Improved HMRC performance will boost tax system

Briefings



23 September 2025

ATT has told the new Exchequer Secretary the tax system must be administered effectively.

In a letter to the new tax minister, ATT raises a number of areas that it is encouraging him to target, including HMRC customer service and performance. The Association has previously spoken out about the impact that poor service levels have on taxpayers and their advisers, and says advances in technology should not be used to mask complexity.

In his letter, ATT President Graham Batty offers the new minister his congratulations and acknowledges that he will have a full in-tray. However, he continues, ‘whilst media and political debate is, understandably, focused on potential changes to rates and reliefs at the Budget, it is essential to ensure that the tax system is also administered effectively.

‘We are keen to work with you to support HMRC’s management of its workload. 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.’

Graham says he is concerned that, beyond some short-term timings, HMRC’s Transformation Roadmap has no clear delivery timescale. ‘There is also a risk that HMRC could use digital services to mask complexity.’

The letter also calls for clarity over long term aims for regulation of the tax profession, and the outcome of the Treasury consultation on anti-money laundering regulations.

Read the full letter at: tinyurl.com/att-new-xst