

Minutes of Issues Overview Group (IOG) Teleconference

08 September 2015

Chair: Madeline McGrillen (HMRC)

Professional Body (PB) Representatives HMRC

Nigel Clarke

Andrew Courts

Jeremy Nottingham

Philippa Stedman

Alison Ward

Jonathon Stride

Madeline McGrillen (Chair)

Toni Clark

Dawn Hewson

Jacqueline Stewart (Minutes)

Diane Greenfield (part attendance)

Apologies: None received

1. Welcome and Introductions

1.1 MM welcomed everyone to the meeting and explained that DG would dial-in during the course of the teleconference to provide an update on the SA302.

2. Minutes and Action Points

2.1 MM apologised for the late issue of the minutes from the June IOG meeting. The PBs discussed the timeline around the minutes and the agenda. MM gave assurance that the timelines agreed in the IOG Terms of Reference would be adhered to.

PBs agreed to review the June draft minutes and provide a response by the end of the week. In the meantime, PBs highlighted the need to implement referencing for supplementary issues.

2.2 The following actions from the June IOG meeting were discussed:

AP1: SA302 – this is being covered at paragraph 3 during the WT issues discussion

AP2: Intelligent Telephony Automation - this is being covered at paragraph 3 during the WT issues discussion

AP3: List of Specialist Agent Managers (SAM) to be shared with IOG members:
Cleared - the list was shared with IOG in August

AP4: Referral templates to be moved to the Issues Register (IReg) where widespread issues have been identified-this is being covered during the WT Issues discussion at paragraph 3.

AP5: PB requested a revisit to the Digital Delivery Centre in Newcastle 18 months following the initial visit

Action 1: Arrange a follow up visit to the Digital Delivery Centre in Newcastle for November/December 2016

MM also referred to the actions from the additional August IOG meeting and explained that the issue relating to agent issues referred to the SAMs would be discussed at para 3.

3. WT Issues

3.1 IOG discussed the latest position on all the open and dormant IReg issues noted on the Scoring template. The following issues were discussed in detail:

IReg issue WT050 (Priority 1): Processing P11D and S336 claims: PBs referred to the recent penalties and MM confirmed that the business had confirmed that this problem has now been fixed. JS confirmed that the new measures due to be introduced from April 2016 were on track and that communications was being published in Employer Bulletin (EB) and Agent Update was linking into this information. JS referred PBs to the August edition of EB where more detailed information has been given.

https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/454667/employer-bulletin-august-2015.pdf

IReg issue WT054 (Priority 1): Delays in issuing correspondence: It was agreed to pick up the analysis of this issue alongside the extraordinary meeting being planned to also discuss the Once and Done report.

IReg issue WT187 (Priority 2): CT helpline: MM confirmed that extra staff had been recruited to the helpline and that no major delays were being reported and she is receiving progress reports from the business.

IReg issue WT218 (Priority 1): Hints and Tips guide: MM confirmed that she will share a copy of the guide with IOG before the end of the week and confirmed that she had received confirmation that it would soon be published.

IReg issue WT228 (Priority 3): Appointment of an agent by a Liquidator: MM requested PB input into helping establish if this is a widespread issue or not. PBs discussed the process and JN agreed to discuss this issue with his specialist colleague and will then provide feedback.

IReg issue WT229 (Priority 3): VAT OAA (64-8) confusing scope: MM confirmed that the guidance for HMRC call handlers was up to date. The business has agreed to provide communications for agents around the process.

IReg issue WT230 (Priority 3): High Income Child Benefit Charge enabling letters: PB feedback had been taken on board and subsequent letters contained the revised wording therefore PBs agreed that this issue be changed from dormant status to closed.

IReg issue WT231 (Priority 3): CG34 Processing Delays: MM confirmed that there was no evidence that this was still an issue. PB agreed that this issue be closed.

IReg issue WT235 (Priority 2): Statement of Income for mortgages SA302: DG provided an update on the new process supporting SA302 evidence for Mortgage or loan purposes: DG confirmed that more mortgage lenders were now on board but the list was not exhaustive. The PBs discussed sharing the information received to registered agents on the new process with their members. They agreed that the caveat provided in the email communications would be made clear when sharing the information with their members.

PBs discussed mortgage lenders and brokers and they agreed to provide DG (via MM or JS) with case details of anything they encountered to be problematic. DG asked for support from the PBs to continue to raise awareness of the new process in order to promote more self-serve and they agreed to publish a message for their members.

3.3 MM discussed with PBs the referral templates submitted to Shared Workspace (SW) currently being worked by the SAMs:

Certificates of residence

MM confirmed that the query regarding incorrect letters was being taken forward by Personal Tax (PT). PT are working closely with the Digital Agent Engagement Migration Team on work to establish priorities for customer improvement in this area. MM suggested that this not be treated as an issue but be progressed as service improvement.

PBs highlighted the need to record where improvements were being made and there was a discussion around widespread issues and the need for supporting evidence.

Contractors' monthly reports

MM confirmed that this had been reviewed by the SAM and a response sent to the agent who raised the query.

ADL Line – delays in call backs

PBs provided anecdotal evidence of where inconsistencies arise in respect of the service provided via the Agent Dedicated Line e.g. a message left on the agent's answerphone omitting the reference number. MM agreed to feed this back to the business.

Action 2: MM agreed that the current guidance on call backs would be checked and shared with IOG, and their feedback passed to Contact centres colleagues. This will also be picked up in the service standards workshop(s)

Share scheme reporting

MM confirmed that the query had been dealt with via the Virtual Communications Group (VCG) in July and is being looked at via the Employer Related Securities forum. MM will be copied into further communications and will keep IOG and VCG updated as appropriate. The PBs agreed that this could be closed.

3.2 Issues reported to SAMs

MM referred to the schedule summarising the agent issues received by the SAMs.

MM flagged the number of individual agent queries in respect of delays in processing disputed charges being escalated via the Agent Account Manager Service and asked PBs if they had any evidence to suggest this could be a widespread issue. PBs thought this could be a sub set of postal delays. AW also referred to an employer group workshop that she was aware of and provided MM with the contact name as a possible route.

The PBs discussed the process for outputs from the WT Digital meetings and the requirement for IOG to have sight of these. Both JN & NC are joining the next WT Digital meeting and will provide feedback to IOG on how the process works.

3.3 Shared Workspace

MM confirmed that brief is currently being pulled together on the next steps for SW. This would include a cleansing exercise and suggestions on how we use SW going forward. PBs welcomed this and agreed that IOG should have a session at the December meeting to look at how we can use SW. One suggestion made was to have a dedicated room for the WT Agent Leads.

Action 3: JS to ensure the SW session is added to the December agenda

4. Once and Done Report

4.1 It was agreed to hold a separate meeting to discuss the Once and Done report.

Action 4: JS to arrange a teleconference with the IOG to discuss the Once & Done report

5. Dorset House Visit

5.1 JS suggested 22 October as a possible date for IOG members to visit Dorset House. The PBs agreed to discuss and confirm.

6. SA Reminders/Payslips (IReg issue WT234)

6.1 MM confirmed that SA Reminders/payslips was on the VCG agenda. She confirmed that any customer who doesn't already have a payslip will not be getting one automatically. MM discussed the alternative payment options available, highlighting HMRC's preferred online facility. The PBs provided various scenarios and circumstances where paper payslips are the preferred option. MM referred to the update the business had provided at a VCG meeting in relation to work currently being done to review looking at reasons why paper payslips are used.

6.2 The PBs expressed their concern over the lack of communications in respect of HMRC's not issuing paper SA Reminders to customers. They stressed the need for further communications following the lessons learned exercise carried out earlier this year. MM agreed to pass on the feedback to the business.

Post meeting note: MM contacted the business with the points discussed immediately following the meeting.

7. Agent Engagement Update

7.1 TC provided an update on the Digital meetings to date and invited PB feedback on the Talking Points Digital meeting that took place on 7 September. PBs emphasised the need for the agent issues to be progressed and raised concern over resourcing. TC gave assurance that the focus remained on progressing agent widespread issues as well as delivery of the WT Digital meetings.

7.2 TC referred to the ICAEW report and the service standard issues working with the Joint Initiative Steering Group (JISG) and discussed the need to develop a robust structure to feed issues into JISG. TC proposed hosting a workshop in the week commencing 12 October to discuss how to drive forward the service standards work. She suggested two representatives from each of the professional bodies and has asked the PBs if they could consider hosting the event for up to thirty people. PBs agreed to check meeting room availability and TC confirmed that she would follow up with an email communications for the PBs.

8. Recruiting a Secondee

8.1 TC confirmed that the recruitment process for a secondee would be taken forward. She highlighted that HMRC Policy has changed and the business now have to fund the secondment and asked whether there was any funding available from the PBs.

9. AOB

9.1 MM highlighted the need to discuss, at a future date, the crossover of communications between VCG & IOG.

9.2 MM reminded IOG that consultation in respect of apprenticeship guidance closes on 18/09/15.

Date of next Meeting – 8 December 2015, 10:30-12:00