

IABUPDATE

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Better safe than sorry

How to best protect you and your family see page 6





Daring Greatly

The title of this column belongs exclusively to the great Brené Brown. If you haven't read her book then I urge you to rush out now and buy a copy or at a minimum watch one of her Ted Talks.

In very simplistic terms her message is that we need to show the world our vulnerabilities to be able to connect with others and truly experience fulfilment and personal growth. To the majority of us this is an extremely difficult and often painful process that we naturally shy away from, but she also offers some really positive actions to help us 'lean in'.

One of the lessons from her teaching that I truly encompass into my life is the value of choices. She says that we are not good or bad people but we can make good or bad choices; in essence, we are whole and loving people and our choices are independent of this fact. Our choices are dependent on our current level of awareness or education and, significantly, we can

alter or amend our choices if they are viewed this way. Therefore our choices do not directly impact on our self-worth. Reflect on this for a minute as it is highly empowering.

I often see this with prospective clients. When a prospect makes an initial call it's never to tell me their bookkeeping is perfect, they are ringing because they have a problem. The scale of the problem can vary and this can impact on how the client is feeling about their business AND themselves. I show them that because they have made poor financial decisions in the past it doesn't always have to be this way. With the right financial support clients can take their business to a new level and it is up to us as bookkeepers to fill this gap and supply current and reliable information so business owners can increase their education around their numbers. Not only does it help them make empowered choices it makes them feel good too!

I find this an extremely rewarding part of the work I do. Now look in the mirror, because you're a business owner too. What choices can you take to make your business better?

Love to know your thoughts,
Sarah Palmer, Pure Bookkeeping



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A message from Malcolm Trotter, IAB Chief Executive



Summer is upon us and as we prepare this edition of IAB Update, the weather in the UK is actually matching the description!

I wish to congratulate Donna Abrahams and Michael Lashford at being elected by the membership to the IAB Council and also to Sue Renaut who was re-elected. The IAB remains

unique as the only UK-based professional body focussing on the needs of bookkeepers that is fully controlled and governed by Council Members (Directors) elected by the wider professional members. This is very important as this ensures that the direction and professional standards of

the IAB are set by the members and its executive is fully accountable to them. I am sure that this is appreciated and I wish to thank the Council Members for their willingness to serve in this vital way.

Amongst other items, this edition also includes mention of a new membership benefit that has recently been arranged relating to improving Microsoft Office and other skills, Pensions Auto Enrolment and income protection insurance.

I wish you a most enjoyable summer and if you are planning a break then I hope that it is restful and all that you want it to be.

With all good wishes

Malcolm Trotter IAB Chief Executive

Auto enrolment – a new ball game for your clients

By Paul Budgen, NEST

Having spent the last few days watching Wimbledon, I couldn't help but notice a big similarity between the sport and helping clients.

It might seem like the player on court is on their own, but behind the scenes they have a whole team giving guidance and support. So when a player wants to learn a new type of shot, they look to their team for the best approach.

The same can be said about the relationship between you and your clients. Over half a million employers will need to auto enrol their workers in to a workplace pension scheme over the next 18 months and for a lot of them this is a whole new ball game. So if a client needs guidance on how to carry out their auto enrolment duties, they may come to you for support. It might be worth being

ready to provide them with advice.

Here are some of the most common questions they may ask:

Who do I need to enrol?

There are some set criteria for eligible workers, including:

- workers aged between 22 and the state pension age
- those working in the UK
- those earning above £10,000

What you can help with is identifying other types of workers who can ask to be enrolled, as your client may need to make contributions for them too.

What more do I need to do to comply with the duties?

This could depend on their current processes, from their use of payroll to how they communicate with their staff. You can help identify what else your client might need to do such as compile earnings and contribution

information and setting up payments. Helping them create an action plan so that they do everything they need to on time could also be beneficial.

You can find guidance on this and more on the NEST website.

Do you have a service that takes care of the ongoing administration?

I expect that your clients come to you so that they can focus their time on the day to day running of their business. If that is the case, then you may need to be on hand to manage the bulk of the administration of their auto enrolment duties. They might ask if you have a service in place to deal with this. NEST has set up a free service for bookkeepers and other intermediaries called 'NEST Connect' which helps them provide administration services to multiple clients.

Just as a tennis player's team is on hand to help them shine on court, you could be there to help clients who want support with auto enrolment. This way they can concentrate on helping their business shine.

Calling all tax agents: HMRC wants volunteers!

Would you like to be at the forefront of HMRC's Agent Online Self Serve (AOSS) live service? The IAB is part of HMRC's Agent Strategy Group and we are aware that HMRC has now successfully moved into Private Beta testing. With an expanded view of employer

clients PAYE accounts launching shortly (which will provide a monthly breakdown of employers' PAYE liabilities and how the payments received have been allocated to each period) HMRC need volunteers to help test this enhanced feature.

To find out how to get involved and whether you are eligible to take part visit

HMRC's Working with Tax Agents blog, which can be found at: <https://taxagents.blog.gov.uk/2015/06/22/calling-all-tax-agents-were-looking-for-volunteers-to-test-our-agent-online-self-serve/>

Branch meetings

As an IAB member you are able to attend branch meetings of the Institute of

Financial Accountants for free. The branch meetings allow you to keep up-to-date with important issues in the accounting world, and of course meet local members. These events count towards your CPD points.

For more information on where and when the branch meetings are held visit <http://www.ifa.org.uk/branches/>

Automatic enrolment a communicating to workers

What employers and their advisers

The law on workplace pensions has changed. All employers, including those with existing workplace pensions, will have to take some action as a result of automatic enrolment. They will need to identify if and when automatic enrolment applies to each one of their workers. This includes temporary and part-time workers. Where they have staff to enrol, they need to ensure they have a suitable qualifying pension scheme, enrol them into the chosen pension scheme and make contributions.

Within six weeks of their automatic enrolment duty coming into effect, all employers must tell their staff how automatic enrolment affects them as individuals. This means employers must inform their staff in writing how they have been assessed for automatic enrolment and what that means for them.

Depending on whether they are assessed as needing to be automatically enrolled, or as having a right to opt in or join a pension scheme, each member of staff will be sent specific information. Even if a member of staff is unaffected by the changes, for example if they are already members of an existing qualifying workplace pension scheme, they must still be informed in writing about what is happening.

The table below summarises the information which must be provided

to each type of worker.

It is important that employers understand that even if the communications are managed and sent by a third party (for example a business adviser, the pensions provider, or payroll software provider), the statutory responsibility to communicate to staff remains with the employer.

How should the information be communicated?

In order to meet their statutory duty, all staff must be given information explaining how they are affected by automatic enrolment. These communications must be in writing – whether within a letter, email, memo or PDF document. It is not sufficient to merely signpost to an internet or intranet site, attach a URL or display a poster in the workplace. In these circumstances the employer is merely providing the worker access to the information about the duties but is not giving the actual information.

The Pensions Regulator has a number of letter templates, which can be used to write to staff. When using these templates, copy the text into a plain document (or your client's own headed template) and fill in the date and contact details of the member of staff being written to.

The letter templates include:

- Letter template for employees who



are being automatically enrolled

- Letter template for those not automatically enrolled
- Postponement letter template for all employees

For further information or to use

| Category of worker | You must let them know: |
|--------------------------------------|---|
| Being automatically enrolled | <ul style="list-style-type: none"> • the date they are being automatically enrolled • the level of contributions that will be deducted from their pay • the level of contributions the employer will pay • details of the pension scheme provided • their right to opt-out |
| Has a right to opt in | <ul style="list-style-type: none"> • their right to opt in • their right to receive employer contributions if they do |
| Has a right to join a pension scheme | <ul style="list-style-type: none"> • the opportunity to join the workplace pension |

and rkers: visers need to know



these templates please visit: www.thepensionsregulator.gov.uk/employers/write-to-your-staff.aspx

Postponement

Postponement is a flexibility which allows the employer to postpone the assessment of some or all of their staff for up to three months. Employers must write to the staff being postponed within six weeks of their staging date (the date at which automatic enrolment duties start).

One of the main reasons an employer may decide to postpone is if they have temporary or short-term staff who they know will stop working for them within three

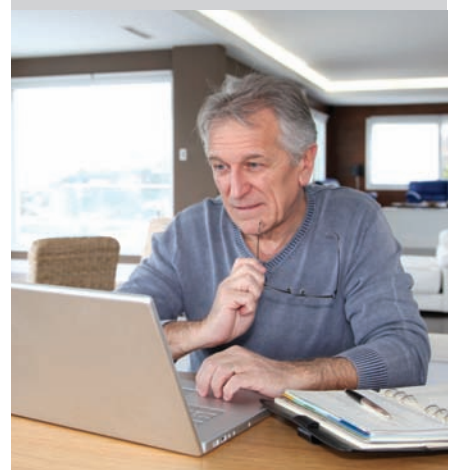
months. They may also choose to use the postponement period to align automatic enrolment with other business processes.

While there is no requirement to make The Pensions Regulator aware that a decision has been taken to postpone automatic enrolment, it's important to be aware that postponement will not change an employer's declaration of compliance deadline, which will remain the same (5 months after staging date).

For more information on postponement, go to www.tpr.gov.uk/employers/postponement

Useful links:

- Find out when automatic enrolment applies to your clients with our staging date calculator at www.tpr.gov.uk/staging-date
- Guide your clients through the basics with our introduction to automatic enrolment at www.tpr.gov.uk/essential-guide
- For information on what must be provided to what type of staff, at which time, with links on where to find more information www.thepensionsregulator.gov.uk/docs/detailed-guidance-10.pdf
- For communicating with staff whose automatic enrolment has been postponed. Paragraphs 22-40 explain the different types of postponement notices. www.thepensionsregulator.gov.uk/docs/detailed-guidance-3a.pdf
- Find more information and resources to help your clients get ready for automatic enrolment at www.tpr.gov.uk/help-clients-prepare
- Subscribe to The Pensions Regulator's News-by-Email: Spotlight on AE www.tpr.gov.uk/subscribe



Better safe than sorry

Travel insurance and sunscreen are not the only protection families should be considering when booking their summer holidays, warns leading UK insurer, PG Mutual Health & Wellbeing...

The average British family will spend two whole months' salary on their summer holiday ^ – but leading income protection providers, PG Mutual Health & Wellbeing, are asking how families would find this money should the main earner lose that income due to an unexpected illness or injury.

Despite many people still living on a restricted household budget, one in five people feel that a holiday abroad is a necessity rather than a luxury*, with 53% of people taking at least one holiday overseas in the past year.**

With money still tight for many, planning ahead is a key part of managing the cost of an annual break – budgeting for travel insurance, luggage cover and many other extras – and there are a range of payment options out there to assist families with spreading these costs. However, leading UK insurer, PG Mutual Health & Wellbeing, are encouraging families to consider the one eventuality many holiday makers seem to forget – the risk of losing the income you need to pay for your break if an unexpected illness or accident were to occur.

With holidays already around 145% more expensive during the school holidays, many UK families will have to stretch their budget to afford the holiday they want. Many may consider credit cards or instalment payments, using their monthly income to meet these payments. Some will still be continuing to pay off the cost of their holiday long after their tans have faded – but with no plan in place for managing debt repayments if the main household income was lost, the dream holiday could become a nightmare to pay off.

While travel insurance may provide medical cover should a person fall ill or be injured on your break, without income protection insurance, should this be a long-term illness or injury, the consequences can be more severe if they can't go back to work. While some employers may have a sick pay policy in place, many do not – meaning that an accident abroad could end up seriously impacting a person's ability to meet their household bills for some time to come.

PG Mutual Health & Wellbeing Chief Executive, Mike Perry, explains, “We know that this a key time for families planning their annual breaks, and that they have a lot of financial considerations in doing so – however, we see a number of people who have committed to a financial obligation such as credit card or holiday repayments who rely on our cover, and would not have been able to meet these obligations without it.”

“Whether you're saving up to pay for a holiday for your family, or making repayment arrangements, no one ever likes to think about what would happen if you fell ill. But no holiday is worth leaving your family with serious



financial difficulties, so we advise families to consider cover which would pay them a monthly amount in the event of illness or injury, and go some way to helping ensure they don't end up missing repayments or having to use their savings to survive.”

IAB Members can enjoy a 20% discount on their first two years' subscriptions and will be entered into a prize draw to win £750 of holiday vouchers***. For more information on income protection insurance from PG Mutual Health & Wellbeing, visit www.pgmual.co.uk or call 0800 146 307 and quote “IAB”.

^Daily Mail, March 2014

**Daily Mail, October 2013*

***ABTA.com, September 2014*

**** For full terms and conditions visit www.pgmual.co.uk .*

Offer ends 31.12.15

The best thing I learnt in Excel this year

Often it is the simplest things in life that are most rewarding. Finding a new function in Excel that saves time doing a repetitive task is definitely something I count as rewarding, which is why I wanted to share this tip about deleting multiple blank rows in a spreadsheet with you. It's incredibly simple yet a function that not many know about and a genuine time-saver.

We have all been there. You receive some data in Excel that requires some cleaning up before you can do anything with it. There are thousands of rows and intermittent (and often inexplicable) gaps between the data in the column you need. You can either go through and delete each blank row manually or you can use the fantastic **Go to Special** function.

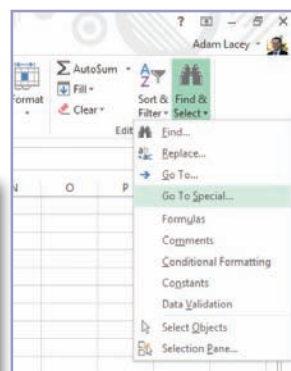
| | A | B |
|----|-----------------------|---|
| 1 | Prime Minister | |
| 2 | David Cameron | |
| 3 | Gordon Brown | |
| 4 | | |
| 5 | Tony Blair | |
| 6 | John Major | |
| 7 | Margaret Thatcher | |
| 8 | | |
| 9 | James Callaghan | |
| 10 | | |
| 11 | Harold Wilson | |
| 12 | Edward Heath | |
| 13 | Harold Wilson | |
| 14 | | |
| 15 | | |
| 16 | Sir Alec Douglas-Home | |

You will find the **Go to Special** function on the Home ribbon under **Find and Select** (it's on the far right).

The **Go to Special** function allows you to select certain cells based on various criteria. For the purpose of this exercise,



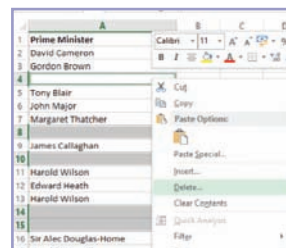
we are looking to select the Blanks. To start this you need to select the row or column you are looking to alter by clicking on the column header, in this example we want to select column A which is a list of UK Prime Ministers.



After this go to **Find & Select > Go to Special > Select 'Blanks'** from the pop up box > Select **'OK'**.

| | A | B |
|----|-----------------------|---|
| 1 | Prime Minister | |
| 2 | David Cameron | |
| 3 | Gordon Brown | |
| 4 | | |
| 5 | Tony Blair | |
| 6 | John Major | |
| 7 | Margaret Thatcher | |
| 8 | | |
| 9 | James Callaghan | |
| 10 | | |
| 11 | Harold Wilson | |
| 12 | Edward Heath | |
| 13 | Harold Wilson | |
| 14 | | |
| 15 | | |
| 16 | Sir Alec Douglas-Home | |

This highlights all of the empty or blank rows in the data set you have selected. All you have to do then is right click on one of the highlighted cells, click delete and select **'Shift cells up'**.



All the blank rows in that column are then deleted and you have saved yourself some serious time in your data cleaning process.

Simple, effective and quick

So why am I telling you about this? I work for a company called Filtered and we offer online training in essential business disciplines. Our most popular course is our online Excel training course, which we developed specifically for the professionals that rely on and use this tool in a

business context.

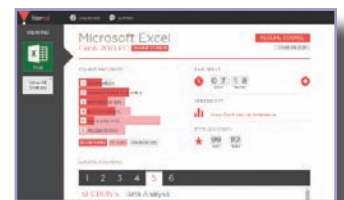
Instead of assuming you need to learn everything in a given subject, at Filtered we just teach you what you need to know. We do this by getting you to take a quick 10-minute diagnostic before you start your learning. From here, we create an online course in each subject based on what you do not know and what you actually want to learn.

All our courses are CPD UK approved and vary from Microsoft Office to Strategy, Leadership and Project Management.

Here's the great part; Filtered has teamed up with the IAB to bring members two great discounts on either the Excel course or all courses bundle:

Excel - £56 instead of £75 for 12 months access

All Courses - £150 instead of £200 for 12 months access.



The Filtered learning dashboard

For more information check out our website or get in touch on support@filtered.com.

<https://filtered.com/>

Written by Adam Lacey – Director at Filtered.com



GONE PHISHING

Mike Down explains a new HMRC initiative to help reduce digital fraud

At some time most of us will have hovered over our computer keyboards wondering whether an unsolicited email can be safely opened. But what if that unexpected email purports to have originated from HMRC? At a time when HMRC are moving quickly to a digital agenda, how can we be sure that the email or text sitting in our inbox is indeed from the taxman?

Recently, and in recognition of potential taxpayer uncertainty, HMRC published updated and welcome guidance entitled ‘Genuine HMRC contact and recognising phishing emails’. This helpfully sets out a list of legitimate digital contacts issued by the department, explains how to tell if an email is fraudulent and gives instruction on how to report HMRC related bogus emails.

We are advised that proper digital

contact issued by HMRC includes:

- (a) “educational” emails to support “business life events”.
- (b) information to employers about online security.
- (c) email applications for Marriage Allowance.
- (d) Tax Credit letters and telephone contact from Concentrix (a company working on behalf of HMRC).
- (e) electronic PAYE notices, reminders and also warning notices where employers are late in submitting Real Time Information reports.

In advising on whether an email might be fraudulent, HMRC make it clear that email will never be used to seek personal information or to give notifications of tax rebates. The department points out that common tactics used by fraudsters include requests for “urgent action” with emails directed generally “Dear Customer” rather than to a named individual. Also, spelling mistakes

and poor grammar appear in many of the fictitious emails.

I have criticised HMRC in the past for sending out mixed messages, but I welcome these latest attempts to reduce electronic fraud, and would encourage people in receipt of a suspicious communication to visit the gov.uk website to find out information and details on how to report a scam.

However, it might be a little unrealistic to think that one piece of guidance will have a significant impact on reducing the number of people who fall victim to scams. As the “digital by default” agenda gathers pace, HMRC will need to ensure that it is giving out a clear and consistent message that helps to generate awareness of the more common scams, and builds trust in HMRC’s own services among its customers.

• *Mike Down, Head of Tax Investigations, Baker Tilly*

AGM Update

Following on from our AGM which took place on 18th June we are pleased to welcome Donna Abrahams and Michael Lashford to the IAB Council. Sue Renault was also re-elected as a Council member.

Between them Donna, Michael and Sue have many years’ experience within the banking industry, education sector and working as bookkeepers or accountants, and will bring to the Council a wealth of knowledge and expertise.

Yvonne Strawbridge, who joined the Council in 2009, stepped down as a Council member at the AGM. We would like to pass on our thanks for her contribution to the IAB and wish her all the best for the future.