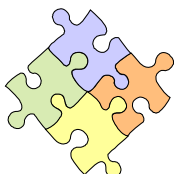


## IMPACT ASSESSMENT

Region: South West

Cluster 44: Barnstaple, Bideford

Location	Northbank House, Bideford, EX39 2NX.
Original Proposal	To withdraw from Northbank House and relocate staff to other HMRC offices within reasonable daily travel.
Decision	HMRC does not expect to fully vacate Northbank House before summer 2010. Staff are expected to relocate to Regent House, Barnstaple.
Risks/Issues	<p>Risk to customer service.</p> <p>Travel times for some staff may exceed or be at the limit of reasonable daily travel if relocating to Regent House, Barnstaple.</p> <p>Risk to HMRC meeting its efficiency targets if decision not implemented.</p>
Mitigating Action	<p>Enquiry centre services will continue to be provided from Northbank House or from an alternative location nearby.</p> <p>Further examination of individual circumstances and available options will be undertaken through one to one discussions between managers and staff. No staff will be required to relocate beyond reasonable daily travel.</p>



Issued by Workforce Change  
4 December 2008

**IMPACT ASSESSMENT**

**Contents**

<b>1</b>	<b>SUMMARY .....</b>	<b>3</b>
1.1.	Background.....	3
1.2.	Enquiry Centre Customers.....	3
1.3.	Socio-economic.....	3
1.4.	Staff.....	3
1.5.	Staff Diversity.....	3
1.6.	Business Units .....	4
1.7.	Finance .....	4
<b>2</b>	<b>OFFICE PROPOSAL AND BUSINESS PLANS.....</b>	<b>4</b>
2.1.	Office Proposal.....	4
2.2.	Business Plans.....	4
<b>3</b>	<b>ENQUIRY CENTRE CUSTOMER IMPACT.....</b>	<b>4</b>
3.1.	Enquiry Centre Summary.....	4
<b>4</b>	<b>SOCIO-ECONOMIC IMPACT.....</b>	<b>5</b>
4.1.	Member of Parliament and Constituency.....	5
4.2.	Local Economy.....	5
4.3.	Sustainable Development .....	5
4.4.	Media Activity .....	5
4.5.	External Engagement.....	5
<b>5</b>	<b>STAFF &amp; STAFF DIVERSITY IMPACT.....</b>	<b>6</b>
5.1.	Business Unit Headcount.....	6
5.2.	Staff Diversity .....	6
5.3.	Equality Impact Assessment.....	7
5.4.	Staff Consultation.....	7
<b>6</b>	<b>RELOCATION OPTIONS FOR STAFF .....</b>	<b>7</b>
6.1.	Regent House, Barnstaple .....	8
6.2.	Daily Travel Assistance.....	9
6.3.	Other Government Departments.....	9
<b>7</b>	<b>ESTATES &amp; FINANCE.....</b>	<b>9</b>
7.1.	Estate Information.....	9
7.2.	Finance .....	9
7.3.	Information Management Services (IMS).....	9
<b>APPENDIX A: EQUALITY IMPACT ASSESSMENT – NORTHBANK HOUSE, BIDEFORD.....</b>		<b>10</b>
<b>APPENDIX B: MAP OF OFFICES.....</b>		<b>21</b>

To receive this document in an alternative version please contact the Visually Impaired Media Unit on 01274 539 646 or e-mail VISUALLY IMPAIRED MEDIA UNIT, SHIPLEY (Accounts Office Shipley).

## **1 SUMMARY**

### **1.1. Background**

HMRC proposes to rationalise its estate in the South West Region with the aim of making more effective and efficient use of office space and to integrate teams within and across business units. As part of this proposal HMRC has reviewed its business requirement to remain at office buildings in Cluster 44. This cluster contains the office buildings in Barnstaple and Bideford. The review has identified that there is no long term requirement to retain Northbank House, Bideford.

### **1.2. Enquiry Centre Customers**

Enquiry centre services will continue to be provided from Northbank House or from an alternative location nearby. The impact on customers is expected to be minimal.

### **1.3. Socio-economic**

The Northbank House office is situated within the local authority of Torridge. The unemployment rate for Torridge is 4.5%, against the UK national average of 5.3%. There are around 3,080 employers in Torridge employing approximately 17,700 people. There are 26 HMRC employees located at Northbank House, which is less than 1% of those employed within the local authority area. It is therefore reasonable to infer that the local economy is not dependent on the HMRC presence at this office.

### **1.4. Staff**

Northbank House accommodates a total of 26 staff. During consultation, concerns around additional travelling for staff have been raised. Further examination of individual circumstances will be undertaken through one to one discussions between managers and staff. Where a staff member is unable to relocate to the proposed HMRC office within reasonable daily travel managers will discuss other available options with them. No staff will be required to relocate beyond reasonable daily travel.

### **1.5. Staff Diversity**

The gender ratio of staff is 82% female to 18% male. 43% of staff work part-time, 4% are recorded as having a disability and no staff are recorded as being from an ethnic minority group.

Workforce Change has undertaken Equality Impact Assessment (EQIA) work on the proposal for Cluster 44. No significant risks with regard to equality issues have been identified and wider public consultation has not been considered necessary at this stage. Individuals will have an opportunity to raise any particular concerns with their manager during the one to one discussions. Mitigating actions will be considered where risks have been identified with regard to equality issues. The EQIA findings for Northbank House can be found at Appendix A.

## 1.6. Business Units

The **Business Customer Unit (BCU)**, **Customer Operations** and **Local Compliance** business units will relocate to Regent House, Barnstaple.

**Customer Contact** will continue to provide enquiry centre services at Northbank House or from an alternative location nearby.

## 1.7. Finance

The vacation of this office will contribute to estimated estate savings of £9.9m in the South West Region between 2007 and 2012.

## 2 OFFICE PROPOSAL AND BUSINESS PLANS

### 2.1. Office Proposal

HMRC proposes to rationalise its estate in the South West Region with the aim of making more effective and efficient use of office space and bringing teams closer together within and across business units. It is proposed to withdraw from Northbank House and relocate staff to Regent House, Barnstaple. Enquiry centre services will remain at Northbank House or relocate to an alternative location nearby.

### 2.2. Business Plans

Northbank House is occupied by staff from the **BCU**, **Customer Contact**, **Customer Operations** and **Local Compliance** business units.

**BCU**, **Customer Operations** and **Local Compliance** plan to relocate to Regent House, Barnstaple.

For most staff this will present an opportunity to co-locate with teams already there.

**Customer Contact** will continue to provide enquiry centre services at Northbank House or from an alternative location nearby.

## 3 ENQUIRY CENTRE CUSTOMER IMPACT

### 3.1. Enquiry Centre Summary

During 2007/2008 the Enquiry Centre at Northbank House received 6,643 callers.

Enquiry centre services will continue to be provided from Northbank House or from an alternative location nearby. The impact on customers is expected to be minimal.

## 4 **SOCIO-ECONOMIC IMPACT**

### 4.1. Member of Parliament and Constituency

Northbank House is within the parliamentary constituency of Torridge & West Devon. The Member of Parliament is Geoffrey Cox (Conservative)<sup>1</sup>.

### 4.2. Local Economy

Northbank House is situated within the local authority of Torridge. The unemployment rate for Torridge is 4.5%, against the UK national average of 5.3%. The table below shows the relative job density for Torridge, the South West Region and the UK as a whole. Job density is a ratio of total jobs to working-age population and provides a measure of the economic health of an area. Total jobs includes employees, self-employed, government supported trainees and HM Forces<sup>2</sup>.

**Table 1 - Job Density**

Torridge	South West	UK
0.63	0.86	0.84

There are around 3,080 employers in Torridge employing approximately 17,700 people. There are 26 HMRC employees located at Northbank House, which is less than 1% of those employed within the local authority area. It is therefore reasonable to infer that the local economy is not dependent on the HMRC presence at this office.

There may be some impact on local businesses which at present benefit from the custom of HMRC staff based at Northbank House. Any negative impact that may be caused by HMRC withdrawal from this location is expected to be temporary, lasting until such time as the building is reoccupied by another employer.

### 4.3. Sustainable Development

The intention to vacate Northbank House assists HMRC in meeting its Sustainable Development Action Plan objective to provide office space of the right size and quality to meet long term business needs. Through the Sustainable Development Action Plan HMRC has also committed to improving the energy efficiency of all retained offices and the Corporate Responsibility Unit will work with Estates and Support Services and IMS to meet this objective.

### 4.4. Media Activity

There has been no media interest in the proposal relating to this building.

### 4.5. External Engagement

On 11 and 13 June 2008 Workforce Change wrote to 22 local authorities and 12 town councils in the South West about the proposals for the cluster and individual locations in this Region. A six week period for responses was given. Comments

<sup>1</sup> Source: [www.parliament.uk](http://www.parliament.uk)

<sup>2</sup> Source: [www.nomisweb.co.uk](http://www.nomisweb.co.uk). Unemployment rates are for the period October 06 – September 07. Job density relates to 2005.

were sought on subjects including local/regional economic factors, regeneration plans, wider employer activity and plans for new or improved transport links. Eight responses were received from Cheltenham Borough Council, North Devon Council, South Somerset District Council, Yeovil Town Council, Launceston Town Council, Sedgemoor District Council, Bridgwater Town Council and Newton Abbot Town Council. Responses received included comments on the impact of job losses on the local economy and the adverse environmental impact. All concerns raised have been taken into account in making our recommendations to Ministers.

## 5 **STAFF & STAFF DIVERSITY IMPACT**

### 5.1. Business Unit Headcount

The table below shows the business units occupying Northbank House<sup>3</sup>.

**Table 2 - Staff in post by business unit**

Business Unit	Staff numbers
BCU	1
Customer Contact	2
Customer Operations	21
Local Compliance	2
<b>TOTAL</b>	26

### 5.2. Staff Diversity

The following diversity data has been provided by background HR systems and staff completion is not mandatory. The information is therefore incomplete for ethnicity and disability<sup>4</sup>.

**Table 3 - Staff diversity**

Ethnicity	%	Disability	%	Age Group	%
White	50	Disabled	4	15 - 24	4
Ethnic Minority	0	Not disabled	32	25 - 34	7
Chosen not to declare	0	Chosen not to declare	0	35 - 49	53
				50 - 59	32
Not known	50	Not known	64	60+	4

<sup>3</sup> Source: Latest headcount data provided by HMRC business units

<sup>4</sup> Source: HR data at 01/07/08

Gender	%	Working Pattern	%	Part Time Gender	%
Male	18	Full Time	57	Male	0
Female	82	Part Time	43	Female	100

### 5.3. Equality Impact Assessment

Workforce Change has undertaken EQIA activity on the proposal for Cluster 44. No significant risks with regard to equality issues have been identified and wider public consultation has not been considered necessary at this stage. Further examination of individual circumstances will be undertaken through one to one discussions between managers and staff. Mitigating action will be considered where impacts have been identified with regard to equality issues. The EQIA findings for Northbank House can be found at Appendix A.

### 5.4. Staff Consultation

HMRC undertook an 8 week period of consultation between June 2008 and August 2008, inviting staff and unions to comment on the proposal to reshape HMRC within Cluster 44. During this period 47 responses were received, representing the views of 67 (52%) staff, out of a total of 128 staff<sup>5</sup> in Barnstaple and Bideford. Responses were also received from the two trade unions, ARC and PCS.

The Summary Report of the Consultation Responses for Cluster 44 was published on the staff intranet site on 15 October 2008.

Comments were constructive and covered a range of topics, the main themes being the socio- economic impact on the local community and travel issues.

The majority of comments focused on the lack of alternative employment and the impact on the local community if there was no HMRC presence in North Devon. Many respondents raised concerns over the additional time and cost of travelling to another HMRC location. Some staff commented on the potential impact additional travelling would have on part-time staff and those with caring responsibilities.

Business managers will meet with every individual affected by changes and discuss the implications for them and their options. Some staff may need to move to another HMRC location depending on personal circumstances.

## 6 RELOCATION OPTIONS FOR STAFF

This section considers the impact of relocating staff to alternative HMRC offices.

Where a staff member is unable to relocate to the proposed HMRC office within reasonable daily travel managers will discuss other available options with them. No staff will be required to relocate beyond reasonable daily travel.

BCU, Customer Operations and Local Compliance, currently a total of 24 staff, will relocate to Regent House, Barnstaple.

<sup>5</sup> Source: HR data at 01/04/08

The distance between Northbank House and Regent House is 9.7 miles (15.6km) and, travelling at 8.00 am, the journey by car takes approximately 38 minutes<sup>6</sup>.

## **6.1. Regent House, Barnstaple**

### **6.1.1. Overview**

The map at Appendix B shows the position of Northbank House in relation to Regent House, Barnstaple.

Regent House is an ex-IR office. HMRC occupies a space sufficient to accommodate an estimated 193 staff before desk sharing and shift patterns are taken into account. The building currently houses 92 staff. The majority of staff work in Customer Operations<sup>7</sup>.

### **6.1.2. Travel by Car**

An analysis of drive time data, detailing travelling times by car between staff home postcodes and Regent House, indicates that for all staff currently based at Northbank House potentially<sup>8</sup>:

- 92% of staff would face an increase in travel time following relocation to Regent House
- 8% of staff would be able to reach Regent House in 30 minutes or less
- Of those staff facing an increase in travel time, no staff would fall outside of reasonable daily travel.

Regent House has 53 on-site parking spaces, with no predetermined number of designated disabled bays. There are five public car parks within 0.2 miles (0.3km) of the office<sup>6</sup>.

### **6.1.3. Travel by Public Transport**

An analysis of travel by public transport between staff home postcodes and Regent House indicates that for all staff currently based at Northbank House potentially<sup>8</sup>:

- 92% of staff would face an increase in travel time following relocation to Regent House
- Of the staff facing an increase in travel time, 8% would fall outside of reasonable daily travel.

One to one discussions between staff and managers will establish the full impact of relocation to Regent House and could lead to alternative arrangements being considered.

The nearest railway station is Barnstaple located 0.5 miles (0.8km) from the office<sup>6</sup>.

---

<sup>6</sup> Source: [www.transportdirect.info](http://www.transportdirect.info)

<sup>7</sup> Source: Latest headcount data provided by HMRC business units

<sup>8</sup> Source: HR known postcodes at 01/07/08

## 6.2. Daily Travel Assistance

A calculation based upon 24 BCU, Customer Operations and Local Compliance staff travelling between Northbank House and Regent House, a return journey of 19.4 miles (31.2km), produces a maximum Daily Travel Assistance cost of £91k over three years<sup>9</sup>.

Because Daily Travel Assistance forms part of a person's taxable income, any individuals receiving Working Tax Credit and claiming Daily Travel Assistance should be aware that their Working Tax Credit entitlement could be reduced as a result.

## 6.3. Other Government Departments

The expectation is that staff will relocate within HMRC. However opportunities may exist to transfer to other Government Departments and HMRC has a support package of measures, both financial and personal, to facilitate such transfers. Other Government Departments located in the area include<sup>10</sup>:

- Department for Environment, Food and Rural Affairs
- Department for Innovation, Universities and Skills
- Department for Transport.

## 7 ESTATES & FINANCE

### 7.1. Estate Information

HMRC occupies Northbank House under the contract with Mapeley. Northbank House has on-site car parking available for 25 vehicles with no predetermined number of designated disabled bays.

### 7.2. Finance

The vacation of this office will contribute to estimated estate savings of £9.9m in the South West Region between 2007 and 2012.

### 7.3. Information Management Services (IMS)

IMS has been engaged in the detailed consideration of the proposal for Northbank House. IMS will work closely with Estates & Support Services and business unit managers to provide the IT and telephony requirements for staff relocating to Regent House.

---

<sup>9</sup> Formula: staff x return mileage x basic mileage rate x 260 days x 3 years

<sup>10</sup> Source: OGC data at April 2008

**APPENDIX A: EQUALITY IMPACT ASSESSMENT – NORTHBANK HOUSE, BIDEFORD**

Equality Impact Assessment (EQIA) work is undertaken to determine which policies or activities, for staff and customers, should be subject to a wider EQIA public consultation. This work is ongoing and is updated whenever there is a major change to proposals or plans. Once a decision has been made to withdraw from a specific office an EQIA document is prepared with reference to that office. This EQIA focuses on the withdrawal from Northbank House, Bideford which is part of Cluster 44. This cluster contains the office buildings in Barnstaple and Bideford. The EQIA should be read in conjunction with the Overview Equality Impact Assessment of the Cluster 44 Proposal.

**Background to proposal**

1. Proposal	<p>On 11 June 2008 Workforce Change (WFC) commenced an eight week period of staff consultation on a proposal to reshape HMRC within Cluster 44. Part of the proposal for Cluster 44 was to withdraw from Northbank House. The expectation is that up to 24 staff will relocate to Regent House, Barnstaple approximately 10 miles away.</p> <p>Appendix B shows a map of these offices.</p>
2. Date implemented or planned to come into effect	HMRC does not expect to fully vacate Northbank House before summer 2010.
3. Programme Owner	WFC acting with a devolved authority from Directors and adopting a pooled sovereignty approach, led by a Programme Board. This group includes representatives from key stakeholders and business units.
4. Programme Manager	The Regional Review Programme Manager within WFC.
5. Who in the Department manages the day	Implementation Teams will have primary responsibility for the delivery of changes to the Cluster 44 estate and for management of local redeployment and relocation issues.

<p>to day function?</p>	<p>Implementation Teams are usually led by a senior manager from the majority business unit and include representatives from Estates &amp; Support Services (ESS), People Function and the other business units affected.</p>
<p>6. Why is this proposal being considered? Provide a description of aims of proposal (purpose, who benefits and how, etc)</p>	<p>HMRC is required to make estate savings under the Comprehensive Spending Reviews 2004 and 2007. The Cluster 44 Proposal was one of a series of consultations on the reshaping of HMRC. The overall aim is to deliver a more efficient and effective service to businesses and individuals.</p> <p>The decisions for Cluster 44 will deliver more effective utilisation of available HMRC office space, contributing to departmental efficiency savings whilst providing opportunities for the consolidation of teams within the same business unit. Staff are expected to relocate within reasonable daily travel. In some cases, people and work may not always move to the same place - business units may take the opportunity of an office move to restructure their operations, opening up different options for staff.</p>
<p>7. a. Give full details of all the internal and external stakeholders of this proposed action</p> <p>7. b. How will you work with stakeholders in implementing this function?</p>	<p>Internal – staff, managers, business unit planners, trade unions, WFC, People Function, IMS, CaM, ESS.</p> <p>External – Financial Secretary to the Treasury, local MPs, customers, Mapeley, ASPIRE, local authorities, selected trade bodies.</p> <p>Internal – HMRC consults formally with internal stakeholders during the feasibility stage.</p> <p>External – HMRC engages with the Financial Secretary to the Treasury and MPs during the feasibility stage and also with local authorities and selected trade bodies, where appropriate.</p>
<p>8. Does this proposal interact with any others? If so, how? Please comment on connected proposals and describe the</p>	<p>The proposal is part of the Regional Review Programme (RRP), which is designed to deliver HMRC’s restructuring ambitions as quickly and cost-effectively as possible. The RRP supports business unit strategic planning and the Estates Consolidation Programme, working</p>

relationship	towards meeting HMRC efficiency targets for people (headcount) and estate.
<p>9. How will the RRP impact directly those staff who cannot travel to a more distant location?</p>	<p>Businesses will consider the scope to feed back work to staff affected by this proposal, while portable work is available and the office remains viable. The Department is committed to measures which will particularly assist staff who are not within reasonable daily travel of any other location.</p> <p>HMRC has introduced an intranet-based Options Assessment questionnaire which allows staff to indicate which redeployment opportunities they might consider if available. This information provides business planners and Implementation Teams with a starting point to help identify solutions for staff who may not be able to move with their current business. The Options Assessment includes a list of measures which may be available to staff, such as:</p> <ul style="list-style-type: none"> <li>▪ Transfers into other HMRC business units</li> <li>▪ Paid moves of home for pre-surplus staff to fill specialised posts that cannot be filled locally</li> <li>▪ Transfers into other Government Departments, including a compensation scheme for staff transferring to other Departments with lower pay</li> <li>▪ A 'public sector release scheme' offering grants to staff leaving to train for frontline public sector jobs such as teaching or nursing</li> <li>▪ Flexible Early Severance</li> <li>▪ Approved Early Retirement schemes.</li> </ul> <p>The HR Job Centre Team works with Businesses to redeploy pre-surplus staff using the PMMA (Pre-Surplus Managed Moves) process. Support is also available for staff through the <a href="#">Redeployment Support Programme</a>.</p>

**Potential Equality Impacts**

This section considers equality impacts and actions to be taken to reduce/mitigate any adverse impacts on staff. In the announcement on 11 June 2008 staff were encouraged to consider what impact the planned changes might have on their own future work and travel patterns and speak with managers if they anticipated any difficulties. Any individual concerns will be considered further in one to one discussions between managers and staff. Managers will work with staff to consider personal circumstances and any necessary mitigating action.

<b>Consideration given to:</b>	<b>Staff</b>	<b>Mitigating Action</b>
1. Racial groups	<p>50% of the staff in Northbank House have provided details of their ethnic origin. No staff have declared that they belong to an ethnic minority group. The HMRC total for the South West Region is 1%. The HMRC national total is 4%<sup>11</sup>.</p> <p>No issues specific to racial groups have been raised in the staff consultation process.</p> <p>At this stage no potential adverse impacts have been identified that would disproportionately affect staff due to their racial group.</p>	None required at this stage.
2. Those with a disability	<p>36% of staff in Northbank House have provided data on disability. 4% of staff have declared a disability. The HMRC total for the South West Region is 7%. The HMRC national total is 7%.</p> <p>No issues specific to disability have been raised in the staff consultation process.</p> <p>The potential impact on those with a disability is dependent on personal circumstances. Known impacts to this group arising from previous relocations</p>	Staff and managers will engage in one to one discussions regarding the specific needs of each staff member and will make reasonable adjustments where required.

<sup>11</sup> All diversity data quoted in this EQIA is provided by background HR systems as at 01/07/08 and staff completion is not mandatory. The information is therefore incomplete for ethnicity and disability.

Consideration given to:	Staff	Mitigating Action
	<p>are:</p> <ul style="list-style-type: none"> <li>▪ Staff who require specialist IT equipment or reasonable adjustment adaptations may need to discuss their requirements/needs with their manager</li> <li>▪ Disabled staff travelling to work by car may be adversely affected if their current location provides disabled parking facilities and these are not available in the new location</li> <li>▪ Disabled staff requiring re-training may be adversely impacted if training courses require overnight stays or long distance travel.</li> </ul> <p>There are 53 car parking spaces, with no predetermined number of designated disabled bays, at Regent House.</p>	<p>Managers will discuss these issues with staff if they arise and seek the support and guidance of HR and Diversity specialists.</p> <p>Managers may need to engage with 'Access to Work' to identify reasonable solutions and assistance with journeys.</p>
<p>3. Gender (including transsexual/transgender)</p>	<p>The gender ratio of staff based at Northbank House is 82% female to 18% male. The HMRC total for the South West Region is 57% female to 43% male. The HMRC national total is 58% female to 42% male.</p> <p>43% of the staff at Northbank House work part-time. Of these all are female. Potential impacts arising to those staff (full and part-time) with care responsibilities are noted in section 6 – 'Those with dependants'.</p> <p>No issues specific to gender have been raised in the staff consultation process.</p> <p>At this stage no potential adverse impacts have been identified that would disproportionately affect staff due to their gender.</p>	<p>None required at this stage.</p>

Consideration given to:	Staff	Mitigating Action												
4. Age	<p>The age profile for HMRC staff in Northbank House is as follows:</p> <table border="1" data-bbox="602 403 842 691"> <thead> <tr> <th>Age</th> <th>%</th> </tr> </thead> <tbody> <tr> <td>15-24</td> <td>4</td> </tr> <tr> <td>25-34</td> <td>7</td> </tr> <tr> <td>35-49</td> <td>53</td> </tr> <tr> <td>50-59</td> <td>32</td> </tr> <tr> <td>60+</td> <td>4</td> </tr> </tbody> </table> <p>No concerns specific to age were raised in the staff consultation process.</p> <p>At this stage no potential adverse impacts have been identified that would disproportionately affect staff due to their age.</p>	Age	%	15-24	4	25-34	7	35-49	53	50-59	32	60+	4	None required at this stage.
Age	%													
15-24	4													
25-34	7													
35-49	53													
50-59	32													
60+	4													
5. Marital status	<p>HMRC holds information on marital status for superannuation purposes only. This data has not been analysed within this EQIA.</p> <p>No issues specific to marital status were raised during staff consultation.</p> <p>At this stage no potential adverse impacts have been identified that would disproportionately affect staff due to their marital status.</p>	None required at this stage.												
6. Those with dependants	<p>HMRC gathers some information on staff with dependants via the staff survey. Completion is voluntary.</p> <p>Responses from staff during consultation expressed concerns over the potential impact that increased travel time could have on staff with child care responsibilities. They stated that relocation may lead them to incur additional care costs and compromise their work/life balance.</p> <p>Other known impacts arising from previous relocations are as follows:</p>	<p>Managers will work with staff to consider personal circumstances and any necessary mitigating action.</p> <p>HMRC provides <a href="#">childcare vouchers</a> to assist staff with</p>												

Consideration given to:	Staff	Mitigating Action
	<ul style="list-style-type: none"> <li>▪ Daily Travel Assistance, paid to assist staff with additional travel costs, is taxable and impacts on the payment of tax credits.</li> <li>▪ In changing work activity, employees with dependants may be required to change working patterns or hours to suit business needs.</li> </ul> <p>A drive time analysis of home to office journeys for part-time staff has been undertaken based on available home postcode data. The results indicate that for part-time staff currently based at Northbank House and relocating to:</p> <p><b>Regent House</b></p> <ul style="list-style-type: none"> <li>▪ 91% will experience an increase in travel time</li> <li>▪ No staff will experience journey times that would fall outside reasonable daily travel</li> <li>▪ The longest journey time is calculated at approximately 59 minutes.</li> </ul>	<p>childcare costs.</p> <p>No staff will be required to relocate beyond reasonable daily travel.</p>
<p>7. Sexual orientation</p>	<p>HMRC gathers some information on the sexual orientation of staff via the staff survey. Completion is voluntary.</p> <p>No concerns specific to sexual orientation were raised in the staff consultation process.</p> <p>It is noted that a potential adverse impact may arise if staff relocate to an office where they experience changes to the network/support structure and facilities currently available.</p> <p>At this stage no potential adverse impacts have been identified that would disproportionately affect staff due to their sexual orientation.</p>	<p>None required at this stage.</p>

Consideration given to:	Staff	Mitigating Action
8. Religion and beliefs	<p>HMRC gathers some information on the religion and beliefs of staff via the staff survey. Completion is voluntary.</p> <p>The Diversity Network Coordinator previously expressed concerns that the estate rationalisation could affect the availability of 'All faith rooms'.</p> <p>It is noted that a potential adverse impact may arise if staff relocate to an office where they experience changes to the network/support structure and facilities currently available.</p> <p>At this stage no potential adverse impacts have been identified that would disproportionately affect staff due to their religion and beliefs.</p>	<p>HMRC policy is to provide 'All faith rooms' on request where a dedicated room is not available.</p> <p>Managers will work with staff to consider personal circumstances and any necessary mitigating action.</p>
9. Should any of the people in the categories listed be consulted at this time?	<p>Not at this stage – in due course all staff will have one to one discussions with their managers to establish individual impacts and consider appropriate mitigating action.</p>	

**Comments on proposed actions**

<p><b>Consideration given to:</b></p>	<p><b>Comments on action to be taken to promote equality of opportunities and good relations for each of the diverse groups, alternative actions and communications of different impacts.</b></p>
<p>1. Categories</p> <ul style="list-style-type: none"> <li>▪ Racial groups</li> <li>▪ Those with a disability</li> <li>▪ Gender (including transsexual/transgender)</li> <li>▪ Age</li> <li>▪ Marital status</li> <li>▪ Those with dependants</li> <li>▪ Sexual orientation</li> <li>▪ Religion and beliefs</li> </ul>	<p>HMRC is an equal opportunities employer and offers support to staff via the following policies, schemes and contacts:</p> <ul style="list-style-type: none"> <li>▪ Race Equality Scheme</li> <li>▪ Disability Equality Scheme</li> <li>▪ Gender Equality Scheme</li> <li>▪ Diversity Network Coordinators/Staff Networks (race, disability, gender, age, alternative working patterns, lesbian, gay or bi-sexual, religion and beliefs)</li> <li>▪ Flexible Working Patterns (offering flexible working hours, alternative working patterns, part-time and term-time contracts)</li> <li>▪ Provision of facilities for nursing mothers</li> <li>▪ Provision of facilities for all faiths</li> </ul> <p>In relocating staff from Northbank House to Regent House, managers will discuss individual impacts with staff. Where agreement is reached that it is unreasonable for an individual to relocate to the proposed office, managers will consider alternative solutions such as a transfer into another business unit, home working (subject to business requirement) or redeployment to other Government Departments within the locality.</p>
<p>2. Explain how you plan to monitor equality issues following announcement of decisions</p>	<p>Managers will discuss relocation with staff to establish whether or not the relocation is reasonable and within reasonable daily travel. The conclusions from these discussions will be considered and moderated by a moderating group (consisting of senior managers advised by HR specialists)</p>

<p><b>Consideration given to:</b></p>	<p><b>Comments on action to be taken to promote equality of opportunities and good relations for each of the diverse groups, alternative actions and communications of different impacts.</b></p>
	<p>to ensure there is consistency between managers within the decision making process. WFC will work with business unit managers and HR to monitor any objections/grievances/appeals received to establish if the proposal is disproportionately impacting on any of the groups assessed.</p>
<p>3. Lessons learned and any other comments</p>	<p>All learning from this project will be taken forward to similar future projects under consideration.</p>
<p>4. If having considered all relevant factors you concluded that there may be an impact that you are unable to mitigate with policy or procedural changes, please give full details including why mitigating action cannot be provided</p>	<p>All impacts identified from this assessment can be addressed by the mitigating actions discussed.</p>
<p>5. Requirement for wider public consultation on Equality Impact Assessment (EQIA) work</p>	<p>Wider public consultation will not be required at this stage. Mitigating action can be provided for the potential and known impacts identified. Overall, the extent of any impacts will be dependent on personal circumstances and these will be identified in discussions between managers and staff.</p>

**Customer Impact**

This section considers equality impacts and actions to be taken to reduce/mitigate any adverse impacts on customers.

<b>Consideration given to</b>	<b>Enquiry Centre Customers</b>	<b>Mitigating Action</b>
<ul style="list-style-type: none"> <li>▪ Racial groups</li> <li>▪ Those with a disability</li> <li>▪ Gender (including transsexual/transgender)</li> <li>▪ Age</li> <li>▪ Marital status</li> <li>▪ Those with dependants</li> <li>▪ Sexual orientation</li> <li>▪ Religion and beliefs.</li> </ul>	<p>Enquiry centre services will continue to be provided at Northbank House or from an alternative location nearby.</p> <p>Any impact on enquiry centre customers is expected to be minimal.</p>	<p>None required at this stage.</p>

**APPENDIX B: MAP OF OFFICES**

