

Ref. No: 2512
Date: 16/04/26
Subject: Outsourced letter transcription

REQUEST

1. Please can you provide cost information on outsourced letter transcription for the last 3 years?
2. Please can you provide the number of letters by month not meeting a turnaround time of 7 days for the last 3 years?
3. Please can you provide the annual number of documents in backlog for the last 3 years?

RESPONSE

1. Please can you provide cost information on outsourced letter transcription for the last 3 years?

Year	License Fees	Adhoc	Total
25/26	£50,000	£29,051	£79,051
24/25	£52,650	£16,193	£68,843
23/24	£56,000	£9,435	£65,435

2. Please can you provide the number of letters by month not meeting a turnaround time of 7 days for the last 3 years?

Month	Letters ≥8 days
Apr 2023	1,602
May 2023	876
Jun 2023	604
Jul 2023	859
Aug 2023	586
Sep 2023	842
Oct 2023	320
Nov 2023	395
Dec 2023	740
Jan 2024	706
Feb 2024	610
Mar 2024	362
Apr 2024	565
May 2024	127
Jun 2024	204
Jul 2024	74
Aug 2024	218
Sep 2024	147
Oct 2024	564
Nov 2024	867
Dec 2024	2,544
Jan 2025	3,642
Feb 2025	3,001
Mar 2025	3,785
Apr 2025	2,461
May 2025	1,332
Jun 2025	1,087
Jul 2025	3,178
Aug 2025	645
Sep 2025	1,651
Oct 2025	4,493
Nov 2025	2,198
Dec 2025	7,321

Jan 2026	8,619
Feb 2026	6,663
Mar 2026	8,198

3. Please can you provide the annual number of documents in backlog for the last 3 years?

Year	Backlog (≥8 days)
2023	6,824
2024	6,988
2025	34,794
2026 *(	23,480