



11 July 2024

James Murray MP  
Exchequer Secretary to the Treasury  
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Dear Minister,

Congratulations on your re-election and appointment as Exchequer Secretary.

The Association of Taxation Technicians (ATT) is a charity and the leading professional body for those providing UK tax compliance services. Drawing on our 9,800 members' practical experience and knowledge, we contribute to consultations on the development of the UK tax system and seek to ensure that, for the general public, it is workable and as fair as possible.

We write to you to raise two particular issues.

#### HMRC service levels

Our members continue to experience significant problems with HMRC's performance. We regularly receive reports of agents waiting at least 40 minutes for phones to be answered, poor quality or meaningless advice on webchat and long delays in getting answers to post. At the same time, fiscal drag means that HMRC is being asked to support more taxpayers each year.

We are keen to work with you to support HMRC's management of its workload. For example, our members would be keen to do more online with HMRC, but there are significant gaps in HMRC's digital services and even where services do exist, agents do not always have access to the full range of digital services available to taxpayers.

#### Regulation of the tax profession

As a tax professional body, we have a particular interest in the outcome of the HMRC consultation 'Raising standards in the tax advice market – strengthening the regulatory framework and improving registration' which closed on 29 May this year.

As set out in [our response](#), this consultation has potentially wide ranging implications for the tax advice market. The outcome of the HM Treasury consultation 'Reforming anti-money laundering (AML) and counter-terrorism financing supervision', which closed on 30 June 2023, could also have a significant impact on the regulatory landscape going forward, and it is therefore disappointing that we are still awaiting the outcome of that consultation.

If AML supervision responsibilities are removed from professional bodies on the basis that regulation can be better done in another way, then it would appear counterintuitive to give professional bodies an extended remit to regulate tax professionals. We would therefore encourage the new Government to address both consultations together as a matter of urgency.

We would be happy to meet with you to discuss these and other issues.

Yours sincerely,

Senga Prior  
President  
Association of Taxation Technicians