



HM Revenue
& Customs

Jim Harra
Chief Executive and First Permanent
Secretary

Room 2/75
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By email

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Dear Dame Meg Hillier,

Further to my letter on 30th November, I am writing in response to your recommendation that HMRC should, in its Treasury Minute response, explain the service levels it is aiming to achieve and by when (session 21-22 6a).

I explained to you in November that we have been involved in discussions with ministers about our service standards, following the Government's instruction not to publish a 2022-23 Outcome Delivery Plan but to concentrate on the production of an Outcome Delivery Plan for 2023-24.

I am now able to share with you that HMRC aims to achieve the following service standards in 2022-23:

- Customer Satisfaction (digital and phone): 80%
- Net Easy (digital and phone): +70.0
- Telephony Adviser Attempts Handled¹: 85%
- Correspondence dealt with in 15 working days: 80%
- Correspondence dealt with in 40 working days: 95%

Telephony and correspondence performance has improved slightly in Q2 compared to Q1 but remains a little below service standards. While we aim to continue improving service levels towards our service standards, we are unlikely to meet them for the year as a whole. Our Customer Satisfaction score remains on track to meet its year-end service standard.

We publish monthly updates on our performance against multiple customer service metrics at [HMRC monthly performance reports - GOV.UK](#).

Yours sincerely

JIM HARRA
CHIEF EXECUTIVE AND FIRST PERMANENT SECRETARY

¹ Adviser Attempts Handled (AAH) measures the proportion of callers that successfully get through to an adviser after hearing the automated messages and choosing to speak to an adviser.