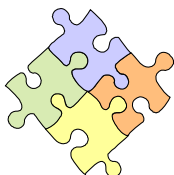


IMPACT ASSESSMENT

Region: North West

Whitehaven

Location	Blencathra House, Whitehaven, CA28 7UW.
Decision	As a result of HMRC locating a new Contact Centre in Lillyhall, Workington, there is no long term requirement to retain Blencathra House. HMRC does not expect to fully vacate the office before spring 2010. Staff are expected to relocate to Stocklund House, Carlisle and West Cumbria House, Lillyhall, Workington.
Risks/Issues	<p>Risk to customer service.</p> <p>Staff are unlikely to be able to reach Stocklund House, Carlisle within reasonable daily travel. Travel times for some staff may exceed or be at the limit of reasonable daily travel if relocating to West Cumbria House, Lillyhall, Workington.</p>
Mitigating Action	<p>Enquiry centre services will continue to be provided from Blencathra House or from an alternative location nearby.</p> <p>Further examination of individual circumstances and available options will be undertaken, where applicable, through one to one discussions between managers and staff. No staff will be required to relocate beyond reasonable daily travel.</p> <p>Where necessary business units will consider the scope to feed back work while portable work is available and the office remains viable.</p>



**Issued by Workforce Change
4 December 2008**

IMPACT ASSESSMENT

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1 SUMMARY

1.1. Background

Blencathra House in Whitehaven was excluded from the Regional Review Programme whilst Customer Contact (Contact Centre) reviewed their business requirement for a new contact centre. As announced in September 2008 the Customer Contact business unit is opening a new Contact Centre in Lillyhall, Workington. A new property, West Cumbria House, has been obtained for this purpose. There is now no long term requirement to retain Blencathra House.

1.2. Enquiry Centre Customers

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

1.3. Socio-economic

The Blencathra House office is situated within the local authority of Copeland. The unemployment rate for Copeland is 5.9%, against the UK national average of 5.3%. There are around 1,755 employers in Copeland employing approximately 29,300 people. There are 59 HMRC employees located at Blencathra 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

Blencathra House accommodates a total of 59 staff. Managers have already started to discuss relocation options with their staff. Examination of individual circumstances is ongoing. Where a staff member is unable to relocate 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 80% female to 20% male. 42% of staff work part-time, 10% 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 Whitehaven. No significant risks with regard to equality issues have been identified and wider public consultation has not been considered necessary at this stage. Individuals should raise any particular concerns with their manager. Mitigating actions will be considered where risks have been identified with regard to equality issues. The EQIA findings for Blencathra House can be found at Appendix A.

1.6. Business Units

The **Customer Operations** and **Debt Management and Banking (DMB)** business units have transferred to **Customer Contact Directorate (CCD)**. **CCD** will relocate to the new Contact Centre at West Cumbria House, Lillyhall, Workington.

The **Local Compliance** business unit will relocate to Stocklund House, Carlisle.

The **Customer Contact (Face to Face)** business unit will continue to provide enquiry centre services at Blencathra House or from an alternative location nearby.

1.7. Finance

The vacation of this office will contribute to estimated estate savings of £25.6m in the North West Region between 2007 and 2012.

2 OFFICE PROPOSAL AND BUSINESS PLANS

2.1. Office Proposal

Business units plan to withdraw from Blencathra House and relocate staff to Stocklund House, Carlisle and West Cumbria House, Lillyhall, Workington. Enquiry centre services will remain at Blencathra House or relocate to alternative premises nearby.

2.2. Business Plans

Blencathra House is occupied by staff from the **Customer Contact (Face to Face)**, **CCD** and **Local Compliance** business units.

The **Customer Operations** and **DMB** business units have transferred to **CCD**. **CCD** will relocate to the new Contact Centre at West Cumbria House, Lillyhall, Workington.

Local Compliance plans to relocate to Stocklund House, Carlisle.

Customer Contact (Face to Face) will continue to provide enquiry centre services at Blencathra House or from an alternative location nearby.

3 ENQUIRY CENTRE CUSTOMER IMPACT

3.1. Enquiry Centre Summary

During 2007/2008 the Enquiry Centre at Blencathra House received 9,522 callers.

Enquiry centre services will continue to be provided from Blencathra 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

Blencathra House is within the parliamentary constituency of Copeland. The Member of Parliament Mr Jamie Reed (Labour)¹.

Jamie Reed wrote to the Financial Secretary to the Treasury and met with HMRC officials, lobbying to retain jobs in the area and supporting the opening of the

¹ Source: www.parliament.uk

Lillyhall Contact Centre. This MP also tabled Parliamentary Questions and visited the office.

Tony Cunningham (Labour) has also met with HMRC officials to support the retention of jobs in the area and the opening of the Lillyhall Contact Centre.

4.2. Local Economy

Blencathra House is situated within the local authority of Copeland. The unemployment rate for Copeland is 5.9%, against the UK national average of 5.3%. The table below shows the relative job density for Copeland, the North 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 Forces².

Table 1 - Job Density

Copeland	North West	UK
0.65	0.80	0.84

There are around 1,755 employers in Copeland employing approximately 29,300. There are 59 HMRC employees located at Blencathra 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 Blencathra 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 Blencathra 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 no specific media coverage of Blencathra House.

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

5 STAFF & STAFF DIVERSITY IMPACT

5.1. Business Unit Headcount

The table below shows the business units occupying Blencathra House³.

Table 2 - Staff in post by business unit

Business Unit	Staff numbers
Customer Contact (Face to Face)	7
Customer Operations	35
DMB	6
Local Compliance	11
TOTAL	59

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.

Table 3 - Staff diversity

Ethnicity	%	Disability	%	Age Group	%
White	77	Disabled	10	15 - 24	2
Ethnic Minority	0	Not disabled	47	25 - 34	20
Chosen not to declare	5	Chosen not to declare	7	35 - 49	55
Not known	18	Not known	36	50 - 59	20
				60+	3
Gender	%	Working Pattern	%	Part Time Gender	%
Male	20	Full Time	58	Male	0
Female	80	Part Time	42	Female	100

5.3. Equality Impact Assessment

Workforce Change has undertaken EQIA activity on the proposal for Whitehaven. 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 actions will be considered

³ Source: Latest headcount data provided by HMRC business units

⁴ Source: HR data at 01/07/08

where risks have been identified with regard to equality issues. The EQIA findings for Blencathra House can be found at Appendix A.

5.4. Staff Consultation

HMRC undertook a period of local consultation inviting staff and unions to comment on the proposals for a new Contact Centre in Lillyhall via a dedicated email address.

Comments received to date were constructive and covered a range of topics, the main themes being internal recruitment, working patterns and accommodation.

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.

Customer Operations and DMB, currently a total of 41 staff, will transfer to CCD and relocate to the new Contact Centre at West Cumbria House, Lillyhall, Workington.

The distance between Blencathra House and West Cumbria House is 5.9 miles (9.5km) and, travelling at 8.00 am, the journey by car takes approximately 16 minutes⁵.

Local Compliance, currently a total of 11 staff, will relocate to Stocklund House, Carlisle.

The distance between Blencathra House and Stocklund House is 38 miles (61.1km) and, travelling at 8.00 am, the journey by car takes approximately 80 minutes⁵.

6.1. Stocklund House, Carlisle

6.1.1. Overview

The map at Appendix B shows the position of Blencathra House in relation to Stocklund House, Carlisle.

Stocklund House is an ex-IR office. HMRC occupies a space sufficient to accommodate an estimated 236 staff before desk sharing and shift patterns are taken into account. The building currently houses 82 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 Stocklund House indicates that for all staff currently based at Blencathra House potentially⁷:

⁵ Source: www.transportdirect.info

⁶ Source: Latest headcount data provided by HMRC business units

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

- 93% of staff would face an increase in travel time following relocation to Stocklund House
- 3% of staff would be able to reach Stocklund House in 30 minutes or less
- Of those staff facing an increase in travel time, 98% would fall outside of reasonable daily travel.

Stocklund House has 36 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 office⁸.

6.1.3. Travel by Public Transport

An analysis of travel by public transport between staff home postcodes and Stocklund House indicates that for all staff currently based at Blencathra House potentially⁹:

- 90% of staff would face an increase in travel time following relocation to Stocklund House
- Of the staff facing an increase in travel time, 100% would fall outside of reasonable daily travel.

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

The nearest railway station is Carlisle located 0.4 miles (0.6km) from the office⁸.

6.2. West Cumbria House, Lillyhall, Workington

6.2.1. Overview

The map at Appendix B shows the position of Blencathra House in relation to West Cumbria House, Lillyhall, Workington.

West Cumbria House is a new property acquired specifically to set up the new Contact Centre. HMRC will occupy a space sufficient to accommodate an estimated 400 staff before desk sharing and shift patterns are taken into account.

6.2.2. Travel by Car

An analysis of drive time data, detailing travelling times by car between staff home postcodes and West Cumbria House, indicates that for all staff currently based at Blencathra House potentially⁹:

- 50% of staff would face an increase in travel time following relocation to West Cumbria House
- 77% of staff would be able to reach West Cumbria House in 30 minutes or less
- Of those staff facing an increase in travel time, 3% would fall outside of reasonable daily travel.

⁸ Source: www.transportdirect.info

⁹ Source: HR known postcodes at 01/07/08

West Cumbria House has 171 on-site parking spaces, a number of which are designated disabled bays. The nearest car park is 1.8 miles (2.9km) from the office¹⁰.

6.2.3. Travel by Public Transport

An analysis of travel by public transport between staff home postcodes and West Cumbria House indicates that for all staff currently based at Blencathra House potentially¹¹:

- 63% of staff would face an increase in travel time following relocation to West Cumbria House
- Of the staff facing an increase in travel time, 82% would fall outside of reasonable daily travel.

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

The nearest railway station is Harrington located 1.8 miles (2.9km) from the office¹⁰.

6.3. Daily Travel Assistance

A calculation based upon 41 CCD staff travelling between Blencathra House and West Cumbria House, a return journey of 11.8 miles (19km), produces a maximum Daily Travel Assistance cost of £94k over three years¹².

A calculation based upon 11 Local Compliance staff travelling between Blencathra House and Stocklund House, a return journey of 76 miles (122.2km), produces a maximum Daily Travel Assistance cost of £163k over three years¹².

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 include¹³:

- Department for Children, Schools and Families
- Department for Culture, Media and Sport
- Department for Environment, Food and Rural Affairs
- Department for Transport

¹⁰ Source: www.transportdirect.info

¹¹ Source: HR known postcodes at 01/07/08

¹² Formula: staff x return mileage x PTR x 260 days x 3 years

¹³ Source: OGC data at April 2008

- DWP
- HM Courts Service
- National Probation Directorate.

7 ESTATES & FINANCE

7.1. Estate Information

HMRC occupies Blencathra House under the contract with Mapeley. Blencathra House has on-site car parking available for 12 vehicles with no predetermined number of designated disabled bays.

7.2. Finance

The vacation of this office will contribute to estimated estate savings of £25.6m in the North West Region between 2007 and 2012.

7.3. Information Management Services (IMS)

IMS has been engaged in the detailed consideration of the proposal for Blencathra House. IMS will work closely with ESS and business unit managers to provide the IT and telephony requirements for staff relocating to Stocklund House and West Cumbria House.

APPENDIX A: EQUALITY IMPACT ASSESSMENT – BLENCATHRA HOUSE, WHITEHAVEN

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 Blencathra House, Whitehaven which is an individual location with one office building.

Background

1. Proposal	<p>The intention is to vacate Blencathra House and relocate 52 staff to Stocklund House, Carlisle approximately 38 miles away and West Cumbria House, Lillyhall, Workington approximately four 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 fully vacate Blencathra House before spring 2010. As a result of HMRC locating a new Contact Centre in Lillyhall, Workington, there is no long term requirement to retain Blencathra House.</p>
3. Programme Owner	<p>Although the review of Blencathra House was itself outside the Regional Review process it has been carried out under the remit of the Regional Review Programme. 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.</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 North</p>

<p>to day function?</p>	<p>West Region 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 the 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 overall aim is to deliver a more efficient and effective service to businesses and individuals.</p> <p>The decision to vacate Blencathra House will deliver more effective utilisation of available HMRC office space. Staff are expected to relocate within reasonable daily travel. Business units will take the opportunity of this 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 has consulted informally with internal stakeholders.</p> <p>External – HMRC engages with the Financial Secretary to the Treasury and MPs and also with local authorities and selected trade bodies, where appropriate.</p>
<p>8. Does this decision interact with any others? If so, how? Please comment on connected proposals and describe the relationship</p>	<p>The decision to vacate Blencathra House, Whitehaven is linked to the setting up of the new Contact Centre in Lillyhall. These moves support business unit strategic planning and the Estates Consolidation Programme which assist in working towards meeting the Departments efficiency targets for people (headcount) and estate.</p>

<p>9. How will the proposal 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 decision, 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>
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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. The proposal for staff to transfer into the new Contact Centre in Lillyhall was subject to informal local consultation. Individuals should raise any particular concerns on their own future work and travel patterns with their managers. Staff and managers will work together to consider personal circumstances and any necessary mitigating action.

Consideration given to:	Staff	Mitigating Action
1. Racial groups	<p>77% of the staff in Blencathra House have provided details of their ethnic origin and 5% of the staff chose not to declare their ethnicity. No staff have declared that they belong to an ethnic minority group. The HMRC total for the North West Region is 3%. The HMRC national total is 5%¹⁴.</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>57% of staff in Blencathra House have provided data on disability. 10% of staff have declared a disability and 7% of the staff chose not to declare their disability status. The HMRC total for the North West Region is 8%. The HMRC national total is 7%.</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"> ▪ Staff who require specialist IT equipment or reasonable adjustment 	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.

¹⁴ 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>adaptations may need to discuss their requirements/needs with their manager</p> <ul style="list-style-type: none"> ▪ 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 36 car parking spaces with no predetermined number of designated disabled bays at Stocklund House. There are 171 on-site parking spaces, a number of which are designated disabled bays, at West Cumbria 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 Blencathra House is 80% female to 20% male. The HMRC total for the North West Region is 58% female to 42% male. The HMRC national total is 58% female to 42% male.</p> <p>42% of the staff at Blencathra 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>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 Blencathra House is as follows:</p> <table border="1" data-bbox="600 400 842 691"> <thead> <tr> <th>Age</th> <th>%</th> </tr> </thead> <tbody> <tr> <td>15-24</td> <td>2</td> </tr> <tr> <td>25-34</td> <td>20</td> </tr> <tr> <td>35-49</td> <td>55</td> </tr> <tr> <td>50-59</td> <td>20</td> </tr> <tr> <td>60+</td> <td>3</td> </tr> </tbody> </table> <p>At this stage no potential adverse impacts have been identified that would disproportionately affect staff due to their age.</p>	Age	%	15-24	2	25-34	20	35-49	55	50-59	20	60+	3	None required at this stage.
Age	%													
15-24	2													
25-34	20													
35-49	55													
50-59	20													
60+	3													
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>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>During the local consultation some part-time staff requested details of promotion opportunities that may arise as a result of relocation, asking if they would still be able to maintain a work-life balance in relation to their caring responsibilities.</p> <p>Other known impacts arising from previous relocations are as follows:</p> <ul style="list-style-type: none"> ▪ Daily Travel Assistance, paid to assist staff with additional travel costs, is taxable and impacts on the payment of tax credits. 	<p>Managers will work with staff to consider personal circumstances and any necessary mitigating action.</p> <p>HMRC provides childcare vouchers to assist staff with childcare costs.</p> <p>No staff will be required to</p>												

Consideration given to:	Staff	Mitigating Action
	<ul style="list-style-type: none"> ▪ 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 Blencathra House and relocating to:</p> <p>Stocklund House</p> <ul style="list-style-type: none"> ▪ 96% will experience an increase in travel time ▪ 92% staff will experience journey times that would fall outside reasonable daily travel ▪ The longest journey time is calculated at approximately 101 minutes. <p>West Cumbria House</p> <ul style="list-style-type: none"> ▪ 40% will experience an increase in travel time ▪ 4% staff will experience journey times that would fall outside reasonable daily travel ▪ The longest journey time is calculated at approximately 91 minutes. 	<p>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>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 discussions with their managers to establish individual impacts and consider appropriate mitigating action.</p>	

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"> ▪ 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"> ▪ Draft 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 Blencathra House to Stocklund House and West Cumbria 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 a transfer into another business unit within an office closer to home, home working (subject to business requirement) or other Government Departments within the locality.</p>
<p>2. Explain how you plan to monitor</p>	<p>Managers will discuss relocation with staff to establish whether or not the relocation is reasonable</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>equality issues following announcement of decisions</p>	<p>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 relocation 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>Enquiry centre services will continue to be provided at Blencathra 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

