Dear Ms Hillier,

HMRC has today published our Annual Report and Accounts for 2017-18, including the Tax Assurance Commissioner’s Report. The Charter Committee has also published the Charter Annual Report.

Our Annual Report and Accounts sets out our latest performance results which illustrates that we secured a record amount of more than £605 billion in revenue during 2017-18. We also protected more than £30 billion – beating our £28 billion target that would otherwise have been lost to error and fraud – money that can now be used to fund hospitals, schools and other services that we all rely on.

The Tax Assurance Commissioner’s Report (included within our Annual Report and Accounts) includes information on how we resolved tax disputes in 2017/18, and how we dealt with the largest and most sensitive cases.

The Charter Annual Report explains how the Charter rights and obligations that set out what our customers expect from us, and what we expect from them, helps strengthen our commitment to customer service.

In terms of customer service we received almost 47 million phone calls in 2017-18, and answered customers put through to an adviser within the five minute average that we are funded for. While some customers got through in just a few seconds, we are conscious that others had to wait longer at busy times. We are therefore investing in ways to provide a more consistent service at all times, to all customers.

We said in 2015 that our goal was to become the world’s most digitally-advanced tax authority. This is an ambition that we still hold and are on track to deliver. Around 15 million people have accessed their online Personal Tax Accounts since we launched it, and more than 93% of people filed their Self Assessment return online this year — a record number. We have also introduced new ways to contact us, such as via webchat.
By investing in digital services and making better use of the data we hold, we are giving our customers quicker and more convenient ways to manage their tax or benefits affairs, using smart online systems that help them to avoid mistakes.

Over the last three years, new government priorities have added to our already packed agenda. In 2016, the EU referendum result heralded major changes in our customs, tax, tax credit and child benefit work. So, given the scale of what we were already doing, we have prioritised the projects that make the most difference – pausing some work and stopping other projects to make room for our EU exit work. This will not change our overall ambition to become the world’s most digitally-advanced tax authority.

We believe that the reports published today show that we can deliver our objectives, build on our achievements and transform the way we work with customers – and all while making around £229 million in new efficiency savings during this year alone.

Kind regards

JON THOMPSON
CHIEF EXECUTIVE AND PERMANENT SECRETARY