



10 DOWNING STREET

LONDON SW1A 2AA

www.gov.uk/number10

Head of the Direct Communications Unit

14 April 2021

Dear Mr Wright

Our ref: FOI2021/05475

Thank you for your email of 11 March, in which you make a request under the Freedom of Information Act 2000 in relation to the processing of correspondence by the Prime Minister's Office. Your full request is attached.

For the period specified in your request – 1 January 2020 to 5 July 2020 – this Office received over 185,000 items of correspondence. We do not hold the specific figures requested in your first three queries; nor does the Act oblige a public authority to create information in order to respond to a request.

As you will appreciate, during this period this Office was operating under strict restrictions as a result of the COVID-19 pandemic. Among the measures taken to ensure that Downing Street as a work place remained COVID-secure was to reduce the number of staff present in the building. As a result, and in line with similar action taken by other Government Departments, priority was given to answering the most urgent correspondence.

Turning to your final query, the Prime Minister's Office is a part of the Cabinet Office.

The Cabinet Office "Organogram of Staff Roles and Salaries" can be found at:

<https://data.gov.uk/dataset/ff76belf-4f37-4bef-beb7-32b259413bel/organogram-of-staff-roles-salaries>

The Cabinet Office “Annual Report and Accounts” can be found at:

<https://www.gov.uk/government/collections/cabinet-office-annual-reports-and-accounts>

Yours sincerely

A handwritten signature in black ink, appearing to read 'MG', is centered on the page.

MANDY GODRIDGE

Mr David P Wright

Incoming request

Background

Today is 11 March 2021. I have had neither acknowledgement nor reply to my letter of 5 July 2020 to the Prime Minister (marked private and confidential) and reminder letter of 7 December 2020 criticising the government's furlough scheme and its inability to deal with age and recency discrimination in the labour market or provide projects specifically for the unemployed. I concluded "I look forward to hearing from you." It is also six weeks including a reminder since I e-mailed the Cabinet Office to ask them to chase this matter up

Reason for request

1 My concern is there may be lots of other letters from the general public sent to Boris, which his correspondence department have allowed to languish. So the matter is now one of public importance

Request

Will you kindly provide me with:

- 1 the number of letters addressed to Mr Boris Johnson Prime Minister received between 1 January and 5 July 2020 that have still been neither acknowledged nor replied?
- 2 the current average time that his correspondence unit takes to acknowledge letters from the public?
- 3 the average length of time they take to reply to letter from the public?
- 4 the number of staff in the correspondence unit for 10 Downing St and their annual budget?



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If you are unhappy with the level of service you have received from this office in relation to any aspect of your request, you may ask for an internal review.

You should contact:

Rachel Anderson
Head of Freedom of Information
Cabinet Office
70 Whitehall
London
SW1A 2AS

Email: foi-team@cabinetoffice.gov.uk

You should note that the Cabinet Office will not normally accept an application for internal review if it is received more than two months after the date that the reply was issued.

If you are not content with the outcome of the internal review, you have the right to apply directly to the Information Commissioner's Office for a decision. The Information Commissioner can be contacted at:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF