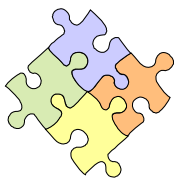


IMPACT ASSESSMENT

Wales

Cluster 59: Haverfordwest, Pembroke Dock

Location	Custom House, Pembroke Dock, SA72 6TW.
Original Proposal	To withdraw from Custom House and relocate staff to other HMRC offices within reasonable daily travel.
Decision	HMRC aims to vacate Custom House by spring 2010. Staff are expected to relocate, where applicable, to Government Buildings, Haverfordwest.
Risks/Issues	<p>Travel times for some staff may exceed or be at the limit of reasonable daily travel if relocating to Government Buildings, Haverfordwest.</p> <p>Risk to HMRC meeting its efficiency targets if decision not implemented.</p>
Mitigating Action	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.



Issued by Workforce Change
4 December 2008

IMPACT ASSESSMENT

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1 SUMMARY

1.1. Background

HMRC proposes to rationalise its estate in Wales 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 59. This cluster contains the office buildings in Haverfordwest and Pembroke Dock. The review has identified that there is no long term requirement to retain Custom House, Pembroke Dock. Appropriate facilities will be retained on site for Detection staff subject to ongoing discussions with the UK Border Agency.

1.2. Enquiry Centre Customers

Enquiry centre services are not provided at Custom House. The impact on customers is expected to be minimal.

1.3. Socio-economic

The Custom House office is situated within the local authority of Pembrokeshire. The unemployment rate for Pembrokeshire is 4.0%, against the UK national average of 5.3%. There are around 5,165 employers in Pembrokeshire employing approximately 39,900 people. There are 14 HMRC employees located at Custom 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

Custom House accommodates a total of 14 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 21% female to 79% male. 14% of staff work part-time, 7% are recorded as having a disability and none are recorded as being from an ethnic minority group.

Workforce Change has undertaken Equality Impact Assessment (EQIA) work on the proposal for Cluster 59. 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 Custom House can be found at Appendix A.

1.6. Business Units

The long term location of the **Detection** business unit is subject to UK Border Agency's strategic plans.

The **Large Business Service (LBS)** business unit requires a long term presence in this cluster and will relocate to Government Buildings, Haverfordwest. The building will be vacated, although appropriate facilities will be retained for LBS beyond 2011.

The **Local Compliance** business unit does not intend to retain a long term presence in this location and will be in discussion with staff about their options.

1.7. Finance

The vacation of this office will contribute to estimated estate savings of £4m in Wales between 2007 and 2012.

2 OFFICE PROPOSAL AND BUSINESS PLANS

2.1. Office Proposal

HMRC proposes to rationalise its estate in Wales 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 Custom House and relocate staff, where applicable, to Government Buildings, Haverfordwest. Appropriate facilities will be retained on site for Detection staff subject to ongoing discussions with the UK Border Agency.

2.2. Business Plans

Custom House is occupied by staff from the **Detection**, **LBS** and **Local Compliance** business units.

The long term location of the **Detection** business unit is subject to UK Border Agency's strategic plans.

LBS requires a long term presence in this cluster and will relocate to Government Buildings, Haverfordwest. The building will be vacated, although appropriate facilities will be retained for LBS beyond 2011.

Local Compliance does not intend to retain a long term presence in this location and will be in discussion with staff about their options.

3 ENQUIRY CENTRE CUSTOMER IMPACT

3.1. Enquiry Centre Summary

Enquiry centre services are not provided at Custom House. The impact on customers is expected to be minimal.

4 **SOCIO-ECONOMIC IMPACT**

4.1. Member of Parliament and Constituency

Custom House is within the parliamentary constituency of Carmarthen West and South Pembrokeshire. The Member of Parliament is Nick Ainger (Labour)¹.

Nick Ainger wrote to the Financial Secretary to the Treasury asking what discussions had taken place with the UK Border Agency in terms of co-location. This MP also tabled Parliamentary Questions about the future of the HMRC office in Pembroke Dock, attended a Westminster Hall Debate and met with the Financial Secretary to the Treasury and HMRC officials to discuss the proposals.

4.2. Local Economy

Custom House is situated within the local authority of Pembrokeshire. The unemployment rate for Pembrokeshire is 4.0%, against the UK national average of 5.3%. The table below shows the relative job density for Pembrokeshire, Wales 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 Forces².

Table 1 - Job Density

Pembrokeshire	Wales	UK
0.79	0.78	0.84

There are around 5,165 employers in Pembrokeshire employing approximately 39,900 people. There are 14 HMRC employees located at Custom 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 Custom 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 Custom 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.

¹ Source: www.parliament.uk

² Source: www.nomisweb.co.uk. Unemployment rates are for the period October 06 – September 07. Job density relates to 2005.

4.4. Media Activity

There have been local and regional press articles around the proposed closure of Custom House, the potential job losses in the area and the impact this might have on the local economy.

4.5. External Engagement

On 13 June 2008 Workforce Change wrote to 11 local authorities and two town councils in Wales about the proposals for the cluster and individual locations. A six week period for responses was provided. Comments were sought on subjects including local/regional economic factors, regeneration plans, wider employer activity and plans for new or improved transport links. Ten responses were received from Torfaen County Borough Council, Pontypool Community Council, Wrexham County Borough Council, Bridgend County Borough Council, Rhyl Town Council, Denbighshire County Council, Aberystwyth Town Council, Brecon Town Council, Merthyr Tydfil County Borough Council and Pembrokeshire County Council. Responses received included comments on the impact of the proposed closures on the local economy in particular the impact of losing jobs. 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 Custom House³.

Table 2 - Staff in post by business unit

Business Unit	Staff numbers
Detection	3
LBS	4
Local Compliance	7
TOTAL	14

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 disability⁴.

³ Source: Latest headcount data provided by HMRC business units

⁴ Source: HR data at 01/07/08

Table 3 - Staff diversity

Ethnicity	%	Disability	%	Age Group	%
White	64	Disabled	7	15 - 24	0
Ethnic Minority	0	Not disabled	43	25 - 34	0
Chosen not to declare	7	Chosen not to declare	0	35 - 49	57
Not known	29	Not known	50	50 - 59	43
				60+	0
Gender	%	Working Pattern	%	Part Time Gender	%
Male	79	Full Time	86	Male	0
Female	21	Part Time	14	Female	100

5.3. Equality Impact Assessment

Workforce Change has undertaken EQIA activity on the proposal for Cluster 59. 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 Custom House can be found at Appendix A.

5.4. Staff Consultation

HMRC undertook an eight week period of consultation between June 2008 and August 2008 inviting staff and unions to comment on the proposal to reshape HMRC within Cluster 59. During this period 56 responses were received representing the views of all staff in Cluster 59. Responses were also received from the trade union PCS.

The Summary Report of the Consultation Responses for Cluster 59 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 impact on business delivery, travel and accommodation issues.

The majority of respondents said that a HMRC presence should be retained in the cluster and raised concerns over a potential increase in non-compliance activity if business units withdraw from the area. Many respondents raised concerns over the lack of alternative HMRC offices with reasonable daily travel. Some respondents suggested the retention of a building within the cluster to resolve travel difficulties for staff.

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.

The long term location of the Detection business unit is subject to UK Border Agency's strategic plans.

LBS, currently a total of four staff, need to maintain a long term presence in the area beyond 2011 and will relocate to Government Buildings, Haverfordwest.

The distance between Custom House and Government Buildings is 11.8 miles (19km) and, travelling at 8.00am, the journey by car takes approximately 34 minutes⁵.

Local Compliance does not intend to retain a long term presence in this location and will be in discussion with staff about their options.

6.1. Government Buildings, Haverfordwest

6.1.1. Overview

The map at Appendix B shows the position of Custom House in relation to Government Buildings, Haverfordwest.

Government Buildings is an ex-IR office. HMRC occupies a space sufficient to accommodate an estimated 244 staff before desk sharing and shift patterns are taken into account. The building currently houses 47 staff. The majority of staff work in Local Compliance⁶.

6.1.2. Travel by Car

An analysis of drive time data, detailing travelling times by car between staff home postcodes and Government Buildings, indicates that for all staff currently based at Custom House potentially⁷:

- 29% of staff would face an increase in travel time following relocation to Government Buildings
- 57% of staff would be able to reach Government Buildings in 30 minutes or less
- Of those staff facing an increase in travel time, none would fall outside of reasonable daily travel.

Government Buildings has 33 on-site parking spaces, with no predetermined number of designated disabled bays. There are four public car parks within 0.2 miles (0.3km) of the office⁵.

⁵ Source: www.transportdirect.info

⁶ Source: Latest headcount data provided by HMRC business units

⁷ Source: HR known postcodes at 01/07/08

6.1.3. Travel by Public Transport

An analysis of travel by public transport between staff home postcodes and Government Buildings indicates that for all staff currently based at Custom House potentially⁸:

- 14% of staff would face an increase in travel time following relocation to Government Buildings
- Of the staff facing an increase in travel time, 14% would fall outside of reasonable daily travel.

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

The nearest railway station is Haverfordwest located 0.3 miles (0.5km) from the office⁹.

6.2. Daily Travel Assistance

A calculation based upon four LBS staff travelling between Custom House and Government Buildings, a return journey of 23.6 miles (38km), produces a maximum Daily Travel Assistance cost of £18k over three years¹⁰.

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 include¹¹:

- Department for Environment, Food and Rural Affairs
- Department for Transport
- Department for Work and Pensions
- National Probation Service.

7 ESTATES & FINANCE

7.1. Estate Information

HMRC occupies Custom House under the contract with Mapeley. Custom House has no on-site car parking available.

⁸ Source: HR known postcodes at 01/07/08

⁹ Source: www.transportdirect.info

¹⁰ Formula: staff x return mileage x basic mileage rate x 260 days x 3 years

¹¹ Source: OGC data at April 2008

7.2. Finance

The vacation of this office will contribute to estimated estate savings of £4m in Wales between 2007 and 2012.

7.3. Information Management Services (IMS)

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

APPENDIX A: EQUALITY IMPACT ASSESSMENT – CUSTOM HOUSE, PEMBROKE DOCK

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 Custom House, Pembroke Dock which is part of Cluster 59. This cluster contains the office buildings in Haverfordwest and Pembroke Dock.

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 59. Part of the proposal for Cluster 59 was to withdraw from Custom House. The exception is that up to four staff will relocate to Government Buildings, Haverfordwest approximately 12 miles away.</p> <p>Appendix B shows a map of these offices.</p>
2. Date implemented or planned to come into effect	<p>HMRC does not expect to vacate Custom House before spring 2010. Appropriate facilities will be retained on site for Detection staff subject to ongoing discussions with the UK Border Agency.</p>
3. Programme Owner	<p>WFC acting with a devolved authority from Directors and adopting a pooled sovereignty approach, led by a Programme Board. This group will include representatives from key stakeholders and business units.</p>
4. Programme Manager	<p>The Regional Review Programme Manager within WFC.</p>
5. Who in the Department manages the day	<p>Implementation Teams will have primary responsibility for the delivery of changes to the</p>

<p>to day function?</p>	<p>Cluster 59 estate and for management of local redeployment and relocation issues. Implementation Teams are usually led by a senior manager from the majority business unit and include representatives from Estates & 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 59 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 59 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"> ▪ Transfers into other HMRC business units ▪ Paid moves of home for pre-surplus staff to fill specialised posts that cannot be filled locally ▪ Transfers into other Government Departments, including a compensation scheme for staff transferring to other Departments with lower pay ▪ A 'public sector release scheme' offering grants to staff leaving to train for frontline public sector jobs such as teaching or nursing ▪ Flexible Early Severance ▪ Approved Early Retirement schemes. <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 Redeployment Support Programme.</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.

Consideration given to:	Staff	Mitigating Action
1. Racial groups	<p>64% of the staff in Custom House have provided details of their ethnic origin and 7% of the staff chose not to declare their ethnicity. None of staff have declared that they belong to an ethnic minority group. The HMRC total for Wales is 1%. The HMRC national total is 4%¹².</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>50% of staff in Custom House have provided data on disability. 7% of staff have declared a disability. The HMRC total for Wales is 10%. 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

¹² 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"> ▪ Staff who require specialist IT equipment or reasonable adjustment adaptations may need to discuss their requirements/needs with their manager ▪ 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 ▪ 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 ▪ Disabled staff requiring re-training may be adversely impacted if training courses require overnight stays or long distance travel. <p>There are 33 car parking spaces, with no predetermined number of designated disabled bays, at Government Buildings.</p>	<p>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 Custom House is 21% female to 79% male. The HMRC total for Wales is 58% female to 42% male. The HMRC national total is 58% female to 42% male.</p> <p>14% of the staff at Custom 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</p>	<p>None required at this stage.</p>

Consideration given to:	Staff	Mitigating Action												
	disproportionately affect staff due to their gender.													
4. Age	<p>The age profile for HMRC staff in Custom House is as follows:</p> <table border="1" data-bbox="600 475 842 759"> <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>0</td> </tr> <tr> <td>35-49</td> <td>57</td> </tr> <tr> <td>50-59</td> <td>43</td> </tr> <tr> <td>60+</td> <td>0</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	0	25-34	0	35-49	57	50-59	43	60+	0	None required at this stage.
Age	%													
15-24	0													
25-34	0													
35-49	57													
50-59	43													
60+	0													
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>Respondents to the staff consultation were concerned that extra travelling requirements would create difficulties for staff with childcare responsibilities and cause them to incur additional costs.</p>	<p>Managers will work with staff to consider personal circumstances and any necessary mitigating action.</p> <p>HMRC provides childcare</p>												

Consideration given to:	Staff	Mitigating Action
	<p>Other known impacts arising from previous relocations are as follows:</p> <ul style="list-style-type: none"> ▪ Increased travelling times for staff with dependants may cause employees to incur additional care costs or require changes to working patterns to balance work/life commitments. ▪ Daily Travel Assistance, paid to assist staff with additional travel costs, is taxable and impacts on the payment of tax credits. ▪ In changing work activity, employees with dependants may be required to change working patterns or hours to suit business needs. <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 Custom House and relocating to:</p> <p>Government Buildings</p> <ul style="list-style-type: none"> ▪ None will experience an increase in travel time ▪ None of staff will experience journey times that would fall outside reasonable daily travel ▪ The longest journey time is calculated at approximately 25 minutes. 	<p>vouchers to assist staff with 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</p>	<p>None required at this stage.</p>

Consideration given to:	Staff	Mitigating Action
	<p>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>8. Religion and beliefs</p>	<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>
<p>9. Should any of the people in the categories listed be consulted at this time?</p>	<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>Consideration given to:</p>	<p>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>
<p>1. Categories</p> <ul style="list-style-type: none"> ▪ Racial groups ▪ Those with a disability ▪ Gender (including transsexual/transgender) ▪ Age ▪ Marital status ▪ Those with dependants ▪ Sexual orientation ▪ Religion and beliefs 	<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"> ▪ Race Equality Scheme ▪ Disability Equality Scheme ▪ Gender Equality Scheme ▪ Diversity Network Coordinators/Staff Networks (race, disability, gender, age, alternative working patterns, lesbian, gay or bi-sexual, religion and beliefs) ▪ Flexible Working Patterns (offering flexible working hours, alternative working patterns, part-time and term-time contracts) ▪ Provision of facilities for nursing mothers ▪ Provision of facilities for all faiths <p>In relocating staff from Custom House to Government Buildings, 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.</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>Consideration given to:</p>	<p>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>
	<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.

Consideration given to	Enquiry Centre Customers	Mitigating Action
<ul style="list-style-type: none"> ▪ Racial groups ▪ Those with a disability ▪ Gender (including transsexual/transgender) ▪ Age ▪ Marital status ▪ Those with dependants ▪ Sexual orientation ▪ Religion and beliefs. 	<p>There are no enquiry centre services provided from Custom House.</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

