HM Revenue & Customs

Transcript of the 'HMRC Agent Toolkits' animation video

[The video begins.]

[A slide appears with a HM Revenue & Customs' branded toolkit box.]

[A male presenter speaks.]

HMRC's Agent toolkits

[The toolkit box opens to reveal tools and a Company Tax HMRC form]

[The presenter continues to speak.]

are a useful tool in an agent's

[The screenshot zooms in on the Company Tax HMRC form]

[The presenter continues to speak.]

armoury to help avoid making mistakes in clients' tax

[The screenshots focuses more on the HMRC form]

[The presenter continues to speak.]

returns.   Created 3 years ago, the Toolkits set out the most common errors that HMRC see in returns that are filed by agents.

[A screenshot appears with outlines of people and speech bubbles detailing the words 'excellent', 'very precise', useful checklists' and 'good balance'.]

[The presenter continues to speak.]

They've proved to be hugely popular with over a third of a

[A screenshot appears showing a 'download arrow'.]

[The presenter continues to speak.]

million copies now downloaded from the HMRC website.

[A screenshot appears with the word 'errors' duplicated across the shot.]

[The presenter continues to speak.]

Extensive research by HMRC identified the 400 most common errors seen in returns filed by agents.

[A screenshot appears with a magnifying glass which magnifies the words 'attribution rights and powers have been considered'.]

[The presenter continues to speak.]

These range from complex issues such as whether all attribution rights and powers have been considered when looking at associated companies to more

[A screenshot appears with a magnifying glass which magnifies the words 'correct treatment of drawings by the self employed'.]

[The presenter continues to speak.]

straightforward ones such as the correct treatment of drawings by the self employed.

[A screenshot appears with 20 toolkits appearing individually with the words HM Revenue & Customs branded on the front.]

[The presenter speaks.]

The 400 errors have been set out in 20 Toolkits. They're organised by topics and by types of tax. For example there's a toolkit covering the

[A screenshot appears showing a picture of residential 'to let' terraced properties.]

[The presenter continues to speak.]

mistakes commonly made when completing returns for property rental income

[A screenshot appears with a bar chart and an arrow ascending the top of the bar chart.]

[The presenter continues to speak.]

and another covering mistakes when computing capital gains arising from the disposal of shares.

[A screenshot appears with a checklist page from the National Insurance Contributions and Statutory payments Toolkit. Several boxes from the checklist are ticked and two 'no' boxes are circled in red.]

[The presenter speaks.]

Each Toolkit contains a checklist that sets out the errors HMRC most commonly see relating to that topic. The checklists enable agents to spot at a glance, the errors that they need to avoid.

[The presenter pauses.]

For each of the 400 errors that the Toolkits cover,

[A screenshot appears showing the word 'Risk']

[The presenter continues to speak.]

there are details of the risk that gives rise to the error,

[A screenshot appears showing the word 'Mitigation'.]

[The presenter continues to speak.]

details of how to mitigate the risk

[A screenshot appears showing the word 'Explanation'.]

[The presenter continues to speak.]

and an explanation of the background to the risk.

[A screenshot appears with some non descript guidance being typed up.]

[The presenter continues to speak.]

The toolkits' provide in depth background information about each error

[A screenshot appears with a copy of a toolkits page and hyperlinks.]

[The presenter continues to speak.]

There are handy hyperlinks

[A screenshot appears detailing links to VAT finance manual.]

[The presenter continues to speak.]

to further guidance such as legislation, HMRC manuals and help sheets.

[A screenshot appears with several different pages from toolkits appearing on the screen.]

[The presenter speaks.]

In fact there are over 1,300 hyperlinks across all of the toolkits

[The toolkits pages are submerged onto a computer screen.]

[The presenter continues to speak.]

so to save time accessing the further guidance toolkits may be better used online rather than offline or on paper.

[A screenshot appears with the outlines of four people and moving numbers behind the people.]

[The presenter speaks.]

The toolkits provide agents with all the information they need to understand and avoid the most common errors, all in just one handy place. For less common errors not covered by the toolkits you should refer to the full HMRC guidance.

[A screenshot appears with the globe of the world revolving and a smart phone and e-notebook transposed over the globe.]

[The presenter speaks.]

The world hasn't stood still since the first toolkits were introduced.

[A screenshot appears with two road signs stating 'current risks' and 'potential risks'.]

[The presenter speaks.]

To make sure that HMRC is directing agents to real and current areas of potential risk, HMRC regularly

[A screenshot appears with a computer screen and an updating tool bar.]

[The presenter continues to speak.]

review the Toolkits to ensure that the errors they cover are still those most commonly seen in filed returns.

[A screenshot appears with three shots of the statue of Justice.]

[The presenter continues to speak.]

In addition, changes in legislation and in the outcomes from decided cases and tribunals means that the Toolkits are regularly

[A screenshot appears with a revolving 'refresh' icon.]

 [The presenter continues to speak.]

reviewed and refreshed

[A screenshot appears with a clipboard and check list.]

[The presenter continues to speak.]

by a team of technical specialists and departmental accountants to ensure that they give the most

[A screenshot appears with two figurines and a speech bubble stating 'that's 100% clearer'.]

[The presenter continues to speak.]

up to date insight into HMRC's views and thinking.

[A screenshot appears an infinity emblem.]

[The presenter speaks.]

To help avoid errors being made it's a never ending process to make sure that the guidance the Toolkits give is accurate and up to date. Use of the Toolkits

[A screenshot appears rotating a UK Property HMRC form.]

[The presenter speaks.]

along side your existing processes for checking clients accounts and returns means you will be less likely to make some of these common errors.

[A screenshot appears rotating HMRC branded toolkits and the words 'reviewed, refreshed, republished'.]

[The presenter speaks.]

Toolkits: Reviewed, Refreshed, Republished

[A screenshot appears with a smart phone with a download icon on the screen.]

[The presenter speaks.]

be sure to Revisit and download the most up to date versions.
You can find out more and download up to date toolkits at

[At the bottom of the screen the web address appears.]

hmrc.gov.uk/agents/prereturn-support-agents.htm