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# **PCS responds to HMRC tax helpline closure**

Fran Heathcote says department should be employing more staff on better pay and better terms and conditions

Responding to today's government announcement (linked below) to close HMRC's tax helpline for half the year, PCS general secretary Fran Heathcote said: "The government mantra of 'doing more with less' remains nothing more than a fantasy; and one that continues to deliver nothing other than catastrophic results.

"HMRC should be employing more staff on better pay and better terms and conditions so they can provide a better level of service to the public.

"Instead, the combination of low-pay and micro-management, which is rife across the whole of HMRC's Customer Services, continues to produce staff retention problems."

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<https://www.gov.uk/government/news/hmrc-encourages-customers-to-interact-online-with-changes-to-its-self-assessment-payee-and-vat-services>