

Minutes

Date/Time of Meeting	12 March 2013 at 1.30 pm	
Group Name	South Wales Working Together	
Chair:	Martyn Warren ICAEW (Agent Lead)	
Agent Representatives attending	Victoria Aitcheson	KTS Owens Thomas ATT
	Alan Marsh	Alan Marsh ACPA
	Paul Evans	Paul Evans & Co ICPA
	Gareth Thomas	Orchard Davies
	Ian Edwards	GP Tax ICPA
	Robert Lillycrop	CIOT
	Lindsay Hogg	Watts Gregory ACCA
HMRC attendees	Malcolm Muir	Local Compliance (HMRC Lead)
	Peter Smith	WT Co-ordinator & AAM
Guest Speakers	May Anderson	Disputes Resolution Team
	David Croad	Local Compliance
	Anthony Allgood	Disputes Resolution Team
	Nigel Thomas	E & C Change
	Tina Bateman	Business Customer Unit
Apologies	Dan Perrin	Atkinson Lewis AAT
	Kevin French	Kevin French Associates Ltd ICPA
	Wendy Watkins	HMRC PT Operations
	Neil Burgess	HMRC DMB

MW as chair opened the meeting by welcoming the attendees.

2 Update on groups unresolved issues/outstanding action points from previous meeting:

Minutes: The minutes of the meeting 23 October 2013 were agreed. MW asked for it to be recorded that he has sight of minutes from a number of WT groups from around the country and praised the work PS did in compiling such comprehensive minutes.

Open Evening: It was a general feeling that the agents were disappointed with the attendance from their respective professional bodies, but it was encouraging to see so many HMRC officers willing to take part. It was agreed that if relevant topics and experienced speakers could be found, then another event would be considered. The group as a whole would consider topics for the next event and let PS have them by then next meeting for him to research.

AP1 All WT members to consider topics for presentation

PS said he had submitted a suggestion in line with AP12 from previous minutes- that business streams within HMRC should communicate with each other in liquidated company cases.

3 Alternative Dispute Resolution

MW pointed out that the Cardiff WT group had received a presentation from Tim Holmes at the meeting on 6 March 2012

MA started the presentation by explaining the background of ADR and how ADR will be part of HMRC's business as usual. MA said that ADR encourages openness and early dialogue. MA referred to the Litigation and Settlements Strategy (LSS) and recommended the group to read LSS- Resolving Disputes <http://www.hmrc.gov.uk/practitioners/lss-guidance-final.pdf> MA explained that a number of external secondees have worked within the ADR pilot, and gave examples of the types of cases that ADR applies to. MA added that in all cases both sides must want to reach a resolution through mediation, and confirmed that ADR is not arbitration. DC continued the presentation stating that HMRC are now at the end of the pilot stage of ADR and entering the implementation stage. It will become business as usual during 2013/14. This was decided after the results of the pilot were evaluated. DC added that since day one of the ADR pilot 74% of all cases have either been fully or partially resolved. DC outlined the time savings ADR will bring to HMRC. It is a fast and simple route with applications being submitted to HMRC on line. DC asked for any suggestions on how the ADR application route could be advertised. These can be fed through PS for onward transmission on to DC. PS said he would include a link to the ADR application form <https://online.hmrc.gov.uk/shortforms/form/ADREng?dept-name=&sub-dept-name=&location=43&origin=http://www.hmrc.gov.uk>

4 Tax Agents: Dishonest Conduct (Schedule 38 FA 2012)

NT gave a very informative overview of HMRC's will penalise dishonest agents. He explained that the number of dishonest agents was very small and a progress report on HMRC's pilot in this area. e. NT confirmed that a Public Information Disclosure will be made as a duty of care to notify Professional Bodies of any misconduct, and continual bad behaviour will be looked at. This work is due to become business as usual on 1 April 2013. <http://www.hmrc.gov.uk/about/tax-agents.htm>

NT added a fact sheet SS/FS1 had been published on Securities in Respect of PAYE and National Insurance. <http://www.hmrc.gov.uk/factsheets/ss-fs1.pdf>

5 Digital Education: The way forward:

TB gave a very informative and engaging presentation on the development of new training and reference modules for businesses and individuals. The modules can be reached by links to the HMRC website. TB advised that anyone can host these links on their own websites, and those interested could approach TB. PS will forward the necessary links.

TB also covered the HMRC widget for businesses, and PS will send the necessary links. TB added that if they wished to host the widget they should contact her for further information. TB added that examples of how the HMRC sits on external websites are available. PS will send the necessary links.

TB advised that people could sign up to receive key messages and editorials from HMRC and anyone interested should approach TB. She confirmed that HMRC will be ensuring that the links and the associated websites are regularly updated.

AP2 PS to send relevant links concerning Digital Education

6 Real Time Information

PS advised the group that the Employer Helpline (EHL) has started taking calls from employers who had received their "act now" letters and the EHL team has been expanded for what is expected to be a very busy time. PS advised the group that HMRC had published guidance on late and inaccurate RTI returns for 2012-13 and 2013-14 <http://www.hmrc.gov.uk/news/payerti-payments.htm> PS outlined recent guidance regarding situations where employers will not have to report PAYE information "on or before" the time employees are paid

<http://www.hmrc.gov.uk/payerti/on-or-before.pdf> PS said he had put together a list of useful RTI links to the HMRC website and said he would share these with the group. The group raised a their concern of HMRC's that HMRC's ability to cope with the mass filing of submissions on 28th April 2013. PS said he the system had been robustly tested, but said he would pass on their concerns

AP3 PS to share useful RTI links

AP4 PS to pass on groups concerns about HMRC system ability during mass RTI filing

7 Key messages

PS gave the group the following information

Company Car and Car fuel benefit calculator

The company car and car fuel benefit calculator was updated in January 213 to allow calculations fro 2008-09 to 2013-14 <http://www.hmrc.gov.uk/calcs/cars.htm>

External email pilot

The external email pilot has been extended to 31 March 2013 and now includes forms SA1 and CWF1

<http://www.hmrc.gov.uk/news/ext-email-pilot.htm>

Dishonest conduct

New legislation is due to come into effect from 1 April 2013 that will enable HMRC to address dishonest conduct by tax agents and issue civil penalties <http://www.hmrc.gov.uk/news/agents-dc.htm>

Scanning post in Trusts & Estates

If HMRC has opened an enquiry into a Trust of Inheritance Tax account your letters should be sent to Netherton, Merseyside to be scanned <http://www.hmrc.gov.uk/news/news120213.htm>

Alternative Dispute Resolution

HMRC has decided to move alternative dispute resolution (ADR) from small and medium enterprises (SME) and individuals into business as usual from 2013-14 <http://www.hmrc.gov.uk/news/alternative-dispute.htm>

Employers Paying HMRC

From April 2013 employers who make a payment to HMRC by Bacs Direct Credit, Faster Payment or CHAPS will pay one HMRC bank account <http://www.hmrc.gov.uk/payinghmrc/pay.htm>

Employer Bulletin

The latest edition of Employer Bulletin (Issue 43) has some good information regarding RTI

<http://www.hmrc.gov.uk/pay/employer-bulletin/bulletin43.pdf>

Agent Update

Agent Update 34 is now out. PS highlighted that HMRC is asking for feedback on the Corporation Tax helpline; this should be channelled through their WT co-ordinator, their professional body, or if not affiliated

using the link given to contact HMRC. <http://www.hmrc.gov.uk/agents/update34.pdf>

New online services for agents

As part of the Tax Agent Strategy programme HMRC will introduce some new online agent services by March 2015 <http://www.hmrc.gov.uk/agents/strategy/overview.htm>

How to register your client's business with HMRC

When a client sets up a business they must register it with HMRC for tax purposes, the easiest way to do this is online. <http://www.hmrc.gov.uk/agents/online/otrs.htm>

R40 Pilot

PS said he had been made aware that HMRC was considering an electronic R40 pilot. PS suggested that perhaps the group as a whole would be interested in joining the pilot, He hoped to be able to share further information about this very soon.

8 AOB

Payroll error: LH said that he would forward details of an error on behalf of a payroll client to PS.
AP5 LH to forward payroll error details to PS

SATR online amendments: IE said that he after submitting an SATR online he tried to make an amendment within 24 hours of the original submission. HMRC's software would not recognise the amendments and the SATR was then locked. IE contacted HMRC and was told that any attempted amendments to online submitted SATR's should not be made within 24 hours of the original submission.

SOCA AM brought the groups attention to an issue he had earlier submitted to PS concerning procedures for money laundering checks, and the disclosure of confidential information. AM said he would forward more details of the case for PS to follow up.

AP6 AM to send details of the SOCA visit to PS

Complaints: MW had recently attended a meeting on the Complaints procedure, he believed that the procedures were due to be changed.

Agent Strategy: MW said that most agents welcomed the "Self Service" but that progress on this area was very slow. He added that the Agent Maintainer database (a system to register all agents) was to go live in April 2014.

The next meeting was scheduled for Tuesday 9 July 2013 at 1:30pm

The meeting closed at 3.55pm

SUMMARY OF ACTION POINTS

AP1 All WT members to consider areas of interest for Open evening event

AP2 PS to send relevant links concerning digital Education

AP3 PS to share useful RTI links

AP4 PS to pass on groups concerns about HMRC system ability during mass RTI filing

AP5 LH to forward payroll error details to PS

AP6 AM to send details of the SOCA visit to PS