

**Minutes of High Net Worth Unit (HNWU) External Stakeholder Forum**  
**1st December 2015.**

**Chair: Ann Roberts, Head of HMRC High Net Worth Unit.**

**Attendees:**

**External Stakeholders**

Adam Willman	The Association of Financial Markets in Europe
Alan Gourley	Northern Ireland Tax Committee
George Hodgson	Society of Trusts and Estates Practitioners
Malcolm Offord	The Association of Independent Expatriate Tax Practitioners
Mark Levitt	Institute of Chartered Accountants of England & Wales
Natasha Hassall	Estates Business Group
Penelope Lang	Institute of Chartered Accountants for Scotland (ICAS)
Robyn Limmer	Frank Hirth plc
Will Selsby	Association of Tax Technicians

**HM Revenue & Customs (HMRC)**

Ann Roberts	HMRC High Net Worth Unit Deputy Director (HNWU) – Chair
Mary Aiston	Director of Mid Size Business & Wealthy Compliance (MSBWC)
James Maidment	HNWU
Cameron Wilson	HNWU
Ian Goode	Enforcement & Compliance Strategy
Stephen Crockett	HNWU – Forum Secretariat

**Apologies**

Ann Elmer	Association of Tax Technicians
David Mellor	Chartered Institute of Taxation
Imogen Davies	Law Society of England & Wales
Jim Aitken	HNWU
Julia Ferguson	Coutts
Martyn Gowar	Chartered Institute of Taxation
Matthew Burton	Estates Business Group
Rachael Arning	Citigroup

**1. Welcome and Introductions**

Ann Roberts (AR) welcomed forum members to the meeting and apologised that it had been some time since the forum had last been able to meet. Stephen Crockett (SC) ran through domestics, welcomed new members to the forum and deputies in attendance and asked for brief introductions from those present.

**2. Matters arising from the minutes of the last meeting**

No further items were outstanding.

**3. Agenda Items**

## **a) Introduction to MSBWC**

AR introduced Mary Aiston (MA), MSBWC's new director (previously Specialist Personal Tax director).

MA began with a background and summary of the new MSBWC directorate – it was formed in October 2015 and brings together HNWI, Affluent and Mid Size Business units. The new directorate has circa 3,000 members of staff in approximately 80 different locations across the UK and sits within Enforcement & Compliance. The strategy for the new directorate will be based around customer understanding - to increase HMRC's knowledge of the customer group and work in ways to take into account how our customers operate.

### **Observations raised by forum members**

- The need for succession planning in key technical roles was emphasised.
- Middle managers were felt by forum members to often be very valuable focal/contact points.
- Accelerated Payment notices seem to have had a noticeable impact on a number of customers, focusing attention on resolving long ongoing avoidance related issues.

## **b) £10M+ Work in HNWI**

AR mentioned the summer Budget 2015 extension of the Customer Relationship Model to those with net worth of £10Million plus & that planning was well in hand to establish new teams in HNWI to deal with these customers from 1<sup>st</sup> April 2016.

### **Observations raised by forum members**

- Views from forum members were optimistic and positive on the news of the work being expanded to £10M+ in HNWI.
- Queries were raised about whether we de-selected HNWI/wealthy customers as well as select them- the answer was confirmed as yes, and this would continue.
- There was a discussion about number of customers worth £10M - £20M in the UK.

## **c) HNWI Agent Survey**

James Maidment (JM) summarised the highlights of the 2014 HNWI Agent Survey results which was felt to give a positive picture of how HNWI was working. JM asked if there were any issues/observations from forum members regarding HNWI's increasing use of email and our email protocol.

### **Observations raised by forum members**

- There were signs from feedback to some forum members that use of secure email to HNWI, as well as HMRC in general, was increasing and that communication was much better as a result.
- Telephone engagements were also viewed very positively, often better than email or good alongside.

#### **d) Future Plans for the Forum**

A discussion took place about future plans for the forum. It was agreed that the forum would meet every 6 months and suggestions were made for future meeting agenda items.

#### **e) Any Other Business**

AR gave a brief update on progress to a digital office in HNWU explaining that remote printing and paperless filing, use of 2 computer screens had all now been launched and we were using secure email more across HNWU. This was welcomed by forum members, together with more use of the phone to discuss/resolve issues.

There being no further matters arising, the meeting was closed and AR thanked all attendees for their time and contributions.

Notes by Stephen Crockett