



HMRC's Agent Strategy and Services

FRANK HASKEW AND CAROLINE MISKIN
ICAEW TAX FACULTY

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Presenters



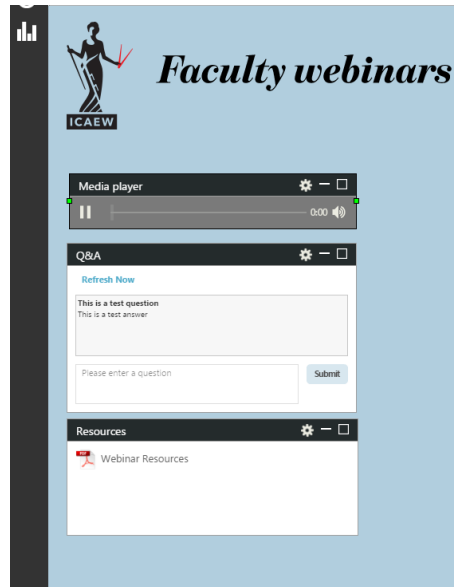
Frank Haskew
Head of Tax
ICAEW Tax Faculty



Caroline Miskin
Technical Manager
ICAEW Tax Faculty

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HMRC's agent strategy

- New focus since appointment of new Director and Deputy Director
- Providing tax services is not a regulated activity
- According to HMRC, 30% of tax service providers are unaffiliated to a professional body
- Treasury Committee report Disputing Taxes published on 31 July 2019
- Loan charge review published on 20 December 2019
- Government response published on the same day

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Loan charge review recommendations

- Loan charge review recommendation
 - *The Government must improve the market in tax advice...There should be a new strategy published within 6 months, addressing how the Government will establish a more effective system of oversight, which may include formal regulation, for tax advisers.*
- Government response
 - *The Government will consider carefully the wider implications of the review for the market for tax advice...will launch a call for evidence on what steps it can take to raise standards in this market to give taxpayers more assurance that the advice they are receiving is reliable.*

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HMRC's agent strategy

- Call for Evidence likely to be published with the Budget
- Three month consultation period
- Changes likely to be announced in the Autumn 2020 Budget
- Call likely to focus on the nature of the tax services market and identifying perceived problem areas
- Opportunity for the profession to state its case
- Likely to be a range of views expressed!

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HMRC's vision for agent services

- Agents to be able to see and do everything that their clients can see and do
- Secure and coherent processes for registration, authorisation, authentication and transacting
- Services linked to a single digital account (agent services account - ASA)
- Services provided via commercial software

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Services being delivered

- Agent services account
- Making Tax Digital
- Trusts and Estates registration
- CGT 30 day reporting and payment
- Self assessment pre-population

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Agent services account (ASA)

- Authorise a new client already in MTD
- MTD for VAT and income tax
- Trust and Estates registration
- Agent income record viewer

Everything else remains in the agent portal, for now.

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Making Tax Digital – commercial software

- File a VAT 100 return
- View next payment due
- View next return due
- View payment history
- View submitted returns

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Making Tax Digital – ASA

- Sign a client up to MTD
- Opt a client out of MTD and file for an opted out client
- View and print submitted returns
- View and print VAT registration certificates
- Change client details
 - Business or trading name
 - principal place of business, phone number, website address
 - VAT stagger group
- Deregister for VAT (top 2 reasons)

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Making Tax Digital – agents can't...

- Change client's email address
- Set up or change client's direct debit mandate details
- Change client's bank details for repayments

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Trusts and estates registration (ASA)

- Currently iform with limited functionality
- More trusts will have to register
- HMRC testing new web-based service for trusts
- Will allow changes and implement annual declaration
- **Requirement for digital handshake, 64-8 not sufficient**
- In private beta - watch Trusts and Estates newsletter for updates
- Email service_team17.digital_ddcn@digital.hmrc.gov.uk

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CGT 30 day reporting and payment (ASA)

- Policy issues
 - 30 days too short
 - Poor awareness and comms
 - Guidance not yet published
- Standalone service not linked to SA or PTA
- **Separate CGT account has to be set up by client**
- **Client has to authorise the agent digitally – 64-8 not recognised**
- In private beta – watch agent update
- Email ddcw-info-cgtpd-g@digital.hmrc.gov.uk

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Self assessment pre-population (agent portal/ASA)

- Issues with capacity, accuracy and timing
- New releases are work in progress:
 - <https://developer.service.hmrc.gov.uk/api-documentation/docs/api/service/individuals-payee/1.0>
- Will include
 - employments - including income, tax, student loan deductions and company benefits
 - private pensions - including income and tax
 - state pension - including regular payments and lump sums
 - tax-free allowances including marriage allowance
 - taxable social security benefits - including jobseeker's allowance, employment and support allowance and incapacity benefit

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Other agent services and what's next

- Employer PAYE payments and liabilities
- Agent income record viewer
- Digital forms - structured emails, iforms and gforms

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HMRC's agent authorisation policy

- AML supervision a requirement for a new agent code or ASA
- New services require client to engage digitally
- New digital services have alternative for digitally excluded
- Alternative for appointing an agent?
- MTD an exception in recognising existing relationships
- Future of paper 64-8, file only and pro-bono only agents?

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Raising issues with HMRC

- Agent forum
<https://ion.icaew.com/taxfaculty/b/weblog/posts/hmrc-has-upgraded-the-online-agent-forum>
- Roles of Issues Overview and Representative Bodies Steering Groups
- Complaints

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Current member issues

- Processing of SA returns
- Class 2 national insurance contributions
- P800 inaccuracies
- Repayment delays
- Compliance investigations

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Further support

- TAXguides
 - HMRC digital services for agents
 - HMRC digital forms for agents

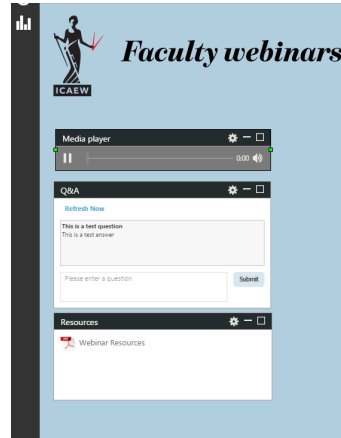
<https://www.icaew.com/technical/tax/working-with-hmrc>

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Future webinars

- Tax Faculty webinars
 - 13 March 2020 – Budget
 - 17 March 2020 – CGT changes and property
 - 23 March 2020 – Off-Payroll working update
 - 11 May 2020 – Employment taxes update

For further details visit [icaew.com/taxfacevents](https://www.icaew.com/taxfacevents)

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+44 (0)20 7920 8646

taxfac@icaew.com

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