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Dear Paul,

On July 21st the committee published a report on Telephony in DWP and HMRC. The report raised a number of important issues regarding methods and costs associated with customer contact. I wrote to you on 27th July to notify you that we would take time to review the report and that we intended to provide a more substantive response to the report in the Autumn.

The Department has now considered the report in full. The attached document lays out the recommendations made by the committee and our updated responses.

I hope your questions have been satisfactorily addressed, and you are reassured the Department is taking the right steps to provide our customers with accessible channels of contact.

Yours ever,

Caroline Nokes MP

Minister for Welfare Delivery