



Cabinet Office

# **Data on responses to correspondence from MPs and Peers in Q4 (October-December) 2022**

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## **Data on responses to correspondence from MPs and Peers Members' Correspondence in Q4 (October-December) 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 October and December 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 Q4, the Government received a total of 59,593 cases of correspondence. Of these, 30,988 cases were responded to on time, at a performance rate of 52% 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
<b>Total</b>	-	<b>59,593</b>	<b>49%</b>	<b>52%</b>
<b>Attorney General's Office</b>	<b>20 Days</b>	<b>50</b>	<b>88%</b>	<b>88%</b>
Serious Fraud Office	20 Days	6	100%	100%
<b>Cabinet Office</b>	<b>20 Days</b>	<b>326</b>	<b>75%</b>	<b>75%</b>
COP26*	20 Days	10	100%	100%
Equality Hub	20 Days	140	54%	54%
UKSA / ONS	10 Days	15	73%	100%
<b>Department for Business, Energy and Industrial Strategy</b>	<b>15 Days</b>	<b>4,291</b>	<b>49%</b>	<b>56%</b>
Competition Markets Authority	15 Days	20	65%	90%
OFGEM	15 Days	260	99%	100%
HM Land Registry	15 Days	150	94%	100%
<b>Department for Digital Culture, Media and Sport</b>	<b>20 Days</b>	<b>844</b>	<b>52%</b>	<b>52%</b>
Building Digital UK**	20 Days	<b>43</b>	<b>44%</b>	<b>44%</b>
Charity Commission	20 Days	37	100%	100%

National Archives	20 Days	1	100%	100%
<b>Department for Education</b>	<b>18 Days</b>	<b>2,095</b>	<b>37%</b>	<b>44%</b>
Office for Standards in Education, Children's Services and Skills (OFSTED)	15 Days	51	90%	94%
The Office of Qualifications and Examinations Regulation (OFQUAL)	20 Days	5	80%	80%
<b>Department for Environment, Food and Rural Affairs</b>	<b>20 Days</b>	<b>3,321</b>	<b>35%</b>	<b>35%</b>
Food Standards Agency	20 Days	8	88%	88%
Water Services Regulation Authority (OFWAT)	15 Days	11	54%	72%
<b>Department for International Trade</b>	<b>15 Days</b>	<b>155</b>	<b>69%</b>	<b>80%</b>
<b>Department for Levelling Up, Housing &amp; Communities</b>	<b>20 Days</b>	<b>2,178</b>	<b>13%</b>	<b>13%</b>
<b>Department for Transport</b>	<b>7 Days</b>	<b>1,522</b>	<b>48%</b>	<b>84%</b>
Driver and Vehicle Licensing Agency	8 Days	1,414	88%	98%
Driver and Vehicle Standards Agency	10 Days	122	100%	100%
Maritime & Coastguard Agency	10 Days	-	-	-

<b>Department for Work and Pensions</b>	<b>20 Days</b>	<b>3,102</b>	<b>54%</b>	<b>54%</b>
Health and Safety Executive	10 Days	33	62%	100%
<b>Department of Health and Social Care</b>	<b>20 Days</b>	<b>4,548</b>	<b>33%</b>	<b>33%</b>
UK Health Security Agency	20 Days	27	74%	74%
Medicines and Healthcare products Regulatory Agency	18 Days	24	100%	100%
<b>Foreign and Commonwealth &amp; Development Office</b>	<b>20 Days</b>	<b>1,948</b>	<b>54%</b>	<b>54%</b>
<b>HM Revenue and Customs</b>	<b>15 Days</b>	<b>1,789</b>	<b>78%</b>	<b>85%</b>
<b>HM Treasury</b>	<b>20 Days</b>	<b>2,391</b>	<b>22%</b>	<b>22%</b>
HMRC Policy***	20 Days	130	8%	8%
<b>Home Office****</b>	<b>20 Days</b>	<b>1,682</b>	<b>63%</b>	<b>63%</b>
HMPO/UK Visas and Immigration/Immigration Enforcement/Border Force	20 Days	20,551	44%	44%
<b>Ministry of Defence</b>	<b>20 Days</b>	<b>684</b>	<b>90%</b>	<b>90%</b>
<b>Ministry of Justice</b>	<b>15 Days</b>	<b>503</b>	<b>45%</b>	<b>67%</b>
Her Majesty's Courts and Tribunals Service	20 Days	234	96%	99%
HM Prison and Probation Service	20 Days	87	87%	87%

Office of the Public Guardian	10 Days	110	19%	22%
Crown Prosecution Service	20 Days	81	70%	70%
National Crime Agency	10 Days	5	40 %	80%
<b>Northern Ireland Office</b>	<b>20 Days</b>	<b>46</b>	<b>70%</b>	<b>70%</b>
<b>Office of the Leader of the House of Commons</b>	<b>15 Days</b>	<b>21</b>	<b>62%</b>	<b>81%</b>
<b>Office of the Leader of the House of Lords</b>	<b>10 Days</b>	<b>0</b>	<b>-</b>	<b>-</b>
<b>Scotland Office</b>	<b>20 Days</b>	<b>19</b>	<b>79%</b>	<b>79%</b>
<b>Wales Office</b>	<b>15 Days</b>	<b>18</b>	<b>96%</b>	<b>100%</b>

## **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.