

Peter Dowd response to Public Accounts Committee report into Concentrix

Peter

Dowd MP, Labour's Shadow Chief Secretary to the Treasury, commenting on the Public Accounts Committee report into Concentrix, said:

“The findings by the Public Accounts Committee reaffirms the Government’s continued inability to take responsibility for the shambolic decision to contract out tax credits to Concentrix. It is now crystal clear that Concentrix should never have been awarded the contact.

“This damning report reveals what many of us have long suspected, first that neither HMRC nor Concentrix bothered to check for error or fraud before suspending tax credits to some of the most vulnerable in our society.

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Secondly, that Concentrix’s claims of mass savings were inflated from the start; they have barely recouped one fifth of their initial savings figure. Third, that HMRC is woefully ill-equipped to outsource such important decisions to the private sector, instead of penalising Concentrix for mistakes HMRC tripled its commission.

“This whole saga makes a mockery of the current tendering process. Given these damning findings, Concentrix should be banned from any future Government contracts and the Government should seek to recoup the majority of its commission.”