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Paul Gray, Chair
Social Security Advisory Council
5th Floor, Caxton House
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July 2016

Dear Paul

Social Security Advisory Committee – Telephony in DWP and HMRC

I would like to thank the Committee for this report, as well as those organisations and individuals involved in supporting the Committee's review.

The government remains committed to ensuring that customers are provided with accessible methods of contact. Alongside this, we acknowledge the need to ensure there is clear and accessible information for our customers regarding methods and costs of contact, so customers can make informed choices about how best to contact us.

This report has raised a number of important issues. We are currently considering each of these recommendations to determine whether we agree to them in principle and, if so, how feasible they are. I am sure you will therefore appreciate that I am not yet able to give a more substantive response, however I intend to do so later in the year.

*Yours ever
Caroline*

Caroline Nokes MP

Minister for Welfare Delivery