

Equality Impact Assessment Regional Review Programme Northern Ireland

This report, from HM Revenue & Customs People Function (Workforce Change) team, provides an update on equality impacts identified at May 2009 as arising from estate changes within Northern Ireland as part of the Regional Review Programme. The related UK summary shows the action being taken by the Department to mitigate these impacts and any which emerge in future. Further updates will be provided.

11 November 2009

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1 Regional Review Programme decisions in Northern Ireland

The decisions on HMRC accommodation in Northern Ireland are as follows:

Table 1 – RRP Decisions in Northern Ireland

Date decision announced	Urban Centre / Cluster	Buildings reviewed	Review Outcome	Staff in post at announcement ¹
23 April 2008	Belfast urban centre	Crown Buildings, Antrim	Retain	2
		Beaufort House, Belfast	Retain	246
		Carne House, Belfast	Retain	185
		Custom House, Belfast	Retain	276
		Dorchester House, Belfast	Retain	523
		Millennium House, Belfast	Retain	89
		Moira House, Lisburn	Retain	78
		Olivetree House, Belfast	Vacate	209
		Windsor House, Belfast	Vacate	112
4 December 2008	Cluster 18	Kilpatrick House, Ballymena	Vacate	71
4 December 2008	Cluster 19	Marlborough House, Craigavon	Retain	90
		Custom House, Newry	Retain	100
		Bridgewater House, Banbridge	Vacate	12
		Downshire House, Newry	Vacate	71
4 December 2008	Individuals:			
	Coleraine	Fern House, Coleraine	Retain	53
		Mill House, Coleraine	Vacate	22
	Enniskillen	Abbey House, Enniskillen	Retain	51
		Custom House, Enniskillen	Vacate	20
Londonderry	Foyle House, Londonderry	Retain	156	

Enquiry centre services will remain in their current location or nearby.

¹ Source: Headcount data provided by HMRC business units at time of decision

These decisions are being implemented under the management of location-specific Implementation Teams.

2 Northern Ireland: summary of estates and staffing

- 2.1.1 HMRC has more office space than it needs in Northern Ireland and while about 2,250 people work for us in the region², HMRC's current business plans for 2011 predict that we will require around 2,150.
- 2.1.2 In Northern Ireland as well as a staff consultation on the proposals we also undertook two public consultations (one on the Urban Centres and the other on the 'clusters' and 'individual' offices), as a consequence of the requirements under Section 75 of the Northern Ireland Act 1998. The results of these consultations have been published. Following the announcement of decisions on the Belfast urban centre on 23 April 2008 and the 'cluster' and 'individual' locations on 4 December 2008, HMRC has taken action to mitigate the potential equality impacts identified in the original EQIA documents.
- 2.1.3 The Regional Review Programme (RRP) resulted in decisions to retain 12 offices in Northern Ireland. Of these, seven offices are to be retained in Belfast urban centre, two within cluster locations and three within individual locations. Of the seven offices to be vacated, two are within Belfast urban centre, three within cluster and two within individual locations.
- 2.1.4 To date, no offices have been fully vacated although three are scheduled for full vacation during 2009/10. There have been no 'partial'³ vacations. Withdrawal from four of the offices originally scheduled for full vacation during 2009/10 has been deferred to a later planned vacation date. The position on these buildings is to be monitored by local Implementation Teams and the Department's Estate Consolidation Programme.
- 2.1.5 Implementation Teams were set up to deliver the original decisions of the RRP. Where staff cannot relocate, either due to their journey being outside reasonable daily travel, caring responsibilities or disability, businesses are exploring alternative options. As the Department considers those options, office accommodation will be provided for staff, either in their current location or at an alternative office within reasonable daily travel. Businesses aim to feed back work to these staff for as long as it is viable to do so. The extent to which office space is vacated is being managed by the relevant Implementation Team, which will also bear in mind other issues, such as funding priorities.
- 2.1.6 HMRC values the skills and experience of its staff and it is for that reason that staff are being asked to move with their work wherever possible. HMRC is making every effort to find alternative solutions for staff unable to relocate to another HMRC office. Its primary concern, however, must be to meet its business objectives.
- 2.1.7 All enquiry centre services, where customers can walk in and ask a member of staff for assistance will remain in their current location or nearby.

² As at 1 May 2009

³ A 'partial' vacation includes the release of office space such as reducing the number of floors in a building to accommodate (a) staff remaining, or (b) those who are unable to move with their business unit. Reduction to Enquiry Centre only is classed as a full vacation from a RRP perspective.

3 Northern Ireland: Overview of emerging impacts

- 3.1.1 At the time of announcements there were in Northern Ireland, 509 staff in office buildings due to be vacated who were expected to relocate with their business unit. Staff and their managers held one-to-one discussions to determine whether or not they were able to relocate, taking their personal circumstances into account. Final decisions were made by the Moderating Groups.
- 3.1.2 When the decisions were announced it was expected that 509 staff would relocate. However the Moderating Group data shows that 679 staff were asked to relocate.
- 3.1.3 Of the 679 staff asked to relocate:
- 585 (86%) staff are able to relocate with their business unit.
 - 94 (14%) staff are either unable to relocate with their business unit or decisions have been deferred pending receipt of further information.
- 3.1.4 For staff who are unable to relocate with their business unit as expected, the Department is already in the process of considering alternative options for these staff. This work is being led by Implementation Teams in negotiation with business units and HR specialists.

3.2 Racial Groups

- 3.2.1 HMRC collects data on the racial groups of staff via its internal HR systems and the table below shows data held at 1/5/09. Completion of this data is optional and data may therefore be incomplete.

Ethnicity Data considered				
Location	White %	Ethnic Minority %	Chose not to declare %	Not known %
HMRC employees in Antrim	**4	**4	**4	**4
Antrim core catchment population ⁵	99.00	1.00	-	-
HMRC employees in Belfast	68.00	0.00	2.00	30.00
Belfast core catchment population	98.60	1.40	-	-
HMRC employees in Lisburn	81.00	**6	0.00	18.00

⁴ Figures omitted in line with HMRC best practice on Diversity Monitoring and Data Protection Principles

⁵ Experian Data

Lisburn core catchment population	99.10	0.90	-	-
HMRC employees in Ballymena	80.00	0.00	3.00	16.00
Ballymena core catchment population	99.15	0.85	-	-
HMRC employees in Banbridge	64.00	0.00	0.00	36.00
Banbridge core catchment population	99.50	0.50	-	-
HMRC employees in Coleraine	57.00	0.00	0.00	43.00
Coleraine core catchment population	98.78	1.22	-	-
HMRC employees in Craigavon	86.00	0.00	3.00	11.00
Craigavon core catchment population	99.14	0.86	-	-
HMRC employees in Enniskillen	74.00	0.00	0.00	26.00
Enniskillen core catchment population	99.27	0.73	-	-
HMRC employees in Londonderry	81.00	0.00	0.00	19.00
Londonderry core catchment population	99.23	0.77	-	-
HMRC employees in Newry	73.00	0.00	1.00	26.00
Newry core catchment population	99.19	0.81	-	-
HMRC employees in Northern Ireland	71.00	0.00	2.00	27.00
Northern Ireland population⁷	99.20	0.80	-	-

3.2.2 Given the high percentage of 'not known' HMRC acknowledges the need to improve the staff completion rate of internal diversity data in order to more accurately identify and monitor the equality impacts of changes implemented.

Equality impacts identified by HMRC

3.2.3 The HMRC staff ethnicity data held for Northern Ireland shows that of those who have provided this information, 100% are white This is comparable with the average for Northern Ireland of just over 99%⁸.

⁶ Figures omitted in line with HMRC best practice on Diversity Monitoring and Data Protection Principles

⁷ Census 2001 data, KS06

⁸ Census 2001 data KS06

THE EQIA CONSULTATION DOCUMENT ASKED

1. Have the impacts to persons of different racial groups been correctly identified?
2. What additional impacts arise as a result of the proposal and how can related risks be reduced?

Additional equality impacts identified through the EQIA consultation process

- 3.2.4 Feedback indicated that increasing numbers of European migrants moving to Northern Ireland are using the enquiry centre services and that any reduction in services provided would impact on this group.
- 3.2.5 An equality organisation recommended that HMRC should consider alternative methods of communication when advertising changes of services, in order to cater for customers who are not fluent in the English language.

Mitigating action

- 3.2.6 HMRC will continue to provide all current enquiry centre services from existing locations or nearby and, as a result, there is no adverse impact expected on customers from different racial groups.
- 3.2.7 HMRC managers will discuss with staff any personal issues arising as a result of relocating offices in order to identify adverse impacts and mitigating action required. Where employees identify particular cultural or religious needs which conflict with work requirements, HMRC will consider whether or not it is reasonably practical to vary or adapt these requirements to enable such needs to be met.
- 3.2.8 HMRC will continue to work to improve the staff completion rate of internal diversity data and will monitor the equality impacts arising on racial groups as a result of implementing the changes. Adverse impacts will be identified through the discussions between managers and staff, the grievance process and the appeals process in place within the Regional Review Programme.
- 3.2.9 HMRC will ensure that customers receive advanced notification of any changes to the location of enquiry centre services and will consider alternative methods of communication for people whose first language is not English.

Update on the original EQIAs

- 3.2.10 At this stage no further impacts have been identified that would disproportionately affect staff due to their racial group. HMRC will continue to monitor this information.

3.3 Those with a disability

- 3.3.1 HMRC collects data on staff disability via its internal HR systems. Completion of this data is optional and data may therefore be incomplete.

Disability Data considered				
Location	Disabled	Not Disabled	Chose not to declare	Not known
	%	%	%	%
HMRC employees in Antrim ⁹	**10	**10	**10	**10
Antrim core catchment population ¹¹	9.90	90.10	-	-
HMRC employees in Belfast	7.00	41.00	1.00	51.00
Belfast core catchment population	13.1	86.9	-	-
HMRC employees in Lisburn	9.00	36.00	0.00	55.00
Lisburn core catchment population	9.50	90.50	-	-
HMRC employees in Ballymena	13.00	56.00	3.00	28.00
Ballymena core catchment population	8.69	91.31	-	-
HMRC employees in Banbridge	**10	**10	0.00	46.00
Banbridge core catchment population	9.21	90.79	-	-
HMRC employees in Coleraine	12.00	43.00	0.00	45.00
Coleraine core catchment population	8.90	91.10	-	-
HMRC employees in Craigavon	4.00	58.00	3.00	35.00
Craigavon core catchment population	11.59	88.41	-	-
HMRC employees in Enniskillen	8.00	58.00	1.00	33.00
Enniskillen core catchment population	9.07	90.93	-	-
HMRC employees in Londonderry	6.00	52.00	0.00	42.00
Londonderry core catchment population	10.75	89.25	-	-

⁹ HMRC HR data as at 01/05/09

¹⁰ Figures omitted in line with HMRC best practice on Diversity Monitoring and Data Protection Principles

¹¹ Experian Data

HMRC employees in Newry	10.00	43.00	0.00	47.00
Newry core catchment population	10.65	89.35	-	-
HMRC employees in Northern Ireland	8.00	43.00	1.00	48.00
Northern Ireland population¹²	20.36	79.64	-	-

3.3.2 HMRC acknowledges the need to improve the staff completion rate of internal diversity data in order to more accurately identify and monitor equality impacts of changes implemented.

Equality impacts identified by HMRC

3.3.3 Of the staff who have provided disability information in Northern Ireland, 8% are disabled. This figure is lower than the census percentage figure for disabled people in Northern Ireland.

3.3.4 HMRC is aware that the impacts on those with a disability are dependent on personal circumstances. HMRC has identified that adverse equality impacts may arise in the following circumstances:

- If there are changes necessary in home to office journeys and public transport is unavailable or unsuitable.
- If reasonable adjustments and specialist requirements are not available immediately at new office location.
- If specialist IT software is unavailable, or is incompatible with HMRC software, when moving into a new work area.
- If longer travelling times to training courses or residential training courses are required.
- If there is no disabled parking available at a new office for staff and customers.
- If enquiry centre services are relocated and there are no public transport services close by for disabled customers.

THE EQIA CONSULTATION DOCUMENT ASKED

1. Have the impacts to persons with or without a disability been correctly identified?
2. What additional impacts arise as a result of the proposal and how can related risks be reduced?

¹² Census 2001 data, KS08

Additional equality impacts identified through the EQIA consultation process

- 3.3.5 Feedback from the consultation raised concerns that increased travelling may have an adverse impact on HMRC staff and customers with disabilities, particularly for those who are unable to drive or those whose condition may be exacerbated by additional driving.
- 3.3.6 Some people said that disabled employees are entitled to the same work opportunities as other HMRC staff and suggested that they may be disadvantaged if their work patterns have to be changed to cope with the demands of additional travel.

Mitigating action

- 3.3.7 HMRC will continue to provide all current enquiry centre services from existing locations or nearby and, as a result, there is no adverse impact expected on customers with a disability.
- 3.3.8 HMRC will continue to comply with the Disability Discrimination Act 1995 (as amended) as this relates to both customers and staff.
- 3.3.9 HMRC managers will discuss with staff any personal issues arising as a result of relocating offices in order to identify adverse impacts and mitigating action required. Managers understand the need to handle these issues sensitively and reasonable solutions will be discussed and considered with the support of HR, accommodation and IT specialists.
- 3.3.10 Employees will not be expected to travel outside of reasonable daily travel.
- 3.3.11 HMRC will continue to work to improve the staff completion rate of internal diversity data and will monitor the equality impacts arising on persons with a disability as a result of implementing the changes. Adverse impacts will be identified and addressed through the discussions between managers and staff, the grievance process and the appeals process in place within the Regional Review Programme.
- 3.3.12 HMRC will continue to make reasonable adjustments for disabled staff and will make further adjustments where appropriate to ensure any HMRC staff moves comply with the Disability Discrimination Act 1995 (as amended).
- 3.3.13 Home working will be considered by HMRC where appropriate.

Update on the original EQIAs

- 3.3.14 The overall percentage of staff unable to relocate because of health or compassionate grounds (this includes those with a disability) has been reported in the UK summary.
- 3.3.15 Specific information on disability and health issues will be identified at Moderating Group and local management level. Implementation Teams have been set up which will continue to work with managers and staff to explore options and potential solutions.

3.4 Gender

3.4.1 The gender ratio for HMRC staff in Northern Ireland is as follows.

Gender Data considered		
Location	Male %	Female %
HMRC employees in Antrim ¹³	**14	**14
Antrim core catchment population ¹⁵	48.80	51.20
HMRC employees in Belfast	46.00	54.00
Belfast core catchment population	47.20	52.80
HMRC employees in Lisburn	27.00	73.00
Lisburn core catchment population	48.70	51.30
HMRC employees in Ballymena	28.00	72.00
Ballymena core catchment population	48.49	51.51
HMRC employees in Banbridge	45.00	55.00
Banbridge core catchment population	49.80	50.20
HMRC employees in Coleraine	37.00	63.00
Coleraine core catchment population	47.35	52.65
HMRC employees in Craigavon	36.00	64.00
Craigavon core catchment population	48.99	51.01
HMRC employees in Enniskillen	42.00	58.00
Enniskillen core catchment population	49.11	50.89
HMRC employees in Londonderry	36.00	64.00

¹³ HMRC HR data as at 01/05/09

¹⁴ Figures omitted in line with HMRC best practice on Diversity Monitoring and Data Protection Principles

¹⁵ Experian Data

Londonderry core catchment population	49.34	50.66
HMRC employees in Newry	26.00	74.00
Newry core catchment population	49.49	50.51
HMRC employees in Northern Ireland	42.00	58.00
Northern Ireland population¹⁶	48.70	51.30

Equality impacts identified by HMRC

- 3.4.2 HMRC employs a higher proportion of female employees than male.
- 3.4.3 It was expected that many of the female, part-time staff will have care responsibilities and the potential impacts, issues or concerns raised by respondents on those with dependants is reported later in this document.
- 3.4.4 Transgender employees may experience changes in support networks/facilities as a result of relocation.

THE EQIA CONSULTATION DOCUMENT ASKED

1. Have the impacts to persons of different gender been correctly identified?
2. What additional impacts arise as a result of the proposal and how can related risks be reduced?

Additional equality impacts identified through the EQIA consultation process

- 3.4.5 Concerns were raised that increased travelling might have an adverse impact on the work/life balance of some female part-time workers and that they may have to leave HMRC in order to continue to meet their care responsibilities.
- 3.4.6 Some staff commented on the financial implications of receiving Daily Travel Assistance and the impact this has on their entitlement to Tax Credits.

Mitigating action

- 3.4.7 HMRC managers will discuss with staff any personal issues arising as a result of relocating offices in order to identify adverse impacts and mitigating action required. Reasonable solutions, such as changes to working hours and working patterns will be discussed and considered with the support of HR specialists.

¹⁶ Census 2001 data: KS01

- 3.4.8 HMRC employees will not be expected to travel outside of reasonable daily travel.
- 3.4.9 HMRC recognises that the percentage of females working in its offices in Northern Ireland is higher than the census percentage figure for females in Northern Ireland. HMRC will monitor adverse impacts on persons of different gender through the discussions between managers and staff, the grievance process and the appeals process within the Regional Review Programme.
- 3.4.10 HMRC provides Daily Travel Assistance and is aware that this is taxable income and impacts on Tax Credit entitlement under current tax legislation.

3.4.11 Update on the original EQIAs – Northern Ireland

- 3.4.12 Of the 679 staff asked to relocate:
- 585 (86%) staff are able to relocate with their business unit.
 - 94 (14%) staff are either unable to relocate with their business unit or decisions have been deferred pending receipt of further information
- 3.4.13 Of the 679 members of staff who had one-to-one meetings 414 (61%) are female and 265 (39%) are male. The gender split of staff in Northern Ireland is shown in the table at 3.4.1 above.
- 3.4.14 Of the 94 staff unable to relocate with their business unit, 70 are female (10% of the 679 staff in Northern Ireland expected to relocate with their work) and 24 are male (4% of the 679 staff in Northern Ireland expected to relocate with their work).
- 3.4.15 The overall number and gender of staff unable to relocate due to caring commitments has been reported in the UK summary.
- 3.4.16 Options are still being considered for all staff unable to relocate.

Update on the original EQIAs – Belfast urban centre

- 3.4.17 When the decisions were announced it was expected that 321 staff would relocate. However the Moderating Group data shows that 446 staff were asked to relocate.
- 3.4.18 Of the 446 staff asked to relocate:
- 434 (97%) staff are able to relocate with their business unit.
 - 12 (3%) staff are either unable to relocate with their business unit or decisions have been deferred pending receipt of further information
- 3.4.19 Of the 446 members of staff who had one-to-one meetings 248 (56%) are female and 198 (44%) are male. The gender split of staff in the Belfast urban centre is shown in the table at 3.4.1 above.
- 3.4.20 Of the staff unable to relocate with their business unit, the female and male gender split is comparable to the overall ratio of female to male staff in HMRC.

3.4.21 The overall number and gender of staff unable to relocate due to caring commitments has been reported in the UK summary.

3.4.22 Options are still being considered for all staff unable to relocate.

Update on the original EQIAs – Cluster 18 (Ballymena)

3.4.23 Although 67 staff were expected to relocate, for reasons outlined in the UK summary (para 5.4), Moderating Group data is only available for 58 members of staff.

3.4.24 Of the 67 staff expected to relocate:

- 20 (30%) staff are able to relocate with their business unit.
- Data on whether staff can relocate is currently unavailable for 9 (13%) members of staff.
- 38 (57%) staff are either unable to relocate with their business unit or decisions have been deferred pending receipt of further information

3.4.25 Of the 58 members of staff who had one-to-one meetings 40 (69%) are female and 18 (31%) are male. The gender split of staff in cluster 18 is shown in the table at 3.4.1 above.

3.4.26 Of the 38 staff unable to relocate with their business unit, 27 are female (40% of the 67 staff in Cluster 18 expected to relocate with their work) and 11 are male (16% of the 67 staff in cluster 18 expected to relocate with their work).

3.4.27 The overall number and gender of staff unable to relocate due to caring commitments has been reported in the UK summary.

3.4.28 Options are still being considered for all staff unable to relocate.

Update on the original EQIAs – Cluster 19 (Banbridge, Craigavon, Newry)

3.4.29 When the decisions were announced it was expected that 79 staff would relocate. However the Moderating Group data shows that 110 staff were asked to relocate.

3.4.30 Of the 110 staff asked to relocate:

- 86 (78%) staff are able to relocate with their business unit.
- 24 (22%) staff are either unable to relocate with their business unit or decisions have been deferred pending receipt of further information

3.4.31 Of the 110 members of staff who had one-to-one meetings 86 (78%) are female and 24 (22%) are male. The gender split of staff in cluster 19 is shown in the table at 3.4.1 above.

3.4.32 Of the 24 staff unable to relocate with their business unit, the majority are female¹⁷.

¹⁷ Figures omitted in line with HMRC best practice on Diversity Monitoring and Data protection Principles

3.4.33 The overall number and gender of staff unable to relocate due to caring commitments has been reported in the UK summary.

3.4.34 Options are still being considered for all staff unable to relocate.

Update on the original EQIAs – Coleraine

3.4.35 When the decisions were announced it was expected that 22 staff would relocate. However the Moderating Group data shows that 42 staff were asked to relocate.

3.4.36 Of the 42 staff asked to relocate:

- 22 (52%) staff are able to relocate with their business unit.
- 20 (48%) staff are either unable to relocate with their business unit or decisions have been deferred pending receipt of further information.

3.4.37 Of the 42 members of staff who had one-to-one meetings 31 (74%) are female and 11 (26%) are male. The gender split of staff in Coleraine is shown in the table at 3.4.1 above.

3.4.38 Of the 20 staff unable to relocate with their business unit, the majority are female¹⁸.

3.4.39 The overall number and gender of staff unable to relocate due to caring commitments has been reported in the UK summary.

3.4.40 Options are still being considered for all staff unable to relocate.

Update on the original EQIAs – Enniskillen

3.4.41 When the decisions were announced it was expected that 20 staff would relocate. However the Moderating Group data shows that 23 staff were asked to relocate.

3.4.42 Of the 23 staff asked to relocate all staff are able to relocate with their business unit.

3.4.43 Of the 23 members of staff who had one-to-one meetings 9 (39%) are female and 14 (61%) are male. The gender split of staff in Coleraine is shown in the table at 3.4.1 above.

Update on the original EQIAs – Londonderry

3.4.44 Up to date information is not currently available for the Londonderry office. Any equality impacts identified following the one-to-one discussions between managers and staff will be published at a later date.

¹⁸ Figures omitted in line with HMRC best practice on Diversity Monitoring and Data protection Principles

3.5 Age

3.5.1 The age profile for HMRC staff in Northern Ireland is as follows.

Age Data considered					
Location	0-19 %	20-29 %	30-44 %	45-59 %	60+ %
HMRC employees in Antrim ¹⁹	**20	**20	**20	**20	**20
Antrim core catchment population ²¹	30.05	12.46	23.07	18.99	15.43
HMRC employees in Belfast	0.19	15.11	46.50	36.69	2.51
Belfast core catchment population	29.04	16.17	20.91	15.95	17.93
HMRC employees in Lisburn	0.00	4.05	48.65	45.95	1.35
Lisburn core catchment population	26.56	12.99	23.50	18.49	18.46
HMRC employees in Ballymena	0.00	8.20	40.98	44.26	6.56
Ballymena population	27.49	12.17	22.04	18.96	19.34
HMRC employees in Banbridge	0.00	9.09	36.36	45.46	9.09
Banbridge population	29.30	12.75	23.87	17.27	16.81
HMRC employees in Coleraine	0.00	2.94	45.59	48.53	2.94
Coleraine population	28.21	13.20	21.77	17.66	19.16
HMRC employees in Craigavon	0.00	5.00	38.75	56.25	0.00
Craigavon population	30.47	12.38	22.99	17.08	17.08
HMRC employees in Enniskillen	0.00	5.48	38.36	54.79	1.37
County Fermanagh (Enniskillen) population	30.50	12.20	21.15	18.05	18.10
HMRC employees in Londonderry	0.00	6.92	40.25	50.31	2.52

¹⁹ HMRC HR data as at 01/05/09

²⁰ Figures omitted in line with HMRC best practice on Diversity Monitoring and Data protection Principles

²¹ Experian Data

County Derry (Londonderry) population	33.93	14.47	22.35	15.66	13.59
HMRC employees in Newry	0.00	9.88	52.47	33.33	4.32
Newry and Mourne population	33.09	13.08	21.87	16.24	15.72
HMRC employees in Northern Ireland	0.13	12.56	45.75	38.93	2.63
Northern Ireland population²²	29.68	13.30	22.21	17.19	17.62

Equality impacts identified by HMRC

- 3.5.2 Should approved early retirement schemes be available to HMRC employees in Northern Ireland, these will be voluntary. Release of staff under such schemes may impact on the age demographics in the area.
- 3.5.3 HMRC is aware that elderly customers may be adversely impacted if enquiry centre services are relocated and, the new location is not easily accessible by public transport or does not have adequate customer car parking facilities.

THE EQIA CONSULTATION DOCUMENT ASKED

1. Have the impacts to persons of different age been correctly identified?
2. What additional impacts arise as a result of the proposal and how can related risks be reduced?

Additional equality impacts identified through the EQIA consultation process

- 3.5.4 It was suggested that staff who have been employed by HMRC for many years may find their skills are not easily marketable if forced to seek alternative employment.
- 3.5.5 Concerns were raised that younger workers who were more likely to be at the lower end of the pay scales may be more reliant on public transport and therefore may incur increased travelling costs.
- 3.5.6 An external organisation said that HMRC's age data for employees is too broad and recommended that this data is broken down into different categories.

Mitigating Action

- 3.5.7 HMRC will continue to provide all current enquiry centre services from existing locations or nearby and, as a result, there is no adverse impact expected on customers of different age and in particular, elderly customers.

²² Census 2001 data: KS02

- 3.5.8 HMRC managers will discuss with staff any personal issues arising as a result of relocating offices in order to identify adverse impacts and mitigating action required. Reasonable solutions, such as changes to working hours and working patterns will be discussed and considered with the support of HR specialists.
- 3.5.9 HMRC employees will not be expected to travel outside of reasonable daily travel.
- 3.5.10 HMRC will monitor adverse impacts on persons of different age through discussions between managers and staff, the grievance process and the appeals process within the Regional Review Programme.
- 3.5.11 HMRC employees can claim Daily Travel Allowance to assist them with additional travel costs.
- 3.5.12 HMRC acknowledges the comments of the external organisation and will provide data broken down into different categories in future reports. HMRC now includes a more detailed breakdown of age in its reports.

Update on the original EQIAs

- 3.5.13 At this stage no impacts have been identified that would disproportionately affect staff due to their age. HMRC will continue to monitor this information.

3.6 Marital Status

- 3.6.1 HMRC holds information on marital status for superannuation purposes only.

Marital Status Data considered				
Location	Single %	Married²³ %	Formerly married²⁴ %	Unknown %
HMRC employees in Antrim ²⁵	**26	**26	**26	**26
Antrim core catchment population ²⁷	31.10	56.40	12.50	-
HMRC employees in Belfast	32.35	57.23	4.57	5.85
Belfast core catchment population	40.40	47.20	12.40	-

²³ Married includes those who have re-married, those who may be separated, but still legally married and those in Civil Partnerships

²⁴ Formerly married includes those who are divorced or widowed

²⁵ HMRC HR data as at 01/05/09

²⁶ Figures omitted in line with HMRC best practice on Diversity Monitoring and Data Protection Principles

²⁷ Experian Data

HMRC employees in Lisburn	31.08	67.57	1.35	-
Lisburn core catchment population	29.10	58.50	12.40	-
HMRC employees in Ballymena	15.94	81.16	1.45	1.45
Ballymena core catchment population ²⁸	29.42	58.21	12.37	-
HMRC employees in Banbridge	23.81	76.19	0.00	0.00
Banbridge core catchment population	27.86	60.34	11.80	-
HMRC employees in Coleraine	17.11	77.63	5.26	0.00
Coleraine core catchment population	31.26	55.28	13.46	-
HMRC employees in Craigavon	17.70	77.88	4.42	0.00
Craigavon core catchment population	31.15	56.67	12.18	-
HMRC employees in Enniskillen	15.49	83.10	1.41	0.00
Enniskillen core catchment population	35.28	53.22	11.50	-
HMRC employees in Londonderry	25.00	71.79	3.21	0.00
Londonderry core catchment population	36.88	53.90	9.22	-
HMRC employees in Newry	26.45	69.38	4.17	0.00
Newry core catchment population	34.71	55.22	10.07	-
HMRC employees in Northern Ireland	28.78	62.85	4.32	4.05
Northern Ireland population²⁹	33.10	55.00	11.90	-

²⁸ Experian Data

²⁹ Census 2001 data: KS04

Equality impacts identified by HMRC

3.6.2 There are no known impacts specific to marital status.

THE EQIA CONSULTATION DOCUMENT ASKED

1. Have the impacts to persons of different marital status been correctly identified?
2. What additional impacts arise as a result of the proposal and how can related risks be reduced?

Additional equality impacts identified through the EQIA consultation process

3.6.3 Respondents raised concerns over the financial impact of increased travel time, additional childcare costs or a reduction in salary due to reduced working hours as a result of proposed office closures and said this may lead to strain within marriages.

Mitigating Action

3.6.4 HMRC managers will discuss with staff any personal issues arising as a result of relocating offices in order to identify adverse impacts and mitigating action required. Reasonable solutions, such as the provision of Daily Travel Assistance may be provided to assist with additional travel costs incurred as a result of relocation.

3.6.5 HMRC employees will not be expected to travel outside of reasonable daily travel.

3.6.6 HMRC will monitor adverse impacts on persons of different marital status through discussions between managers and staff, the grievance process and the appeals process within the Regional Review Programme.

Update on the original EQIAs

3.6.7 At this stage no impacts have been identified that would disproportionately affect staff due to their marital status. HMRC will continue to monitor this information.

3.7 Those with or without dependants

3.7.1 HMRC collects data on employees with dependants via the HMRC Staff Survey. The latest available HMRC National Staff Survey results, completed by 12, 501 employees, was undertaken in summer 2008.

Dependants Data considered			
Location	With dependants %	Without dependants %	Chose not to declare %
All HMRC employees ³⁰	49.00 ³¹	49.00	5.00
Northern Ireland population ³²	36.50	63.50	-
Antrim population	**33	**Error! Bookmark not defined.	**Error! Bookmark not defined.
Belfast population	33.50	66.50	-
Lisburn population	34.50	65.50	-
Ballymena population	35.00	65.00	-
Banbridge population	37.00	63.00	-
Coleraine population	34.50	65.50	-
Craigavon population	37.50	62.50	-
County Fermanagh (Enniskillen) population	37.50	62.50	-
County Derry (Londonderry) population	44.00	56.00	-
Newry and Mourne population	42.00	58.00	-

³⁰ Figures from National Staff Survey Summer 2008

³¹ Figures add up to more than 100% as respondents were able to choose more than one option: Care responsibilities – Yes children and/or Yes adults

³² Census 2001 Table KS 20 - Figures comprise homes with dependent children, but no details held on elderly care

³³ Figures omitted in line with HMRC best practice on Diversity Monitoring and Data Protection Principles

Equality impacts identified by HMRC

3.7.2 HMRC recognises that impacts on those with dependants will be individual and dependent on personal circumstances. Potential impacts may include the following:

- An increase in travelling time to work may require employees to incur additional care costs or require changes to working patterns to balance work/life commitments.
- A change in duties may require employees with dependants to change working patterns or hours to suit business needs.
- The provision of Daily Travel Allowance, paid to assist employees with additional travel costs, is taxable and impacts on Tax Credit entitlement.

<p style="text-align: center;">THE EQIA CONSULTATION DOCUMENT ASKED</p> <p>1. Have the impacts to persons with or without dependants been correctly identified?</p> <p>2. What additional impacts arise as a result of the proposal and how can related risks be reduced?</p>
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Additional equality impacts identified through the EQIA consultation process

3.7.3 Concerns were raised about the possible adverse impact on female staff with care responsibilities due to increased care and travel costs. These could affect their ability to meet domestic commitments and result in pressure to reduce their working hours or leave HMRC.

3.7.4 Some respondents stated that they would not find other employment in the area with similar family friendly policies.

3.7.5 Concerns were raised that it would be difficult to respond to a domestic emergency if employees were required to move to an office further away, as a result of business units taking the opportunity to co-locate teams.

3.7.6 Respondents said that the level of childcare provision was lower in Northern Ireland and there was a shortage of registered childminders. They also suggested that the provision of childcare vouchers is of no benefit to staff.

3.7.7 Some respondents raised concerns about single parents who may have to leave HMRC because they are unable to travel to other HMRC locations.

Mitigating Action

3.7.8 HMRC managers will discuss with staff any personal issues arising as a result of relocating offices in order to identify adverse impacts and mitigating action required. Reasonable solutions might include the opportunity to change

working hours and working patterns to meet domestic commitments and the provision of Daily Travel Allowance to assist with additional travel costs.

- 3.7.9 HMRC provides childcare vouchers to assist staff with childcare costs.
- 3.7.10 HMRC is currently undertaking a review to establish childcare needs across the Department to identify areas of the country where staff may be struggling to find childcare provision. The intention is to establish where there is a need and what HMRC can do to give access to a greater number of staff.
- 3.7.11 HMRC employees will not be expected to travel outside of reasonable daily travel.

Update on the original EQIAs

- 3.7.12 Details of those unable to relocate as a result of care responsibilities are documented at paragraph 6.7 of the UK summary. At this stage no impacts have been identified that would disproportionately affect staff with or without dependants. HMRC will continue to monitor the position.

3.8 Sexual Orientation

- 3.8.1 HMRC did not start collecting data on the sexual orientation of staff until 1 October 2008. There is therefore insufficient information available to enable meaningful conclusions to be drawn. Campaigns are being run by HMRC to encourage staff to supply this data which will be used in future EQIA work.

Equality impacts identified by HMRC

- 3.8.2 HMRC recognises that employees of different sexual orientation may experience a change in support networks and facilities available if relocated to a different building.

THE EQIA CONSULTATION DOCUMENT ASKED
<ul style="list-style-type: none">1. Have the impacts to persons of different sexual orientation been correctly identified?2. What additional impacts arise as a result of the proposal and how can related risks be reduced?

Additional equality impacts identified through the EQIA consultation process

- 3.8.3 Some respondents commented generally that HMRC has strong policies on equality and diversity and provided job opportunities regardless of sexual orientation. However, no specific issues were raised during this consultation.

Mitigating Action

3.8.4 HMRC managers will discuss with staff any personal issues arising as a result of relocating offices in order to identify adverse impacts and mitigating action required.

Update on the original EQIAs

3.8.5 At this stage no impacts have been identified that would disproportionately affect staff due to their sexual orientation. HMRC will continue to monitor the position.

3.9 Religious Belief

3.9.1 HMRC does not collect data on the religious belief of staff. However, information on community background is gathered.

Community Background Data considered				
Location (excluding Belfast)	Protestant %	Catholic %	Other Faiths and Philosophies %	Not determined %
Crown Buildings, Antrim ³⁴	**35	**35	**35	**35
Beaufort House, Belfast	49.34	46.29	-	4.37
Carne House, Belfast	37.04	53.09	-	9.87
Custom House, Belfast	40.49	50.35	-	9.16
Dorchester House, Belfast	41.70	50.21	-	8.09
Millennium House, Belfast	47.06	37.82	-	15.12
Olivetree House, Belfast	52.66	40.43	-	6.91
Windsor House, Belfast	39.60	57.43	-	2.97
Moira House, Lisburn	64.86	29.73	-	5.41
Total HMRC Belfast UC	44.76	47.33	-	7.91
Fern House, Coleraine	47.92	35.42	-	16.66
Mill House, Coleraine	60.00	40.00	-	0.00

³⁴ HMRC HR data as at 01/05/09

³⁵ Figures omitted in line with HMRC best practice on Diversity Monitoring and Data Protection Principles

Total HMRC Coleraine	51.47	36.76	-	11.77
Abbey House, Enniskillen	33.33	60.00	-	6.67
Custom House, Enniskillen	35.71	50.00	-	14.29
Total HMRC Enniskillen	34.24	56.16	-	9.60
Custom House, Newry	12.12	82.83	-	5.05
Downshire House, Newry	25.40	65.08	-	9.52
Total HMRC Newry	17.28	75.92	-	6.80
Kilpatrick House, Ballymena	52.46	39.34	-	8.20
Bridgewater House, Banbridge	72.73	27.27	-	0.00
Marlborough House, Craigavon	43.75	55.00	-	1.25
Foyle House, Londonderry	21.38	72.96	-	5.66
HMRC employees in Northern Ireland	41.29	51.14	-	7.57
Northern Ireland population³⁶	53.10	43.80	0.40	2.70

3.9.2 Details on religious belief in Northern Ireland taken from the Census 2001 are as follows.

Religious Belief Data considered							
Location	Catholic %	Presbyterian Church in Ireland %	Church of Ireland %	Methodist Church in Ireland %	Other Christian %	Other Faiths and Philosophies %	No Religion or not stated %
Antrim core catchment population ³⁷	31.50	27.50	13.70	1.90	5.00	0.60	19.80

³⁶ Census 2001 data KS07b

³⁷ Experian Data

Belfast core catchment population	47.20	15.30	12.10	4.40	4.70	0.60	15.70
Lisburn core catchment population	14.40	23.80	26.80	5.30	9.90	0.40	19.40
Ballymena core catchment population	15.49	45.66	13.21	2.94	8.64	0.30	13.76
Banbridge core catchment population	29.82	26.84	19.90	2.24	8.20	0.15	12.85
Coleraine core catchment population	18.66	29.02	26.38	1.81	6.81	0.45	16.87
Craigavon core catchment population	44.94	10.87	21.86	4.66	7.39	0.27	10.01
Enniskillen core catchment population	60.17	3.54	20.59	3.84	3.28	0.29	8.29
Londonderry core catchment population	73.54	9.31	7.12	0.59	1.65	0.26	7.53
Newry core catchment population	81.66	5.88	2.71	0.52	1.56	0.13	7.54
Northern Ireland population ³⁸	40.30	20.70	15.30	3.50	6.10	0.30	13.80

Equality impacts identified by HMRC

- 3.9.3 HMRC recognises that employees of different religious belief may experience a change in support networks and facilities available if relocated to an alternative building.
- 3.9.4 HMRC acknowledges the variation in the community background figures in offices proposed for retention and vacation.
- 3.9.5 Under the proposal the current enquiry centre services will continue to be provided from their current location or from an alternative location nearby. Consideration will be given to accessibility of locations of enquiry centre services. The impact on customers of different religious belief is expected to be minimal.

³⁸ Census 2001 data KS07a

THE EQIA CONSULTATION DOCUMENT ASKED

1. Have the impacts to persons of different religion and belief been correctly identified?
2. What additional impacts arise as a result of the proposal and how can related risks be reduced?

Additional equality impacts identified through the EQIA consultation process

- 3.9.6 Some people suggested the proposals may create an imbalance of jobs between the two communities in Northern Ireland.
- 3.9.7 Feedback raised concerns that HMRC's proposals do not support the retention of the integrated office in Craigavon.
- 3.9.8 Some respondents said that recent HMRC job adverts welcomed applications from a Protestant community background and they questioned why HMRC is proposing to vacate offices in mainly Protestant communities.

Mitigating Action

- 3.9.9 HMRC will continue to meet its obligations under the Fair Employment and Treatment Order in line with its affirmative action programme agreed with the Equality Commission for Northern Ireland including monitoring the community background of its staff and taking affirmative action measures, where necessary, to maintain fair participation in its workforce by both communities. All HMRC recruitment exercises are carefully monitored and, where possible, interview panels are balanced in respect of community background. HMRC job advertisements will continue to carry 'welcome messages' where a community is under-represented at any grade.
- 3.9.10 HMRC will continue to provide all current enquiry centre services from existing locations or nearby and as a result there is no adverse impact expected on customers of different religious belief.

Update on the original EQIAs

- 3.9.11 At this stage no impacts have been identified that would disproportionately affect staff due to their religious belief. HMRC will continue to monitor the position.

3.10 Political Opinion

- 3.10.1 HMRC does not collect data on political opinion.

Potential equality impacts identified by HMRC

3.10.2 No impacts in addition to those referred to in section 2.9 under Religious Belief have been identified.

<p style="text-align: center;">THE EQIA CONSULTATION DOCUMENT ASKED</p> <p>1. Have the impacts to persons of different political opinion been correctly identified?</p> <p>2. What additional impacts arise as a result of the proposal and how can related risks be reduced?</p>
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Additional equality impacts identified through the EQIA consultation process

3.10.3 No impacts in addition to those referred to in section 3.9 under Religious Belief have been identified.

Mitigating Action

3.10.4 HMRC managers will discuss with staff any personal issues arising as a result of relocating offices in order to identify adverse impacts and mitigating action required.

3.10.5 HMRC will continue to meet its obligations under the Fair Employment and Treatment Order including monitoring the community background of its staff and taking affirmative action, where necessary, to maintain fair participation in its workforce by both communities.

Update on the original EQIAs

3.10.6 At this stage no impacts have been identified in addition to those referred to in section 3.9 above. HMRC will continue to monitor the position.

4 Working with the Equality Commission for Northern Ireland

4.1.1 HMRC has taken guidance and obtained support from the Equality Commission for Northern Ireland (ECNI) in undertaking this EQIA update on the decisions for Northern Ireland. HMRC will continue to work closely with ECNI in implementing the changes that will now take place in Northern Ireland.