

Scottish Government submission of 28 February 2024

PE2032/F: Improve the support available to injured soldiers and veterans in Scotland

Thank you for your request dated 6 October 2023, in relation to correspondence replied to by Scottish Government Ministers and Cabinet Secretaries. Firstly, on behalf of the Scottish Government I would like to offer my sincere apologies for the delay in responding to this question. The request was misplaced due to administrative error. A new internal mailbox monitoring procedure for the relevant team has now been introduced, and I am confident this will prevent any similar error from happening again.

You asked:

“What proportion of correspondence sent to Cabinet Secretaries and Ministers is replied to within the 20-day target.”

Between January 1, 2023, and December 31, 2023, the Scottish Government responded to 30,355 items classified as Ministerial Correspondence. Of these responses, 22,877 (75.3%) were responded to within the 20 working days.

The Scottish Government is working to increase the proportion of correspondence we respond to within 20 working days. We have recently launched an end-to-end review of correspondence processes to support work to improve our response within deadline rate for Ministerial correspondence.

Improving Public Engagement Division