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Tony Ingham, Partner, Ingham & Co

## About Ingham & Co

Ingham & Co is a firm of chartered accountants, business and tax advisers celebrating 25 years in business.

It has been providing solutions for individuals and companies in and around Scarborough since 1986. Today there is also an office in Bridlington and the firm employs 25 staff, including three partners.

Despite that growth Ingham & Co is still very much a family firm. It offers a timely, reliable and value for money service to a loyal customer base which reflects the area's business community. Many clients come from a farming or tourism background and such is the level of repeat business and recommendations that Ingham & Co rarely needs to advertise.

“We have a reputation for doing a good job,” says Tony Ingham, whose father Peter founded the firm, and whose brother, sister and wife all work in the practice. “Many of our clients are also family businesses and we know the issues they face.”

## What LexisNexis services do Ingham & Co use?

When Tony Ingham arrived at the firm 16 years ago to go into partnership with his father he introduced Simon's Taxes. The hard copy text has since been complemented by the introduction of the online TolleyLibrary.

Mr Ingham says: “Simon's is my favourite reference book. I find it an invaluable source of material and it is fundamental to the business. I was instrumental in bringing Simon's to the firm because I believe it is the best product on the market.”

Simon's is the most popular tax reference service in the UK, relied on by more accountants and tax practitioners than any other service of its kind. Additionally, TolleyLibrary offers up to date information, resources and expert opinion for tax professionals from established names including Butterworth's and De Voil.

“The online service enables us to quickly access information from anywhere,” adds Mr Ingham. “It offers great depth and quality of content, allowing us to punch above our weight in terms of our size. TolleyLibrary gives us the authority and confidence to take on bigger clients.”

“Even on complex issues we rarely need to seek a second opinion. Our LexisNexis products allow us to take a position and, if necessary, defend it against HMRC.”

“Without Simon's and TolleyLibrary we could not maintain the top ten per cent of our client portfolio, which brings in the biggest fees.”

With the introduction of electronic document storage Ingham & Co is gradually moving fully online.

“We are using paper a lot less and I expect that in the next year we will be fully electronic for our information services,” explains Mr Ingham. “Already, if we want material quickly we will seek the information online because it is twice as fast. The online search facility is very quick and it is easy to cross-reference to Revenue manuals and legislation.”

Mr Ingham has also been impressed by the willingness of LexisNexis to understand the needs of his firm and offer a tailor-made solution to one particular problem.

In the past staff were forced to travel to Hull, a round trip of 100 miles, to attend regular CPD seminars. Following a request by Ingham & Co, supported by other firms in the area, a full CPD programme involving leading speakers is now run in Scarborough.

“We were delighted that our needs were taken on board,” says Mr Ingham. “Across the firm we were wasting almost 200 payable hours a year in travel time, not to mention fuel. I estimate that we have reduced our CPD training costs by 50 per cent.

“At a time when we are under pressure from clients to keep fees down this willingness by LexisNexis to listen has made us more efficient.”

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