

**Payroll Consultation Panel**  
**8 December 2009**  
**Room 6/04**  
**Bush House**  
**London**

**Present:**

Josie Smith, employer representative  
Tracy Crank, employer representative  
Pauline Dunham, employer representative  
Mark Smith, employer representative  
Dave Whitaker, employer representative  
Suzanne West, HMRC  
Alison Bainbridge, HMRC  
Rhonda Howlader, HMRC Payroll Consultation Panel Chairperson  
Nahid Khan, HMRC Payroll Consultation secretariat  
Carol Pratley, DWP

**Apologies**

Phyllis Freedman, employer representative  
Polly Parrott, employer representative  
Brian Comber, employer representative  
Graham Francis, employer representative  
Diane Coulson, employer representative  
Nicky Williams, employer representative

**Contact point-:** Nahid Khan

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**Email:**[nahid.khan@hmrc.gsi.gov.uk](mailto:nahid.khan@hmrc.gsi.gov.uk)

**1- Welcome and Introductions.**

RH welcomed everyone including Carol Pratley, DWP. All actions were agreed. RH conveyed apologies from Helen Latham who was unable to attend. AB to issue Late Penalties update once ECF minutes published following the meeting on Thursday 10<sup>th</sup> December.

**AP 1** – AB to issue latest update on Penalties.

**AP2** – AB to check whether ERS/Agent can change EE address

**2 Employer Transformation- Support for New Employers**

SW provided latest information on the Employer Transformation Project (ETP), drawn together to look at the services HMRC provides to Employers, its aim is to:

- Reduce error by moving work upstream
- Target services to employers depending on need
- Reduce contact by responding to the way people do business
- Improve data quality

The Employer Usage and Attitudes research shows that:

- Compliance is the key PAYE concern for new employers
- New employers feel that taking on PAYE tasks is daunting
- They fear repercussions and making mistakes

The new employer pack isn't issued until employers are registered. The ETP

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is looking at what new employers need to meet their tax obligations effectively. Its aim is to increase awareness and simplify guidance, exploring the potential for offering tailored packages of help for the first few months of operation to suit different businesses.

PCP members contributed to discussions on the following proposals:

- Better data capture, signposting and improved guidance for new employers.
- Improve performance and customer focus, by reducing number of locations where HMRC carry out processing.
- Blur existing operational boundaries to produce an end to end service
- By increasing transactional capability at Employer Helpline, current limitations in IT and staff expertise cause frustrations and many handoffs.
- Better targeting and marketing, introducing Q&A sessions at EmployerTalk.

Other options being explored include offering different types of service for key employer segments, for example, to new employers, 'Care and Support' employers, some large employers and payroll bureaux.

Longer term options being explored include:

- expanding the Processing CRM service;
- ensuring contact history database is up to date, to improve corporate memory (businesses needing to explain from the beginning each time an issue reoccurs.)
- improving awareness and education of HMRC staff;
- Improving work management;
- Email Alerts
- Online ER Bulletin.
- Improving the website

**AP3** SW to issue website link to 'widgets' for those that want them on their own sites.

Members asked for the following points to be considered:

- More workshops are needed, these are excellent;
- need to promote more services at new employer registration;
- After registration a phone call back would be reassuring for new employers;
- using various online tools including DVDs, You Tube marketing including case studies and sharing experiences of payroll topics.
- Fact sheets for new employers – making sure that all have access including those without a PC or access to Internet.

**Late Penalties Update- Update from ECF meeting held on 10<sup>th</sup> December**

HMRC is currently working on PAYE implementation processes but penalties will not be issued automatically, HMRC will use a risk assessment process and that for the first year at least, penalties will not be issued until after year end. Further information about the penalties is available at [www.hmrc.gov.uk/employers/payee-penalties-](http://www.hmrc.gov.uk/employers/payee-penalties-)

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[facts.htm](#)

HMRC wants to get information out to employers so they were fully aware of their obligations such the Communications strategy this has three stages:

- HMRC is currently building up awareness that penalties are coming
- from April 2010, more detailed information and guidance to employers and contractors telling them that they may get a penalty if they do not pay on time and in full
- from September 2010, further publicity reminding people about the penalties.

HMRC is looking to use as many avenues as possible to communicate the new penalty regime to employers and asked for member's assistance in doing this. An information sheet is also available on our website at

[www.hmrc.gov.uk/payefactsheets/fpl\\_1.pdf](http://www.hmrc.gov.uk/payefactsheets/fpl_1.pdf)

**AP 4- Helen Latham to attend next PCP meeting**

**Online NINO Applications- Carol Pratley.**

DWP is currently modernising the current process of issuing NINOs by reducing waste and duplication across the entire process and automating wherever possible. Whilst HMRC looks after the juvenile process for NINO allocations, Jobcentre Plus is responsible for adult NINO allocations, including migrant workers and people moving to and from abroad.

Anyone who wishes to see the NINO Online presentation to contact Nahid Khan. CP ended by asking for comments to be sent to her via NK.

**AP 5 – NK to coordinate comments and forward to CP.**

**Online Employer Bulletin Re-Brand- AB**

- the emphasis is on the Online version of the Bulletin
- current Online is HTML and unable to print off.
- revised version will be printable and in landscape
- it will have links to take employers wherever they need to be
- it will include links to an email alert registration process so that employers can withdraw from receiving a paper Employer Pack in favour of a fully online version
- archive reduced to two versions.

**PCP members asked for the following to be considered:**

- employers should be encouraged to use generic email addresses that won't be affected by staff changes;
- Careful communications and marketing strategy needed;
- New and small employers without access to the web need careful management.

**News Roundup - RH**

**Single Employer office**

Employers regularly tell us that getting in touch with HMRC is difficult and that employers often get different answers to their questions depending on who they ask. Multiple HMRC handoffs cause confusion and a lack of visibility for employers. HMRC is looking at developing a single employer office, concentrating expertise under one management structure and bringing together staff who currently work in

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separate business streams. More updates will follow while this project develops.

**Online Employer Pack**

This will include an Online bulletin and a downloadable version of the Employer CD-ROM. The preferred site is BusinessLink and employers will be able to 'opt in' to increasing automation and online products by 2011.

**Orderline review.**

HMRC is moving closer to withdrawing the paper P14 to certain employers. This will be gradual and will take account of those employers who do not have access to the web. Withdrawal of paper products has the potential to realise significant efficiencies.

**AOB**

TC - incorrect correspondence received from Accounts Offices has resulted in underpayments and overpayments for clients, cash allocated to the wrong year causing distress and confusion for the employer concerned.

**AP6** – DMB to be invited to next meeting.

**AP7** - MS asked SS to follow up tax codes split

JS has examples where the UTR has not matched against the 64-8 and asked for HMRC clarity around the process. Where there are problems involving Online Services, there are difficulties getting HMRC to speak to the agent representative when there are problems with the 64-8 process, especially if an employer has two agents acting for them.

**AP8** – BCU Agent Team representative to be invited to a future meeting.

**Next meeting – 23<sup>rd</sup> March 2010**

**Room G23, Bush House, Strand, London WC2**