



**Corient Ensures  
Year-End  
Compliance for UK  
Accounting  
Firms During  
Holidays**

## Highlights

- 1 Delivered **24/7 year-end accounting support** during the holiday season
- 2 Ensured **timely completion** of VAT returns, year-end filings, and personal tax submissions
- 3 Maintained **seamless client communication** and compliance
- 4 Enabled internal teams to enjoy **stress-free holiday** breaks without service disruption

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## Introduction

For many UK-based accounting firms, the **holiday season** brings a recurring dilemma. With the **financial year-end** approaching, critical compliance **deadlines** are stacked up against widespread **staff absences**. A prominent UK accounting firm found itself in this exact situation year after year—until it turned to **Corient**.

What followed was a **transformation** in their approach to the **holiday period**. Corient's year-end support safeguarded the firm's compliance and client relationships and allowed their team to take **real time off** for the holidays.



## The Initial Problem: What Went Wrong?

The issue began as it often does—**mid-December** rolled around, and many of the firm's staff went on **holiday leave**. What was left behind was a skeleton crew tasked with handling a **mountain of work**: year-end accounts, VAT return filings, and the all-important **personal tax submissions due by January 31**.

As the work piled up, partners became increasingly concerned about **visibility into progress** and potential errors. Delayed responses to client queries started to create frustration, and the **looming threat of missed deadlines** put the firm's reputation on the line. Despite the team's dedication, the lack of bandwidth was overwhelming.

## Corient's First Solution: The Fix

Corient quickly responded with a well-coordinated plan. A **holiday-ready support team** was deployed, working round the clock to ensure all **year-end accounting** tasks stayed on track. They collaborated closely with the firm to identify critical priorities and developed a **structured workflow**, including **pre-scheduling VAT returns and tax preparations**.

At the same time, Corient took over **client communications**, providing a direct line of support so the firm's internal team could **focus on high-value activities** or take time off—without sacrificing service delivery.

The partnership was built on the same model in Corient's **Accounting Outsourcing Services**, ensuring continuity, reliability, and quality control.



## The New Problem: A Surprise Roadblock

While things were under control internally, a new challenge surfaced—**clients weren't submitting the necessary documents on time**. Many client records remained incomplete as the **deadline for personal tax returns** approached.

This unexpected bottleneck jeopardised the well-laid plans. Despite having the **manpower** and **systems in place**, the process couldn't move forward without **client input**, and the **risk of late submissions** and penalties began to rise rapidly.

## Corient's Second Solution: Fixing the New Problem

### Step 1: Implementing a Follow-Up Framework

Corient rolled out a **dedicated follow-up system**, combining automated **email reminders** with personalised **client calls** to encourage document submissions early.

### Step 2: Expanding Team Capacity

As the volume increased, Corient scaled its team to handle the influx of **last-minute data** without delay, ensuring no task was left behind.

### Step 3: Managing Client Communications

Taking complete control of **client coordination**, Corient resolved queries, tracked missing inputs, and maintained response timelines without overburdening the firm's partners.

### Step 4: Enforcing Quality and Compliance Checks

Corient implemented rigorous internal checks for every submission to avoid penalties, ensuring **full compliance with HMRC requirements**.

### Step 5: Maintaining Transparent Reporting

Corient informed the firm with **regular updates** and clear dashboards, providing peace of mind and enabling **informed decision-making**.

# OUTCOME



## The Final Outcome: Success Story

The results spoke for themselves. The firm completed all its **year-end filings, VAT returns, and personal tax submissions** well before the statutory deadlines. There were **no penalties, errors, or last-minute scrambles**.

Internal staff enjoyed their **holidays without the stress** of looming compliance tasks. On the other hand, clients experienced **smooth, timely service**—even during the traditionally chaotic period. The firm's leadership praised Corient's proactive approach, transparency, and **problem-solving** under pressure.

## What the Client Said



"The holidays used to be our most stressful time of year. Corient completely changed that. Their team handled everything—filings, client communication, and deadlines—while we finally enjoyed a real break. We couldn't ask for a better partner."

## Key Takeaways: Why This Matters for Businesses

- ✓ **Proactive planning and outsourcing** ensure business continuity during staff absences
- ✓ **Structured workflows** and **scalable teams** eliminate deadline anxiety
- ✓ Managing **client communication** externally frees up internal resources
- ✓ **Transparency** and **compliance checks** guarantee peace of mind

Corient's **year-end support** is more than just holiday coverage—it's a strategy that empowers firms to deliver results, protect client relationships, and **reclaim their time** during the **year's busiest season**.