

Comment	Time	Theme	Issue	Action
I've just completed this for the imaginary employment of a gardener for 2 hours, and it concluded he would be an employee. There should be some question around length of employment and whether the individual works for others.	1 month	policy		
if they work through an agency do they come under limited company or through another individual	1 month	policy		
The option of Limited Company early on in this assessment is an awkward one. What happens when a worker is a limited company contracted by an agency?	1 month	policy		
As I said earlier, the 'rework' question is fatally flawed [but the Civil Service doesn't care]. Is it really the case that the Civil Service can produce bad work, yet no-one is accountable? Surely not! [NB the 'rework' question is not the only one that is fatally flawed, but I will concentrate on it for the moment].The CEST algorithm uses the response to each successive question to either make a decision, or ask a further question. It is instructive to pick each of the five options in the 'rework' question, to see what the result is-The first option gives the immediate decision that the work is indeed self-employment.The second option takes you onward through a host of other questions, and in this situation the end decision is employment. I will come back to the other three options later.The difference between Opt1 and Opt2 is that the first one covers the situation where the [possibly hypothetical] rework would require [possibly hypothetical, but ACTUAL] expenditure on the part of the contractor. The second one relates to a personal-labour-only contract situation, where any rework would ONLY require the contractor to commit their own time, for no extra fee. THERE IS NO CASE LAW TO JUSTIFY THE DISTINCTION THAT THE 'CEST' TOOL IS MAKING HERE. HMRC prefer to see labour-only subcontracts as being employment, even when there is ample evidence that the status of the contracts is actually self-employment. Given that the CEST tool is only creating an opinion, it is perhaps understandable that where the question responses as a whole do not 'convince' the algorithm that the situation is self-employment, it will 'choose' to decide for employment. After all, the 'rework' question may be testing a hypothetical scenario, where Opt 2 may only provide weak evidence of self-employment. Surely, though, with the CEST tool built on the HMRC view, as well as on the actual case law, honesty demands that the main features of the HMRC view are openly declared?	1 month	policy		
this form does not help me. this person has a business in Slovenia and says they pay tax in Slovenia and VAT. How do i know if the invoice should be paid or not,	1 month	policy		
The back button doesn't work. In another page there was no back button. Also, I absolute hate the fact that HMRC does not have their own website like before. Here, it seems very limited in terms of detailed info, especially the search facility. Please let HMRC and other gov departments have their own website.	1 month	usability	back button	
The tool for finding out about IR-35 liabilities is badly designed. If I say 'no, I haven't used subsidiary worker' the next set of questions is about 'was the client happy with the subsidiary worked' (or something similar). Well, no, the correct answer is client wasn't either happy or unhappy, I hadn't have a subsidiary worker, so I cannot answer this question. It seems like whoever designed this tool never used it themselves, this needs to be fixed!	1 month	usability	logic	
Final page the green box states 'Continue' where 'Print' would be more appropriate. Also it is unclear where to go having printed off the information. Is there a Welsh language version of this page?	1 month	usability	print	
I am about to start my own business and this assistance with the rules surrounding IR35 is very helpful and, more importantly, very simple to access. Thank you	1 month	usability	positive	

A couple of examples would be helpful to get this info accurate, e.g. we would like to pay a sole trader for music at an event, which is small-fry in the scale of things, but needs sorting quickly.	2 months	content	examples	
The language is impenetrable and not clear at all. I'm even more confused now than when I started and then the person on the help line couldn't answer my question either.	2 months	content	jargon	content review
The questions aren't really posed as questions. The 'explanatory' text that may help some specialist follows immediately upon a question but is supposed to be 'aiding' a very specific part of the (un-understandable) questions: this is not clear to even most literate people let alone intended users. The questions are unintelligible even to native English speakers of good advanced education. Responses include phrase words such as 'workers', 'limited company', business etc which the users of this service are actually trying to discover as 'their' personal 'answer' - if we forget about companies /agencies etc trying to devise skips around the system. Genuinely perplexed users will remain even more frustrated after visiting this site and decide that the questions are not worthwhile asking in the first place. Absolutely abysmal help - not even a good try!	2 months	content	jargon	content review
Very jargonistic. Trouble understanding what is needed to complete the form	2 months	content	jargon	content review
I am a freelance interpreter and most of the questions on this form are impossible to answer for my work. They may be suitable for tradesman but for my service they are mostly totally inappropriate.	2 months	policy		
you have an incorrect number for your helpline on Employment Status	2 months	usability	helpline	
Personally I think that a form which pertained to a particular enquirer would help. That way, notes from that explained why an enquirer answered a question in a particular way could be included. As far as I can see, this would result early detection of a mistake if one were to occur, thus rendering a correction easy.	2 months	usability		
please note the logic path in this process is broken ie if you answer NO to the question 'has the worker's business arranged for someone else to do the work ?' it says in the result 'you've told us that the worker's business has arranged and paid for a substitute to work on this engagement, and that the end client has accepted it'. As we are keeping these documents to validate the status of external suppliers, it is important that these documents are bulletproof, and this has clearly not been tested properly.	2 months	usability	logic	
The facility to print out the detailed result would be exceedingly useful. Also the ability at that stage to follow one of the offered links and then go back to the results page would be useful.	2 months	usability	print	
Service very informative and clear but hard to locate via the website took a number of times to try and identify the correct test	2 months	usability	findability	
When selecting that the worker WILL perform office holder duties, the report that is generated says 'You've told us the worker will not perform office holder duties as part of this engagement'. This is obviously contradictory/wrong - could somebody take a look, please?	2 months	usability	logic	
The summary page is not consistent with the answers (it has happened before, but seems to have started again). Whilst the response clearly states that substitution has NOT happened yet, the summary page states that prove of substitution will be required if the HMRC request it).	2 months	usability	logic	
I appear to be unable to save this form yet I need to save it to email it back to the organisation that has asked me to fill it in. Any ideas how I do this would be welcome. I have tried everything I can think of.	2 months	usability	save	
Back button at the bottom too	25 days ago	usability	back button	

<p>This is not written in plain English. Even as a tax inspector I need to think about the answers i am giving. Someone with English as a second language would struggle. It needs to be written at level 4-5 or CEF level B1. This would benefit the migrant workers who are more likely be "Self-Employed" and being paid below minimum wage.</p>	3 months	content	jargon	content review
<p>It is not easy to understand who should complete this form or how to complete it, the language used is too complicated and not plain English.</p>	3 months	content	jargon	content review
<p>please can we have clarity what significant costs mean?!</p>	3 months	content	jargon	content review
<p>I am a sole trader recently registered for VAT the link is difficult to understand and not at all easy to complete. I am not sure what all your terms mean or if they apply to me. A simple sole trader vat registered would make more sense to me. Sorry</p>	3 months	content	jargon	content review
<p>The tool is very helpful. However, the wordings and questions at times are inappropriate and ambiguous. Any online analytical tools should be in simple language and with lesser option. At least the explanatory comments should adhere to plain English concepts. Thank you.</p>	3 months	content	jargon	content review
<p>1) Mae'r wefan https://www.gov.uk/working-for-yourself yn dod i fyny yn Saesneg i fi ond wedyn pan gyrhaeddaf ddalen https://www.tax.service.gov.uk/check-employment-status-for-tax/setup mae'r iaith yn newid yn ddisymwth i'r Gymraeg (iaith fy nghyfrifiadur) heb ofyn i mi. Rwy'n gwerthfawrogi fod y wasanaeth hon ar gael drwy'r Gymraeg ond byddai'n well pe bai'r wefan gyfan ar gael drwy'r Gymraeg.2) Ynglŷn â'r dalennau Cymraeg o'r wefan, byddai'n ddefnyddiol cael botwm i newid iaith rhwng y Gymraeg a'r Saesneg. Mae 'Nghymraeg i'n eitha da a rwy'n dewis ei defnyddio ar fy nghyfrifiadur ond doeddwn i ddim yn sicr o ystyr un neu ddau o'r geiriau ar eich gwefan, hyd yn oed ar ôl edrych mewn geiriadur (yn benodol: lliniadur).3) Mae'ch gwefan yn dweud (ar https://www.gov.uk/working-for-yourself) y cawn wirio ai hunangyflogedig ydym naill ai drwy ffonio neu drwy ateb cwestiynnau ar y wefan. Ond pan ffoniais, roedd y system ateb ffôn otomatig yn dweud na ddylwn ffonio heblaw fy mod wedi roi cynnig ar y cwestiynnau ar y wefan yn gynta. Os felly, dylai'r wefan ddweud yr un peth.</p>	3 months	content	welsh	Welsh translation needed
<p>the questions didnt make much sense to me</p>	3 months	content	jargon	content review
<p>Very easy to use, with clear explanations</p>	3 months	content	positive	
<p>The tool does not make it clear that I am answering the questions as the freelance/employee or the client/employer</p>	3 months	content		
<p>I don't think the substitution question is fully fit for purpose. In my opinion there should be an option for "Can't happen" as opposed to "Hasn't happened", I have a few cases where substitution isn't allowed at all, but CEST doesn't allow for this option. Can this be looked at?</p>	3 months	policy		
<p>The IR35 questionnaire is fundamentally flawed. There are no options in the Substitution questions for sole traders who have no mutuality of obligation and are therefore not obliged to provide a substitute.Nor does it even clearly recognise that IR35 does not even apply to sole traders</p>	3 months	policy		
<p>What if the person is working as an employee and wants to continue offering essentially the same services as self-employed? This option is not included in your options.</p>	3 months	policy		

This seems like a blunt tool for a past age. In the modern work place you have to be flexible and this is reflected in the roles you take on. As a person who has been self-employed for over 20 years, I find it troubling that I can operate in a certain role, say 90% of the time, that requires me to invest in tools, machinery, computer software and hardware and keep them up to date and that these expenses be then disregarded if you take on another role where these items are not in use. The role you take on is not a reflection of your employment status. Why do you not take in to account the assets the self-employed person holds or the fixed costs associated with running their business? Please sort out this situation, we all know how precious time is when you're self-employed. For a company to turn round and declare me as employed and deduct class 1 NI from my invoice when I have only worked for them for 3 days is bizarre. Did I have employment rights? Was I due holiday pay? Should they have offered me a pension? It's all a bit of a mess. I am self-employed and it would seem that there needs to be a system in place that declares me as such, not down to the single job I happen to be doing but down to how I operate as a business. I really hope this can be looked at seriously, because the system's not working. Many thanks, Alasdair

3 months policy

I will have a better idea if this helps or not after get my payroll later from the client.

3 months policy

Rules around IR35 are impossible to understand.

3 months policy

I found this questionnaire too generic and unhelpful for the construction industry, where subcontractors do not work permanently for the company but come to work on sites as and when their skills are required. I could not see questions that covered this type of work.

3 months policy

Not relevant for people who are NOT employed. This is ridiculous to ascertain finites for someone who speaks for 2 hours one time for a company. It is absurd that this process requires someone to complete this when not an employee or commissioned for a piece of work no more than a day.

3 months policy

Some specific points:- The question on substitution ought to be more nuanced. For example if using a substitute at a particular point in a project would materially harm the project (e.g. because an early phase of a project is to research something and you can only do the later phase if you're up to speed), you can't capture that. On the "decide how the work is done" question, all real contracts have some sort of reporting framework and quality standards. Imagine the scandal if, say, the task of building your web-page were outsourced with neither and the project failed! Private Eye would love it. I think it would be wise to include the text of the questions in the PDF. Some are subject to interpretation.

3 months policy

This is a very complex area and the toolkit does its best trying to absorb the tax rules for self employment and intermediaries legislation within the same tool. One of the main weaknesses relates to agency workers who are engaged by the agency and then supplied to the end client as workers. Often these will be employed by the agency and PAYE will be deducted by the agency in respect of the payments made by them but this will not be known by the end client. This, therefore, leaves a problem for the end client when completing the third question i.e. How does the worker provide their services to the end client? The end client will not know whether the worker is an employee of the agency and, if they are not, whether they are supplying their services as a limited company, a partnership or a sole trader. In earlier versions of the toolkit, we would have selected the third answer "Through another individual" as this was the answer nearest the arrangement that matched the end client's relationship with the agency. However, later versions of the toolkit now show the third answer as "Through another individual (not an agency)" meaning that it is impossible to answer the question accurately and proceed through the toolkit. The toolkit needs to be reviewed to assist users who are trying to interpret the complex legislation to common situations but are not helped at all. I am happy to engage further on this specific issue if required. Please do not hesitate to contact me.

Great service but I believe the advice given may be incorrect regarding employment status.

Does not allow user to go back to review previous question. Have to re start exercise again some of the guidance is not easy for us to use, we are a sports club. Also at the end I wanted to do several people so it would be useful if there was a button that gives the option of doing another person.

The service did not work

Include question numbers and put the back button next to the continue button to give a clear choice (and not lose the information already inputted)

I've completed this form numerous times but when I try to submit it it says 'page not found'

On the last page it would be helpful to have a button to test another status or finish

A very easy and quick service

Once again I am still unable to use the website to get a form which is necessary to get payment from a public body.....

Not at all helpful.

very simple to use

the on line checker to assess IR35 status does not carry through the correct information to the final assessment screen

ES indicator crashes if you put curved brackets in the <reference> field at the end of the process - what a waste of my time!

Easy to use

It would be useful to be able to save the outcomes as a pdf otherwise we have to print off the webpages and save on file which is cumbersome. Thanks.

3 months	policy	
3 months	usability	logic
		multiple
3 months	usability	applications
		multiple
3 months	usability	applications
3 months	usability	bug
3 months	usability	back button
3 months	usability	bug
		multiple
3 months	usability	applications
3 months	usability	positive
3 months	usability	
3 months	usability	
3 months	usability	positive
3 months	usability	
3 months	usability	logic
3 months	policy	text field
3 months	usability	
3 months	usability	save

I answered “No – it hasn’t happened” to the question:“Has the worker's business arranged for someone else (a substitute) to do the work instead of them during this engagement?” It then tells me in summary:“You've told us that the worker's business has arranged and paid for a substitute to work on this engagement, and that the end client accepted it.”“You've told us that the worker's business has arranged and paid for a substitute to work on this engagement, and that the end client accepted it. This suggests that the end client is engaging the worker on a business to business basis, rather than on a personal service basis. If HMRC investigate this engagement, the worker and the end client will need to demonstrate that paid substitution has happened.” Obviously the above statement is not based on the answer I gave. looks like there is a bug in the logic.

3 months

usability

logic

There is low awareness of this tool, it is very useful and should have higher visibility

4 months

usability

findability

Seemed very easy to complete. The question options were clear and not complicated. Did not appear to cover other criteria I have read about for example providing own materials or using some equipment already on site.

4 weeks ago

policy

Having got to the page that says I should check before printing, there is then no way to print.

4 weeks ago

usability

print

questions are very vague and the options given for answers are very confusing, misleading and don't fit our criteria. Ringing the status team helpline is a waste of time, certain options ring once then cut you off, others just cut you off or Third option is a recorded message. Not helpful when you need to speak to a person for help and understanding of tax before you make mistakes!

5 months

content

jargon

content review

Great. Quick, to the point & questions in plain English. Well done .

5 months

content

positive

Service doesn't mention being employed by a small business and what rights employees have under laws on paye suck and holiday pay NI contributions or pensions

5 months

policy

Rubbish - Firstly none of the questions relate to domicile residents outside the UK who come to work here, secondly none of the question can even relate to some of the occupations and it doesn't even give out the right outcome most of the time and when i try to print it off, it states broken server, I can give a whole list why these questions are not related to a lot of things when it comes to filling out the form and getting the answers, it is way too ambiguous.Absolutely rubbish!

5 months

policy

There seems to be a problem with the conclusion at the end of the tool on the results page. The question about substitution has been answered as 'No - it hasn't happened' but the first paragraph on the result page states ' You've told us that the worker's business has arranged and paid for a substitute to work on this engagement....if HMRC investigate this engagement, the worker and the end client will need to demonstrate that paid substitution has happened.' How can we provide evidence when we have clearly stated that substitution has not yet happened?

5 months

usability

logic

I've been trying to check self-employment status for my son but none of the questions seem relevant so I phoned the helpline, chose various options and message said 'let me see if I can connect you 'it rang once and cut off, I've tried this 4 times and am no further forward. So where do I go to speak to a human being that can help me?

5 months

usability

helpline

There are far too many screens to click through - you need to reduce the number of times you ask people to continue. Also this service has been Beta for a long time - is it ever going to be right?

5 months

usability

too many screens

Bit slow and some pages jumped before I had chance to not specific registration information. A bit frustrating.

5 months

usability

bug

trying to get a print out after filling in ESI and it says page not found also very difficult to understand The questions are really ambiguous. It's very difficult to know how to answer most of the questions. You really need to pilot this. For example, how does the worker provide their services to the end client - you can't say through an agency. The question 'Would the worker's business have to pay the person who did the work instead of them?' How do you define the worker's business - is that the agency? What if they're a sole trader?	5 months	usability	bug	
I did the ESI Indicator which was quite straightforward but I find when you are asking some of the questions you put them across in a way that's a little confusing to work out the answer. Just keep your questions more straight forward please. Make it more definitive.	5 weeks ago	policy		
The service is good but the questions are not clear. ie Has the worker's business arranged for someone else to do the work instead.... The answers available do not allow for the answer 'No - the work was carried out by the business themselves'	7 months	content	jargon	content review
When completing the form the date and time should be added as default, so that the determination has an "effective from" point.	7 months	content	jargon	content review
The questions in this service have been changed since it was introduced on 20/03/2017, several times. They have been changed, in particular, since 06/04/2017 (the start of the new tax year). The changes made mean that for the same circumstances, a different result is obtained. It is hard to see how a beta service was ever going to produce consistent, legally reliable results, if by BETA you meant that you might change the questions. I had assumed that it would only remain beta up to the start of the new tax year, on the basis that the service is expected to produce binding results in the right circumstances. Common sense would say that in this context, beta would refer to the nature of the interface and the stability of the software underlying the service - that is what beta normally means in the context of information technology. If the government want to use BETA to refer to a situation where the actual rules are a secret, and the software is merely the current public manifestation of these rules, then you are arguably undermining the rule of law. EVERYBODY supports government in using information technology to bring down the cost of delivering services, and in making them more accessible and user-friendly. NOBODY supports government if it attempts to use information technology to misrepresent and manipulate the true situation. I will attempt to email this complaint to the Chief Information Officer of HMRC, but it would be helpful if you passed it to him/her directly. A Fraser, tax agent 02/07/2017	7 months	policy		

The service is easy to use, but the resulting report does not reflect the answers generated. In the questions about substitutes and helpers the questions asked and the answers I gave are as follows: Has the worker's business arranged for someone else (a substitute) to do the work instead of them during this engagement? No - it hasn't happened. If the worker's business sent someone else to do the work (a substitute) and they met all the necessary criteria, would the end client ever reject them? No - the end client would always accept a substitute who met these criteria. Would the worker's business have to pay the person who did the work instead of them? Yes. So I have stated that there has not been a substitution as there has been no need. The other questions are hypothetical i.e. 'would' something happen. However, the final report generated states: You've told us that the worker's business has arranged and paid for a substitute to work on this engagement, and that the end client accepted it. This suggests that the end client is engaging the worker on a business to business basis, rather than on a personal service basis. If HMRC investigate this engagement, the worker and the end client will need to demonstrate that paid substitution has happened. However, this is not what I've told you – I have told you that a substitution WOULD happen if circumstances arose. I will not necessarily have evidence that a substitution has occurred as the situation may not have arisen.

7 months

usability

logic

I just want an answer to a simple question and the jargon in this is frustrating and difficult to understand. Going to have to pay someone to help me with it....I'm never going to be able to support myself without help from government pay outs like tax credits!!

8 months

content

jargon

content review

The text used is appalling all the way through. It is very technical. For Example End client - what does this mean. it suggests it does not include people who employ maids, support workers ie domestic staff. This is a big anomaly. It needs a complete overhaul. So EVERYONE can understand it.

8 months

content

jargon

content review

The questions are difficult to understand fully, and to answer.

8 months

content

jargon

content review

answer options are very difficult to choose from. No explanation with each question.

8 months

content

jargon

content review

In some respects it seems like a 'one size fits all' sort of form. Some questions I found difficult to understand and unsure on how to answer them correctly. I gave up trying to get advice from HMRC – desperately wanted to speak to a real person who might understand my questions. The automatic voice system seemed to be unable to understand me and kept taking to options that were irrelevant!!!

8 months

policy

Please can you issue some guidance on how often this needs to be run, When my client completed the questionnaire in March it showed me as out of scope. But you have made a number of changes to the questions since then and if I re-ran it today I might be in scope. I don't want to end up being found in-scope in 6 months time and face a large charge because you do not stand behind the assessment from March. Please can you update your guidance on this.

8 months

policy

The question "If the end client isn't satisfied with the work, does the worker need to put it right at their own cost?" is unclear. I charge £400/day for the provision of services, and if I have to spend two days fixing work I will incur £800 of lost income, which I believe to be material. The first response is "Yes - the worker would have to put it right without an additional charge, and would incur significant additional expenses or material costs", My agency has said that because I will not earn for the days I would be fixing any unsatisfactory work, I can give that answer. My end client has said that because these are not "additional expenses" they will not tick that box.

I want to make sure that I am answering correctly, so would you be able to update the wording to clarify. If you do not consider lost day rate to be a material cost, perhaps the response should say "and would incur significant additional expenses or material costs (not including the loss of earnings)".

Need modifications to accommodate professionals like doctors engineers, accountants, lawyers etc it can be their professional registration, appraisals, defence insuranceconference attendace etc etc instead of tools left at job site, it can be

This seems to be set up for builders or a service that makes or produces things. I work as a self employed carer with a couple of clients and it is really hard to apply your examples to my field of work.

Ladies and Gentlemen, very well organised. But there is no Information as to whether alien companies providing services in the UK and are subject to tax in their countries of origin are affected. In general, PSC and other companies have to pay taxes in their places of origin and not in their places of Service.

The tool does not seem to cater for so many eventualities. Where an organization uses a highly skilled worker for a one off event - for example a clinical expert to appear in court, the test responds with 'employee'. There seems to be something missing or it is too generic to deal with more complex appointments.

8 months policy

8 months policy

8 months policy

8 months policy

8 months policy

Found the 'Check employment status for tax' form very difficult to find. The search for the IR35 rules and checks questionnaire brought up all sorts of alternatives before signposting to this form. I was with manager completing the form which takes some time to read the questions and when nearing the end received an error message - "an error occurred while processing your request".

The form of course had not been saved and we had to start completing the form again. Please could the form be saved from the outset so that it can be got back to, as it takes some time to read all the questions in order to give appropriate answers. Thank you

this system is the most cumbersome inefficient I have ever come across. It has cost me so much time and effort - HOW MUCH PUBLIC MONEY IS BEING WASTED BECAUSE OF THIS PROCESS? It is a disgusting waste.

more than 30 minutes trying to find how to find my current status as sole trader. This page is horrible.

The tool on: www.gov.uk/guidance/check-employment-status-for-tax

The decision states:You've told us that the worker's business has arranged and paid for a substitute to work on this engagement even when the answer "No, it hasn't happened" is given.

Please fix this -- many thanks

I found this online service quick and easy to use

Simple to access and complete - hopefully it will help the different clients I work for to complete their administration.

8 months usability findability

8 months usability

8 months usability

8 months usability

8 months usability positive

8 months usability positive

Easy to use	8 months	usability	positive	
Excellent tool to help with determining status of workers.	8 months	usability	positive	
Unable to move past first page (Type of enquiry) Selected end user. Page did not change, no continue button.	8 months	usability	bug	
There should be a progress bar to show how far through the questions you are	8 months	usability	progress	
The back button behaviour seems pretty buggy. I hit back on one of the questions, it came up asking me to confirm form resubmission, then when I refreshed I got a 404 on this page - https://www.tax.service.gov.uk/check-employment-status-for-tax/cluster/2/element/0	8 months	usability	back button	
Not straightforward.	8 months	usability		
A very quick and easy to complete questionnaire that provides an answer in a few minutes - very useful. My only comment really is that a little bit more explanation on what 'end client' means (perhaps an example or two of an organisation), would be useful. Also a short explanation of 'the agency', as this sounds like it should be an employment agency or a temping agency, but it is possible that it refers to something else.	9 months	content	jargon	content review
The ESI checker tool is simple to use and clear guidance provided - thank you. The additional pages (e.g. Intermediaries Liability flowchart) is equally as clear and helps navigate this area of tax/legislation that can be very difficult for non-tax accountants.	9 months	content	positive	
Excellent service. Easy form to comprehend and to complete, with useful information guidance.	9 months	content	positive	
Not very clear with some of the questions being ambiguous. Not fit for purpose.	9 months	content	jargon	content review
The status descriptions were unintelligible - I am none the wiser about my status and am not confident about the outcome of the form. This was an unhelpful form and did not inform my situation. I will now have to pay an accountant for professional advice.	9 months	content	jargon	content review
I dont have a clue what the questions mean. I am too scared to fill in the form in case I get into trouble with HMRC	9 months	content	jargon	content review
It is good, however the questions at times are confusing	9 months	content	jargon	content review
Baffling, hair-trigger questions that are poorly phrased and hard to understand. Sometimes I'm in, sometimes I'm out but mostly it can't make up its mind. My client believes I am out but their answers differ from mine - yet they want me indemnify them in case they turn out - in the next 20 years or so - to have been wrong. All utterly baffling, annoying and a distraction from adding value and learning.	9 months	content	jargon	content review
I do not think the questions are straight forward and very clear. I think there are also too many of them.	9 months	content	jargon	content review
More clarity is needed around the question of Office holder	9 months	content	jargon	content review
The tool doesn't treat one-off events particularly well eg musician, safety course ie anywhere where there is no schedule.	9 months	policy		
The ESI pin provided with the old service was very useful, my company used it to keep track of our several freelancers. If the pin could be brought back to this tool, it would be very appreciated.	9 months	policy		
When using the tool, many sole traders come out as employed, and when you look at their work history they work for lots of different end clients, which I would have expected would make them self employed, but there is no question within this tool asking of they work for many different end clients. Eg. BSL interpreter -works for many end clients, but as this tool says they are employed for tax purposes --is this correct.	9 months	policy		
The assumptions are unclear. For example, it says I'm "employed" and "tell your engager to operate PAYE" but I'm to be engaged by a foreign employer (no UK presence) so they can't.	9 months	policy		

Cannot fathom out whether this online check shows an agency worker is an employee of the agency or a 'self employed person' acting as an agent for the agency concerned. Seems that this online check is more for specific temps in a contracted agency.

Unable to determine tax status was an unhelpful response, compounded by not being able to contact the relevant helpline by phone.

Dear all, on the page with the question "If the worker's business sent someone else to do the work (a substitute) and they met all the necessary criteria, would the end client ever reject them?" of the latest version of this form selecting "Yes, they can be rejected" leads to the feedback "We need to know why..." without giving a chance to input this information or complete the survey and receive a clear answer on the status. Before there used to be an option to select something like "Yes, they can be rejected as only this person can do the job" which is no longer available, but highly necessary for, e.g., arts commissions that are about specialised individuals. Many thanks for looking into this,

No telephone number to speak to anyone. With no understanding of self employment the site assumes the client has prior knowledge. Extremely frustrating! As a probation worker I can fully understand why people get themselves in a mess and I have the patience of a saint but this is challenging to say the very least.

excellent service
quite good.

It would be great if you could add a "back to start" button on the results page. At the moment I am doing several different scenarios to check the status of different people, and so I need to keep going back to make a fresh start.

Very easy to use

It would be convenient if I could check multiple subcontractors in one session rather than having to constantly re-enter my details

Easy to use

9 months

policy

9 months

policy

9 months

usability

logic

9 months

usability

helpline

9 months

usability

positive

9 months

usability

positive

9 months

usability

multiple applications

9 months

usability

positive

9 months

usability

multiple applications

9 months

usability

positive

1) The <https://www.gov.uk/working-for-yourself> website comes up in English to me but then when I get a <https://www.tax.service.gov.uk/check-employment-status-for-tax> / setup the language changes suddenly to Welsh (the language of my computer) without asking me. I appreciate that this service is available through the medium of Welsh but it would be better if the whole website was available through the medium of Welsh.

2) About the Welsh pages of the website, it would be useful to have a button to change language between English and Welsh. 'Welsh is quite good and I choose to use it on my computer but I did not guarantee the meaning of one or two of the words on your website, even after looking in a dictionary (in particular: a laptop).

3) Your website says (at <https://www.gov.uk/working-for-yourself>) that we can check whether we are self-employed either by phone or by answering questions on the website. But when I telephoned, the automatic telephone answering system said that I should not telephone unless I have tried the questions on the website first. If so, the website should say the same.