

HMRC 'TAXPAYER' CHARTER



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Individual Stakeholder Forum

Thursday 12th June 2008

Objective of this Workshop

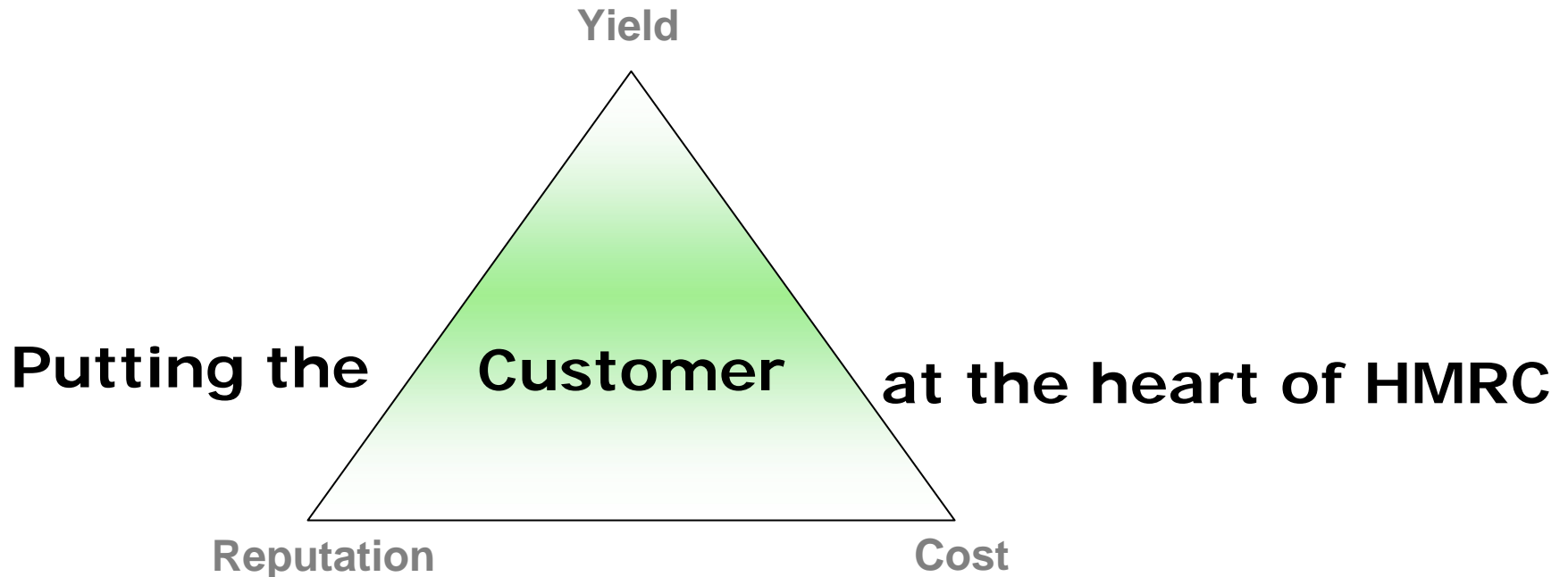
To gather your views into the scoping
of the Charter

Agenda

- 1 The Challenge
- 3 An update on what we have done so far
- 4 Breakout groups
- 5 Feedback



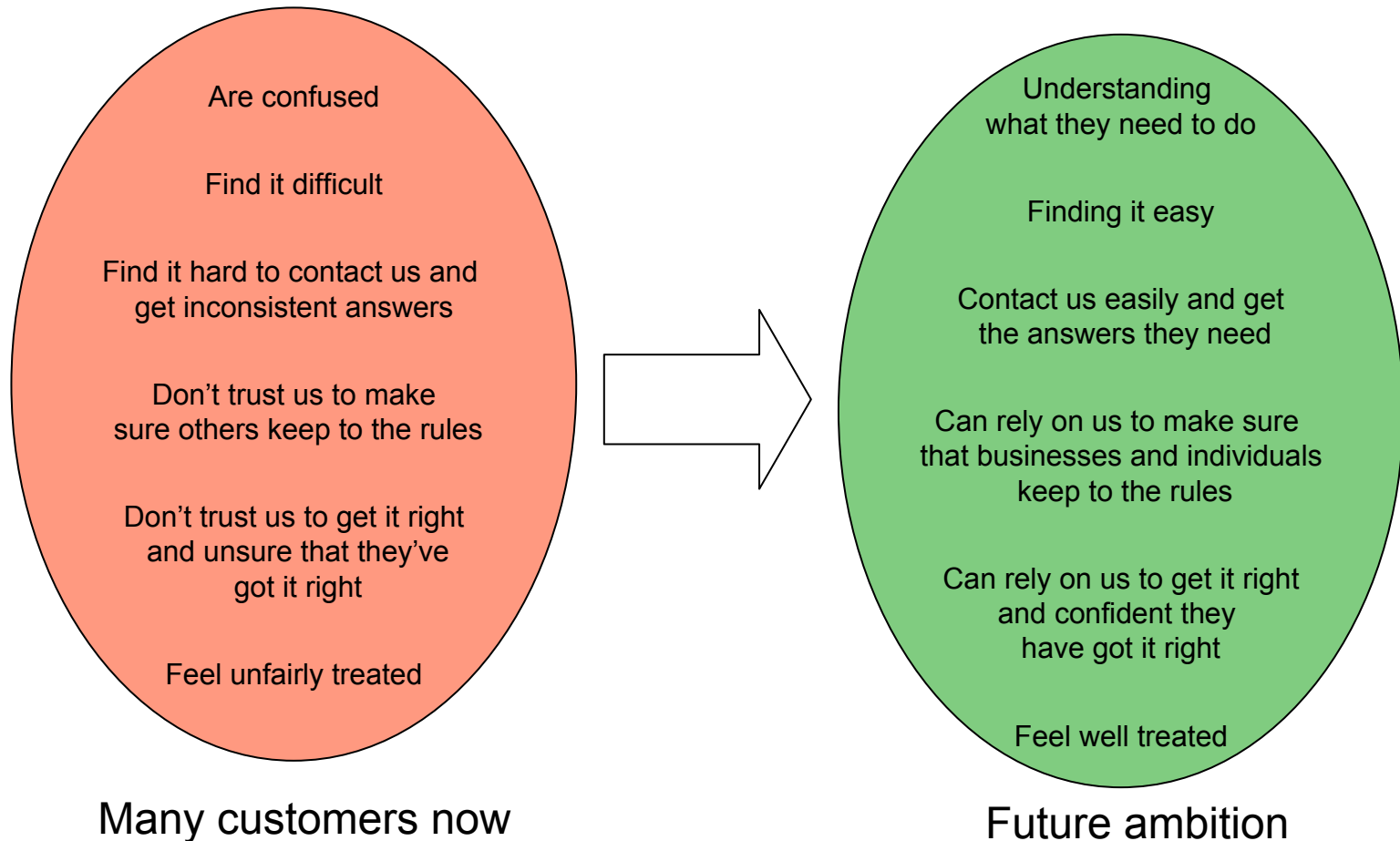
What is it all about?



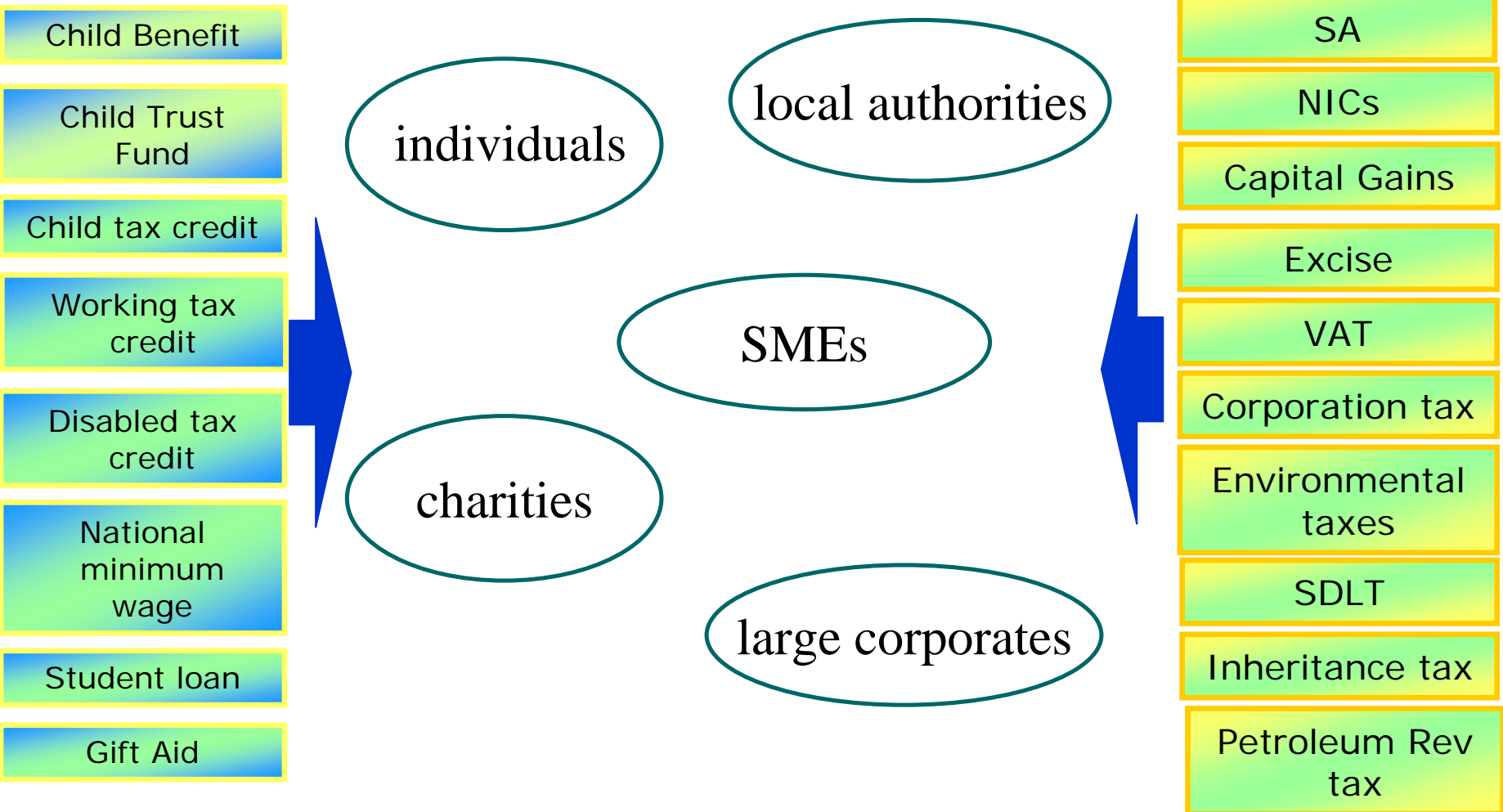
The charter is HMRC's opportunity to:

- create a reference point for customers on what their rights and obligations are in their relationship with HMRC.
- articulate for staff how their roles contribute to making the department a customer-focused organisation.

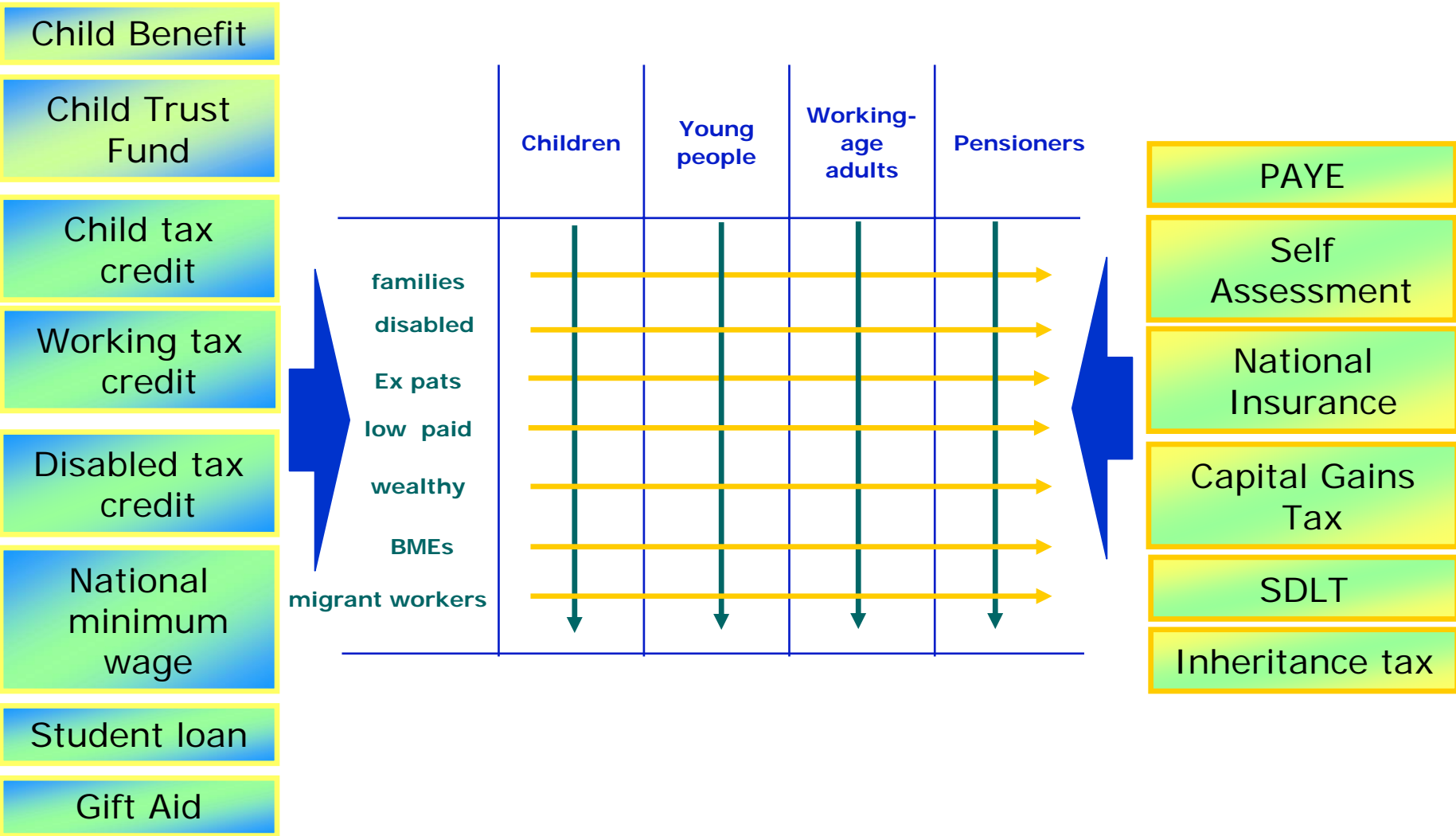
Improving our delivery will improve customer attitudes towards compliance



Charter – the scale of the challenge



Charter – the scale of the challenge for individuals



Mapping on the Compliance Spectrum for Individuals

		% of Adult Pop.	% Value to HMRC by segment	% of HMRC Costs by segment	% of Tax Gap by segment	Time spent by customer segment on tax affairs (Equiv working days / year)	Segment Volume (Number of customers)
Won't	'Dodgers'	4%	6%	15%	35%	6.4 M	1.9 M
	'Reluctant Conformists'	12%	10%	10%	20%	11.5 M	5.8 M
Chancers	'Unaware'	8%	5%	5%	15%	3.4 M	3.9 M
	'Need Help'	18%	13%	22%	30%	9.2 M	8.7 M
Can't or don't take enough care	'Willing Conformists'	58%	66%	48%	≈ 0	45.1 M	28.2 M
	Will and do						

Rounded. Being refined

Will different channels require different charters?

Service should be available in multiple channels to enable citizen channel choice

Web

- Easy to find, easy to access channel
- Single definitive and accurate source of information
- Optimisation of Self Service
- Fully automated Processing



Phone

- Clear phone number and branding strategy for all services
- One call approach to service
- 100% availability and xx ring answer
- Outbound capability



In Person

- Presence in the community
- Increased points of access
- Culture of service excellence
- Mixed model for complex and transactional cases



In Writing

- Identifiable addressee
- Full detailed reply
- Reasonable response time
- Certainty that something is being done



Stakeholder engagement and management

External consultation

Rep bodies
VSOs
General public

*Ministers; DWP;
OGDs; Adjudicator;
Ombudsman; local
authorities;
devolved
administration*

Internal Consultation

Directors
Senior Managers
TUS
Staff

- Focus Groups
- Workshops
- Public meetings
- Public debates
- Road-shows
- Rep body events
- Social networking



- Leading the Way
- 1:1 Meetings
- DG SMT Meetings
- Workshops
- Intranet memo
- Hotseat feedback
- Diversity Network
- Office visits

What the charter team have been up to since we last met

- Letters of invitation sent to all known external stakeholders to contribute to the work – this has generated lots of interest
- Draft Consultation document on scope currently awaiting ministerial sign off -planned publication is 16 June
- FST's agreement to announce the launch date in Budget 2009
- Meetings held with TUS and Diversity network
- First internal workshop for senior HMRC managers to be held on 1 July
- First external workshop for rep bodies to be held on 8 September
- Further engagement with rep bodies through existing forums
- Series of internal staff workshops organised for July across business stream and country