	124	55%	Not Given
Q2	10 Days	253	5%	Not Given
Q3	15 Days	148	12%	16%
Q4	15 Days	110	19%	22%
Crown Prosecution Service	20 Days	291	75%	75%
Q1	20 Days	64	83%	83%
Q2	20 Days	81	80%	80%
Q3	20 Days	65	65%	65%
Q4	20 Days	81	70%	70%

National Crime Agency	10 Days	24	46%	79%
Q1	10 Days	7	29%	57%
Q2	10 Days	6	50%	100%
Q3	10 Days	6	67%	83%
Q4	10 Days	5	40%	80%
Northern Ireland Office	20 Days	159	72%	79%
Q1	15 Days	44	82%	89%
Q2	15 Days	34	44%	65%
Q3	20 Days	35	90%	90%
Q4	20 Days	46	70%	70%
Office of the Leader of the House of Commons	15 Days	95	84%	91%
Q1	15 Days	32	97%	97%
Q2	15 Days	18	94%	94%
Q3	15 Days	24	79%	88%
Q4	15 Days	21	62%	81%
Office of the Leader of the House of Lords	10 Days	1	100%	100%
Q1	10 Days	1	100%	100%
Q2	10 Days	-	-	-
Q3	10 Days	-	-	-
Q4	10 Days	-	-	-
Scotland Office	20 Days	68	82%	82%
Q1	20 Days	10	70%	70%
Q2	20 Days	18	89%	89%
Q3	20 Days	21	95%	95%
Q4	20 Days	19	79%	79%
Wales Office	15 Days	129	96%	100%
Q1	15 Days	54	87%	100%
Q2	15 Days	49	98%	100%
Q3	15 Days	8	96%	100%
Q4	15 Days	18	96%	100%

Annex

*The COP26 Unit was a temporary business unit which sat within the Cabinet Office whilst the UK Government hosted the Conference. In order to show more accurate annual 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.

****Although Home Office's overall performance has been measured against the 20 working day target, cases responded to by the Home Secretary had a 10 day response target.

***** The Office of the Public Guardian did not provide performance data against the 20 working day target for Q1 or Q2.