

# **Local Economic Impact and Workforce Impact Assessment**

## **Proposed HMRC East Kilbride Office Closures**

**March 2019**



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## List of Background Papers

- HMRC workforce impact survey – August 2018
- Office of National Statistics – Official labour Market Statistics March 2017
- HMRC Equalities Duties annual statement 2017
- Transport Scotland – Scot Rail’s Top Ten Busiest Trains – March 2017
- South Lanarkshire Council – Park and Ride Strategy (Consultative Draft – March 2018)
- Public and Commercial Services Union (PCS) Fighting for Tax Jobs, Fighting for Tax Justice – A Workers Alternative – July 2017
- South Lanarkshire Council, Central Research Unit Briefing – Civil Service Employment briefing (April 2018)
- South Lanarkshire Council, Central Research Unit Briefing – Employment Profile for East Kilbride

## 1. Introduction and Purpose

In 2014 HMRC published its “Building our Future” programme and proposed the closure of the majority of Tax Service Offices in the U.K and centralising these into Regional Super-Hubs. They subsequently announced plans to establish a Super-Hub in Glasgow with the merging of the Glasgow, Cumbernauld and three East Kilbride offices as part of the Glasgow catchment area. Only the HMRC team located at the National Crime Campus in Gartcosh will remain in its current location.

The Council decided to undertake – along with the Public and Commercial Services Union (PCS) – an Economic Impact Assessment of the effects on the East Kilbride area and the workforce following any transfer to Glasgow. It was also agreed to adopt the same method and approach as North Lanarkshire Council and West Lothian Council who had also worked with the PCS to carry out a workforce impact assessments by way of an employee survey.

## 2. Key Findings

- HMRC employ 2,660 staff in East Kilbride accounting for 8% of the jobs in the town and the East Kilbride based staff account for 31% of HMRC staff in Scotland.
- Based on the capacity of the new Regional Hubs, HMRC are set to reduce their Full Time Equivalents (FTEs) by approximately 1,600 across Scotland.
- Up to 1,400 jobs supplying / supporting HMRC could be lost across Scotland in addition to those lost in HMRC. This implies the potential loss of around 420 for East Kilbride area as a result of the HMRC office closures.
- According to a previous PCS report, East Kilbride is set to lose between £16.3mn and £30.7mn from its Economy.
- Survey results suggest that up to £2.2mn could be lost in Retail and Hospitality spending annually should HMRC cease to operate in the town.
- Almost a third of employees surveyed said they **DO NOT** intend to transfer to the new Glasgow Regional Hub. 78% live in South Lanarkshire (65% of those from East Kilbride).
- Around 66% of HMRC’s lowest paid workers said their travel cost will increase by almost 10% of their net weekly pay. A small number of this group also face additional paid childcare costs up to £2,000 per year due to the longer travel time to and from work.
- 22% of employees have other caring responsibilities and 68% of those said it would impact on their ability to travel to Glasgow for work. 69% are aged over 45.
- After the East Kilbride office closures there could be up to 700 additional commuters using the train from East Kilbride at peak times. East Kilbride peak time trains already account for three of Travel Scotland’s Top Ten Busiest Trains in their Report (March 2017) and some trains are already operating above capacity. This may also have a significant impact on Park and Ride facilities in the town.

### 3. Executive Summary

#### 3.1. Impact on the Local Economy

HMRC jobs in East Kilbride account for 8% of the jobs in the town. The transfer of jobs to the Glasgow Regional Hub will have an impact on both jobs in the area and on spending in the local economy.

An exercise was undertaken using the Scottish Government Economic Impact Input- Output Multipliers to determine the knock on effect of jobs being lost in Scotland as a result of the closure of local offices and the creation of the Regional Hubs. Currently HMRC have 6,946 FTE employees in Scotland (Sept 2018 data provided by PCS). The capacity of the 2 Regional Hubs is estimated at 5,270 FTEs (data provided by PCS).

Using the Scottish Government Type 1 (Indirect effect) and Type 2 (Induced effect) Input-Output Multipliers suggests that there could be up to 1,400 jobs lost in the retail and services supply chain supporting HMRC in Scotland. The East Kilbride Offices account for almost one-third of the Scottish Workforce. On this basis around 420 jobs could be lost in the East Kilbride area.

A study has been carried out by PCS in their Report 'Fighting for Tax Jobs, Fighting for Tax Justice – A Workers Alternative' of July 2017. They suggested that *"Using the IMF fiscal multiplier, East Kilbride stands to lose between £16.3mn and £30.7mn from its economy."*

Survey Results indicate that between £850,000 and £1.3mn per year will be lost in Grocery Shopping from employees who live outwith East Kilbride. It also suggests that around £550,000 in revenue could be lost from lunch time takeaway shopping and around £400,000 lost in local restaurants from staff out celebrating special occasions should HMRC cease to operate in the town.

#### 3.2. Impact on the Workforce

From the survey results:-

- 72% of employee live in South Lanarkshire (54% of those within East Kilbride).
- 71% of employees earn less than £22,000 and a further 15% between £22,000 and £26,000
- Almost a third of employees said they **DO NOT** intend to travel to Glasgow. 78% of those live in South Lanarkshire (65% of those from East Kilbride) and 82% of those earn less than £22,000. Almost 40% of this group have less than 10 years' service and may be considered to be the future workforce. Around 66% of employees are aged over 45 and many could be nearing retirement come 2025.
- Of those planning to transfer to Glasgow, 69% earn less than £20,000 and 60% of employees will pay almost 10% of their net weekly pay on **additional** travel costs. Over half of the employees transferring to Glasgow said their travel time will increase by an additional 1 hour each day.
- 41% of employees with impairments or long term health conditions said that the transfer to Glasgow would affect their ability to travel to work. Around 80% of current blue badge parking space users said the potential lack of parking would affect their ability to travel to work.
- 22% of employees have Childcare Arrangements with almost half of those using paid childcare. After the transfer to Glasgow almost half of this group said their paid childcare costs would increase. Two thirds said their **additional** childcare costs would be between £1,000 and £2,000 per year. Of those expecting increased costs, 67% earn less than £20,640. As a result of the increased costs a third of this group said it was either unlikely or very unlikely that they would travel to the new Glasgow site for work.

- 22% of employees have Other Caring responsibilities. Two thirds of this group said this would affect their ability to travel to Glasgow and almost 40% said it was either unlikely or very unlikely that they would travel to the new Glasgow site for work.

### **3.3. Impact on Public Sector Transport**

Not surprisingly, considering that the new facility is a city centre location, the modes of transport will change significantly with the relocation of jobs. Currently the primary mode of transport to the East Kilbride offices is by car or as a passenger in a car (80%) - this travel mode changes to 20% after the transfer to Glasgow. After the transfer the primary modes of transport for employees change to Train, at 75% (currently 2%), followed by Bus, at 43% (currently 16%). The number of people walking to work will drop from 19% to 9% and the proportion cycling will remain the same, at 4%.

Taking into account possible staff reductions of 850 (based on PCS reports from July 2017) - and if the percentage of staff from East Kilbride remain the same - then this could mean around 950 additional people will be looking to travel to Glasgow on a daily basis. Based on the survey feedback this could mean up to 700 people by Train and 400 by Bus.

This will have a significant impact for employees from East Kilbride as East Kilbride – Glasgow peak time services already account for three of the ‘Top Ten Busiest Trains in Scotland’ in the Report published by Transport Scotland in March 2017. An example of this is the 07:59 service from East Kilbride to Glasgow, which is already a 6 carriage train (555 passengers) and frequently runs at 112% of its loaded capacity. Afternoon and Evening Glasgow to East Kilbride peak time trains also have capacity issues with, for example, the 17:01 running at 135% of its load capacity.

There is also local Park and Ride capacity to be taken into consideration. The availability of Park and Ride facilities at both the East Kilbride station (287 spaces) and Hairmyres station (95 spaces) is limited. The Council is currently updating its Park and Ride strategy and has put forward proposals to accommodate current increases in demand. This has taken into account the proposed building of 2,600 new homes near Hairmyres hospital but not the proposed transfer of 1,900 HMRC staff from East Kilbride to Glasgow.

A more imminent impact will be the closure in 2022 of Plaza Tower. If the mode of transport remains the same there will be a need for parking to accommodate an additional 400 to 500 cars at Queensway House. It has been suggested by PCS that parking is already an issue at this site.

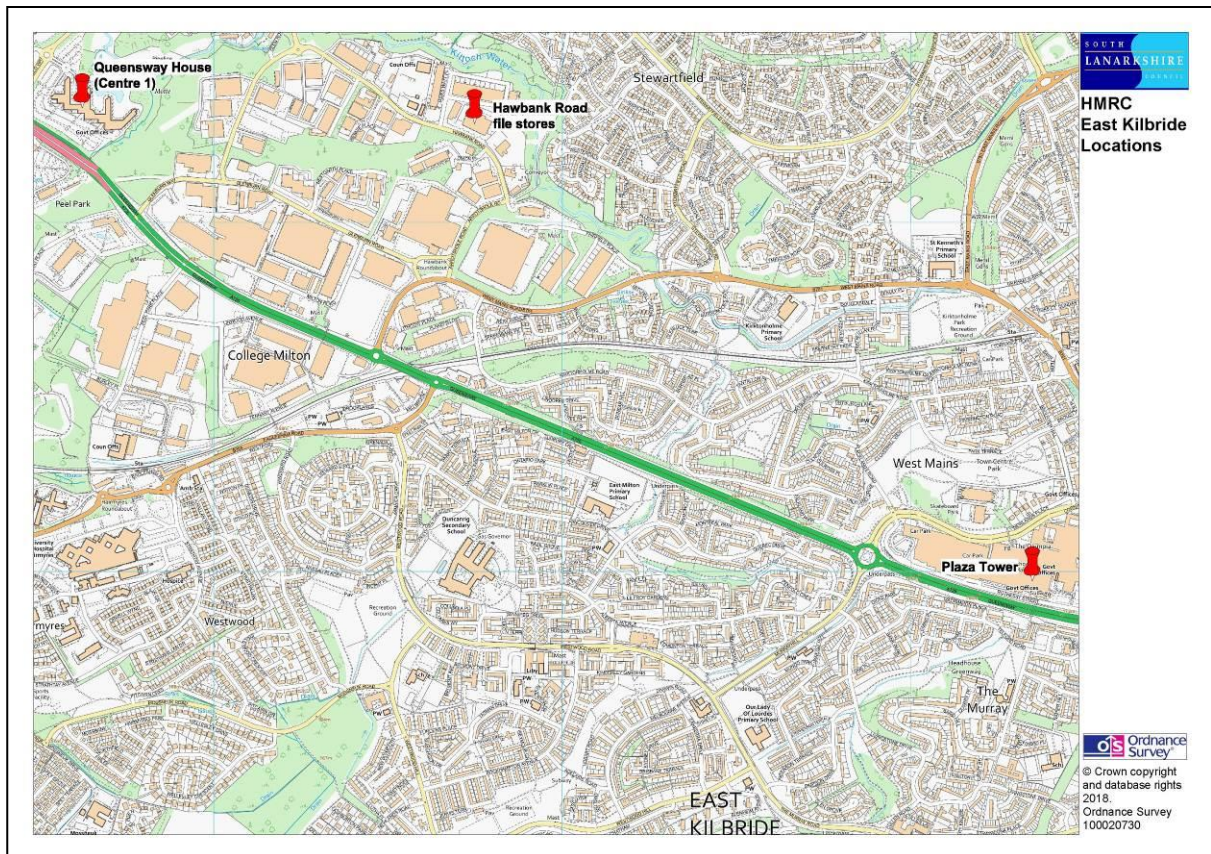
## **4. East Kilbride Labour Market**

There are 34,000 jobs in East Kilbride and HMRC employ 2,660 employees in their East Kilbride offices, which accounts for 8% of the jobs in East Kilbride. The largest employment sectors in East Kilbride are Manufacturing (13%), followed by Retail (12%), Public administration and Defence – including HMRC (12%), and Health (11%).

HMRC offices in East Kilbride account for over 50% of the jobs in the Public administration and Defence sector in the whole of South Lanarkshire.

## **5. Current Location(s)**

HMRC have three sites in East Kilbride - Queensway House in the outskirt of the Town, Plaza Tower in the Town Centre, and Hawbank Stores where filing is archived. Plans are for Plaza Tower to initially relocate to Queensway House in 2022 and then all East Kilbride employees will relocate to the Glasgow Regional Hub in 2026. A refurbishment of Queensway House is underway to facilitate the intermediate move from Plaza Tower to the Glasgow Regional Hub.



## 6. Survey Methodology and Return Rates

The Council agreed to adopt the same method and approach as North Lanarkshire Council and West Lothian Council, who worked with the Public and Commercial Services Union (PCS) to carry out their workforce impact assessments by way of an employee survey.

The employee questionnaire has the same questions and structure as that used by North Lanarkshire Council in the HMRC offices at Cumbernauld.

The survey asks respondents about themselves, their decision on relocating to Glasgow, travelling to work, caring responsibilities, and their shopping and spending habits in East Kilbride.

- There were 678 (25%) returns from 2,660 staff (source 2017 - NOMIS)
- The 678 returns provide 95% confidence levels with confidence intervals of +/- 3.25%. So, for example, this would allow you to be 95% confident that a survey result of 50% could range from 46.75% to 53.25% if a 100% sample was achieved.
- One caveat to the statistical confidence levels would be that on this occasion because it is in relation to office closures it is likely that staff most affected by the closure would be more inclined to take part in the survey.

## 7. Workforce Profile compared to Survey Returns

An up to date staff profile covering gender, grade, salary, and age was requested from PCS but was not permitted by HMRC management. In the absence of available local data the Council's Central Research Unit was able to use HMRC returns for 2017 to the Office of National Statistics for HMRC staff in East Kilbride. It also used the HMRC Equalities Duties annual statement 2017 data, which provides a staff profile at a UK and Scottish level. The following uses a mixture of both to make comparisons between the survey sample and the workforce profile. As can be seen from the comparisons, the survey sample is fairly representative of the overall workforce.



## Primary Comparisons

Comparison	Comparator	Survey Returns (*)	Source
All Staff	2,660	678 (25%)	Nomis
Male Staff	1,020 (38%)	37% *	Nomis
Female staff	1,640 (62%)	63% *	Nomis
Full Time	1,590 (59.8%)	68.5% *	Nomis
Part Time	1,070 (40.2%)	31.5% *	Nomis
Grade AA,AO,O	84.6%	84.8% *	Nomis

\* - only those stating; i.e. excluding those that left blank or preferred not to say.

## Age Band Comparisons

Age Band Comparisons	16-24	25-34	35-44	45-54	55-64	65+	Source
Scotland Age profile	9.4%	21.2%	18.6%	28.8%	21.7%	1.3%	HMRC
East Kilbride Survey Sample *	8.3%	26.3%	18.1%	27.3%	18.0%	1.3%	Survey
Difference in percentage points	-1.1	5.1	-0.5	-1.5	-3.7	0.0	

\* - only those stating; i.e. excluding those that left blank or preferred not to say.

## 8. Impact on the Local Economy

HMRC jobs in East Kilbride account for 8% of the jobs in the town. The transfer of jobs to the Glasgow Regional Hub will have an impact on both jobs in the area and on spending in the local economy.

An exercise was undertaken to use the Scottish Government Economic Impact Input- Output Multipliers to determine the knock on effect of jobs being lost in Scotland as a result of the closure of local offices and the creation of the Regional Hubs. Currently HMRC have 6,946 FTE jobs (Sept 2018 data provided by PCS). The capacity of the 2 Regional Hubs is estimated at 5,270 FTEs (data provided by PCS). The 6,946 FTE jobs equates to almost 9,000 individual employees.

Using the Scottish Government Type 1 (Indirect effect) and Type 2 (Induced effect) calculations suggest that there could be up to 1,400 FTE jobs lost in the supply chain - retail and services industries supporting HMRC in Scotland - on top of the reductions in HMRC staffing. The East Kilbride Offices account for almost one-third of the Scottish workforce and on this basis around 420 jobs could be lost in the East Kilbride area on top of any HMRC jobs. The multipliers are an estimate of the economic activity of those jobs that support the Public Administration sector and also provide an upper bound estimate of job losses.

A study has been carried out by PCS in their Report 'Fighting for Tax Jobs, Fighting for Tax Justice – A Workers Alternative' of July 2017. They concluded that, "Using the IMF fiscal multiplier, East Kilbride stands to lose between £16.3mn and £30.7mn from its economy."

Survey Results indicate that between £850,000 and £1.3mn per year could be lost in Grocery shopping from employees who live outwith East Kilbride. It also suggests that around £550,000 of revenue could be lost from lunch time takeaway shopping and around £400,000 lost to local restaurants from staff out celebrating special occasions, should HMRC cease to operate in the town.

## 9. Summary of Results

### 9.1. About you section

This section asked the respondents about themselves, where they live, their job, and their working arrangements.

1. There were 678 respondents to the survey, which equates to 25% of the 2,660 total employees (source: 2017 ONS return)
2. Of the 678 respondents
  - a. 36% were Male, 62% were Female, and 2% left blank or preferred not to say.
  - b. 67% worked Full-time, 29% Part-time, and 4% were part-year working
  - c. 71% of employees earned less than £22,000, 15% between £22,000 and £26,000, 11% over £26,000, and 3% preferred not to say.
  - d. 38% of employees had worked less than 5 years for HMRC East Kilbride branch, 15% for 6-10 years, 25% for 11-20 years, 7% for 21-30 years, and 15% for more than 30 years.
  - e. 47% of all employees were over 45 years old and this rises to 73% for part-time workers
  - f. 72% of HMRC East Kilbride employees lived in South Lanarkshire (54% of those within East Kilbride) and 28% lived outside South Lanarkshire (8% Glasgow, 4% East Renfrewshire, 8% North Lanarkshire, 8% other areas)

### 9.2. Decision to relocate – Traveling to Glasgow

9.2.1. A total of 32% (214 respondents) said that they **DO NOT** intend to travel to Glasgow

Of those who do not intend to Travel to Glasgow

- 78% stay in South Lanarkshire (65% in East Kilbride)
- 82% earn less than £20,640
- Almost half work Part-time (49.5%) and 70% of these Part time workers are in Administrative Assistant (AA) grades.
- 38% have less than 10 years' service, 29% between 10 and 20 years' service, and 33% over 20 years' service.
- 66% of this group are over 45 years old.

9.2.2. A total of 68% (464 respondents) said that they **DO** intend to travel to Glasgow

Of those that said they would travel, 84% said costs would increase, 8% said costs would decrease, and 8% said costs would stay the same.

- Of those with increased costs, 77% live in South Lanarkshire (57% in East Kilbride)
- Of those with an increase, 69% earn less than £20,640, and 81% earn less than £24,000 (i.e. the three lowest grades AA, AO, and O).
- Those with an increase were asked how much they would spend EXTRA each week. The total extra spend is calculated on a 46 week working year.
  - i. Up to £10 (6%) – up to £460 per working year
  - ii. £11- £15 (11%) – between £506 and £690
  - iii. £16- £20 (26%) – between £736 and £920
  - iv. £21 - £30 (45%) – between £966 and £1,380
  - v. More than £30 (12%) – over £1,380



### 9.3. Travelling to work – Modes of transport

9.3.1. Respondents were asked about their **CURRENT** mode of travel to work.

- 65% (442) travel by Car
- 15% (101) travel by Car (as a passenger)
- 16% (110) travel by Bus
- 2% (13) travel by Train
- 19% (130) Walk to work
- 4% (27) either use Bicycle (2%), Taxi (2%), Motorbike, or Taxi through the Access to Work scheme

9.3.2. Respondents were asked about their **PLANNED** mode of travel to work when transferred to Glasgow (they were able to select multiple answers – they could, for example, walk to a railway station and then take the train or walk to a bus and then take the bus to the railway station, etc.).

- 17% (79) will travel by Car
- 3% (13) will travel by Car (as a passenger)
- 43% (199) will travel by Bus
- 75% (348) will travel by Train
- 9% (42) will Walk to work
- 4% (19) will either use Bicycle (2%), Taxi (1%), Motorbike, Taxi through the Access to Work scheme, or Other modes (1%)

9.3.3. When asked about existing traveling time to work, 85% of respondents said it took them less 45 minutes to get to work.

9.3.4. A total of 82% said their travel time to work would increase, 10 % said it would decrease, and 8% said would stay the same.

9.3.5. Of those with an increase, 78% are South Lanarkshire Residents (59% within East Kilbride)

9.3.6. Those with an increase were asked what their **ADDITIONAL** Travel time would be: 45% said up to 1 hour longer, 31% between 1 and 1.5 hours, and 24% over 1.5 hours.

9.3.7. Respondents were asked about long term health conditions or impairments that would affect their ability to travel to Glasgow. A total of 8% (38) had mobility issues, 1 person sight issues and 1 hearing issues, and 4% (18) stated they had other impairments.

9.3.8. Those with impairments were asked *if this would have an effect on their ability to travel to Glasgow*. 23 (41%) said very likely or likely, 26 (46%) nether likely or unlikely, and 8 (12%) unlikely or very unlikely.

9.3.9. There are 38 people currently use blue badge parking spaces at the East Kilbride offices.

9.3.10. Respondents were asked whether a potential lack of blue badge spaces at the Glasgow office would affect their ability to travel to work. 12 (80%) said yes and 3 (20%) said not sure.

9.3.11. Given that the new facility is a city centre location with congested road links and limited parking, the intended modes of transport change significantly. Currently the primary mode of transport is by car or as a passenger in a car (80%) but this travel mode declines to 20% after the transfer to Glasgow. After the transfer the primary mode of transport for employees changes to Train, at 75% (currently 2%), followed by Bus at 43% (currently 16%). The

number of people Walking to work will drop from 19% to 9%, while Cycling will remain the same, at 4%

9.3.12. In 2021, when Plaza Tower closes and if the mode of transport remains the same, there may be a requirement for additional car parking spaces to accommodate between 400 and 500 cars at Queensway House. Based on feedback from PCS, parking is already an issue at this site.

9.3.13. The transfer to Glasgow and the 75% of employees stating that they will travel by train will have a significant impact for employees from East Kilbride.

East Kilbride-Glasgow peak time rail services are already listed in the top ten busiest trains (Source: Transport Scotland report, March 2017). The 07:59 service is already a 6 carriage train (555 passengers) and frequently runs at 112% of its loaded capacity. This may not necessarily be an issue for the East Kilbride passengers but will affect stations further down the line. The return peak time train at 17:01 only runs with 4 carriages (370 passengers) and again has capacity issues – this train frequently runs at 135% of loaded capacity.

9.3.14. Taking into account possible staff reductions of 850 (based on PCS reports from July 2017) and if the percentage of staff from East Kilbride remain the same, then this could mean that around 950 additional people will be looking to travel to Glasgow on a daily basis. Based on the planned mode of transport figures from survey results ( a multiple selection question) this may mean an additional:

- Up to 700 people by train
- Up to 400 people by Bus
- Up to 190 people by Car.

9.3.15. There are also local environmental factors to be taken into consideration. Park and Ride facilities are available at both the East Kilbride station (287 spaces) and Hairmyres station (95 spaces). The Council is currently updating its Park and Ride strategy and has put forward proposals to accommodate current increases in demand. These proposals take into account the proposed building of 2,600 new homes near Hairmyres hospital but not the impact on rail usage of the transfer of 1,900 HMRC staff from East Kilbride to Glasgow.

#### **9.4. Caring responsibilities - Childcare**

9.4.1. A total of 150 (22%) Respondents who completed the survey said they have childcare arrangements.

9.4.2. Of those who have childcare arrangements (multi select question), 46% said they will have additional costs, 45% said costs would stay the same, 14% had no childcare costs as a family member looked after their children, and 2% said costs would reduce.

9.4.3. Of Those with additional costs:-

- 67% are in the lowest grade band ( earning less than £20,640)
- 32% work part-time
- When asked how much extra they are expecting to pay
  - 34% said between £5 and £20 per week (£230 - £920 per working year)
  - 36% said between £20 and £40 per week (£920 - £1,840 per working year)
  - 27% said more than £40 per week (over £1,840 per working year)

9.4.4. Respondents were asked – *As a result of additional Childcare cost how likely are you to travel to Glasgow for work?* In response to this question, 34% said they were either unlikely or very unlikely to travel to the new location.

## **9.5. Caring Responsibilities - Other**

- 9.5.1. A total of 103 (22%) Respondents said they had other caring responsibilities.
- 9.5.2. Of the total, 68% (70 respondents) said their caring responsibilities would impact on their ability to travel to Glasgow for work.
- 9.5.3. Of those whose caring responsibilities will impact on their ability to travel Glasgow :-
- 59% are in the lowest grade bands AA and A0 (less than £20,640)
  - 69% are aged over 45
  - 62% are fulltime, 31% part-time, and 7% part-year workers

## **9.6. Impact on Business in East Kilbride**

Respondents were asked about their spending habits in and around East Kilbride shopping centre. They were asked about their use of larger supermarkets for their weekly shop, their use of East Kilbride town centre during their lunch break, buying take away lunches, and eating in East Kilbride restaurants to celebrate staff special occasions.

### **9.6.1. Weekly Grocery Shop**

- 9.6.1.1. Respondents were asked if they do their weekly grocery shop in a supermarket before travelling home from work. 44% (299) said Yes and lived in East Kilbride, 15% (105) said Yes but did not live in East Kilbride, and 40% (274) said No

Of the respondents that shopped but DID NOT Live in East Kilbride they were asked how much they spent on their weekly grocery shop in East Kilbride.

- 28% said up to £40 (up to £1,840 per working year)
- 58% said between £40 and £80 (between £1,840 and £3,680 per annum)
- 10% said between £80 and £100 (between £3,680 and £4,600 per annum)
- 4% said more than £100 (over £4,600 per annum)

Assuming that 15% of all employees shopped in East Kilbride but didn't live in East Kilbride then this would imply a potential loss in Grocery shopping spend of between £850,000 and £1.3mn per year to the area.

### **9.6.2. Shopping during their lunch break**

- 9.6.2.1. Respondents were asked if they shopped in East Kilbride town centre during their lunch break. 307 (45%) said Yes and 371 (55%) said No.

- 9.6.2.2. Those who said Yes were then asked how often they shopped there :-

- 33% said once or twice a week
- 55% said between 3 and 5 times per week
- 10% said once or twice a month
- 4 % said between 3 and 5 times per month

- 9.6.2.3. They were then asked what type of shops they used (selecting all that apply)

- 93% (286) – Food and Drink / takeaway / café / bakery etc.
- 73% (224) – Clothing and shoe shops

- 71% (219) – Supermarket / food store
- 71% (217) – Banks
- 64% (195) – Cards / gift shops
- 59% (181) – Chemists
- 39% (120) – Newsagents
- 38% (117) – Sports Shops
- Others included Charity Shops (17%), Hair/Beauty Salons (16%), Travel Agents (15%), and Other shop types (7%)

### **9.6.3. Takeaway Lunches**

9.6.3.1. Respondents were asked if they regularly buy takeaway lunch in East Kilbride town centre. 275 (41%) said Yes and 403 (59%) said No.

9.6.3.2. Those who said Yes were then asked how much they spent weekly:-

- 101 (37%) said less than £10 per week (up to £460 per working year)
- 124 (45%) said between £10 and £15 per week (between £460 - £690)
- 50 (18%) said between £15 and £20 per week (between £690 - £920)

Assuming that 41% of all staff buy a takeaway lunch then this could potentially be a loss of revenue for the town of between £500,000 and £646,000

### **9.6.4. Eating at East Kilbride restaurants to celebrate staff special occasions**

9.6.4.1. Respondents were asked if they ate out in East Kilbride to celebrate staff special occasions. 404 (60%) said Yes and 274 (40%) said No

9.6.4.2. Those that said Yes were then asked how often they went out each year (*figures based on industry average of £20 per head food and drink spend*).

- 4% (16) said once per year (total £2,120)
- 43% (173) said up to 5 times per year (total £115,000)
- 24% (93) said up to 10 times per year (total £128,000)
- 28% (115) said more than 10 times per year (£155,000)
- 1% (4) said something else

This could amount to an annual loss of income to local restaurants of around £400,000 from HMRC staff going out to celebrate special occasions.

## 10. Appendix 1 – Workforce Survey including Summary Results

# East Kilbride Revenue and Customs Branch - Re-location proposal

We would appreciate if you could take a few minutes to complete this survey on how the proposed closure of the East Kilbride Revenue and Customs Branch and its relocation to Glasgow City Centre is likely to impact on you and your quality of life. We are receiving independent assistance from South Lanarkshire Council to analyse the results and would highlight that the responses you give are completely anonymous.

## Part one - About you:

- Q1 Are you:**  
Male ..... 244 (36%) Female ..... 422 (63%) Prefer not to say..... 7 (1%)
- Q2 What age group are you in?**  
16 - 18 years..... 0 (0%) 35 - 44 years ..... 123 (18%) 65 years or more ..... 9 (1%)  
19 - 24 years..... 56 (8%) 45 - 54 years ..... 185 (27%) Prefer not to say..... 5 (1%)  
25 - 34 years..... 178 (26%) 55 - 64 years ..... 122 (18%)
- Q3 Do you work:**  
Full time ..... 453 (67%) Part time ..... 197 (29%) Part-year working ..... 28 (4%)
- Q4 If you work part-time, how many hours a week do you work?**  
15 or less..... 4 (2%) 16 - 20 ..... 34 (17%) 21 - 30..... 147 (75%) 31 to 37 ..... 12 (6%)
- Q5 If you work part-time, how many days per week do you travel to or from work?**  
1 day ..... 0 (0%) 3 days ..... 79 (40%) 5 days ..... 46 (23%)  
2 days ..... 5 (3%) 4 days ..... 67 (34%)
- Q6 If you work part-year, how many days a year on average do you travel to/from work?**  
28 (100%)
- Q7 Where do you live?**  
Arrotshole ..... 0 (0%) Mossneuk ..... 9 (1%) Whitehills ..... 28 (4%)  
Birniehill ..... 0 (0%) Nerston ..... 2 (0%) Bothwell-Uddingston..... 17 (3%)  
Bogton ..... 0 (0%) Newlandsmuir ..... 8 (1%) Hamilton-Blantyre-Larkhall .... 57 (8%)  
Calderwood ..... 48 (7%) Peel Park ..... 0 (0%) Lanark-Carlisle-Clydesdale.... 6 (1%)  
College Milton ..... 0 (0%) St Leonards..... 51 (8%) Rutherglen-Cambuslang ..... 25 (4%)  
Crosshouse ..... 1 (0%) Stewartfield ..... 17 (3%) Strathaven-Avondale ..... 12 (2%)  
East Mains..... 11 (2%) The Murray..... 44 (6%) East Renfrewshire ..... 30 (4%)  
Greenhills ..... 35 (5%) The Village ..... 10 (1%) Glasgow ..... 54 (8%)  
Hairmyres ..... 12 (2%) Thorntonhall-Jackton ..... 4 (1%) North Lanarkshire..... 54 (8%)  
Kelvin ..... 0 (0%) West Mains ..... 21 (3%) Other, please specify ..... 56 (8%)  
Lindsayfield ..... 15 (2%) Westwood ..... 51 (8%)
- Q8 What is your annual salary?**  
Up to £15,999 ..... 73 (11%) £20,000 to £21,999 ..... 52 (8%) £26,000 or over..... 76 (11%)  
£16,000 to £17,999 ..... 75 (11%) £22,000 to £23,999 ..... 61 (9%) Prefer not to say..... 20 (3%)  
£18,000 to £19,999 ..... 276 (41%) £24,000 to £25,999 ..... 38 (6%)
- Q9 How long have you worked at the East Kilbride Revenue and Customs Branch?**  
Less than one year..... 9 (1%) 6 to 10 years ..... 104 (15%) 31 to 40 years ..... 78 (12%)  
1 to 2 years..... 39 (6%) 11 to 20 years ..... 171 (25%) More than 41 years ..... 21 (3%)  
2 to 5 years..... 209 (31%) 21 to 30 years ..... 47 (7%)  
In which other area do you live? ..... 47 (100%)

## Part two - Travel to/from work:

### Q10 Do you intend to relocate to Glasgow City Centre?

Yes ..... 464 (68%) No ..... 214 (32%)

### Q11 If you intend to relocate to Glasgow City Centre, do you think your spend on travel per week would:

Increase ..... 388 (84%) Decrease ..... 38 (8%) Stay the same ..... 38 (8%)

### Q12 How much more do you think you would spend on travel per week if the relocation goes ahead?

Up to £10 ..... 25 (6%) £16 - £20 ..... 100 (26%) Other amount ..... 46 (12%)  
 £11 - £15 ..... 44 (11%) £21 - £30 ..... 173 (45%)  
 Please specify the other amount you would spend on travel ..... 38 (100%)  
 per week if the relocation goes ahead?

### Q13 How do you currently travel to work at HMRC in East Kilbride? (please select all that apply)

Car (as a driver) ..... 442 (65%) Walk ..... 130 (19%) Taxi (through access to work) ..... 1 (0%)  
 Car (as a passenger) ..... 101 (15%) Bicycle ..... 14 (2%) Other method ..... 1 (0%)  
 Bus ..... 110 (16%) Motorcycle ..... 0 (0%)  
 Train ..... 13 (2%) Taxi ..... 11 (2%)  
 If 'Other', please say what other transport method(s) you use? ..... 1 (100%)

### Q14 How would you expect to travel to work if your job is relocated to Glasgow City Centre? (please select all that apply)

Car (as a driver) ..... 79 (17%) Walk ..... 42 (9%) Taxi (through access to work) ..... 2 (0%)  
 Car (as a passenger) ..... 13 (3%) Bicycle ..... 8 (2%) Other method ..... 3 (1%)  
 Bus ..... 199 (43%) Motorcycle ..... 1 (0%)  
 Train ..... 348 (75%) Taxi ..... 5 (1%)  
 If 'Other', please say what other transport method(s) you would use? ..... 3 (100%)

### Q15 How much do you currently spend per week on travelling to work?

Nil ..... 139 (21%) £11 - £15 ..... 112 (17%) £21 - £30 ..... 58 (9%)  
 Up to £10 ..... 264 (39%) £16 - £20 ..... 70 (10%) Other amount ..... 35 (5%)  
 If 'Other', how much do you currently spend per week on travelling to work ..... 32 (100%)

### Q16 How long each day, on average, do you currently spend travelling to and from work?

Up to 15 minutes ..... 276 (41%) 46 minutes to 1 hour ..... 45 (7%) Over 2 hours ..... 9 (1%)  
 16 minutes to 30 minutes.. 198 (29%) 1 hour to 1 hour 30 minutes ..... 32 (5%)  
 31 minutes to 45 minutes.. 105 (15%) 1 hour 31 to 2 hours ..... 13 (2%)

### Q17 If you intend to relocate to Glasgow City Centre, do you think your travel time would:

Increase ..... 380 (82%) Decrease ..... 48 (10%) Stay the same ..... 36 (8%)

### Q18 How much ADDITIONAL time do you think you will spend travelling to and from work if your job is relocated to Glasgow City Centre?

Up to 30 minutes longer.... 59 (16%) One hour to 1 hour 30 minutes longer ..... 118 (31%) Over two hours longer ..... 30 (8%)  
 31 minutes to one hour longer ..... 112 (29%) 1 hour 31 to 2 hours ..... 61 (16%)

### Q19 Do you have any of the following conditions or impairments that would affect your ability to travel if your job is relocated to Glasgow City Centre? (Please select all that apply)

Mobility ..... 38 (8%) Hearing ..... 1 (0%) None of these ..... 408 (88%)  
 Sight ..... 1 (0%) Other ..... 18 (4%)  
 If 'other', what condition or impairment do you have? ..... 14 (100%)



- Q20 If you have any conditions or impairments that would affect your ability to travel, do you currently drive to/from work and use blue badge parking spaces at East Kilbride Revenue & Customs Branch?**  
Yes ..... 38 (14%) No ..... 232 (86%)
- Q21 If you do have a condition or impairment that affects your ability to travel, on a scale of 1 to 5 where 1 is very likely and 5 is very unlikely, how likely is it that your condition/impairment will affect your ability to travel to work if your job is relocated to Glasgow?**  
1 Very likely ..... 15 (27%) 3 ..... 26 (46%) 5 Very unlikely ..... 3 (5%)  
2 ..... 8 (14%) 4 ..... 4 (7%)
- Q22 Will a potential lack of suitable blue badge parking spaces affect your ability to travel to work?**  
Yes ..... 12 (80%) No ..... 0 (0%) Not sure ..... 3 (20%)
- Q23 Do you have children to drop off/collect from childcare before or after work?**  
Yes ..... 150 (22%) No ..... 528 (78%)
- Q24 If yes, how many hours a week do you currently use paid childcare?**  
I don't use paid childcare ..... 82 (55%) 6 - 10 hours ..... 20 (13%) More than 15 hours ..... 26 (17%)  
0 - 5 hours ..... 10 (7%) 11 - 15 hours ..... 12 (8%)
- Q25 If you use paid childcare, how much do you currently spend per week?**  
Up to £5 a week ..... 40 (7%) £21 to £30 a week ..... 4 (1%) £61 to £70 a week ..... 13 (2%)  
£5 to £10 a week ..... 2 (0%) £31 to £40 a week ..... 8 (1%) Other amount ..... 497 (83%)  
£11 to £15 a week ..... 4 (1%) £41 to £50 a week ..... 14 (2%)  
£16 to £20 a week ..... 7 (1%) £51 to £60 a week ..... 7 (1%)  
Other amount: 302 (100%)
- Q26 Will your childcare change if your job is relocated to Glasgow (select any that apply)?**  
Additional costs ..... 47 (46%) No change to childcare requirements ..... 46 (45%)  
Fewer costs ..... 2 (2%) Additional no-cost childcare required ..... 14 (14%)
- Q27 Can you please give some idea of what you think your ADDITIONAL costs will be?**  
Up to £5 a week ..... 1 (2%) £16 to £20 a week ..... 9 (19%) £41 to £50 a week ..... 11 (23%)  
£5 to £10 a week ..... 1 (2%) £21 to £30 a week ..... 11 (23%) Other ..... 2 (4%)  
£11 to £15 a week ..... 6 (13%) £31 to £40 a week ..... 6 (13%)  
Other amount: 2 (100%)
- Q28 If you will incur additional childcare costs, on a scale of 1 to 5 where 1 is very likely and 5 is very unlikely, how likely are you to be able to travel to Glasgow for work?**  
1 Very likely ..... 6 (13%) 3 ..... 20 (43%) 5 Very unlikely ..... 7 (15%)  
2 ..... 5 (11%) 4 ..... 9 (19%)
- Q29 Do you have other caring responsibilities that will be affected if your job is relocated to Glasgow?**  
Yes ..... 103 (22%) No ..... 361 (78%)
- Q30 If yes, will this have an impact on your ability to travel to Glasgow for work?**  
Yes ..... 70 (68%) No ..... 33 (32%)
- Q31 If yes, on a scale of 1 to 5 where 1 is very likely and 5 is very unlikely, how likely are you to be able to travel to Glasgow for work?**  
1 Very likely ..... 13 (19%) 3 ..... 28 (40%) 5 Very unlikely ..... 3 (4%)  
2 ..... 13 (19%) 4 ..... 13 (19%)

## Part three - East Kilbride Town Centre:

- Q32 Do you ever do a main weekly grocery shop in a supermarket in East Kilbride before travelling home from work?**  
 Yes, and I live in East Kilbride ..... 299 (44%)    Yes, but I do not live in East Kilbride ..... 105 (15%)    No..... 274 (40%)
- Q33 If yes, how much do you normally spend on your weekly grocery shop in East Kilbride?**  
 Less than £10 ..... 3 (1%)    £40 to £49 ..... 56 (14%)    £80 to £89 ..... 27 (7%)  
 £11 to £19 ..... 12 (3%)    £50 to £59 ..... 74 (18%)    £90 to £100 ..... 54 (13%)  
 £20 to £29 ..... 36 (9%)    £60 to £69 ..... 38 (9%)    More than £100 ..... 21 (5%)  
 £30 to £39 ..... 41 (10%)    £70 to £79 ..... 42 (10%)  
 What other amount over £100 would you say you spend? ..... 17 (100%)
- Q34 Do you shop in East Kilbride town centre during your lunch break?**  
 Yes ..... 307 (45%)    No ..... 371 (55%)
- Q35 If yes, how often do you shop there? (Please tick one box)**  
 Once a week ..... 34 (11%)    Five times a week ..... 51 (17%)    Four times a month ..... 2 (1%)  
 Twice a week ..... 64 (21%)    Once a month ..... 18 (6%)    Five times a month ..... 3 (1%)  
 Three times a week ..... 87 (28%)    Twice a month ..... 11 (4%)  
 Four times a week ..... 31 (10%)    Three times a month ..... 6 (2%)
- Q36 What type of shops/businesses do you use? (please select all that apply)**  
 Food and drink/takeaway/cafe/bakery etc..... 286 (93%)    Card/gift shops ..... 195 (64%)    Travel agents ..... 45 (15%)  
 Supermarket/food store .... 219 (71%)    Chemists ..... 181 (59%)    Banks ..... 217 (71%)  
 Clothes/shoe shops ..... 224 (73%)    Newsagents ..... 120 (39%)    Other shops ..... 21 (7%)  
 Department stores ..... 169 (55%)    Charity shops ..... 52 (17%)  
 Sports shops ..... 117 (38%)    Hair/beauty salons ..... 49 (16%)  
 If 'other' what types of shops/businesses do you use? ..... 9 (100%)
- Q37 Do you regularly buy takeaway lunch in East Kilbride?**  
 Yes ..... 275 (41%)    No ..... 403 (59%)
- Q38 How much do you regularly spend on lunches?**  
 Less than £10 per week .... 101 (37%)    £10 to £15 per week ..... 124 (45%)    More than £15 per week ... 50 (18%)
- Q39 Do you regularly eat at restaurants in East Kilbride during lunch breaks/after work to celebrate staff special occasions, e.g. birthdays, Christmas etc?**  
 Yes ..... 404 (60%)    No ..... 274 (40%)
- Q40 How often do you eat at restaurants in East Kilbride during lunch breaks/after work?**  
 Once a year ..... 16 (4%)    Up to 10 times a year ..... 96 (24%)    Other ..... 4 (1%)  
 Up to 5 times a year ..... 173 (43%)    More than 10 times a year ..... 115 (28%)  
 If 'other', how often do you eat at restaurants in East Kilbride during lunch breaks/after work? ..... 3 (100%)