

# CEOs welcome: Being responsive!

## Welcomes

Welcome: Being responsive  
24 May 2023

Since our last welcome page, the government held its Tax Administration and Maintenance Day (TAMD) when it announced a package of proposals intended to support its stated ambition ‘to simplify and modernise the tax system, tackle non-compliance, make the tax system fairer for taxpayers and to make the customs system work better for traders’.

The proposals were predominately in the form of consultations, calls for evidence and discussion documents ranging from the taxation of decentralised finance involving the lending and staking of cryptoassets to tougher consequences for promoters of tax avoidance (see [bit.ly/3Of3nTE](https://bit.ly/3Of3nTE)). ATT, CIOT and LITRG will all be responding to these proposals, with our comments informed and directed by the discussions, feedback and views that our technical officers receive from you. Your practical understanding of the impact of policy proposals on day-to-day activities helps to ensure that our responses are both targeted and relevant and aid clarity and certainty for taxpayers and agents alike, so please do keep an eye out for ways in which you can get involved in providing your comments and helping to shape our responses.

Elsewhere, we are continuing to raise concerns with HMRC about their service standards and the restrictions on the Agent Dedicated Line, which should hopefully have been lifted by the time you read this article. The Issues Overview Group, on which both ATT and CIOT are represented, and which keeps an eye on concerns raised via the Agent Forum, also met with HMRC at the end of May to discuss delays issuing repayments and how we can work together to reduce the amount of time agents have to spend chasing repayments for taxpayers.

‘Being Responsive’ is just one of the seven standards contained within the HMRC Charter and we strive to ensure that there is ownership and accountability within HMRC for each of these standards. If you have examples of where HMRC are not attaining their standards, we would love to hear from you. Please send your comments to [atttechnical@att.org.uk](mailto:atttechnical@att.org.uk) or [technical@ciot.org.uk](mailto:technical@ciot.org.uk).

We would encourage you to attend the ATT Annual Conference being held this month. You can attend in person on 29 June as a full day event in London or join it as two morning half day online sessions on 19 and 21 June. It’s an excellent way of learning about the latest developments in tax and keeping up to date with your CPD requirements. Our speakers this year will be Rebecca Benneyworth, providing a general update on Budget 2023, Finance Act 2023 and Finance (No 2) Bill 2022-23, supported by the ATT Technical Officers Emma Rawson on Basis Period Reform, Helen Thornley with a Capital Taxes Update and Steven Pinhey providing a session on the HMRC Enquiry Lifecycle.

There is also time to register for the CTA Address (hybrid) on 8 June at RSA House or online from 6.30pm with the keynote address from Pascal Saint-Amans and panelists Heather Self and Tove Ryding.

Finally, we were delighted to meet our new CTA members at Drapers Hall on 10 May. We celebrated with medal winners, 50 year members and Fellows with their families, friends and colleagues. Our congratulations again to you all!