



Cabinet Office

Data on responses to correspondence from MPs and Peers in 2023

23 May 2024

© Crown copyright 2024
Produced by Cabinet Office

You may re-use this information (excluding logos) free of charge in any format or medium, under the terms of the Open Government Licence. To view this licence, visit <http://www.nationalarchives.gov.uk/doc/open-government-licence/> or email: psi@nationalarchives.gsi.gov.uk

Where we have identified any third party copyright material you will need to obtain permission from the copyright holders concerned.

Alternative format versions of this report are available on request from accessible.formats@cabinetoffice.gov.uk

Data on responses to correspondence from MPs and Peers Members' Correspondence in 2023

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 2023.

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 2023, the Government received a total of 206,515 pieces of correspondence, a 80,145 decrease in comparison to 2022. Of this, 163,522 cases were responded to on time, at a performance rate of 79% 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	-	206,515	77%	79%
Q1	-	57,916	73%	76%
Q2	-	52,221	78%	81%
Q3	-	50,670	79%	81%
Q4	-	45,708	76%	79%
Attorney General's Office	20 Days	177	85%	85%
Q1	20 Days	52	83%	83%
Q2	20 Days	37	95%	95%
Q3	20 Days	48	81%	81%
Q4	20 Days	40	90%	90%
Serious Fraud Office	20 Days	14	85%	85%
Q1	20 Days	1	100%	100%
Q2	20 Days	5	80%	80%
Q3	20 Days	3	100%	100%
Q4	20 Days	5	80%	80%
Cabinet Office	20 Days	1,536	84%	84%
Q1	20 Days	488	80%	80%
Q2	20 Days	384	89%	89%
Q3	20 Days	310	85%	85%
Q4	20 Days	354	83%	83%
Equality Hub	20 Days	567	76%	76%
Q1	20 Days	170	78%	78%
Q2	20 Days	118	80%	80%
Q3	20 Days	147	73%	73%
Q4	20 Days	132	73%	73%
UKSA / ONS	10 Days	79	74%	96%
Q1	10 Days	25	76%	100%

Q2	10 Days	18	56%	89%
Q3	10 Days	20	70%	95%
Q4	10 Days	16	94%	100%
Department for Business, Energy & Industrial Strategy¹	15 Days	6,781	50%	61%
Q1	15 Days	4,279	39%	52%
Q2	15 Days	2,502	68%	77%
Q3	-	-	-	-
Q4	-	-	-	-
Department for Business & Trade²	15 Days	1,621	71%	80%
Q1	15 Days	109	69%	73%
Q2	15 Days	312	67%	77%
Q3	15 Days	598	62%	74%
Q4	15 Days	602	82%	88%
Competition and Markets Authority	15 Days	124	75%	92%
Q1	15 Days	40	73%	90%
Q2	15 Days	33	82%	91%
Q3	15 Days	29	76%	94%
Q4	15 Days	22	64%	91%
Department for Energy Security & Net Zero³	15 Days	7,658	66%	77%
Q1	15 Days	2,078	51%	68%
Q2	15 Days	2,166	72%	81%
Q3	15 Days	1,991	69%	78%
Q4	15 Days	1423	75%	85%
OFGEM	15 Days	721	75%	88%

¹ On 7 February 2023, the Prime Minister announced Machinery of Government (MoG) changes to create three new government departments: the Department for Energy Security and Net Zero (DESNZ), the Department for Science, Innovation and Technology (DSIT), and the Department for Business and Trade (DBT); as well as a refocused Department for Culture, Media and Sport. Due to the transition time from BEIS to DBT, DESNZ and DSIT, data for BEIS has been reported for Q1 and Q2.

² Contains data for the Department for International Trade (DIT), before the creation of the Department for Business and Trade (DBT) on 7 February. Cases which previously fell within the remit of the Department for Business, Energy and Industrial Strategy (BEIS), were not processed by DBT until June 2023.

³ On 7 February 2023, the Prime Minister announced a Machinery of Government (MOG) change and split the Department for Business, Energy and Industrial Strategy (BEIS) into three new Government departments: The Department for Energy Security and Net Zero (DESNZ), the Department for Science, Innovation and Technology (DSIT) and the Department for Business and Trade (DBT).

Q1	15 Days	242	94%	98%
Q2	15 Days	148	62%	88%
Q3	15 Days	158	65%	84%
Q4	15 Days	173	71%	84%
Department for Culture, Media & Sport⁴	20 Days	2,464	62%	62%
Q1	20 Days	836	63%	63%
Q2	20 Days	698	60%	60%
Q3	20 Days	502	60%	60%
Q4	20 Days	428	64%	64%
The Charity Commission	20 Days	201	98%	98%
Q1	20 Days	45	96%	96%
Q2	20 Days	47	100%	100%
Q3	20 Days	49	99%	99%
Q4	20 Days	60	99%	99%
The National Archives	20 Days	23	83%	83%
Q1	20 Days	3	100%	100%
Q2	20 Days	4	75%	75%
Q3	20 Days	6	67%	67%
Q4	20 Days	10	90%	90%
Department for Education	18 Days	7,089	73%	76%
Q1	18 Days	2,143	74%	75%
Q2	18 Days	1,889	67%	69%
Q3	18 Days	1,691	74%	77%
Q4	18 Days	1,366	79%	83%
Office for Standards in Education, Children's Services and Skills (OFSTED)	15 Days	194	69%	84%
Q1	15 Days	56	64%	84%
Q2	15 Days	48	40%	58%
Q3	15 Days	55	91%	98%
Q4	15 Days	35	83%	97%

⁴ While DSIT was created on 7 February 2023 as part of the Machinery of Government changes, DCMS continued to process DSIT correspondence until the end of Q2. Therefore, the figures above include DSIT cases until the end of Q2.

The Office of Qualifications and Examinations Regulation (OFQUAL)	20 Days	25	96%	96%
Q1	20 Days	2	100%	100%
Q2	20 Days	8	88%	88%%
Q3	20 Days	6	100%	100%
Q4	20 Days	9	100%	100%
Department for Environment, Food & Rural Affairs	20 Days	10,397	48%	48%
Q1	20 Days	2,857	47%	47%
Q2	20 Days	2,959	48%	48%
Q3	20 Days	2,236	56%	56%
Q4	20 Days	2,345	43%	43%
Food Standards Agency	20 Days	55	100%	100%
Q1	20 Days	13	100%	100%
Q2	20 Days	20	100%	100%
Q3	20 Days	9	100%	100%
Q4	20 Days	13	100%	100%
Water Services Regulation Authority (OFWAT)	15 Days	120	43%	54%
Q1	15 Days	41	67%	75%
Q2	15 Days	22	27%	36%
Q3	15 Days	32	31%	47%
Q4	15 Days	25	44%	56%
Department for Levelling Up, Housing & Communities	20 Days	8,625	50%	50%
Q1	20 Days	2,312	34%	34%
Q2	20 Days	2,514	53%	53%
Q3	20 Days	2,238	65%	65%
Q4	20 Days	1,561	46%	46%
HM Land Registry	15 Days	697	95%	99%
Q1	15 Days	175	93%	100%

Q2	15 Days	166	95%	99%
Q3	15 Days	178	96%	100%
Q4	15 Days	178	97%	99%
Department for Science, Innovation & Technology⁵	20 Days	599	7%	7%
Q1	20 Days	-	-	-
Q2	20 Days	-	-	-
Q3	20 Days	237	1%	1%
Q4	20 Days	362	11%	11%
Building Digital UK ⁶	20 Days	148	61%	61%
Q1	20 Days	43	88%	88%
Q2	20 Days	43	86%	86%
Q3	20 Days	33	48%	48%
Q4	20 Days	29	7%	7%
Department for Transport⁷	7 Days	6,227	57%	77%
Q1	7 Days	1,565	48%	82%
Q2	10 Days	1,403	70%	100%
Q3	10 Days	1,769	62%	81%
Q4	10 Days	1,490	38%	62%
Driver and Vehicle Licensing Agency	8 Days	4,577	77%	100%
Q1	8 Days	1,303	80%	100%
Q2	8 Days	1,192	83%	100%
Q3	8 Days	1,085	83%	100%
Q4	8 Days	997	61%	100%
Driver and Vehicle Standards Agency	10 Days	573	100%	100%
Q1	10 Days	137	100%	100%
Q2	10 Days	151	100%	100%
Q3	10 Days	172	100%	100%

⁵ On 7 February 2023, the Prime Minister announced Machinery of Government (MoG) changes to create three new government departments: the Department for Energy Security and Net Zero (DESNZ), the Department for Science, Innovation and Technology (DSIT), and the Department for Business and Trade (DBT); as well as a refocused Department for Culture, Media and Sport. The DSIT correspondence team was formed in Q3 2023, so data has only been reported for Q3 and Q4 2023.

⁶ As part of Machinery of Government changes, administration of BDUK correspondence was transferred from DCMS to DSIT in August 2023.

⁷ The DfT target was extended from 7 to 10 days at the start of Q2 following required changes to internal processes.

Q4	10 Days	113	100%	100%
Maritime and Coastguard Agency	10 Days	19	68%	32%
Q1	10 Days	1	100%	100%
Q2	10 Days	2	100%	100%
Q3	10 Days	5	40%	60%
Q4	10 Days	11	27%	83%
Department for Work & Pensions	20 Days	6,600	75%	75%
Q1	20 Days	1,662	72%	72%
Q2	20 Days	1,287	76%	76%
Q3	20 Days	1,668	77%	77%
Q4	20 Days	2,043	75%	75%
DWP HR	15 Days	88	100%	100%
Q1	15 Days	17	100%	100%
Q2	15 Days	23	100%	100%
Q3	15 Days	28	100%	100%
Q4	15 Days	20	100%	100%
Health and Safety Executive	10 Days	140	70%	93%
Q1	10 Days	35	80%	97%
Q2	10 Days	44	84%	100%
Q3	10 Days	35	62%	80%
Q4	10 Days	26	55%	93%
Department of Health & Social Care	20 Days	15,627	43%	43%
Q1	20 Days	4,483	45%	45%
Q2	20 Days	3,768	53%	53%
Q3	20 Days	3,579	39%	39%
Q4	20 Days	3,797	34%	34%
UK Health Security Agency	20 Days	80	86%	86%
Q1	20 Days	21	86%	86%
Q2	20 Days	27	78%	78%

Q3	20 Days	12	92%	92%
Q4	20 Days	20	5%	5%
Medicines and Healthcare products Regulatory Agency	18 Days	122	9%	11%
Q1	18 Days	30	17%	20%
Q2	18 Days	28	11%	14%
Q3	18 Days	37	3%	3%
Q4	18 Days	27	7%	7%
Foreign, Commonwealth & Development Office	20 Days	6,778	83%	83%
Q1	20 Days	1,571	83%	83%
Q2	20 Days	1,626	82%	82%
Q3	20 Days	1,431	79%	79%
Q4	20 Days	2,150	85%	85%
HM Revenue & Customs	15 Days	8,143	42%	52%
Q1	15 Days	2,217	53%	64%
Q2	15 Days	2,266	26%	34%
Q3	15 Days	2,089	33%	41%
Q4	15 Days	1,571	64%	77%
HM Treasury	20 Days	6,891	64%	64%
Q1	20 Days	2,279	45%	45%
Q2	20 Days	1,429	77%	77%
Q3	20 Days	1,562	83%	83%
Q4	20 Days	1,621	62%	62%
HMRC Policy ⁸	20 Days	518	65%	65%
Q1	20 Days	102	51%	51%
Q2	20 Days	141	57%	57%
Q3	20 Days	178	72%	72%
Q4	20 Days	97	80%	80%
Home Office	20 Days	5,826	76%	76%
Q1	20 Days	1,809	80%	80%
Q2	20 Days	1,473	81%	81%
Q3	20 Days	1,097	77%	78%

⁸ These are cases drafted by HMRC policy and signed by HM Treasury Ministers.

Q4	20 Days	1447	63%	63%
UK Visas and Immigration/Immigration Enforcement/Border Force	20 Days	85,866	98%	98%
Q1	20 Days	22,300	97%	97%
Q2	20 Days	21,144	98%	98%
Q3	20 Days	23,300	97%	97%
Q4	20 Days	19,122	98%	98%
Ministry of Defence	20 Days	2,829	79%	79%
Q1	20 Days	794	91%	91%
Q2	20 Days	659	79%	79%
Q3	20 Days	702	75%	75%
Q4	20 Days	678	68%	68%
Ministry of Justice	15 Days	1,792	68%	80%
Q1	15 Days	480	76%	88%
Q2	15 Days	490	74%	90%
Q3	15 Days	446	66%	75%
Q4	15 Days	376	59%	69%
MoJ (ADR) ⁹	20 Days	344	68%	68%
Q1	20 Days	97	65%	65%
Q2	20 Days	96	65%	65%
Q3	20 Days	104	72%	72%
Q4	20 Days	47	75%	75%
HM Courts and Tribunals Service	15 Days	1,622	76%	89%
Q1	15 Days	415	74%	91%
Q2	15 Days	380	70%	92%
Q3	15 Days	416	76%	85%
Q4	15 Days	411	83%	91%
HM Prison and Probation Services	20 Days	932	74%	86%
Q1	20 Days	259	84%	90%

⁹ From 2023 the Ministry of Justice has included in their return response rates for their Advice and Draft Reply (ADR) correspondence type.

Q2	20 Days	200	80%	95%
Q3	20 Days	229	72%	86%
Q4	20 Days	244	61%	75%
Office of the Public Guardian	15 Days	96	67%	83%
Q1	10 Days	33	66%	79%
Q2	10 Days	30	63%	97%
Q3	15 Days	17	71%	76%
Q4	15 Days	16	88%	95%
Crown Prosecution Service	20 Days	332	86%	86%
Q1	20 Days	87	78%	78%
Q2	20 Days	75	76%	76%
Q3	20 Days	73	89%	89%
Q4	20 Days	97	87%	87%
National Crime Agency	10 Days	22	51%	72%
Q1	10 Days	1	0%	0%
Q2	10 Days	4	100%	100%
Q3	10 Days	10	60%	100%
Q4	10 Days	7	43%	86%
Northern Ireland Office	20 Days	294	79%	79%
Q1	20 Days	82	88%	88%
Q2	20 Days	86	91%	91%
Q3	20 Days	68	85%	85%
Q4	20 Days	58	44%	44%
Office of the Leader of the House of Commons	15 Days	86	82%	92%
Q1	15 Days	16	63%	75%
Q2	15 Days	24	89%	100%
Q3	15 Days	28	75%	93%
Q4	15 Days	18	100%	100%
Office of the Leader of the House of Lords	10 Days	0	0	0
Q1	10 Days	-	-	-
Q2	10 Days	-	-	-

Q3	10 Days	-	-	-
Q4	10 Days	-	-	-
Office of the Secretary of State for Scotland	20 Days	145	97%	97%
Q1	20 Days	103	98%	98%
Q2	20 Days	17	94%	94%
Q3	20 Days	14	100%	100%
Q4	20 Days	11	91%	91%
Office of the Secretary of State for Wales	15 Days	29	86%	90%
Q1	15 Days	7	71%	71%
Q2	15 Days	15	73%	87%
Q3	15 Days	2	100%	100%
Q4	15 Days	5	100%	100%