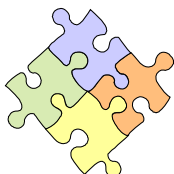


## IMPACT ASSESSMENT

Region: East Midlands

Location	Crown House, Melton Mowbray, LE13 1JL.
Original Proposal	To withdraw from Crown House and relocate staff to other HMRC offices within reasonable daily travel.
Decision	The intention is to withdraw from Crown House, relocating staff to Saxon House, Leicester and Castle Meadow Campus, Nottingham by spring 2010.
Risks/Issues	Risk to customer service.  Travel times for some staff may exceed or be at the limit of reasonable daily travel if relocating to Castle Meadow Campus and Saxon House.
Mitigating Action	Enquiry centre services will continue to be provided from Crown House or from an alternative location nearby.  Further examination of individual circumstances will be undertaken through one to one discussions between managers and staff. No staff will be required to relocate beyond reasonable daily travel.



Issued by Workforce Change  
4 August 2008

**IMPACT ASSESSMENT**

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## **1 SUMMARY**

### **1.1. Background**

HMRC proposes to rationalise its estate in the Nottingham/Derby & Leicester urban centres 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 Crown House. This Impact Assessment reflects information that was available at the time the Nottingham/Derby & Leicester urban centres decisions were announced on 17 October 2007, including that of the individual business unit plans. Changes to these plans or to business unit names and structures since the Nottingham/Derby & Leicester urban centres announcement will not be reflected in this document.

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

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

### **1.3. Socio-Economic**

The Crown House office is situated within the local authority of Melton. The unemployment rate for Melton is 3.3%, against the UK national average of 5.3%. There are around 2,070 employers in Melton employing approximately 19,000 people. There are 34 HMRC employees located at Crown 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**

Crown House accommodates a total of 34 staff. 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. No staff will be required to relocate beyond reasonable daily travel.

### **1.5. Staff Diversity**

The gender ratio of staff is 79% female to 21% male. 45% of staff work part-time, 8% are recorded as having a disability and 3% are recorded as being from an ethnic minority group.

Workforce Change has undertaken Equality Impact Assessment (EQIA) work on the proposal for the Nottingham/Derby & Leicester urban centres. 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 action will be considered where impacts have been identified with regard to equality issues. The EQIA findings for Crown House can be found at Appendix A.

## 1.6. Business Units

The **Local Compliance** business unit will relocate to Castle Meadow Campus, Nottingham.

The **PAYE & SA Processing** business unit will relocate to Saxon House, Leicester.

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

## 1.7. Finance

Estates related savings of up to £80k per year will be realised through the full vacation of Crown House. More detailed information on savings will be available when the closure timetable is announced.

## 2 OFFICE PROPOSAL AND BUSINESS PLANS

### 2.1. Office Proposal

HMRC proposes to rationalise its estate in the Nottingham/Derby & Leicester urban centres 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 Crown House and relocate staff to Saxon House in Leicester and Castle Meadow Campus in Nottingham. Enquiry centre services will remain at Crown House or relocate to alternative premises nearby.

### 2.2. Business Plans

Crown House is occupied by staff from the **Customer Contact**, **Local Compliance** and **PAYE & SA Processing** business units.

**Local Compliance** plans to relocate to Castle Meadow Campus in Nottingham.

**PAYE & SA Processing** plans to relocate to Saxon House, Leicester.

For most staff this will present an opportunity to co-locate with teams already there or who will also move there from other buildings in the Nottingham/Derby & Leicester urban centres.

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

## 3 ENQUIRY CENTRE CUSTOMER IMPACT

### 3.1. Enquiry Centre Summary

During 2006/2007 the Enquiry Centre at Crown House received 5,627 callers.

Enquiry centre services will continue to be provided from Crown 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

Crown House is within the parliamentary constituency of Rutland and Melton. The Member of Parliament is Mr Alan Duncan (Conservative)<sup>1</sup>.

Mr Alan Duncan wrote to the former Chairman to support the retention of the office and local expertise of staff.

### 4.2. Local Economy

Crown House is situated within the local authority of Melton. The unemployment rate for Melton is 3.3%, against the UK national average of 5.3%. The table below shows the relative job density for Melton, the East Midlands 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**

Melton	East Midlands	UK
0.78	0.80	0.84

There are around 2,070 employers in Melton employing approximately 19,000 people. There are 34 HMRC employees located at Crown 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 Crown 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 Crown 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 (ESS) and IMS to meet this objective.

### 4.4. Media Activity

There has been some media interest via the local press, running articles on the plans to reshape HMRC within the area and the potential impact on jobs in Melton Mowbray.

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

<sup>2</sup> Source: [www.nomisweb.co.uk](http://www.nomisweb.co.uk)

#### 4.5. External Engagement

The 19 local authorities in the Nottingham/Derby and Leicester urban centres were contacted on 12 July 2007 and comments sought on various issues including local/regional economic factors, regeneration plans, wider employer activity and plans for new or improved transport links.

### 5 STAFF & STAFF DIVERSITY IMPACT

#### 5.1. Business Unit Headcount

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

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

Business Unit	Staff numbers
Customer Contact	1
Local Compliance	9
PAYE & SA Processing	24
<b>TOTAL</b>	<b>34</b>

#### 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	61	Disabled	8	15 - 24	0
Ethnic Minority	3	Not disabled	47	25 - 34	5
Not known	36	Not known	45	35 - 49	53
				50 - 59	37
				60+	5
Gender	%	Working Pattern	%	Part Time Gender	%
Male	21	Full Time	55	Male	0
Female	79	Part Time	45	Female	100

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

<sup>4</sup> Source: HR data at 1/10/06

### **5.3. Equality Impact Assessment**

Workforce Change has undertaken EQIA activity on the proposal for the Nottingham/Derby & Leicester urban centres. 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 Crown House can be found at Appendix A.

### **5.4. Staff Consultation**

HMRC undertook an eight week period of consultation between January 2007 and March 2007, inviting staff and unions to comment on the proposal to reshape HMRC within the Nottingham/Derby & Leicester urban centres. During this period 162 responses were received, representing the views of 336 of the 3,842 staff within the urban centres. In addition both the PCS and ARC unions made comments on behalf of their members.

The Summary Report of the Consultation Responses for the Nottingham/Derby & Leicester urban centres was published on the staff intranet site on 23 April 2007.

Comments were constructive and covered a range of topics, the main themes being travel, diversity and accommodation. The majority of comments focused on the extended travelling times to potential new offices and the effect this would have on staff work/life balance.

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.

Local Compliance, currently a total of nine staff, will relocate to Castle Meadow Campus, Nottingham.

The distance between Crown House and Castle Meadow Campus is 20.8 miles (33.5km) and, travelling at 8.00 am, the journey by car takes approximately 58 minutes<sup>5</sup>.

PAYE & SA Processing, currently a total of 24 staff, will relocate to Saxon House, Leicester.

The distance between Crown House and Saxon House is 20.1 miles (32.3km) and, travelling at 8.00 am, the journey by car takes approximately 47 minutes.

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<sup>5</sup> Source: [www.transportdirect.info](http://www.transportdirect.info)

## **6.1. Castle Meadow Campus, Nottingham**

### **6.1.1. Overview**

The map at Appendix B shows the position of Crown House in relation to Castle Meadow Campus.

Castle Meadow Campus is an ex-IR site. HMRC occupies a space sufficient to accommodate an estimated 2,851 staff before desk sharing and shift patterns are taken into account. The site currently houses 1,691 staff as well as ASPIRE contractors for whom HMRC is contractually obliged to provide accommodation. The majority of staff work in Charity, Assets & Residence and PAYE & SA Processing<sup>6</sup>.

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

An analysis of drive time data, detailing travelling times by car between staff home postcodes and Castle Meadow Campus, indicates that for all staff currently based at Crown House potentially<sup>7</sup>:

- 90% of staff would face an increase in travel time following relocation to Castle Meadow Campus
- 3% of staff would be able to reach Castle Meadow Campus in 30 minutes or less
- Of those staff facing an increase in travel time, 56% would fall outside of reasonable daily travel.

Castle Meadow Campus has 245 on-site parking spaces, with an additional 45 designated disabled bays. There are three public car parks within 0.2 miles (0.3km) of the office<sup>8</sup>.

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

An analysis of travel by public transport between staff home postcodes and Castle Meadow Campus indicates that for all staff currently based at Crown House potentially:

- 80% of staff would face an increase in travel time following relocation to Castle Meadow Campus
- Of the staff facing an increase in travel time, 75% would fall outside of reasonable daily travel.

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

The nearest station is Nottingham, located 0.3 miles (0.5km) from the office.

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<sup>6</sup> Source: Latest headcount data provided by HMRC business units

<sup>7</sup> Source: Staff numbers based on HR known postcodes at June 2007

<sup>8</sup> Source: [www.transportdirect.info](http://www.transportdirect.info)

## **6.2. Saxon House, Leicester**

### **6.2.1. Overview**

The map at Appendix B shows the position of Crown House in relation to Saxon House.

Saxon House is an ex-IR office. HMRC occupies a space sufficient to accommodate an estimated 692 staff before desk sharing and shift patterns are taken into account. The building currently houses 840 staff as well as ASPIRE contractors for whom HMRC is contractually obliged to provide accommodation. The majority of staff work in PAYE & SA Processing<sup>9</sup>.

### **6.2.2. Travel by Car**

An analysis of drive time data, detailing travelling times by car between staff home postcodes and Saxon House, indicates that for all staff currently based at Crown House potentially<sup>10</sup>:

- 77% of staff would face an increase in travel time following relocation to Saxon House
- 13% of staff would be able to reach Saxon House in 30 minutes or less
- Of those staff facing an increase in travel time, 4% would fall outside of reasonable daily travel.

Saxon House has 19 on-site parking spaces, with an additional nine designated disabled bays. There are six public car parks within 0.2 miles (0.3km) of the office<sup>11</sup>.

### **6.2.3. Travel by Public Transport**

An analysis of travel by public transport between staff home postcodes and Saxon House indicates that for all staff currently based at Crown House potentially:

- 73% of staff would face an increase in travel time following relocation to Saxon House
- Of the staff facing an increase in travel time, 55% would fall outside of reasonable daily travel.

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

The nearest railway station is Leicester, located 0.7 miles (1.1km) from the office.

## **6.3. Daily Travel Assistance**

A calculation based upon 9 relocated members of staff travelling between Crown House and Castle Meadow Campus, a return journey of 41.6 miles (67.0km), produces a maximum Daily Travel Assistance cost of £73k over three years<sup>12</sup>.

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<sup>9</sup> Source: Latest headcount data provided by HMRC business units

<sup>10</sup> Source: Staff numbers based on HR known postcodes at June 2007

<sup>11</sup> Source: [www.transportdirect.info](http://www.transportdirect.info)

A calculation based upon 24 relocated members of staff travelling between Crown House and Saxon House, a return journey of 40.2 miles (64.6km), produces a maximum Daily Travel Assistance cost of £188k over three years.

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.

#### **6.4. 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>13</sup>:

- HM Courts Service
- National Probation Directorate.

### **7 ESTATES & FINANCE**

#### **7.1. Estate Information**

HMRC occupies Crown House under the contract with Mapeley. Crown House has on-site car parking available for 20 vehicles with no predetermined number of designated disabled bays.

#### **7.2. Finance**

Estates-related savings of up to £80k per year will be achieved through the full vacation of Crown House. Initial relocation costs and the costs of providing alternative enquiry centre accommodation may need to be offset against this saving. More detailed information on savings will be available when the closure timetable is announced.

#### **7.3. Information Management Solutions (IMS)**

IMS has been engaged in the detailed consideration of the proposals for Crown House. IMS will work closely with ESS and business unit managers to provide the IT and telephony requirements for staff relocating to Castle Meadow Campus and Saxon House.

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<sup>12</sup> Formula: staff x return mileage x PTR x 260 days x 3 years

<sup>13</sup> Source: OGC data at February 2007

**APPENDIX A: EQUALITY IMPACT ASSESSMENT – CROWN HOUSE, MELTON MOWBRAY**

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 Crown House, Melton Mowbray and reflects the information available at the time the Nottingham/Derby & Leicester urban centre decisions were announced on 17 October 2007. It should be read in conjunction with the Overview Equality Screen of the Nottingham/Derby & Leicester Urban Centres Proposal.

**Background to proposal**

<p>1. Proposal</p>	<p>On 17 January 2007 Workforce Change (WFC) commenced an eight week period of staff consultation on a proposal to reshape HMRC within the Nottingham/Derby &amp; Leicester urban centres. Part of the proposal for the Nottingham/Derby &amp; Leicester urban centres was to withdraw from Crown House. The expectation is that up to 24 staff will relocate to Saxon House, Leicester and nine staff will relocate to Castle Meadow Campus, Nottingham both of which are approximately 20 miles away.</p> <p>Appendix B shows a map of these offices.</p>
<p>2. Date implemented or planned to come into effect</p>	<p>Relocation of staff and work will take place by spring 2010.</p>
<p>3. Programme Owner</p>	<p>WFC acting with a devolved authority from Directors and adopting a pooled sovereignty approach, led by the WFC Strategy Group. This group includes representatives from Communications and Marketing (CaM), Estates &amp; Support Services (ESS), Human Resources &amp; Learning (HR&amp;L), Information Management Solutions (IMS) and business units.</p>

4. Programme Manager	The Regional Review Programme Manager within WFC.
5. Who in the Department manages the day to day function?	ESS will have primary responsibility for the delivery of changes to the Nottingham/Derby & Leicester urban centres estate, working with IMS and senior managers appointed from the business units affected.
6. Why is this proposal being considered? Provide a description of aims of proposal (purpose, who benefits and how, etc)	<p>HMRC is required to make estate savings under the Comprehensive Spending Reviews 2004 and 2007. The Nottingham/Derby &amp; Leicester Urban Centres 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 the Nottingham/Derby &amp; Leicester urban centres will deliver more effective utilisation of available 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, HR&amp;L, 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. HMRC will engage 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 relationship</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 towards meeting HMRC efficiency targets for people (headcount) and estate.</p>
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**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 17 January 2007 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>
<p>1. Racial groups</p>	<p>64% of the staff in Crown House have provided details of their ethnic origin. 3% of staff have declared that they belong to an ethnic minority group. The HMRC total for the East Midlands Region is 7%. The HMRC national total is 5%<sup>14</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 will disproportionately affect staff due to their racial group.</p>	<p>None required at this stage.</p>
<p>2. Those with a disability</p>	<p>55% of staff in Crown House have provided data on disability. 8% of staff have declared a disability. The HMRC total for the East Midlands Region is 6%. The</p>	<p>Staff and managers will engage in one to one</p>

<sup>14</sup> Data provided by background HR systems and staff completion is not mandatory. The information is therefore incomplete for ethnicity and disability.

Consideration given to:	Staff	Mitigating Action
	<p>HMRC national total is 5%.</p> <p>Staff commented on the potential adverse impact that increased travelling could present to staff with disabilities, particularly those with mobility problems.</p> <p>The potential impact on those with a disability is dependent on personal circumstances. Known impacts to this group arising from previous relocations 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>▪ Staff relocating to a new building may experience changes to their home to work journeys. If travelling by public transport there may be an adverse impact on staff with a disability if the public transport services available to the new location are not adequate</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 19 car parking spaces, with an additional nine designated disabled bays at Saxon House. There are 245 car parking spaces, with an additional 45 designated disabled bay at Castle Meadow Campus.</p>	<p>discussions regarding the specific needs of each staff member and will make reasonable adjustments where required.</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 Crown House is 79% female to 21% male. The HMRC total for the East Midlands Region is 57% female to 43% male. The</p>	<p>None required at this stage.</p>

Consideration given to:	Staff	Mitigating Action												
	<p>national HMRC total is 58% female to 42% male.</p> <p>45% of the staff at Crown 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 will disproportionately affect staff due to their gender.</p>													
4. Age	<p>The age profile for HMRC staff in Crown House is as follows:</p> <table border="1" data-bbox="600 746 842 1034"> <thead> <tr> <th>Age</th> <th>%</th> </tr> </thead> <tbody> <tr> <td>15-24</td> <td>0</td> </tr> <tr> <td>25-34</td> <td>5</td> </tr> <tr> <td>35-49</td> <td>53</td> </tr> <tr> <td>50-59</td> <td>37</td> </tr> <tr> <td>60+</td> <td>5</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 will disproportionately affect staff due to their age.</p>	Age	%	15-24	0	25-34	5	35-49	53	50-59	37	60+	5	None required at this stage.
Age	%													
15-24	0													
25-34	5													
35-49	53													
50-59	37													
60+	5													
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 will disproportionately affect staff due to their marital status.</p>	None required at this stage.												

Consideration given to:	Staff	Mitigating Action
<p>6. Those with dependants</p>	<p>HMRC gathers some information on staff with dependants via the staff survey. Completion is voluntary.</p> <p>Respondents to the staff consultation were concerned about the impact on part time staff with childcare responsibilities, suggesting that relocation could lead to increased travel and additional care costs.</p> <p>Concerns were expressed that Daily Travel Assistance, paid to assist staff with additional travel costs, is taxable and may impact on the payment of tax credits.</p> <p>Other known concerns arising from previous relocations include change of work duties which may require staff with dependants to change working patterns or hours to balance work/life commitments.</p> <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 Crown House and relocating to:</p> <p><b>Castle Meadow Campus</b></p> <ul style="list-style-type: none"> <li>▪ 91% will experience an increase in travel time</li> <li>▪ 55% of staff will experience journey times that would fall outside reasonable daily travel</li> <li>▪ The longest journey time is calculated at approximately 227 minutes.</li> </ul> <p><b>Saxon House</b></p> <ul style="list-style-type: none"> <li>▪ 82% will experience an increase in travel time</li> <li>▪ 9% of staff will experience journey times that would fall outside reasonable daily travel</li> </ul>	<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 childcare costs.</p> <p>All staff will be relocated within reasonable daily travel.</p>

Consideration given to:	Staff	Mitigating Action
	<ul style="list-style-type: none"> <li>▪ The longest journey time is calculated at approximately 212 minutes.</li> </ul>	
7. Sexual orientation	<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 will disproportionately affect staff due to their sexual orientation.</p>	None required at this stage.
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 expressed concern 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 will 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>

Consideration given to:	Staff	Mitigating Action
9. Should any of the people in the categories listed be consulted at this time?	No – all staff will have one to one discussions with their managers to establish individual impacts and consider appropriate mitigating action.	

**Comments on proposed actions**

Consideration given to:	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.
<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><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>In relocating staff from Crown House to Castle Meadow Campus and Saxon 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 redeployment to other Government Departments within the locality, home working (subject to business requirement) or transfer into another business unit within an office closer to home.</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) 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 a full Equality Impact</p>	<p>A full EQIA will not be required at this stage. Mitigating action can be provided for the potential</p>

<b>Consideration given to:</b>	<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>
Assessment (EQIA).	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.

**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 Crown 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 NOTTINGHAM/DERBY & LEICESTER URBAN CENTRES OFFICES**

