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Dear Accounting Officer

DAO(GEN)15/01
30 November 2001

REDRESS REVIEW

Purpose of this letter

This letter alerts departments to the report of the Inland Revenue's inter-departmental review of redress policy. Guidance on redress is set out in chapter 18.7 of *Government Accounting 2000*.

Action

2. Accounting Officers are asked to:

- consider, in the light of the recommendation of the review, whether they wish to revise their own redress policy;
- draw this letter to the attention of the bodies they sponsor, especially those providing public services, and ask them to consider whether their redress policy needs revision;
- note that guidance on financial redress is set out in *Government Accounting-2000*² at section 18, in particular at chapter 18.7 and that it supercedes earlier versions; and
- note that any review of redress policy may have implications for their delegated authorities (and those of the bodies they sponsor) for special payments due to financial redress.

¹ This DAO letter will shortly be published on the Treasury's GSI website at <http://www.hm-treasury.gsi.gov.uk/psd/dao/dao.htm>. Please email mangai.rajasingham@hm-treasury.gov.uk if you would like an electronic copy.

² See DAO(GEN)11/01 for advice on the free availability of GA-2000 on the internet, which takes place with effect from 14th December 2001.



Contacts

3. These are:

- Government Accounting issues in relation to financial redress: Debbie Edwards, Treasury Officer of Accounts team at the above address (phone : 020 7270 5363; email: debbie.edwards@hm-treasury.gov.uk;))
- Inland Revenue inter-departmental review of redress: Simon Oakes, Inland Revenue, Inland Revenue, Service Delivery Support, Room 6/02, Fifth Floor, South West Wing, Bush House, London WC2B 4R (phone: 020 7438 6076; email: simon.oakes@ir.gsi.gov.uk.)
- The relevant Treasury spending team for questions on specific departmental delegated authorities for financial redress;
- copies of this DAO letter or on questions about DAO letters in general: Mangai Rajasingham, Treasury Officer of Accounts team for (phone : 020 7270 5362; email: mangai.rajasingham@hm-treasury.gov.uk;))

Background

4. Inland Revenue has led an inter-departmental review of redress policy. In July 2001, the report of the review was sent to Heads of Departments and Agency Chief Executives. It focussed on the need to look at redress policy in the light of, first, the Modernising Government initiative and, second, the greater convergence in the ways departments and Agencies deliver public services, particularly through electronic means. The review recognised that each Department with an interest will want to consider whether and how to apply the findings, but at its heart was the greater focus of improving service delivery. Consequently, the review will feature on the agenda of the forthcoming Consumer Champions' Conference.

5. The review team took account of the guidance set out in chapter 18.7 of *Government Accounting 2000*, which superceded guidance on financial redress in the preceding editions of *Government Accounting*. Departments should consider whether the findings of the review have implications for their own arrangements for redress. When doing so they will need to take account of the guidance in chapter 18.7. In addition they should discuss any revisions with their normal Treasury spending team contact where appropriate. It may also be advisable for departments to check their existing redress policy against the existing guidance in chapter 18.7, should they decide they need not apply the findings of the inter-departmental review.

6. Copies of the Inland Revenue's review are available from Simon Oakes (details given at the beginning of this letter.)

Yours sincerely

Glenn Hull

Glenn Hull
Second Treasury Officer of Accounts