



Treasury Committee

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Jon Thompson
Chief Executive and Permanent Secretary
HM Revenue and Customs
100 Parliament Street
London
SW1A 2BQ

24th July 2017

Dear Mr Thompson

Thanks for your letter of 13th July and your good wishes. I'm looking forward to working with you in future.

There have recently been reports of problems with the HMRC-run Childcare Service website, through which parents access the Government's Tax-Free Childcare and 30 hours free childcare schemes. There are also reports of customers struggling to access help in solving the problems they encounter.

In preparation for any potential Treasury Committee consideration of this matter, please could you provide the following information on the Childcare Service website:

- The number of users who have successfully completed an application for a childcare service account split by which service they use
- The number of users who have started an application, but not returned to it for more than a) one week b) two weeks c) three weeks d) four weeks or more
- The number of users who have deactivated an account on the website
- The proportion of website users receiving error messages (including the message "We're experiencing technical difficulties. We don't know when the service will be available again. Please try again later.")
- The number of hours the website has been down since 1 April 2017, and the dates and times of those outages



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- Of the website users completing the feedback form,¹ the proportion stating that they were (i) very satisfied; (ii) satisfied; (iii) neither satisfied nor dissatisfied; (iv) dissatisfied; and (v) very dissatisfied.
- The number of complaints made about the website's service, and a breakdown showing the nature of the complaint
- The number of calls to the website's helpline, and a breakdown of the reason for the call
- The average wait-time for accessing the helpline; the proportion of calls abandoned before being answered; the average length of answered calls; and the proportion of callers making repeat calls to the helpline
- The number of people who have been unable to access their childcare service account
- The amount of compensation paid to those unable to use the site to pay childcare providers
- The latest RAG status of the Tax-Free Childcare project

This letter, and your response, will be placed in the public domain.

Yours sincerely
Nicky Morgan

Rt Hon. Nicky Morgan MP
Chair of the Treasury Committee

¹ <https://childcare-support.tax.service.gov.uk/feedback/%2Fmoreinfo%2F1%2F%3FreturnURL%3D%252Fpar%252Fapp%252Feligibility>