

Hi review team

Equiniti is a leading UK Business Process Outsourcer, specialising in providing complex administration and payments solutions underpinned by world class proprietary technology platforms. Equiniti payroll processes 200 client tax references, paying £30 billion annually to over 3 million pensioners in the UK and tax submissions of £3 billion tax to HMRC.

Modernisation to bring about positive change and efficiencies is always welcome. The attached ICAEW report has been useful in summarising key issues with RTI in the UK, which may help you in avoiding some of the problems already identified.

Issues include:

- Difficulties submitting files with some instances of neither an acknowledgement or a rejection leaving an unacknowledged file.
- Lack of agent access to HMRC's employer PAYE accounts so we can reconcile submissions and tax paid. Inaccurate processing by HMRC of employer-submitted RTI data, leading to incorrect figures for liabilities and payments in HMRC's employer PAYE accounts.
- Payroll ID being ignored when a member has multiple holdings under one NINO for the same pension supplier, leading to incorrect duplicate employments being created.
- Many man hours spent unproductively by HMRC, agents, PAYE bureaux, software developers and employers resolving disputed charges. This is exacerbated by poor communication from HMRC regarding the progress of 'disputes' and the cause and the solution of issues.
- Lack of appreciation for pensioner payroll requirements, as RTI is primarily geared to employees.
- Lack of analysis by HMRC of the RTI data to pro-actively fix issues.
- Policy makers, politicians and HMRC need to allow software developers the time to incorporate changes in their development cycles.
- Dispute resolution takes far too long.
- HMRC have an inclination to issue 'guidance' rather than address the underlying design issues.

Regards,

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