Tax charities: looking forward

Briefings



24 February 2023

TaxAid, Tax Help for Older People and the volunteers that support them relieved a total tax debt of over £2 million in the last tax year. We look to their plans in these even more complicated times.

In 2023, we have already seen increased demand for our services as the cost of living crisis increases the number of people who are struggling with debt issues. The work we have already done to triage calls has helped us to meet this demand and enable us to have a call connection rate of 87% and an average wait time of just 1.5 minutes for those who don’t get through immediately.

This year, we are further adapting our services, having listened to the needs of our beneficiaries old and young at both TaxAid and Tax Help for Older People. A more complex tax system and a harsher, more complicated working environment are making tax more difficult for our vulnerable clients. The causes of their vulnerability include mental health problems, learning difficulties and the loss of a business – and, above all, poverty and their inability to pay for the professional tax support they need. The charities continue to provide that essential support, helping to resolve

their issues and lift the huge burden of tax debt from their shoulders.

To succeed in our work to adapt our services, increase awareness of them, and deliver help to more people, it is essential to work hand in hand with our volunteers.

In the year to 31 March 2022, our volunteers – alongside our staff across both TaxAid and Tax Help for Older People – had a direct impact on the financial health of our beneficiaries and relieved a total tax debt of £2,081,347. In the same period, £621,252 of tax refunds were generated.

The services provided by the charities is unique, concentrating on resolving the problem directly with HMRC. We bring together the power of expertise with face to face support, free of charge. We know from the many letters and cards received that our beneficiaries' lives are changed by the help we give. While there may be other challenges to meet in the coming year, with the continued support of all we will continue to help vulnerable people who need tax advice but cannot afford to pay for it.

We hope we can garner your support with our CPD sessions partnered with the CIOT, and our London Legal Walk in June. If you would like to make a donation to the tax charities, use our Bridge the Gap page: cafdonate.cafonline.org/18211#!/DonationDetails

We hope you will consider donating. Please do get in touch if you have any questions about our work or how we might use your donation.