HM Revenue & Customs

Manage and Register Pension Schemes
HMRC workshop
Outputs from 26 July 2018

Here's a summary of feedback from the HMRC Manage and Register Pension Schemes workshop:

Delegation model

- a mixture of scheme administrators with one and multiple scheme admin IDs attended the workshop
- a need to understand the difference between Government Gateway administrator and assistant roles
- attendees requested different roles and access levels to allow or restrict access for delegates at scheme level authority and view only access
- functionality to delegate specific things on the digital account at scheme level and/or function level
- facility for multiple users at once
- a secure records function (for example only available to senior management)
- ability to choose/split who outbound emails go to within a scheme administrator's organisation (different delegates for different schemes)
- some attendees have already reorganised their scheme administration under one scheme administrator ID
- attendees requested time to identify their Corporation Tax UTRs for scheme administrators - HMRC will look at how to help with this
- scheme administrators to choose which admin ID to keep but need to know the deadline for doing this
- some administrators deal with administration for different schemes, for example SSAS and SIPPs, but under different scheme admin IDs within their organisation - switching to one admin ID would impact on administration of the schemes
- scheme administrators want to see what scheme delegation model looks like in practice
- attendees requested that HMRC work closely with scheme administrators on their migration
- process to verify what practitioners have submitted and service functionality for better interaction between practitioners and administrators to make the process easier
- attendees requested a timeline for this transition. HMRC confirmed this will be after summer 2019 and will provide a timeline as soon as this is known

Reporting – bulk upload

- attendees welcomed bulk upload (HMRC to provide format) but would also want the option for single entry
- facility to check and see what's been uploaded/submitted
- bulk upload should be simple and easy, like SDES
- validation on bulk upload and technical specifications to help make sure info submitted is successful
- if bulk upload submission fails, attendees requested playback of reasons for failure to help with resubmission
- exception facility to enter alternative identifiers to prevent issues on bulk upload
- action for HMRC to look into 2005 bulk upload (XMLS schema)

Reporting – format

Attendees requested:

- consistent language (attendees questioned the need for legislative references, inputters aren't technicians)
- tidier screens for online reporting, current screens are cluttered
- save and return function – playback before submission
- attendees flagged up that big changes to reporting format will impact their 'in house' software
- preferences on auto submission
- Event Report in order and mini reports for each event on the report

- improved functionality to allow multiple users to input at the same time without data loss
- AFT workaround – early sight and availability of the template to help meet AFT reporting/payment deadlines

Reporting – compile and submit

- minority of attendees compile the event report in year – most start late in the calendar year, after Christmas
- attendees welcome idea of splitting down events on the event report

Attendees requested:

- the option for in quarter/in year compile for reports and returns
- a save and return function and the facility to amend reports once submitted
- an easier process for practitioners submitting reports
- an auto submit option if the data is saved on a return/report but ability to activate or disable auto submit
- facility to make historical amendments/submit historical reports
- more durable system to cope with peak times – in particular the January peak
- NI number validation to identify duplicate entries on forms

Reporting – archive

- if the scheme administrator changes, the ability to see records submitted by previous scheme administrator
- ability to view and print submissions made and function for in year playback
- report amendments – retention period covering 6 previous tax years
- visibility about how amendments to historic returns/reports factor on the account page on the new service
- PDF workaround process, would want these to link to the digital account and version control on amendments

Accounting

- visibility of what's due and what's paid and ability to create/retain PDF as evidence for finance departments
- online account will help reconcile charges with payments made - charge reference up front will help reconciliation

Wish list:

- visibility on timing attendees flagged up other key work and priorities (eg Welsh income tax)
- software changes (attendees need at least 6 months from the point they finalise their admin ID)
- real time feed of scheme sanction charges to show the member has paid the UP charge – improve reporting
- an easier process for dealing with historic scheme wind up – request to revisit the old process PSS199
- playback of flexibility event to help scheme administrators with annual allowance reporting
- AFT interim workaround template available online as an appendix in newsletter
- language consistent with current manuals and legislation
- APSS262 reporting via the Manage and Register Pension Schemes service
- sight of the prototype (for feedback on process and wording)
- request for RACs/DACs to be included on the new service