



Cabinet Office

Data on responses to correspondence from MPs and Peers in 2024

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Data on responses to correspondence from MPs and Peers Members' Correspondence in 2024

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 2024.

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. This is outlined in the Guide to Handling Correspondence.

In the year 2024, the Government received a total of 139,090 pieces of correspondence, a 67,425 decrease in comparison to 2023. Of this, 109,776 cases were responded to on time, at a performance rate of 79% against the 20 working day target.

To note, on 22 May 2024, the Prime Minister, the Rt Hon Rishi Sunak MP announced that a General Election would be held on 4 July 2024. On 25 May 2024, the pre-election period began, which affected the information that Civil Servants could communicate through correspondence during this time. On 30 May 2024, Parliament was dissolved and MPs ceased to represent constituents. The Government received a lower volume of correspondence during this period as a result, and this continued through the following months as newly elected MPs became familiar with correspondence processes and established their offices. On 9 July 2024, the new Parliament began, and the State Opening of Parliament, including The King's Speech, took place on 17 July 2024. During the first months of the new Government, many departments' correspondence performance fell temporarily while new policies and processes were established. The Cabinet Office is currently conducting a cross-Government review of correspondence processes to look at ways to improve this service.

Department or Agency	Target Response time (Working Days)	Total Number of MP correspondence due	% of response achieved within target response time	% of cases responded to within 20 working days
Total	-	139,090	78%	79%
Q1	-	43,866	80%	82%
Q2	-	38,103	85%	86%
Q3	-	18,857	69%	71%
Q4	-	39,025	72%	73%
Attorney General's Office	20 Days	143	81%	81%
Q1	20 Days	50	88%	88%
Q2	20 Days	44	86%	86%
Q3	20 Days	11	45%	45%
Q4	20 Days	38	76%	76%
Serious Fraud Office	20 Days	9	100%	100%
Q1	20 Days	1	100%	100%
Q2	20 Days	3	100%	100%
Q3	20 Days	1	100%	100%
Q4	20 Days	4	100%	100%
Office of the Advocate General for Scotland	20 Days	0	N/A	N/A
Q1	20 Days	0	N/A	N/A
Q2	20 Days	0	N/A	N/A
Q3	20 Days	0	N/A	N/A
Q4	20 Days	0	N/A	N/A
Cabinet Office	20 Days	1,048	70%	70%
Q1	20 Days	318	85%	85%
Q2	20 Days	217	73%	73%
Q3	20 Days	131	44%	44%
Q4	20 Days	382	64%	64%
Office for Equality Opportunity	20 Days	314	52%	52%
Q1	20 Days	109	68%	68%

Q2	20 Days	82	61%	61%
Q3	20 Days	58	19%	19%
Q4	20 Days	79	47%	47%
UKSA / ONS	10 Days	67	88%	97%
Q1	10 Days	26	88%	96%
Q2	10 Days	14	93%	100%
Q3	10 Days	5	100%	100%
Q4	10 Days	22	82%	95%
Department for Business & Trade	15 Days	2,054	65%	73%
Q1	15 Days	962	73%	79%
Q2	15 Days	449	84%	90%
Q3	15 Days	171	49%	70%
Q4	15 Days	472	39%	45%
Competition and Markets Authority	15 Days	93	68%	87%
Q1	15 Days	22	82%	87%
Q2	15 Days	31	75%	97%
Q3	15 Days	18	67%	84%
Q4	15 Days	22	46%	73%
Department for Culture, Media & Sport	20 Days	1,414	69%	69%
Q1	20 Days	414	80%	80%
Q2	20 Days	423	85%	85%
Q3	20 Days	110	53%	53%
Q4	20 Days	467	47%	47%
The Charity Commission	20 Days	179	97%	97%
Q1	20 Days	65	96%	96%
Q2	20 Days	33	100%	100%
Q3	20 Days	29	97%	97%
Q4	20 Days	52	95%	95%
The National Archives	20 Days	33	100%	100%

Q1	20 Days	15	100%	100%
Q2	20 Days	6	100%	100%
Q3	20 Days	5	100%	100%
Q4	20 Days	7	100%	100%
Department for Education	18 Days	5,665	85%	90%
Q1	18 Days	1,414	85%	89%
Q2	18 Days	1,560	88%	91%
Q3	18 Days	896	78%	85%
Q4	18 Days	1,795	85%	91%
Office for Standards in Education, Children's Services and Skills (OFSTED)	15 Days	172	91%	95%
Q1	15 Days	51	88%	94%
Q2	15 Days	53	91%	96%
Q3	15 Days	20	95%	95%
Q4	15 Days	48	94%	96%
The Office of Qualifications and Examinations Regulation (OFQUAL)	20 Days	25	100%	100%
Q1	20 Days	8	100%	100%
Q2	20 Days	7	100%	100%
Q3	20 Days	4	100%	100%
Q4	20 Days	6	100%	100%
Department for Energy Security & Net Zero	15 Days	3,348	56%	64%
Q1	15 Days	1,388	81%	90%
Q2	15 Days	722	87%	95%
Q3	15 Days	383	16%	26%
Q4	15 Days	855	6%	13%
Department for Environment, Food & Rural Affairs	20 Days	4,385	49%	49%
Q1	20 Days	1,588	45%	45%

Q2	20 Days	1,048	71%	71%
Q3	20 Days	547	30%	30%
Q4	20 Days	1,202	43%	43%
Food Standards Agency	20 Days	50	100%	100%
Q1	20 Days	19	100%	100%
Q2	20 Days	15	100%	100%
Q3	20 Days	2	100%	100%
Q4	20 Days	14	100%	100%
Department for Science, Innovation & Technology	20 Days	1,771	44%	44%
Q1	20 Days	309	17%	17%
Q2	20 Days	569	39%	39%
Q3	20 Days	418	63%	63%
Q4	20 Days	475	52%	52%
Department for Transport¹	10 Days	3,448	52%	64%
Q1	10 Days	1,262	37%	59%
Q2	10 Days	799	59%	72%
Q3	15 Days	613	58%	72%
Q4	15 Days	1,158	60%	71%
Driver and Vehicle Licensing Agency ²	8 Days (Q1) 10 Days (Q2-4)	3,351	91%	100%
Q1	8 Days	1,173	81%	100%
Q2	10 Days	942	92%	100%
Q3	10 Days	508	99%	100%
Q4	10 Days	728	99%	100%
Driver and Vehicle Standards Agency	10 Days	469	100%	100%

¹ The Department for Transport's internal target was extended from 10 to 15 days on 1 May, 2024, to allow for additional internal clearances.

² The Driver and Vehicle Licensing Agency's internal target was extended from 8 to 10 days on 1 April, 2024, to coincide with the new financial year.

Q1	10 Days	83	100%	100%
Q2	10 Days	92	100%	100%
Q3	10 Days	114	100%	100%
Q4	10 Days	180	100%	100%
Maritime and Coastguard Agency	10 Days	5	40%	100%
Q1	10 Days	4	50%	100%
Q2	10 Days	1	0%	100%
Q3	10 Days	0	N/A	N/A
Q4	10 Days	0	N/A	N/A
Department for Work & Pensions	20 Days	5,449	63%	63%
Q1	20 Days	1,310	61%	61%
Q2	20 Days	1,646	89%	89%
Q3	20 Days	720	54%	54%
Q4	20 Days	1,773	43%	43%
DWP HR	15 Days	71	100%	100%
Q1	15 Days	20	100%	100%
Q2	15 Days	21	100%	100%
Q3	15 Days	9	100%	100%
Q4	15 Days	21	100%	100%
Health and Safety Executive	10 Days	132	63%	90%
Q1	10 Days	40	71%	87%
Q2	10 Days	27	53%	98%
Q3	10 Days	30	61%	88%
Q4	10 Days	35	67%	86%
Department of Health & Social Care	20 Days	11,509	53%	53%
Q1	20 Days	3,944	53%	53%
Q2	20 Days	2,784	69%	69%
Q3	20 Days	1,503	17%	17%
Q4	20 Days	3,278	52%	52%
UK Health Security Agency	20 Days	37	95%	95%

Q1	20 Days	8	88%	88%
Q2	20 Days	11	100%	100%
Q3	20 Days	5	100%	100%
Q4	20 Days	13	92%	92%
Medicines and Healthcare products Regulatory Agency	18 Days	90	50%	60%
Q1	18 Days	21	33%	33%
Q2	18 Days	13	54%	69%
Q3	18 Days	24	42%	63%
Q4	18 Days	32	66%	72%
Foreign, Commonwealth & Development Office	20 Days	7,463	72%	72%
Q1	20 Days	1,784	83%	83%
Q2	20 Days	1,454	81%	81%
Q3	20 Days	959	39%	39%
Q4	20 Days	3,266	71%	71%
HM Revenue & Customs	15 Days	5,000	79%	86%
Q1	15 Days	1,649	80%	87%
Q2	15 Days	1,832	77%	85%
Q3	15 Days	512	77%	85%
Q4	15 Days	1,007	80%	87%
HM Treasury	20 Days	6,373	52%	52%
Q1	20 Days	1,978	71%	71%
Q2	20 Days	1,730	74%	74%
Q3	20 Days	512	19%	19%
Q4	20 Days	2,153	23%	23%
HMRC Policy ³	20 Days	508	49%	49%
Q1	20 Days	182	63%	63%
Q2	20 Days	185	66%	66%

³ These are cases drafted by His Majesty's Revenue and Customs (HMRC), as they relate to HMRC policy, and signed by His Majesty's Treasury Ministers.

Q3	20 Days	43	0%	0%
Q4	20 Days	98	13%	13%
Home Office	20 Days	5,154	65%	65%
Q1	20 Days	2,057	66%	66%
Q2	20 Days	1,185	75%	75%
Q3	20 Days	629	41%	41%
Q4	20 Days	1,283	65%	65%
UK Visas and Immigration/Immigrati on Enforcement/Border Force	20 Days	55,945	97%	97%
Q1	20 Days	17,579	99%	99%
Q2	20 Days	16,338	96%	96%
Q3	20 Days	7,887	97%	97%
Q4	20 Days	14,141	97%	97%
Ministry for Housing, Communities and Local Government	20 Days	5,859	61%	61%
Q1	20 Days	1,700	55%	55%
Q2	20 Days	1,672	78%	78%
Q3	20 Days	706	62%	62%
Q4	20 Days	1,781	50%	50%
HM Land Registry	15 Days	468	96%	99%
Q1	15 Days	138	94%	98%
Q2	15 Days	127	98%	99%
Q3	15 Days	68	94%	99%
Q4	15 Days	135	96%	99%
Ministry of Defence	20 Days	2,724	65%	65%
Q1	20 Days	888	68%	68%
Q2	20 Days	764	63%	63%
Q3	20 Days	310	49%	49%
Q4	20 Days	762	69%	69%
Ministry of Justice	20 Days	1,654	73%	73%
Q1	20 Days	493	72%	72%

Q2	20 Days	434	68%	68%
Q3	20 Days	263	70%	70%
Q4	20 Days	464	75%	75%
HM Courts and Tribunals Service	20 Days	1,182	86%	86%
Q1	20 Days	395	89%	89%
Q2	20 Days	343	83%	83%
Q3	20 Days	120	93%	93%
Q4	20 Days	324	84%	84%
HM Prison and Probation Services	20 Days	742	79%	79%
Q1	20 Days	198	82%	82%
Q2	20 Days	188	59%	59%
Q3	20 Days	109	82%	82%
Q4	20 Days	247	88%	88%
Office of the Public Guardian	20 Days	52	96%	96%
Q1	20 Days	20	95%	95%
Q2	20 Days	21	100%	100%
Q3	20 Days	4	75%	75%
Q4	20 Days	7	100%	100%
Crown Prosecution Service	20 Days	333	92%	92%
Q1	20 Days	93	96%	96%
Q2	20 Days	56	86%	86%
Q3	20 Days	91	90%	90%
Q4	20 Days	93	93%	93%
National Crime Agency	20 Days	32	78%	78%
Q1	20 Days	13	100%	100%
Q2	20 Days	5	40%	40%
Q3	20 Days	5	80%	80%
Q4	20 Days	9	67%	67%
Northern Ireland Office	20 Days	117	66%	66%

Q1	20 Days	37	51%	51%
Q2	20 Days	10	80%	80%
Q3	20 Days	34	68%	68%
Q4	20 Days	36	75%	75%
Office of the Leader of the House of Commons	15 Days	73	93%	100%
Q1	15 Days	21	90%	100%
Q2	15 Days	15	93%	100%
Q3	15 Days	16	94%	100%
Q4	15 Days	21	95%	100%
Office of the Leader of the House of Lords	10 Days	2	0%	0%
Q1	10 Days	0	N/A	N/A
Q2	10 Days	0	N/A	N/A
Q3	10 Days	0	N/A	N/A
Q4	10 Days	2	0%	0%
Scotland Office	20 Days	67	76%	76%
Q1	20 Days	9	89%	89%
Q2	20 Days	12	92%	92%
Q3	20 Days	16	63%	63%
Q4	20 Days	30	73%	73%
Wales Office	15 Days	23	95%	95%
Q1	15 Days	5	100%	100%
Q2	15 Days	1	100%	100%
Q3	15 Days	9	100%	100%
Q4	15 Days	8	88%	88%