



Eliminating Last-Minute Stress of Personal Tax Returns with Corient's Expert Support

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Introduction

A prominent UK-based accounting firm faced annual difficulties managing the January rush for personal tax returns. The surge in workload from November to January led to a chaotic work environment with increased pressure, risk of errors, and potential HMRC penalties. Partnering with Corient, the firm was able to streamline the process, improve accuracy, and enhance client satisfaction.

The Problem?

- The annual surge in workload started in November, with intense pressure in December and January.
- Inadequate time and resources stretched the firm's staff, leading to potential errors and missed information.
- There is a high risk of HMRC penalties due to rushed, last-minute submissions.
- More efficient data collection and preparation process, resulting in delays and client satisfaction.
- Strained client communication, often leading to unclear requirements and missing documentation.

Corient Solution

- **Proactive Planning & Early Data Collection:**
 - Initiated data collection early in November, minimising last-minute rushes.
 - Managed gathering necessary documents, checking for missing information, and organising data efficiently.
- **Dedicated Tax Specialists:**
 - We were assigned a specialised tax team with deep knowledge of UK personal tax regulations.

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The best accountants
are the architects of
financial legacies.

– Laura Anderson
”

- It reduced the preparation workload on the firm's accountants, allowing them to focus on client relationships and high-level tasks.
- **Streamlined Review Processes:**
 - Introduced a staggered review system to avoid last-minute rushes.
 - Implemented quality checks for timely, error-free submissions, reducing the need for last-minute corrections.
- **Seamless Client Communication:**
 - Managed routine communications with the firm's clients to clarify queries and resolve issues promptly.
 - Ensured consistent communication, reducing delays due to missing or unclear information.
- **Compliance and Error Reduction:**
 - Ensured compliance with HMRC regulations, minimising the risk of costly penalties.
 - Conducted thorough checks for each return, reducing errors and increasing the overall accuracy of submissions.

Challenges Faced

- The firm's clients' resistance to providing documents early leads to initial delays.
- The high volume of returns to be processed within a limited timeframe.
- Maintaining consistent client communication during peak season without overwhelming the firm's staff.
- Ensuring compliance while managing the varied complexity of different client returns.

Overcoming the Challenges

- Employed a dedicated client follow-up strategy to encourage early document submission.
- We scaled up the team's capacity with additional support during peak months, ensuring efficient handling of a high volume of returns.
- Implemented a client communication plan, taking over routine follow-ups and queries to free up the firm's staff for critical tasks.



**Behind every good
business is a great
accountant.**

– Anonymous





- Leveraged in-depth tax expertise to handle complex cases efficiently, ensuring full compliance without delays.

Result Achieved

- Achieved early filing of tax returns well before the January deadline, reducing the year-end pressure on the firm's staff.
- Decreased the rate of errors and rework, enhancing the firm's reputation and client trust.
- Positive feedback from clients due to the proactive approach and seamless service delivery.
- Improved client retention rates, with clients expressing greater loyalty to the firm.
- They freed up valuable time for the firm's accountants to focus on strategic tasks, increasing overall productivity.



Conclusion

By partnering with Corient, the UK-based accounting firm successfully navigated the challenges of personal tax season, eliminating the last-minute rush and delivering exceptional service. Corient's proactive planning, specialised expertise, and streamlined processes resulted in timely, accurate submissions and satisfied clients, solidifying the firm's reputation for quality and reliability during the year's busiest period.



**The road to success and the road to failure
are almost exactly the same.**

– Colin R. Davis

