

Jan Phillips



HM Customs and Excise
Finance and Strategy

To

cc

Date 13 August 2004

Subject **Response to Improving the Life Chances of Disabled People**

Dear Sirs

We found this an excellent report, well written, comprehensive and easy to understand. Clearly a great deal of thought has gone into its presentation and contents. Although only a limited number of the parts relate directly to the work of this Department we do have comments in response. Having found the statistics and findings interesting the Department will be able to utilise them in future work. The main areas where the Department is affected are employment and service delivery.

It is important to note that this Department is undergoing a major restructure as parts are join with the Inland Revenue and new Serious Organised Crime Agency. This reorganisation offers a significant opportunity for the Department to ensure that examples of good practice from a wide variety of sources are developed into the policies and practices of the new organisation.

In employment it will be increasingly important for the Department to involve disabled staff in all decision making and to identify ways to ensure that barriers to participation by disabled people are removed. The report's comments on programmes aimed at getting disabled people into work are noted.

The Department's work to improve the accessibility of services for disabled customers will benefit both from the recommendations for mainstreaming services for disabled customers and the four key themes.

Jan Phillips