



HM Revenue
& Customs

Mr Robert Thomas
By email: request-603533-90f59a7b@whatdotheyknow.com

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Date: 18 September 2019
Our ref: FOI2019/02060

Dear Mr Thomas

Freedom of Information Act 2000 (FOIA)

Thank you for your request, which was received on 13 September, for the following information:

"I would like to request information concerning the outcome of the 31,000 reviews undertaken by HMRC following the collapse of the Concentrix contract in 2016. These reviews were undertaken in 2017 following a recommendation of the Commons Work and Pensions Committee as mentioned in the Treasury minutes (CM 9505, October 2017) at page 33 paras 2.2 and 2.4.

I would like to have the information concerning the outcome of those 31,000 reviews. How many were allowed and dismissed?"

Under section 21 of the FOIA, we are not required to provide information in response to a request if it is already reasonably accessible to you.

The National Audit Office (NAO) conducted an [investigation into HMRC's contract with Concentrix](#).

The Work and Pensions Committee published its [Fourth Report of Session 2016–17, Concentrix \(HC 720\)](#) on 1 December 2016. [HMRC's responses](#) were received by the Committee on 27 January 2017.

The parliament.uk website contains all publications from the Work and Pensions Committee including those relating to [HMRC's contract with Concentrix](#).

If you are not satisfied with this reply you may request a review within two months by emailing foi.review@hmrc.gov.uk, or by writing to the address at the top right-hand side of this letter.

If you are not content with the outcome of an internal review you can [complain to the Information Commissioner's Office](#).

Yours sincerely,

Freedom of Information Team

Information is available in large print, audio and Braille formats.
Text Relay service prefix number – 18001

