



**HM Revenue
& Customs**

**John-Paul Marks
Chief Executive and First
Permanent Secretary**

Queen Elizabeth House
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16 May 2025

Dear John and Ellen,

Thank you for inviting me to your recent successful events in London and Scotland. I appreciated the early opportunity to join the CIOT & ICAEW 20 years of HMRC conference; and the subsequent CIOT & ATT event last week. Thank you for the warm welcome. Both engagements provided valuable opportunities to meet members and partners from across the tax profession. I am committed to building our partnership and look forward to working with you.

Your note of 29 April covers important issues, and I know that HMRC has a range of forums through which we can discuss the detail with you and colleagues. We are committed to this open approach and to making progress wherever we can. Thank you for your sustained engagement.

In terms of Closing the Tax Gap, I'm pleased that we are continuing the dialogue with bespoke discussions with yourselves and other Representative Body Steering Group members. And as part of the ongoing simplification agenda, we will continue to identify opportunities to collaboratively work together to address complexities where we can. I am also grateful for your support on modernisation and reform, as we continue to develop the Transformation Roadmap.

As you have highlighted, work across Making Tax Digital for Income Tax is another significant step in modernising tax administration. I recognise the progress made by the programme, working openly, seeking to develop new features which meet user needs. The team are listening and endeavouring to act on the feedback we receive, and we appreciate your engagement and support.

I was pleased to discuss the progress being made to tackle some of the operational challenges facing the agent community, including the Personal Tax Query Resolution Service, as raised in your earlier report. I am heartened by such improvements and determined to sustain an improving customer service trajectory, committed to enhancing services when we can.

I am keen that we hear your ongoing insights and welcome the continued support and input into how, in collaboration, we tackle the issues and challenges facing the tax system. I look forward to seeing you again soon.

Best wishes,

**John-Paul Marks
CHIEF EXECUTIVE AND FIRST PERMANENT SECRETARY**

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