

## Minutes of Issues Overview Group (IOG) Meeting – 11 March 2016

10.00 -13.20

100 Parliament Street, Room 1/30 | HGR

Attendees:

### Professional Body (PB) Representatives

Nigel Clarke (CIOT)

Richard Wild (CIOT)

Andrew Courts (ACCA)

Jeremy Nottingham (AAT)

Jonathan Stride (ATT)

Susan Cattell (ICAS)

Caroline Miskin (ICAEW)

Apologies: Sally Ferguson, Jacqueline Stewart

### HMRC

Madeline McGrillen (Chair)

Toni Clark

Dawn Hewson

Neil Chattell (NC)

## 1 Welcome and Introductions

1.1 Attendees were welcomed and round the table introductions were made due to new members joining the group.

1.2 MM referred attendees to the relevant discussion documents.

## 2 December Minutes and Action Points

2.1 The December minutes were agreed.

2.2 The following updates were provided;

WT 50 (Priority 1): Processing P11D and S336 Claims: NC confirmed a communication update had been issued in February's Employer Bulletin to those customers most impacted by the new measures and those who previously submitted P9D's. A further message will be pushed out via stakeholder groups shortly. PBs asked NC to feedback that they would like to recommend a light touch approach to penalties for those customers who do not meet the due date, in view of the tight deadline.

**Action 1:** NC to feedback agents comments to the project team

**Action 2:** NC to provide copies of communications issued by w/e 18/03/16

**Action 3:** PBs to publicise message to members, through their respective communication channels

SA302: NC confirmed that PT are continuing to look at numbers so nothing to update. It was agreed this will be carried forward to the next meeting. The team now has sufficient evidence/examples where the process isn't working so agents can refrain from sending in any more.

NC asked if PBs had any insight into the increase of SA302 applications seen during the SA peak. PBs suggested that this could be coincidental or due to the 3% Stamp Duty change. It was further suggested that customers may not be aware of the new process. RW commented that the spike will happen again if stamp duty increases in April and asked for this to be fed back to the policy team.

PBs recommended that communications should be tailored and issued to banks and brokers.

**Action 4:** NC to feedback to policy team.

### **3 Updates Working Together, Talking Points and Service Standards Working Group**

3.1 MM reminded agents that there would be possible delays in communications on Gov.UK during the Budget purdah period, only business critical communications will be issued during this time. And then there will be purdah periods for the Local and European Referendum elections.

3.2 TC provided up to date stats on the Talking Points (TP) and Working Together (WT) meetings.

TP: We have now run 21 sessions with 1900 agent attendees and a cumulative satisfaction rating of 88%. YTA saw 225 agents join and currently NLW due on 14/03/16 has 98 agents registered.

WT: We have jointly run 5 WT meetings with 120 agent attendees on the first one in September and a steady rate of 60-67 attendees at subsequent meetings. AC experienced audio problems on the last WT meeting.

**Action 5:** DH to report audio issues to Citrix

3.3 TC continues to blog on the TP sessions to drive up numbers and in February this was the most viewed page.

3.4 PB's confirmed they were still publicising TP sessions to their members.

3.5 TC highlighted the availability of the recording on the Complaints TP session and the intention to make more available in the near future.

3.6 PB's happy for TP slots to run over the hour if appropriate. DH stated that this had happened on 2 occasions where agents indicated, through the hands up facility, to extend the Q&A session.

**Action 6:** DH to check whether we would need to extend the Citrix slot beyond the scheduled hour to cover this eventuality.

3.7 TC shared outputs from the Service Standards Workshop. Further updates will be issued shortly. TC confirmed that this group would remain in place until it had completed the work it had been set up to do.

### **4 WT Issues**

4.1 Prior to the meeting PBs requested a discussion on the potential widespread issues on the February version of the Agent Digest.

4.2 ADL call backs. AW commented this was not shown on the March Agent Digest version - this has been moved to the 'cleared issues' tab on the Agent Digest. AW confirmed this was still an issue with call backs only taking place once, AC commented that this happened in

Jan and last year it took 3 months to obtain an answer, resulting in numerous calls being made. PB's made the observation that the VAT line provide a log number, making it easier to link to the original query. PB's asked how the calls were closed.

MM suggested using the AAM service when this occurs to get an answer more quickly.

**Action 7:** NC will look at the process for closure of queries in contact centres- when they happen and if recorded

4.3 The group discussed looking at broad subjects that people call the contact centres for, to identify subject matter for future TP sessions.

4.4 CIS claims by sub-contractors: PB's commented that this was due a response. DH provided the business reply as follows;

**"The business is unable to comment on your specific questions as compliance checks are based on a range of factors and risk rules which are sensitive in their nature of design. HMRC has a robust range of civil and criminal responses to tackle deliberate non-compliant behaviour.**

**We value the information we receive from the public and business community. Anyone wishing to report those evading or avoiding tax, can contact our Tax Evasion Hotline either by phone on 0800 788 887, by post to HM Revenue and Customs, Freepost NAT22785, Cardiff, CF14 5GX or by using our online reporting form at <https://www.gov.uk/government/organisations/hm-revenue-customs/contact/reporting-tax-evasion>. Clamping down on those who try to cheat the system through evading taxes and over claiming benefits is a key priority for us and we are committed to ensuring the tax system operates fairly and efficiently. We assess all the information we receive, and then decide on the most appropriate course of action to take.**

**As asked previously, if you would like us to look further into this issue then we would need specific examples to see if there are any weaknesses in our system of checks."**

MM stated that CIS were looking at the process and will showcase the solution, she will share this with the group once more information is known.

AC suggested the work around for having to provide vouchers would be to include CIS info in the digital accounts when the move is made to MTD.

**Action 8:** TC will feed this back to the MTD programme.

4.5 Employer helpline: PB's commented this wasn't on the March Agent Digest. MM confirmed this had been moved to the 'cleared issues' tab on the Digest.

4.6 P800: AW received a call from the SAM confirming that the form had now been redesigned as suggested so it was agreed to close this issue.

4.7 Tax Returns for Estates: The group agreed that this looked like an old issue and it could be closed.

4.8 PAYE Interim Penalties: The group agreed this could be closed and resurrected if it occurs again.

4.9 PAYE clients in credit: The group suggested this was client specific and should be referred to the AAM service.

**Action 9:** DH to advise the South East SAM who will liaise with the AAMs.

4.10 It was acknowledged that 2 new templates have been submitted in Shared Workspace. JS has acknowledged these and they are currently scored at a P3.

**Action 10:** JS will liaise with AW by correspondence to progress these.

4.11 JN commented that more publicity should be provided for those who want to pay by cheque to let agents have information by 31<sup>st</sup> December so they get a reminder payslip. MM commented that HMRC are looking at why people pay by cheque and what can be done to support them. AC highlighted the research undertaken by banks a couple of years ago to stop cheques and the decision to keep them. HMRC need to bear this in mind.

**Action 11:** PBs asked for stats on the numbers of cheques received in January, this will be explored but it may not be possible to distinguish SA cheques payment?

4.12 PB's commented that the Payment Line was not well publicised. This was discussed at VCG.

MM advised update had been provided at February VCG and Agents invited to an After Action Review were they could provide their feedback – PBs agreed this issue should move back to IOG to monitor and review.

## **5 Shared Workspace – Review of membership**

5.1 JS is currently updating the HMRC membership for the Library e-Room and HMRC requested that PBs carry out a review to ensure they have two Customer Nominated Contacts (CNC) appointed – JS will write out to PBs following the meeting setting out the requirements and what needs to be done.

5.2 PBs asked if they could use a section of the website for issues rather than SW. TC provided an update on the development of an Agent Online Forum which would be testing shortly and confirmed HMRC would be looking for approximately 100 agents to assist with this. It was agreed that SW would still be required until a robust alternative was in place.

## **6 IOG's role in hosting the WT Digital meetings**

6.1 A full discussion took place in line with the proposition paper.

**Action 12:** TC will take the group's recommendations to internal and external stakeholders for consideration.

## **7 AOB**

7.1 SC raised concern around security in the situation when an agent gets a call from HMRC and requests client details. If not expecting a call from HMRC this raises authenticity concerns. It was agreed that this needs to be fed back to advisers. JN suggested that agents could verify by asking HMRC to confirm their agent ref number. TC advised PBs to raise any security concerns and her team will follow up with a note on the website as appropriate.

Meeting closed 11.50am