



Cabinet Office

Data on responses to correspondence from MPs and Peers in Q3 (July-September) 2022

30 March 2023

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Data on responses to correspondence from MPs and Peers Members' Correspondence in Q3 (July-September) 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 July and September 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 Q3, the Government received a total of 70,833 cases of correspondence. Of these, 36,124 cases were responded to on time, at a performance rate of 51% 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	-	70,833	49%	51%
Attorney General's Office	20 Days	27	85%	85%
Serious Fraud Office	20 Days	1	0%	0%
Cabinet Office	20 Days	289	78%	78%
COP26*	20 Days	16	94%	94%
Equality Hub	20 Days	78	79%	79%
UKSA / ONS	10 Days	10	90%	100%
Department for Business, Energy and Industrial Strategy	15 Days	3,029	58%	66%
Competition Markets Authority	15 Days	30	60%	83%
OFGEM	15 Days	229	99%	100%
HM Land Registry	15 Days	151	96%	99%
Department for Digital Culture, Media and Sport	20 Days	836	58%	58%
Building Digital UK**	20 Days	58	52%	52%
Charity Commission	20 Days	52	91%	91%

National Archives	20 Days	1	100%	100%
Department for Education	18 Days	1,789	37%	42%
Office for Standards in Education, Children's Services and Skills (OFSTED)	15 Days	55	95%	96%
The Office of Qualifications and Examinations Regulation (OFQUAL)	20 Days	7	100%	100%
Department for Environment, Food and Rural Affairs	20 Days	2,660	53%	53%
Food Standards Agency	20 Days	12	83%	83%
Water Services Regulation Authority (OFWAT)	15 Days	18	72%	77%
Department for International Trade	15 Days	154	55%	68%
Department for Levelling Up, Housing & Communities	20 Days	2,041	31%	31%
Department for Transport	7 Days	1,733	65%	89%
Driver and Vehicle Licensing Agency	8 Days	2,561	84%	99%
Driver and Vehicle Standards Agency	10 Days	192	99%	99%
Maritime & Coastguard Agency	10 Days	6	100%	100%

Department for Work and Pensions	20 Days	2,884	71%	71%
Health and Safety Executive	10 Days	38	74%	100%
Department of Health and Social Care	20 Days	4,037	44%	44%
UK Health Security Agency	20 Days	78	65%	65%
Medicines and Healthcare products Regulatory Agency	18 Days	19	100%	100%
Foreign and Commonwealth & Development Office	20 Days	1,632	63%	63%
HM Revenue and Customs	15 Days	1,737	62%	70%
HM Treasury	20 Days	2,317	52%	52%
HMRC Policy***	20 Days	120	37%	37%
Home Office****	20 Days	1,295	82%	84%
HMPO/UK Visas and Immigration/Immigration Enforcement/Border Force	20 Days	34,794	38%	38%
Ministry of Defence	20 Days	606	74%	74%
Ministry of Justice	15 Days	526	45%	65%
Her Majesty's Courts and Tribunals Service	20 Days	204	96%	98%

HM Prison and Probation Service	20 Days	69	70%	70%
Office of the Public Guardian	10 Days	148	12%	16%
Crown Prosecution Service	20 Days	65	65%	65%
National Crime Agency	10 Days	6	67%	83%
Northern Ireland Office	15 Days	35	90%	90%
Office of the Leader of the House of Commons	15 Days	24	79%	88%
Office of the Leader of the House of Lords	10 Days	0	-	-
Scotland Office	20 Days	21	95%	95%
Wales Office	15 Days	8	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.