

HMRC's response to the survey revenuebenefits carried out on their behalf in February 2012.

Response from HMRC Benefits and Credits:

Thank you for your contribution to the [HMRC survey in February 2012](#). Your opinion matters to us and we have implemented a number of improvements following your feedback.

We are planning to conduct a further survey, once again hosted by the revenuebenefits website, in late summer 2012 and we welcome your thoughts and comments.

The Tax Credit & Child Benefit Intermediary helplines

You said –

You didn't know that HMRC have a Tax Credit Intermediary helpline and a Child Benefit Intermediary helpline dedicated to supporting advisors that help our customers.

What we did –

We emailed you contact details of the helplines and links to web pages that gives you more information about the teams. You can find this information here: [Tax Credits](#) and [Child Benefit](#)

You said –

When a client has a complicated or legislative query about an International Tax Credit claim you want to be able to talk to the person dealing with the claim.

What we did-

When you contact the Tax Credit Intermediary helpline and due to the complicated or legislative nature of the query the advisor is unable to provide an update, you will be offered a call back from the caseworker on International group. Call backs are only currently offered in these circumstances.

TC689 "Authority to act" process

You said –

The "TC689 Authority to Act" form takes too long to set up

What we did –

Provided information on revenuebenefits website to help you complete the form fully so that we can action the authority quickly and don't have to contact you for more information. You can find this information here: [How to become an intermediary](#)

You said –

It takes too long to become a registered Intermediary organisation.

What we did -

We have made it easier and quicker for Intermediary organisations to become registered by making Form TC1136 available on revenuebenefits. You can find this information here: [Registering as an intermediary organisation](#)

You said –

You want to be able to send the TC689 electronically.

What we are doing -

We think this is a good idea and are working towards developing a solution for registered Intermediary organisations to be able to submit a TC689 electronically late 2012/early 2013.

Claiming Tax Credits**You said –**

You would like more help to support customers making a new Tax Credit claim.

What we did-

We have researched and identified the most common reasons for delay in processing new Tax Credit claims due to missing or incomplete information on the TC600 claim form. We have developed a checklist for Intermediary advisers to help customers complete the TC600 and check that all relevant questions have been completed. This should help prevent delays in processing their claim. We published the [checklist](#) on revenuebenefits.

We are also developing a Disability checklist that we hope to publish late Summer 2012.

HMRC web site – Tax Credit and Child Benefit web pages Navigation**You said –**

You would like the site to be more user-friendly and easier to navigate. You find it hard to find forms, leaflets, guidance and the Tax Credit technical manual.

You said –

You cannot find eligibility calculators and information on how to claim Tax Credits on the HMRC web pages

What we are doing-

We want to help you make the most of the information that is available on the web and from the feedback received we can see that you are struggling to locate information that is already on our pages.

We are working with colleagues to develop web awareness/navigation products that we hope to deliver late 2012/early 2013.

We are also working closely with revenuebenefits to develop information pages so that you have up to date news and advice on key issues. Revenuebenefits already send regular email updates to all users who have subscribed to this service.

In the meantime, please click on the links below for forms, leaflets, guidance and the TC technical manual.

<http://www.hmrc.gov.uk/taxcredits/forms-and-leaflets/index.htm>

<http://www.hmrc.gov.uk/manuals/tctmanual/index.htm>

And here are the links to eligibility calculators

<http://www.hmrc.gov.uk/taxcredits/start/who-qualifies/quick-questionnaire.htm>

<http://www.hmrc.gov.uk/taxcredits/payments-entitlement/entitlement/question-how-much.htm>

Alternatively you can find the following information on the revenuebenefits website:

1. Forms, notices and checklists in their [current forms](#) section and earlier versions in their [archived forms](#) section.
2. Tax credits leaflets in their [current leaflets](#) section and earlier versions in their [archived leaflets](#) section.
3. Cop 26 and other codes of practice in their [codes of practice](#) section.
4. Tax credits manuals:
 - a. [Tax Credits Technical Manual](#)
 - b. [Tax Credits Manual](#)
 - c. [Tax Credits Claimant Compliance Manual](#)
 - d. [Debt Management and Banking Manual](#)
5. Eligibility
 - a. [Rates and tables](#)
 - b. [Maximum income limits](#)
 - c. [HMRC calculators](#)
 - d. [Other tax credit calculators](#)
6. [Making a claim](#)

You said-

Where is the search facility?

We say-

This is readily available on all our web pages. The link below will take you to our landing page which displays the search facility and is visible on all subsequent pages.

<http://www.hmrc.gov.uk/taxcredits/index.htm>

<http://www.hmrc.gov.uk/childbenefit/index.htm>

Information for Intermediaries**You said –**

You would like access to information specifically for Intermediaries

What we are doing -

We are working with other government departments to develop web content that will be positioned on Gov.uk which is a single domain web site that represents all government departments. Gov.uk is being designed to allow easier access to information for both individuals and voluntary organisations and there will be dedicated areas of the site for the third sector, allowing access to information specific to Intermediaries in one place. We expect the site to be fully operational by October 2013.

Improvements to web content**You said-**

You would like specific case studies to illustrate how tax credits work.

What we are doing-

We will endeavour to include more case studies to illustrate how the tax credit system works for future changes. Following the April 2012 budget changes, we developed several case studies as a direct result of the feedback and the following link takes you to the budget changes article.

<http://www.hmrc.gov.uk/taxcreditsbudget/index.htm>

You said-

You would like our contact details to be displayed more clearly on our web pages.

What we did-

We have referenced contact information throughout web articles and links to new “contact us” information is now displayed on the HMRC landing page, the link below takes you there.

<http://www.hmrc.gov.uk/taxcredits/index.htm>

<http://search2.hmrc.gov.uk/kb5/hmrc/contactus/home.page>

In December 2011, we changed the telephone number for the Tax Credits Helpline, the new telephone number 0345 3003900 will run alongside the old number for approximately 18 months.

You said-

You would like more information on the Childcare Voucher scheme.

We say-

The HMRC Tax Credit website hosts both comprehensive information on the voucher scheme and a calculator so customers can what's best for their particular circumstances.

Here are the links to the information and the calculator.

<http://www.hmrc.gov.uk/calcs/ccin.htm>

<http://ccincalculator.hmrc.gov.uk/CCIN0.aspx>

Please tell us what you think.....

A [feedback facility](#) is available for all web users and we encourage you to tell us what you think. Your comments will help us to make improvements and ensure we meet our customers' needs.