



Department
of Health &
Social Care

*From the Rt Hon Steve Barclay MP
Secretary of State for Health and Social Care*

POC_1466641

Steve Brine MP
Chair, HSCC

15 August 2023

Dear Steve,

Thank you for your letter of 3 July 2023 regarding the incident affecting 999 services on 25 June.

I recognise the importance of 999 as an essential part of our public safety. I can assure you that the Government is working in partnership with BT and the Emergency Authorities to take immediate steps to strengthen the resilience of the Public Emergency Call Service, to ensure it meets the needs of the UK public.

BT published an internal review of the incident, explaining the reasons behind the fault. It is [available here](#) and sets out that a complex software issue was affecting one of the primary network clusters. The issue is now stable and the service is running as normal.

I also note that Ofcom announced an investigation into the incident on 28 June, which will establish the facts surrounding it and examine whether there are reasonable grounds to believe that BT has failed to comply with its regulatory obligations.

In addition, the Government is undertaking a full Post-Incident Review. This will determine the underlying issues, any resulting impacts on service provision, examine the resilience of the system including BT and the emergency agencies and identify any lessons that may be learnt from the incident. The Department for Science, Innovation, and Technology is leading this review to which my Department will be contributing. This will help ensure that action is taken so that an incident like this cannot happen again.

Thank you again for raising this important matter with me. I would be very happy to discuss anything further.

Yours ever,

RT HON STEVE BARCLAY MP