

## Minutes of Issues Overview Group (IOG) Teleconference

04 March 2015

Chair: Madeline McGrillen (HMRC)

### Professional Body (PB) Representatives

Andrew Courts  
Brian Palmer  
Philippa Stedman  
Alison Ward

### HMRC

Neil Chattell  
Toni Clark  
Diane Greenfield  
Dawn Hewson  
Madeline McGrillen (Chair)  
Jacqueline Stewart

Apologies: Nigel Clarke, Jeremy Nottingham

## 1. Welcome and Introductions

1.1 MM welcomed everyone to the meeting and introduced NC as a guest speaker. MM confirmed that DG would be joining the teleconference later to discuss SA302.

## 2. Minutes and Action Points

2.1 Minutes from the December IOG meeting were agreed.

2.2 The following actions were discussed:

Action Point 1: The WT team to be reminded of the requirement to provide the WT MIS to local WT groups: This is on the agenda for discussion - see para 5.3 below

Action Point 2: IReg WT143: Incorrect tax calculations for SA & R40 individuals: PBs have requested that action remain open until the IT solution is implemented

Action Point 3: IOG Meeting dates in 2015: action agreed as cleared

Action Point 4: IReg WT229: Not registered for VAT, Agent using the Online Agent Authorisation OAA: NC agreed to take this forward at JVCC

AW confirmed that this hasn't been pursued via JVCC as it isn't deemed a big issue. The issue should be retained as a Priority 3 and pursued direct with the business.

Action Point 5: IReg WT054: delays in issuing correspondence: MM proposed a deep dive exercise on the template entries in the IReg to provide an analysis of the root cause of the problem.

Action Point 6: Once & Done: Report on the review do WT suggestions: this is on the agenda for discussion - see para 5.4 below

## 3. Priority 1 Issues:

3.1 IReg WT050: P11D/S336 Processing

NC introduced himself and explained he is a member of the Employer Engagement Team, working alongside policy colleagues on the benefits and expenses measures. NC referred to the recent correspondence from JS around the P11D/S336 processing issue and he confirmed that the benefit and expenses measure would address the specific problem.

3.2 NC confirmed the timeline planned for Finance Bill from April 16 is to allow for change. This means there is a short period where S336 claims still have to be made. PB members stressed the importance of communications and keeping agents informed. NC confirmed that following this meeting, he would send a summary note to his policy colleagues and gave assurance that HMRC would engage with agents, particularly around what happening with expenses between now and April 2016.  
*Post meeting note:* NC sent a summary note to his policy colleagues on 4 March.

3.3 IReg WT218: Intelligent Telephony Automation System (ITA): MM confirmed that a decision had been made on the feedback process and a review was to be carried out in 3 months time. PS confirmed that the Hints and Tips are still being developed. The PBs discussed the feedback options and format. One suggestion made was for the satisfaction survey to be carried out while waiting for the call to be answered. MM confirmed that this suggestion would be fed through to the Once & Done team.  
**Action 1:** Satisfaction survey suggestion to be passed to Once & Done team

3.4 IReg WT226: PAYE coding: JS confirmed that she is currently working with Personal Tax and is in the process of organising a visit to the Digital Delivery Centre in Newcastle in April as an opportunity to see the newly developed digital way of working. TC provided an overview of the Centre and what the PBs could expect from the visit. The PBs confirmed their interest in attending and JS said she will firm up dates and arrangements.

3.5 IReg WT234: SA Reminders: JS confirmed that that the priority rating had been updated on the Issues Register from Priority 3 to Priority 1 rating as requested by the PBs. MM confirmed that the summary being produced following the discussion at the February Virtual Communications Group meeting would be shared with IOG. The PBs asked what was being planned with the July payment reminders. MM agreed to contact the business with a request for this to be covered in the summary note. PBs requested an article in Agent Update or the Agent Blog.  
**Action 2:** MM to contact Colleague in Personal Tax with request that the summary also include an update on the July payment reminders.

### **3.1 Issues Reporting Process**

3.1.1 MM confirmed the process for supporting issue referrals. The PBs referred to email evidence they had supplied before the IOG meeting in respect of outstanding issues raised locally. MM confirmed that this would be reviewed.

## **4. Update on Regional Workshops**

4.1 TC provided an update on the four events so far. TC felt that the discussions had been robust and challenging but very positive. TC requested help from the PBs to encourage their members to attend the remaining events as there were still available spaces (apart from London which is full) and for the two digital workshops scheduled for 10 and 19 March. The digital workshops would last for one hour and focus on the challenges and barriers.

4.2 AW provided feedback from members who had attended a Regional Workshop. One member had found the event very positive and the other who is a WT member reported that they had not got as much out of the session. PBs suggested a targeted WT workshop in addition to the Regional ones. TC explained the remit of the Regional workshops was broader than WT and to provide an opportunity to listen to a wider group of agents. TC agreed to look to see whether anything additional could be done for WT.

## 5. WT Requirements Ongoing

5.1 MM confirmed that from WT perspective, current processes supporting the WT model are still in place. PBs discussed their concerns and highlighted the example discussed at 3.1.1 above. MM confirmed that WT still expect issues to be submitted under the existing escalation process and the outstanding issues provided by PBs prior to the meeting would be reviewed as a matter of urgency.

*Post meeting note:* issues have been reviewed and a response provided by the Working Together Coordinator.

5.2 MM confirmed that the WT MIS wasn't currently being produced until we know what changes will be implemented following feedback from the Regional workshops.

5.3 MM confirmed that the Once and Done team will review suggestions and decide whether they are viable. Suggestions should continue to be submitted via the referral template process.

5.4 PBs discussed the importance of the scoring template document and the effectiveness of the information ahead of each IOG meeting. MM agreed that the document be updated to include the new issues added to the Issues Register - SA Statements and SA302.

**Action 3:** JS to update the Scoring template with the two new issues and the PBs to update the impact and scoring element of the template

## 6. Update on SA302 (SA tax calculation) for Mortgage or loan purposes

6.1 DG joined the teleconference to provide an update on work with Council of Mortgage Lenders (CML) to consider accepting online documentation for evidence for Lending purposes. HMRC have made system changes to improve the Self-Assessment online account so that customers can print online documentation to address lender issues and meet FCA challenge on robustness of SA302s (these documents are the tax calculation, SA302 & the Tax Year Overview (TYO)). She provided an overview of the developments to date, in some cases lenders will be able to consider self-serve documents to avoid having to contact HMRC to issue paper copies but for all calculations the Lender will also need a TYO for which Agents (or their clients) will need to be registered for HMRC Online service to get one.

6.2 PBs discussed some of the practicalities and restrictions when using commercial software v HMRC software when downloading the SA302 information. DG explained that this would be a gradual process as more and more lenders came on board, but the new process includes commercial software calculations so long as they also have the TYO.

6.3 PBs also highlighted an example where HMRC had recently declined a request to supply SA302 information on the grounds of a new process. DG confirmed that requests shouldn't be declined and that she would ensure a reminder was sent to staff to this effect.

*Post meeting note:* Reminder issued to staff on 17/03/2015

6.4 PBs discussed communications and DG agreed to share an early draft of planned agent communications.

*Post meeting Note:* An early draft of the agent communications was shared with IOG members for their comment

6.5 PBs requested a review of the new process in 3 months time and DG to be sent an invite to the next IOG meeting in June.

**Action 4:** JS to invite DG to the June IOG meeting

*Post meeting note:* JS sent meeting invite to DG on 5 March 2015

## **7. AOB**

7.1 HMRC secondees: TC thanked PS for the recent communications she had sent her. TC confirmed that the posts for the secondments were being re-advertised.

7.2 Purdah: TC confirmed that Purdah is the pre-election period which commences on the dissolution of parliament on 30 March until a new Government is formed. TC confirmed that all communications would be reigned back during the Purdah period and that all would resume as normal once the new Government is in place.

7.3 PBs stressed the need for IOG to be involved in any consultation around the development of new processes and be part of the discussion on how WT should move forward digitally. MM confirmed that she would set up an extra ordinary IOG F2F meeting after the Regional workshops.

**Action 5:** MM to organise an extraordinary F2F IOG meeting on moving forward digitally

### **Wash up session**

PB members felt the meeting went very well and commented that the IOG meetings generally had a clear focus.

Date of next teleconference – 9 June 2015