

Individual Stakeholder Forum - Minutes

Date of Meeting: Wednesday 27 June 2018
Location: Newcastle - Digital Delivery Centre, Benton Park View
Time: 12:00-16:00

HMRC:

Richard Garth Carole Carter Alison Bainbridge

ISF Attendees:

Valerie Boggs	TaxAid	Victoria Todd	LITRG
Tina Riches	TaxAid	Sally West	Age UK
Gillian Wrigley	LITRG	Emma Mullin	Advice NI
Michael Farragher	RNIB	Niamh Taggart	Advice NI
Paul Retout	The Tax Academy		
Gary Millner	Tax Help for Older People		

	Agenda Item	Lead
1	<p>Richard welcomed everybody to the meeting and thanked Clare Hussey for helping to organise the meeting in HMRC's Digital Delivery Centre.</p> <p>Carol Pavely (Tax Help for Older People) and Robin Williamson (LITRG) had recently retired and Richard acknowledged the significant contribution both of them had made to ISF.</p> <p>Richard advised the meeting that he was moving on to a new role in the Customer Engagement Team and introduced Alison Bainbridge who will now take over Richard's role for future meetings.</p>	Richard Garth
2	<p>Needs Enhanced Support (NES)</p> <p>Phil and Alexandra ran through a presentation advising the members of the work NES carry out.</p> <p>NES celebrated its 4th birthday in May and over this time they have supported over 750K vulnerable customers.</p> <p>NES currently covers three lines of business and are now looking to extend this and have approached a further 9 different areas.</p> <p>Phase 1 of this project began in December 2017 with the trial of the NES National Insurance line which proved a great success.</p> <p>A new referral route for Voluntary Sector Partners will be available soon.</p> <p>Building on the success of National Insurance trial they are now looking to launch the NES VAT line.</p>	Phil Holden Alexandra Banks
3	<p>Improving Customer Experience</p> <p>Christine outlined plans for sending out information. She then discussed with the members the ways their organisations could help to get information publicised and suggestions for other routes to use.</p>	Christine Glover

	<ul style="list-style-type: none"> • They agreed that a calendar of topical and seasonal tax events, products and services would be helpful for them and some of their stakeholders • A discussion on what communication products could be used followed: <ul style="list-style-type: none"> - In a lot of instances they agreed to displaying posters but talked through circumstances where it wouldn't be appropriate - CAB not present at the meeting but it was felt they would have more scope to help with publications - CAP UK do have offices where posters could be used. - Advice NI can display posters and have outreach centres - Suggested we consider doctors surgeries • Tax Academy raised that there is no HMRC presence in prisons, e.g. prisoners want to set up businesses on release but no help available. Paul Retout was concerned nothing is being done in this area. • LITRG advised they already send out information in respect of the tax cycle and promote HMRC webinars etc. • Phishing and scams would be a popular topic to routinely promote. 	
4	<p>Tour of the Digital Delivery Centre</p> <p>Members were given a tour of the Digital Delivery Centre and also listened to a presentation about agile working.</p>	Clare Hussey
5	<p>Off-Payroll consultation: Working in the private sector</p> <p>Justin explained the objectives of the IR35 reform and discussed with members how this will work moving forward and the rules that need to apply.</p>	Justin Giles
6	<p>User Research</p> <p>Paul and Ashleigh explained how user research is conducted. They use a variety of channels. They also carry out usability testing. They also explained how the results are fed into the work and how they present their findings. They explained the ways they recruit to get the users needed. This link can be used to sign up to be part of the User Panel. Information can be found on gov.uk https://www.gov.uk/government/news/join-the-hmrc-user-panel-and-help-improve-govuk</p>	Paul Welsh Ashleigh Phillips
7	<p>Personal Tax Account (PTA)</p> <p>Angela demonstrated the pages of the PTA and explained the tasks that can be carried out. Members discussed the various ways they can be advised of changes on the PTA so they can help promote the most up-to-date information.</p>	Angela Hewitson
8	<p>AOB</p>	

	<p>Making Tax Digital for Business: Jackie explained the work going on in this area and advised that guidance is currently being worked on. She discussed the help available for people on low incomes. She also outlined the work in respect of software packages and possible bridging solutions.</p> <p>Tax-Free Childcare: Richard briefly outlined the latest information on this topic. Parents are encouraged to use the Childcare Choices website to find out more. Members were asked to promote Tax-Free Childcare and the Childcare Choices website.</p> <p>Trusted Helper: Richard advised that HMRC are planning research sessions. These are part of the ongoing development of Making Tax Digital to better understand the requirements for business or individuals who use friends or family for help and support to meet their obligations. Further information about these sessions will be issued following the meeting.</p>	<p>Jackie Lavin</p> <p>Richard Garth</p> <p>Richard Garth</p>
	<p>The meeting closed at 4:00 pm.</p>	