

Minutes

Date of Meeting	11 th July 2013		
Group Name	Norwich		
Chair: HMRC Lead	To be confirmed		
Agent Lead	Steve Dack (SD)	MA Partners	Non Representative
Agent Representatives attending	David Ewing (DE)		Non Representative
	Hayley Stockwell	Larking Gowan	New Member
	Helen Whitehead (HW)		AAT
	Paul Webster (PW)	Tax Solutions	ATT
	Nigel Wordingham (NW)		Non Representative
	Shelley Clarke (SC)	Rostrons	New Member
HMRC attendees	Sharon Mortimer (SM) Working Together Coordinator		
Apologies	Wayne Fleming Kevin Heaton Jeremy Nottingham Kevin Heaton Val Eyley Mike Harper Helen Nock		

1 Welcome and introductions

There were some new members present at the meeting therefore all members present introduced themselves to the group. SM introduced herself as the new Working Together Coordinator for the group replacing Helen Nock (HN) who sent her apologies for not being able to attend the meeting to formally handover the group.

2 Previous minutes agreed and action points

AP2 and AP3 SM to provide an update later in the meeting on issues working with NWTT in relation to these points.
AP4 SM had spoken to HN and no feedback had been received. Minutes were agreed.

3 Update on Group's existing unresolved issues

SM was only aware of two issues that were of interest to the group.

3.1 WT054 – Delays in issuing correspondence

Update 05-07-13: An update on this activity will be provided following the JISD Steering group meeting on the 22 July.

Update 22-5-13: Agents from the Post Working Group are reviewing the mail outputs and giving a view on which ones are date critical for agents.

Update 21-3-13: The JISD post group is meeting on the 28 March to meet with the Mail Service team to explore the solutions to the range of mail outputs

3.2 Incorrect tax calculations for SA and R40 individuals

Update 17-6-13: The business is still working on arranging a meeting for stakeholders to look at the issues around the SA/NPS interface.

3.3 Joint Initiative – SM provided an update on the [Joint Initiative on Service Delivery](#)

4 Update on all issues resolved since last meeting

A digest of closed issues was circulated prior to the meeting. The group itself had no issues closed since the last meeting to report on.

5 Summary of National Issues Working

A digest of open issues was circulated prior to the meeting. The following issues were of interest to the group.

5.1 WT042 – DMB Issues

Update 14/06/13: The most recent update on the [Joint Initiative](#) indicates that agreed improvements to debt management processes will be implemented from late summer/early autumn 2013 including:

- a dedicated ‘hotline’ specifically for agents to use only when there's a Field Force Collector at a client's premises
- new technology for HMRC's field force so that officers on debt collection calls have up to date information.

3.7 WT118 - Specialist Department Contact Details

Update 19-4-13: The dedicated contacts and helpline pages have been referred to the business for checking. The LWT groups will be advised when the updated pages have been published. This issue is working under the [Joint Initiative on Service Delivery](#).

6 Key Messages from HMRC

6.1 RTI Feedback

SM advised that this would be a standard agenda item at future meetings. Feedback provided as follows: PW advised that he had sent RTI submissions using IRIS Paymaster Software and he has received the email acknowledgements but had subsequently received letters advising that submissions had not been made. SM to research and report back if known issue.

The group all agreed that despite HMRC reporting that RTI will ease the burden on employers this does not appear to be the case particularly for the small employers. SM advised that there had been a [Relaxation of reporting arrangements or small businesses with fewer than 50 employees](#)

Agents reported difficulties in setting up annual schemes. SM replied that a What's New message on [Annual Schemes](#) was issued on 28th June 2013.

HS queried if the Universal Credits Pilot had been extended. SM advised that the Universal Credit was introduced on 29 April 2013 in selected areas of Greater Manchester and Cheshire. Universal Credit will be gradually rolled out to the rest of the UK from October 2013 and will be completed by 2017.

AP1 SM to research any issues re RTI submissions using IRIS.

6.2 Agent Strategy Presentation – SM gave a presentation on the [Agent Strategy](#). Copies of the slides were distributed to the members present. Feedback from the discussions included the following points:

Possible Criteria:

There were concerns about the criteria VAT registration number as there maybe a number of agents who fall below the limit for VAT and may not be registered for VAT.

Transition:

The group had difficulty understanding why HMRC could not use the existing online client lists to migrate the existing data to the new system.

A suggestion was made that when applying for the UAR agents quote their existing original agent codes to help with identification of their clients.

The group agreed that there should be no further additional work for agents as they would have to absorb these costs and they would be unable to charge them out

6.3 Engagement Survey – the group were asked to complete a survey rating their experiences of actual dealings with HMRC over the last 3 months. SM pointed out that this was separate from the survey issued earlier that week.

7 New Issues

7.1 Unapproved Share Schemes – A potential issue has been brought to the attention of WT in relation to share schemes and the implication that unapproved share schemes will need to be registered with HMRC from April 2014 and from April 2015 and forms submitted through the company PAYE scheme. See <http://www.hmrc.gov.uk/shareschemes/erss-bulletin8.pdf> for more information.

7.2 Overpayment due DMB letters - Agents reported receiving overdue payment/penalty warning letters issued by DMB in cases where nil P35 notifications have been sent and acknowledged. SM advised that she was aware of this issue and would prepare a supplementary referral template for the group in respect of this issue.

AP2 SM to complete supplementary referral template re demand letters from DMB.

7.3 SA302 – Agents were experiencing problems with obtaining forms SA302. SM advised this was a closed issue and the response is as per below:

The business area has stated that usually mortgage providers will accept an LDC print of the calculation provided it is accompanied by a covering letter on HMRC headed notepaper. The applicant can also give the mortgage provider a letter of authority so that they can check with HMRC that the calculation provided is authentic. In this respect there has been no change to HMRC procedures and it is not clear whether the mortgage lenders in question have instituted a national change of policy or whether it is simply some local difficulty in interpretation that is being experienced. If matters cannot be resolved on this basis please resubmit giving details of the lender concerned and any other relevant information. One way of entirely avoiding the situation would be to file on paper, not self calculating, before 31/10 for the year of the mortgage application.

Update: *The Council of Mortgage Lenders is currently working with ICAEW to develop an appropriate set of requirements that enable lenders to assess income for self employed borrowers following publication of the FSA proposals. In the meantime lenders should be able to rely on audited accounts and an accountant's confirmation of income to assess the variability of income over time.*

Post Meeting Note

Please see below updated guidance below from the FSA which comes into place in 2014:

A [policy statement PS 12/16](#) was issued last October and para 11.6.9(5) refers to income verification. The relevant section can be found on pages 251 and 252 and is reproduced below. You will see that there is no mention of forms SA302.

11.6.9 G In relation to taking account of the *customer's* income for the purposes of

its assessment of whether the *customer* will be able to pay the sums due:

- (1) income may be derived from sources other than employment (such as pensions or investments), or from more than one job;
- (2) the evidence necessary to comply with MCOB 11.6.8R will vary according to factors such as the employment status and the nature of the employment of the *customer* (for example, whether he is employed, self-employed, a contractor or retired), his length of employment and, in particular, any elements of income that are not contractually guaranteed. For example: income from overtime working may be evidenced by payslips over a period of time or by checking the level of income regularly paid into a bank account;
- (3) for a self-employed *customer*, a *firm* may wish to consider using

projections of future income, where these form part of a credible business plan;

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(4) a *firm* may use information it already holds about a *customer's* income, for example where the *customer* holds a current account with the *mortgage lender*;

(5) the source of evidence may be independent of the *customer* even where it is supplied by the *customer*; for example, in the form of payslips, bank statements or tax returns;

(6) a *firm* may use information provided to it by a *home finance intermediary* or other third party, including electronic sources of information, but the *firm* will retain responsibility for compliance with this chapter; and

(7) *mortgage lenders* and *home purchase providers* are reminded of their obligations under SYSC 8 in respect of outsourcing where they choose to use a third party to verify income information.

7.4 Email Pilot – Members of the group would like an update on the email pilot as they believed the use of email would speed up the service currently provided by HMRC.

AP3 SM to obtain an update on the email pilot for the next meeting and report back on current customer turnaround times.

[Post Meeting Note:](#)

Turnaround times are currently working at 3 weeks customers can check a response date by using the [Where is my reply?](#) tool on the HMRC website.

Date of Next Meeting: Thursday 14th November 3pm

Include: [Summary of Action Points](#)

AP1 SM to research any issues re RTI submissions using IRIS.

AP2 SM to complete supplementary referral template re demand letters from DMB.

AP3 SM to obtain an update on the email pilot for the next meeting and report back on current customer turnaround times.

[Summary of hyperlinks](#)

[Joint Initiative on Service Delivery](#)

[Relaxation of reporting arrangements or small businesses with fewer than 50 employees](#)

[Annual Schemes](#)

<http://www.hmrc.gov.uk/shareschemes/erss-bulletin8.pdf>

[Policy statement](#)

[Where is my reply?](#)