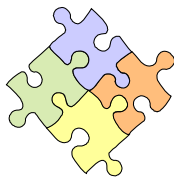


IMPACT ASSESSMENT

Office: Central London, Towergate, 2-16 Pope Street

| | |
|--------------------------|---|
| Location | Central London. Towergate, 2-16 Pope Street. |
| Proposal | Withdrawal of operations from Towergate, 2-16 Pope Street and relocation of staff to other offices within reasonable daily travel, and relocation of garage facility within central London. |
| Decision | To withdraw operations from Towergate, 2-16 Pope Street and relocate staff to central London, Custom House/Annexe, and relocate garage facility within central London. |
| Risks/Issues | No specific risks identified. |
| Mitigating Action | Not applicable. |



Issued by Workforce Change
8 February 2007

IMPACT ASSESSMENT – SUMMARY DATA BY SECTION

Office: Central London, Towergate, 2-16 Pope Street

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1 EXECUTIVE SUMMARY

1.1. Background

HMRC proposes to rationalise its estate in central London 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 Towergate, 2-16 Pope Street (Towergate).

1.2. Enquiry Centre Customer and Customer Diversity

Enquiry Centre services are not located at Towergate therefore the impact on Enquiry Centre customers is expected to be minimal.

1.3. Socio-Economic

Towergate is within the parliamentary constituency of North Southwark & Bermondsey. The unemployment rate for the constituency is 8% against the UK national rate of 5.0% and the London average of 7.1%.

The relocation of staff within central London is expected to have minimal impact on the local economy.

The Member of Parliament is Simon Hughes (Liberal Democrat).

1.4. Staff

Towergate accommodates a total of 30 staff, 24 from Intelligence and 6 from HR & Learning.

The close proximity of HMRC offices in central London, and the availability of an extensive public transport system, indicates that the proposal is expected to have minimal impact on staff travelling times and distances.

1.5. Staff Diversity

The gender ratio of staff is 77% male to 33% female. No staff work part time, 8% are recorded as having a disability and 8% of staff are recorded as being from an ethnic minority group.

Workforce Change has undertaken high-level equality screening on the central London proposal. It highlights potential equality impacts arising as a result of relocating staff within central London and recognises that impacts will be dependent on personal circumstances. Managers will discuss impacts with their staff and use the wide range of HMRC policies available to offer mitigating action.

1.6. Business Units

The two business units currently occupying Towergate, **Intelligence** and **HR & Learning**, will relocate to Custom House/Annexe.

1.7. Finance

Estates related savings of approximately £185,000 per annum are expected to be realised through the vacation of Towergate.

2 BUSINESS PROPOSAL

2.1. Proposal

HMRC proposes to rationalise its estate in central London with the aim of making more effective and efficient use of office space and bringing teams closer together within and across business units. The proposal assists HMRC in meeting its Sustainable Development Action Plan objective to provide an estate of the right size and quality to meet business requirements.

As part of this proposal HMRC has reviewed its business requirement to remain at Towergate: this report assesses the impact on key stakeholders, staff and customer groups of vacating Towergate and relocating to other HMRC sites within the locality.

2.2. Business Plans

It is proposed that Intelligence and HR & Learning will relocate from Towergate to Custom House/Annexe.

3 ENQUIRY CENTRE CUSTOMER IMPACT

3.1. Enquiry Centre summary

There are no Enquiry Centre facilities at Towergate.

3.2. Enquiry Centre Customer Impact

There are no Enquiry Centre facilities at Towergate therefore the impact on Enquiry Centre customers is expected to be minimal.

4 SOCIO-ECONOMIC

4.1. Member of Parliament and Constituency data

Towergate is within the parliamentary constituency of North Southwark & Bermondsey. The total population size of North Southwark & Bermondsey is 111,873¹. The unemployment rate is 8% against the London average of 7.1% and the UK national rate of 5.0%¹

The total number of Tax Credit recipients within the parliamentary constituency is approximately 5,700².

The Member of Parliament is Simon Hughes (Liberal Democrat)³.

4.2. Impact on locations

Any negative impact on local businesses caused by HMRC withdrawal from this location is expected to be temporary, lasting until such time as the building is reoccupied.

Some staff are expected to have increased travelling times and distances. It is expected that staff travelling into central London are likely to do so using their existing means of transport and therefore it is unlikely that their journeys will contribute to increased traffic congestion or lead to increased CO₂ emissions.

4.3. Media Interest

There has been no media interest noted in respect of the proposed withdrawal from Towergate.

¹ Source: www.nomisweb.co.uk

² Source: Child and Working Tax Credit Statistics 2005 (National Statistics Publication)

³ Source: www.theyworkforyou.com

5 5 STAFF & STAFF DIVERSITY IMPACT

5.1. Staff

Towergate is located in central London. The office is an ex-CE building, currently accommodating 30 staff.

The table below illustrates the business units occupying the building⁴

| Business Unit | Staff numbers | Potential relocation (see option appraisal below) | Comments |
|---------------|---------------|---|--|
| Intelligence | 24 | Custom House/Annexe | No retraining required if staff remain in existing business. |
| HR & Learning | 6 | Custom House/Annexe | No retraining required if staff remain in existing business. |
| TOTAL | 30 | | |

Towergate has no on-site car parking available, however there are 2 car parks within 500 yards of the office⁵.

5.2. Staff Diversity

In considering the impact of estate relocation the following diversity data has been gathered⁶.

| Ethnicity ⁷ | | Disability | | Age Group | |
|------------------------|---------|--------------|---------|-----------|---------|
| | Staff % | | Staff % | | Staff % |
| White | 54 | Disabled | 8 | 15 - 24 | 7 |
| Ethnic Minority | 8 | Not disabled | 69 | 25 - 34 | 23 |
| Not known | 38 | Not known | 23 | 35 - 49 | 39 |
| | | | | 50 - 59 | 31 |
| | | | | 60+ | 0 |

| Gender | | Working Pattern | | Appointment Types | |
|--------|---------|-----------------|---------|-------------------|---------|
| | Staff % | | Staff % | | Staff % |
| Male | 77 | Full Time | 100 | Permanent | 100 |
| Female | 23 | Part Time | 0 | FTA | 0 |

⁴ Source: Data provided to HR at 1 February 2007

⁵ Source: www.multimap.co.uk

⁶ Source: HR data 01 October 2006

⁷ Figures omitted in accordance with Code of Practice on ethnicity and disability monitoring.

This data has been provided by background HR systems and staff completion is not mandatory. The information may therefore be incomplete.

5.3. Staff Diversity Impact

Workforce Change has undertaken high-level equality screening on the central London proposal. The full findings are published in a separate report.

5.4. Staff Consultation

HMRC undertook an eight week period of consultation, between August and October 2006, inviting staff and unions to comment on the proposal to rationalise the central London estate. During this period 185 responses, representing the views of 1,580 of the 7,000 central London staff, were received. In addition both the PCS and ARC unions made comments on behalf of their members.

Comments were constructive. Some focused on the quality of accommodation and expressed the view that the rationalisation should be used as an opportunity to upgrade accommodation standards.

No specific comments were raised in relation to the proposed withdrawal from Towergate.

5.5. Other Government Departments

If the work is transferred from Towergate and staff are unable to relocate within HMRC, the department will be working with managers and staff to identify potential opportunities for transfer to other Government Departments located in the area. HMRC have a support package of measures (both financial and personal) to facilitate this. Central/Local Government Departments situated in the locality include⁸

- Department for Work & Pensions (DWP)
- Department for Environment, Food & Rural Affairs
- Immigration and Nationality Directorate
- Department for Transport
- Department of Health
- MOD
- The Court Service
- Insolvency Service
- Office of Fair Trading
- Department for Culture, Media and Sport

⁸ Source:www.near.co.uk

6 RELOCATION OPTIONS FOR STAFF AND WORK

This section considers the impact of relocating staff to the option proposed.

6.1. Custom House/Annexe

It is proposed that both businesses currently in occupation at Towergate, Intelligence and HR & Learning, will relocate to Custom House/Annexe. This proposal would affect a total of 30 staff: 24 from Intelligence and 6 from HR & Learning.

The map at section 8 shows the position of the Towergate site in relation to Custom House/Annexe.

Custom House is an ex-CE office. HMRC occupies an area of 12,545² metres, a space sufficient to accommodate an estimated 1,034 staff. Currently the building houses a staff of 385, giving capacity for an estimated additional 649 staff. At present the main business unit in occupation is Criminal Investigations with 177 staff.

Custom House Annexe is also a former CE building with a 'core' designation: Custom House and Custom House Annexe are situated opposite each other. In Custom House Annexe HMRC occupies an area of 5,961² metres, a space sufficient to accommodate an estimated 596 staff. At present the building houses a staff of 622, meaning it is slightly over capacity, however due to the nature of the work carried out this is not a concern. The main occupiers at present are Criminal Investigations with 300 staff and Risk & Intelligence with 223 staff.

Neither office has on-site parking. However, there are 2 car parks within 500 yards of the buildings⁵. There are no on-site childcare facilities but there are 4 child minders and 7 day nurseries in the postcode locality⁶.

The distance between Towergate and Custom House/Annexe is 1.2 miles (1.9 km) and takes approximately 4 minutes by car⁹. Buses run approximately every 10 minutes with a maximum journey time, including the walk between stops, of 35 minutes¹⁰. In view of the short distance involved the journey by public transport may not be a feasible option. The nearest Underground station is Monument, which is located 0.2 miles (0.4 km) from Custom House/Annexe with links to mainline train stations via the circle and district lines. The nearest mainline train station is Fenchurch Street, 0.3 miles (0.4 km) from Custom House/Annexe⁵.

A calculation based upon the 30 relocated members of staff travelling between Towergate and Custom House/Annexe, a return journey of 2.4 miles (3.8 km), produces a maximum Daily Travel Assistance figure of £14,000¹¹. However, as Towergate and Custom House/Annexe are both situated within the same

⁹ Source: www.theaa.co.uk

¹⁰ Source: www.transportdirect.gov.uk

¹¹ staff x return mileage x PTR x 215 days x 100% x 3 years

underground fare zone, it is unlikely that additional transport costs will be incurred.

7 ESTATES & FINANCE IMPACT

7.1. Estates & Support Services (E&SS) Information

HMRC has reviewed its estate within central London with the aim of making more effective and efficient use of office space and bringing teams closer together within and across business units. The proposal to withdraw operations from Towergate and relocate staff is in line with the department's aim to rationalise the central London estate.

7.2. Finance

Estates-related savings of approximately £185,000 per annum will be achieved through withdrawal of operations from Towergate.

7.3. Information Management Solutions

IMS will need more specific information regarding relocation numbers and sites before being able to comment upon IT and telephony requirements. IMS anticipate that a minimum of six months lead time will be required in advance of delivery and advise that it will be necessary to coordinate their activities with any building work that may be planned.

8 MAP, TOWERGATE AND POTENTIAL IMPORTING SITES

