Cabinet Office

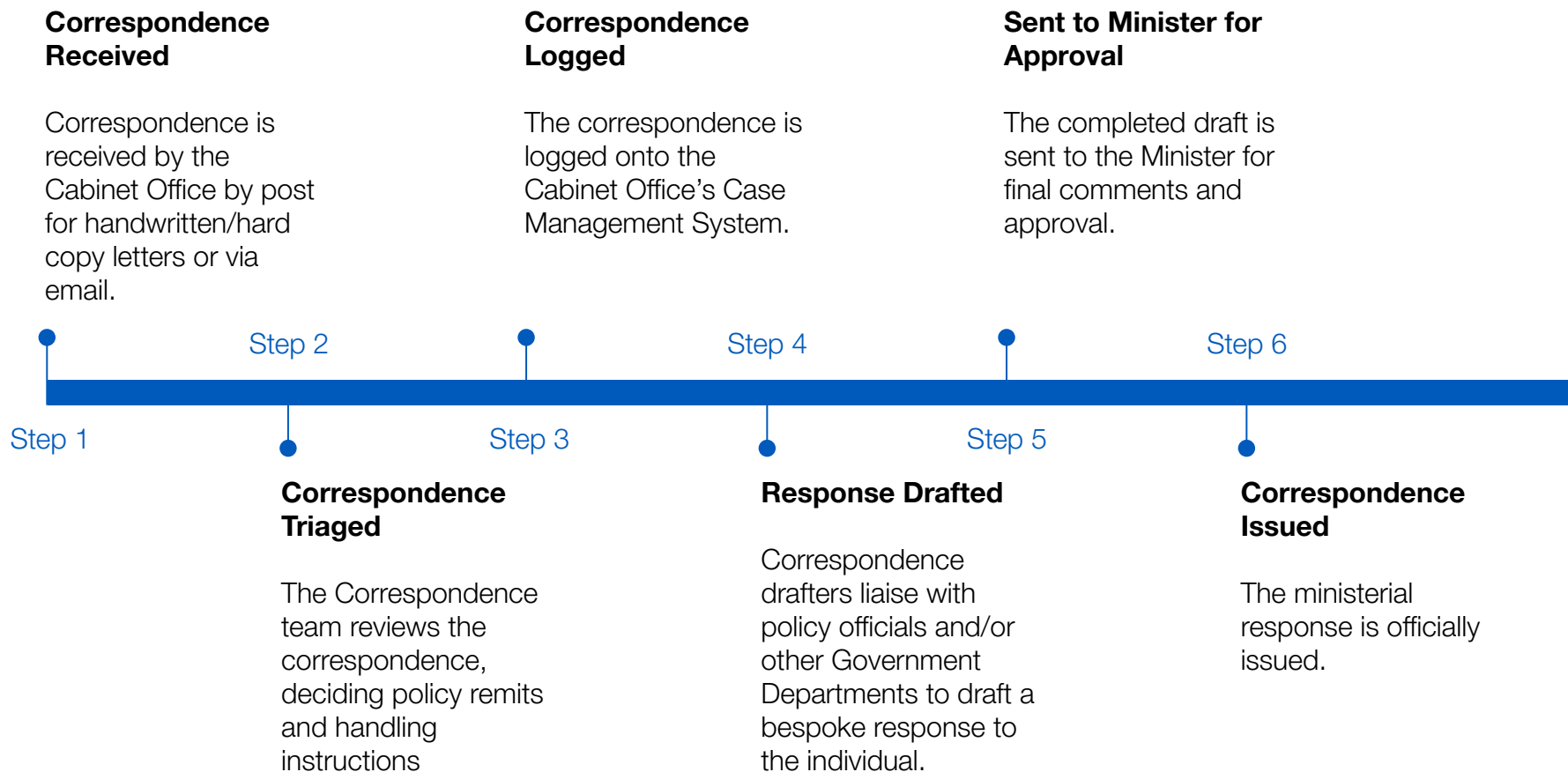# How can AI improve Government correspondence?

AI Hackathon 2024

Introduction to Correspondence

- Government receives over **250,000 letters and emails** from Parliamentarians per year, and aim to respond to all correspondence within **20 working days**.

- **Over 15%** of correspondence is received in **hard copy**, which is scanned in manually as a pdf and takes twice as long to process

- For each correspondence case, a member of the correspondence team in the receiving department must identify what the subject matter of the correspondence is, which department/minister is best placed to respond, and draft a response for the minister to issue.

Correspondence Lifecycle

Correspondence Received

Correspondence is received by the Cabinet Office by post for handwritten/hard copy letters or via email.

Correspondence Logged

The correspondence is logged onto the Cabinet Office's Case Management System.

Sent to Minister for Approval

The completed draft is sent to the Minister for final comments and approval.

Step 1

Step 2

Step 3

Step 4

Step 5

Step 6

Correspondence Triaged

The Correspondence team reviews the correspondence, deciding policy remits and handling instructions

Response Drafted

Correspondence drafters liaise with policy officials and/or other Government Departments to draft a bespoke response to the individual.

Correspondence Issued

The ministerial response is officially issued.

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The Correspondence Team has identified the following pain points and areas for improvement through AI to help them process hard copy correspondence:

1. **Transcribing** - ensure content of the correspondence is accurately transcribed
2. **Correspondence date** - identify the dates each letter was issued
3. **Triaging** - identify key issues and events
4. **Summarising** - produce a summary of each subject matter raised
5. **Sentiment analysis** - identify the tone of the correspondence

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Can AI help us process hard copy correspondence more efficiently?