

Inland Revenue Public Service Agreement 2003 – 2006

Aim - Administer the tax system fairly and efficiently and make it as easy as possible for individuals and businesses to understand and comply with their obligations and receive their tax credit and other entitlements.

Objectives and Performance Targets

Objective 1: collect the right revenue, and give the right entitlements, at the right time.

1. Deliver improvements in the number of individuals and businesses who comply with their obligations and receive their entitlements.
2. Deliver reductions in compliance costs of small businesses.
3. Ensure by 2005 that 100% of services are offered electronically, wherever possible through a common Government portal, and promote take-up for key services.

Value for Money

4. Achieve annual efficiency savings of at least 2.5% a year until March 2006, without detriment to accuracy or customer satisfaction.
5. Achieve a 2.5 point improvement in customer service by March 2006, as measured by an annual customer service index.

Who is responsible for delivery?

The Board of the Inland Revenue is accountable to the Chancellor of the Exchequer. The Paymaster General has day to day responsibility and is responsible for delivering this PSA.