

North Lanarkshire Council Report

Enterprise and Growth Committee

approval noting

Ref SL/YW

Date 07/02/2019

Proposed Closure of HMRC Office in Cumbernauld

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Executive Summary

In November 2015, HMRC announced plans to close a number of offices across the UK and replace them with 13 regional centres. HMRC is proposing to close the Cumbernauld office and relocate staff to a new regional centre at a site identified in Glasgow city centre.

There are c1300 staff based within the HMRC office in Cumbernauld. As agreed with elected members, the Council has worked with representatives from the Public and Commercial Services (PCS) Union to undertake survey of their members in Cumbernauld to quantify and assess the potential economic impact of the closure. The survey sought to assess the impact both on PCS members themselves and on spend within Cumbernauld town centre by HMRC staff. A report summarising the key survey results of the economic impact assessment has now been agreed with PCS and is attached in Appendix 1.

The PCS union representatives have subsequently requested further support from the Council to assist them in raising awareness of the closure and the negative impact this would have on the Cumbernauld employees and the wider implications the closure will have on the town centre and surrounding communities.

Recommendations

It is recommended that the Committee:

- (1) Considers the contents of this report and accompanying appendix, and
- (2) Agrees to take forward further actions to support the PCS union to raise awareness of the implications of the proposed closure.

Supporting Documents

Council business plan to 2020 Improve economic opportunities and outcomes
Improve relationships with communities and the third sector

Appendix 1 Economic Impact Assessment – Proposed Cumbernauld Tax Office Closure

1. Background

- 1.1 HMRC occupies centrally located business premises in Cumbernauld town centre accessed easily from the M73 and M80. Around 1,300 staff are currently employed at these premises where the Tax Office has been based for forty years. The building has the capacity to expand to include substantial additional numbers of staff.
 - 1.2 In November 2015, HMRC announced plans to close a number of offices across the UK and replace them with 13 regional centres. HMRC is proposing to close the Cumbernauld office and relocate staff to a new regional centre at a site identified in Glasgow city centre.
 - 1.3 If it proceeds, it is thought that the loss of such a large number of jobs being based within Cumbernauld may have a major impact on the local community and will affect footfall in Cumbernauld town centre causing a wider economic impact.
 - 1.4 In addition, the closure would result in the large office site within Cumbernauld becoming vacant.
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2. Report

- 2.1 An initial meeting was held at the end of November 2017 with Public and Commercial Services (PCS) Union representatives and officers to discuss the proposed closure and the potential negative impact it would have on employees at the site and Cumbernauld Town Centre.
- 2.2 Following this meeting, a questionnaire was designed by staff in Enterprise and Place and approved by PCS. The questionnaire aimed to ascertain the impact on staff at HMRC in Cumbernauld as well as the wider economic impact on the town centre and community. The questionnaire was issued to approximately 990 PCS members. The survey was also available for completion on-line.
- 2.3 The survey was completed by 712 HMRC employees giving a 72% response rate of PCS members in the Cumbernauld office, 55% of total employees.
- 2.4 Staff in Enterprise and Communities analysed the results of the survey using Survey Monkey and an initial draft report was passed to PCS at the end of March 2018 with a follow-up meeting held on 2nd May to discuss the findings. Changes were agreed and a final report was issued to the union on 24th May 2018.
- 2.5 The full report including the questionnaire is attached in Appendix 1. The main findings of the survey are outlined below:
 - 57.4% of staff earn less than £20,000/year which after tax and National Insurance gives a weekly take home pay of £325.
 - Staff will have to spend on average an additional £17/week on travel to work which is 5% of their take home pay.
 - 25.3% of staff currently have no travel expenses so this will have a significant effect on their disposable weekly income.

- 54.5% of staff have childcare or other caring responsibilities and as 63.3% of staff will spend an extra hour and a half to over two hours additional travel time each day, this will eat into time for caring commitments for many staff and also result in additional childcare costs averaging £40.32/week which is an additional 12% of take home pay.
 - 20% of staff have a condition or impairment; of these, 39% said that this is likely to affect their ability to travel to Glasgow city centre for work.
 - There is a clear potential impact on Cumbernauld Town Centre demonstrated within the survey.
 - There would be a potential annual loss of around £700,700 to supermarkets in Cumbernauld. (NB this was based on the responses from those completing the survey, so the potential loss would be considerably higher).
 - There would be a potential loss of around £222,700 spent on lunches.
- 2.5 PCS have taken some time to consider the content of the report and also to take on board the potential implications that Brexit may have on the proposed closure of HMRC offices and the creation of regional centres across the UK.
- 2.6 A further meeting was held on 7th November 2018 at which the PCS representatives raised the possibility of further assistance from the council notably to help raise awareness of the proposed closure and the wide-ranging impacts this would have on both the workforce and Cumbernauld.

3. Equality and Diversity

3.1 Fairer Scotland

The survey aimed to demonstrate the socio-economic impact the closure of the HMRC site in Cumbernauld could potentially have on the 1300 employees at the site and also on Cumbernauld and the wider community.

3.2 Equality Impact Assessment

No Equality Impact Assessment was carried out.

4. Implications

4.1 Financial Impact

There are unlikely to be any cash-based financial impacts with the majority of support being through staff time for awareness raising, PR or attending meetings. If the closure goes ahead and staff opt not to relocate, there could be additional costs to support these employees should they become unemployed and claim benefits. Should there be any closures or downsizing of retail or service businesses within the town centre impacted by loss of trade, there could be a reduction in non-domestic rates revenue to the Council.

4.2 **HR/Policy/Legislative Impact**

There are no anticipated HR or policy issues for the Council. Any support from the Council would involve working closely with the PCS union.

4.3 **Environmental Impact**

There are no anticipated direct environmental impacts. However, if the move goes ahead, there would be environmental impacts generated by the staff travelling to the new location.

4.4 **Risk Impact**

The key risks would be impact of the loss of c1300 jobs within Cumbernauld Town Centre, the unemployment this could create for those not transferring, and the knock-on impact this would have on retailers and other services within the town centre. It is unlikely that this level of jobs could be replaced in the current climate within the Town Centre or wider area.

5. **Measures of success**

- 5.1 Minimising the impact of any potential closure on local residents and Cumbernauld town centre.
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Shirley Linton

Shirley Linton
Head of Enterprise & Place (Enterprise and Communities)

Economic Impact Assessment – Proposed Cumbernauld Tax Office Closure

1. Background

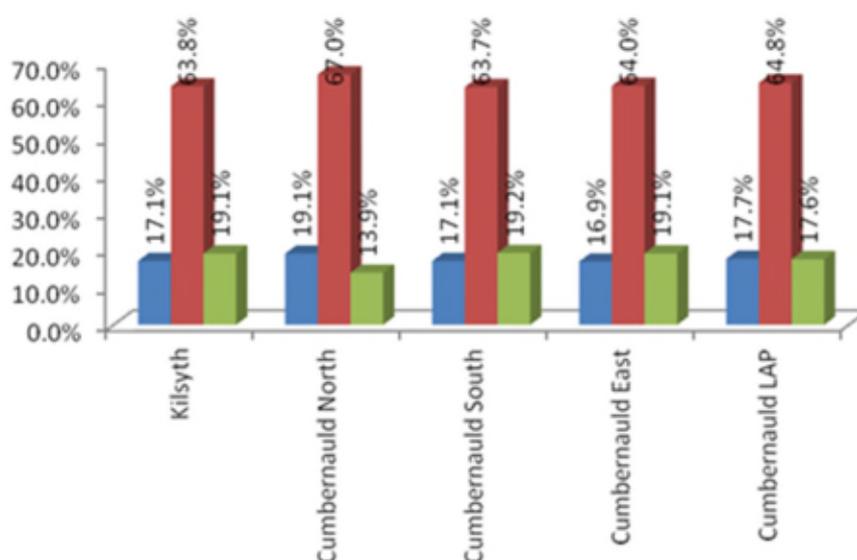
- 1.1 HMRC has been based in Cumbernauld for forty years and currently employs around 1,300 people. In November 2015 HMRC announced plans to close a number of offices across the UK and replace them with 13 regional centres. HMRC is proposing to close the Cumbernauld office and relocate staff to a new regional centre at a site identified in Glasgow city centre.

If it proceeds, it is thought that the loss of such a large number of jobs being based within Cumbernauld may have a major impact on the local community and will affect footfall in Cumbernauld town centre causing a wider economic impact.

North Lanarkshire Council and PCS Union have worked together to survey PCS members to measure the potential impact on the staff of the move and also the impact on Cumbernauld.

2. Cumbernauld labour market

- 2.1 In February 2018, 658 people in the Cumbernauld Local Area Partnership (LAP) area claimed Job Seekers Allowance. This is 1.7% of the working age population compared to 1.8% in North Lanarkshire and only 1.3% in Scotland. The Cumbernauld East and Cumbernauld South wards have a significantly larger proportion of male JSA claimants – 2.9% and 2.8% respectively compared to 2.2% in the Cumbernauld LAP, 2.4% in North Lanarkshire and 1.7% in Scotland. The female rate of 1.7% is higher in Cumbernauld compared to Cumbernauld LAP at 1.2%, North Lanarkshire at 1.3% and Scotland at 0.9%. If the relocation goes ahead it will undoubtedly affect claimant rates as 10% of the 712 respondents who do not intend to relocate live in the Cumbernauld area.
- 2.2 The following chart shows that 64.8% of Cumbernauld's population is of working age with a slightly higher percentage of working age population in the Cumbernauld South ward.



3. Current location

- 3.1 HMRC occupies centrally located business premises in Cumbernauld town centre accessed easily from the M73 and M80. Around 1,300 staff are currently employed at these premises but the building has the capacity to expand to include substantial additional numbers of staff. The building is accessible to the three railway stations serving Cumbernauld (Cumbernauld, Greenfaulds and Croy) with regular trains to Glasgow, Edinburgh and Stirling and is only a few minutes' walk from Cumbernauld Bus Station where First Bus provide a range of buses serving the local area. City Link operate regular services to Glasgow, Stirling, Dunblane, Gleneagles, Perth and Dundee.
- 3.2 The Antonine Shopping Centre in Cumbernauld currently houses around 40 retailers employing almost 400 staff. The centre hosts a range of major retailers such as River Island, Boots and TK Maxx and is also home to a number of independent retailers. Cumbernauld Town Centre also offers a wide range of shops with a variety of household names such as Argos, Superdrug and New Look. Both centres have plenty of customer parking and are easily accessible from the town's bus station.

4. Survey methodology

In order to ascertain the impact on staff at HMRC in Cumbernauld as well as the wider economic impact on the town and community the Public and Commercial Services (PCS) Union liaised with staff at North Lanarkshire Council's Enterprise and Housing Resource service to produce a survey that was issued to approximately 990 of its members. The survey was also available for completion on-line. A copy of the survey is attached as Appendix 1.

5. Results of survey

The survey was completed by 712 HMRC employees giving a 72% response rate of PCS members in the Cumbernauld office, 55% of total employees. The results of the survey are outlined below and full analysis on a question by question basis can be found in Appendix 2.

5.1 Demographic information

- 5.1.1 Analysis of the demographic information gained from the survey shows that 66% of those who responded are female and that regardless of gender just over 50% (287) of respondents work part-time of which, 83.3% are female, 12.9% are male and the remaining 1.6% either didn't answer the question or preferred not to say.
- 5.1.2 The proposed relocation will adversely affect those in older age brackets with 58% of total respondents aged 45 and over. (See question 2 in Appendix 2)
- 5.1.3 Of the respondents who work part-time 84.3% work fewer than 30 hours a week (43.5% of all respondents). Increased travel costs of on average £17/week in relocating to Glasgow will undoubtedly have a serious impact on weekly out-goings for this group. This will be further exacerbated by the fact that 35.1% of the part-time workers who completed the survey work five days a week. (Note includes part-year workers.)

- 5.1.4 Over half of the 712 respondents (57.5%) earn less than £20,000 per annum and will be expected to meet additional ongoing travel expenses if the relocation goes ahead. 60.3% of respondents who work part-time earn less than £20,000 per annum and 97.6% of these respondents travel to work three to five days a week incurring travel costs.
- 5.1.5 Two-thirds of the respondents (66.6%) are long-term employees having worked at HMRC, Cumbernauld for over ten years with 34% having worked there for over 20 years. Checks with North Lanarkshire Council Employability Services indicate that ... 'some employees who have worked with the same company for a number of years may have outdated skills and they may not have the personal / employability skills needed for finding new employment in the current labour market and need confidence building, CV development and coaching to identify where and what they would like to do in future'.
- 5.1.6 The majority of the respondents (66.9%) live in the Cumbernauld area while a third travel from elsewhere in North Lanarkshire and surrounding local authority areas including Falkirk, Stirling, South Lanarkshire, Glasgow and East Dunbartonshire.

5.2 Impact on travel to/from work

- 5.2.1 The majority of respondents (81.7%) intend to relocate to Glasgow with 100 (14%) indicating that they don't intend to relocate. However, this isn't the full picture as further analysis shows that 63% of these respondents who have decided not to relocate to Glasgow are aged 45 and over with 67% having worked for HMRC for more than 10 years. Seventy-two (72%) of those deciding not to relocate to the proposed Glasgow office live in the Cumbernauld area.
- 5.2.2 If the relocation goes ahead it will have a major financial impact on those staff who transfer to the new location as the majority will have to finance additional travel costs. This is particularly true of the 180 individuals (a quarter of respondents) who currently don't have any travel expenses in getting to the Cumbernauld office.

Current average weekly spend on travel costs is around £11.80 and if the relocation goes ahead this will increase to £28.80 which is a 144% increase in travel costs. Put into context, this equates to an additional average spend of almost £1,400 per year for every individual who relocates. However, average costs do not reflect the full picture; at present only 64 of the respondents spend more than £20 a week on travel costs but if the relocation goes ahead this figure will increase to 358 meaning that just over half of all respondents will be faced with travel costs of more than £20 a week. This would mean an additional £20 a week on travel expenses for those earning an average of £325/week (£20,000/year). For those members of staff faced with the prospect of additional childcare costs this could mean an extra £60 a month between travel and childcare costs (see 5.3.1).

- 5.2.3 Currently the majority of respondents (67.3%) travel to work by car either as a driver or passenger for all or part of the journey. If the relocation goes ahead, this will change to public transport with 47.1% advising that they would opt to travel by bus and 26% by train, both of which will also have a major impact on public transport to/from Cumbernauld. Buses from Cumbernauld bus station in the town centre are already congested at peak travel times. There are similar

challenges with trains. If trains are full, they do not stop at Croy station and this is especially true at peak travelling times.

5.2.4 At present the large majority of respondents do not have a particularly long journey to their office in Cumbernauld with 84.4% spending up to 30 minutes commuting with 51% of those only spending up to 15 minutes travelling. This picture will change considerably if the relocation goes ahead as almost two-thirds of respondents (63.4%) will spend over an hour travelling to a Glasgow city centre location which will have a major impact on work/life balance.

5.2.5 19.8% (141) of respondents indicated that they have a wide range of medical conditions or impairments that would impact on their ability to travel to a new office base in Glasgow. The full range of these conditions is outlined in Appendix 2. Twenty five of these respondents currently use a disabled parking space at the Cumbernauld office. A shortage of adequate disabled parking spaces at any new office location would place this group of staff at a disadvantage.

This is confirmed by 39% of these 141 respondents indicating that it is very likely or likely that their condition or impairment will affect their ability to travel to work if HMRC Cumbernauld is relocated to Glasgow city centre.

5.3 **Caring responsibilities**

5.3.1 Of the 126 of respondents who have children to take to/collect from school prior to/after work 85 will have additional childcare costs if their job is relocated to Glasgow city centre. Current average spend on childcare is around £41.83/week. A move to Glasgow city centre would mean an additional average spend of £40.32/week on childcare taking average weekly childcare expenses to around £80/week. When coupled with additional travel costs this represents a substantial additional weekly outgoing for these 85 staff with a serious impact on their disposable income

5.3.2 Respondents were asked to indicate if they have any other caring responsibilities that would be affected by a move to Glasgow and 36.8% (262) said that they do with 41.6% of this group saying they are unlikely or very unlikely to relocate to Glasgow. In addition 204 of those with additional caring responsibilities said that these responsibilities would have an impact on their ability to travel to Glasgow for work. 60% of respondents currently work a shift pattern of 12pm till 8pm. Future shifts will change from 2pm till 10pm which would have implications for childcare.

Key locations where HMRC respondents with childcare responsibilities live include Abronhill, Carbrain, Condorrat, Craigmarloch, Eastfield, Greenfaulds, Kildrum, Seafar, Westfield, The Village (Cumbernauld), Dullatur and Castlecary. These areas have 10 primary school nurseries, 4 out of school care facilities and 25 Registered Childminders. North Lanarkshire Council confirm that ... 'most Council (and partnership) nurseries run at or close to capacity. Therefore it is best to assume that there is limited capacity to increase provision in this area'. All North Lanarkshire Council primary schools will operate breakfast clubs from August 2018. While this will benefit those working early / day shifts, it will not be helpful to those working later afternoon / evening shifts.

5.4 Impact on Cumbernauld town centre

- 5.4.1 24.7% (176) of the respondents who do not live in Cumbernauld do their main weekly grocery shopping in a supermarket in Cumbernauld before travelling home from work spending an average of £77. This would mean an estimated potential annual loss of around £700,700 to supermarkets in Cumbernauld. As this report only takes account of PCS members the potential loss could be considerably higher if non-union members are taken in account,
- 5.4.2 77.1% (549) respondents contribute to retail spending in Cumbernauld by shopping in the town centre during their lunch breaks. Of these 549 respondents, 93.4% (72.1% of all respondents) shop there on a weekly basis.
- 5.4.3 Appendix 2 includes a full breakdown of where respondents shop during their lunch hours but of the 549 respondents, the main shops are food and drink/takeaway/cafe/bakery etc with 81.8% shopping there, 88.7% shopping at supermarket/food stores and 64.7% shopping at chemists. Also, 74.7% of those who shop during their lunch breaks use town centre banks.
- 5.4.4 Half of the respondents – 49.7% (354) regularly buy lunch in Cumbernauld with 43.2% of this group spending between £10 and £15 a week which will have a direct impact on takeaways, cafes etc. If this group of staff are no longer buying lunch in Cumbernauld the potential annual loss could be around £222,700 to lunch retail outlets in Cumbernauld.

6. Conclusions

- 6.1 The survey results have clearly indication that there are a substantial number of staff who would find relocating to Glasgow city centre challenging due to an increase in travel costs, care commitments or a disability, and are likely not to move.
- 6.2 Of the 712 staff employed in HMRC, Cumbernauld who completed the survey:
- 57.4% of staff earn less than £20,000/year which after tax and National Insurance gives a weekly take home pay of £325.
 - Staff will have to spend on average an additional £17/week on travel to work which is 5% of their take home pay.
 - 25.3% of staff currently have no travel expenses so this will have a significant effect on their disposable weekly income.
 - 54.5% of staff have childcare or other caring responsibilities and as 63.3% of staff will spend an extra hour and a half to over two hours additional travel time each day, this will eat into time for caring commitments for many staff and also result in additional childcare costs averaging £40.32/week which is an additional 12% of take home pay.
 - 20% of staff have a condition or impairment; of these, 39% said that this is likely to affect their ability to travel to Glasgow city centre for work.
- 6.3 There is a clear potential impact on Cumbernauld Town Centre demonstrated within the survey:

- potential annual loss of around £700,700 to supermarkets in Cumbernauld. (PCS members only so the potential loss could be considerable).
- Potential loss of around £222,700 spent on lunches.

APPENDIX 1

Cumbernauld Revenue & Customs Branch

We would be pleased if you would complete this short survey on how the proposed closure of Cumbernauld Revenue & Customs Branch and its relocation to Glasgow City Centre is likely to impact on you and your quality of life. We are receiving some assistance from North Lanarkshire Council to analyse the results of the survey which should only take a few minutes to complete and is completely anonymous.

SECTION1: ABOUT YOU:

1. Are you?

- Male Female Prefer not to say

2. What age are you?

- 16-18 45-54
 19-24 55-64
 25-34 65+
 35-44

3. Do you work full-time or part-time?

- Full-time (Go Part-time Part-year working

4. If you work part-time, how many hours a week do you work?

- 15 or less 16 to 20 21 to 30 31 to 37

5. If you work part-time, how many days a week do you travel to/from work?

- 1 day 2 days 3 days 4 days 5 days

6. If you work part-year, how many days a year on average do you travel to/from work?

7. What is your annual salary?

- £16,000 to £17,999 £22,000 to £23,999
 £18,000 to £19,999 £24,000 to £25,999
 £20,000 to £21,999 £26,000 or over

8. How long have you worked at Cumbernauld Revenue & Customs Branch?

- Less than one year 11 to 20 years
 1 to 2 years 21 to 30 years
 2 to 5 years 31 to 40 years
 6 to 10 years More than 41 years

9. Where do you live?

- Abronhill Seafar
 Banton The Village (Cumbernauld)
 Carbrain Westfield
 Castlecary Airdrie
 Condorrat Bellshill
 Craigmarloch Coatbridge

- | | |
|--------------------------------------|--|
| <input type="checkbox"/> Croy | <input type="checkbox"/> Falkirk |
| <input type="checkbox"/> Dullator | <input type="checkbox"/> Glasgow |
| <input type="checkbox"/> Eastfield | <input type="checkbox"/> Kirkintilloch |
| <input type="checkbox"/> Greenfaulds | <input type="checkbox"/> Motherwell/Wishaw |
| <input type="checkbox"/> Kildrum | <input type="checkbox"/> South Lanarkshire |
| <input type="checkbox"/> Kilsyth | <input type="checkbox"/> Stirling |
- Other, please specify _____

SECTION 2: TRAVEL TO/FROM WORK

10. Do you intend to relocate to Glasgow City Centre?

- Yes No

11. If yes, how much do you think you would spend on travel if the relocation goes ahead per week?

- | | |
|--|-------------------------------------|
| <input type="checkbox"/> £nil | <input type="checkbox"/> £16 to £20 |
| <input type="checkbox"/> Up to £10 | <input type="checkbox"/> £21 to £30 |
| <input type="checkbox"/> £11 to £15 | |
| <input type="checkbox"/> Other, please specify _____ | |

12. How do you currently travel to work at HMRC in Cumbernauld?

- | | |
|--|--|
| <input type="checkbox"/> Car (driver) | <input type="checkbox"/> Bicycle |
| <input type="checkbox"/> Car (passenger) | <input type="checkbox"/> Motor bike |
| <input type="checkbox"/> Bus | <input type="checkbox"/> Taxi |
| <input type="checkbox"/> Train | <input type="checkbox"/> Taxi (Access to Work) |
| <input type="checkbox"/> Walk | |
| <input type="checkbox"/> Other, please specify _____ | |

13. How would you travel to work if your job is relocated to Glasgow City Centre?

- | | |
|--|--|
| <input type="checkbox"/> Car (driver) | <input type="checkbox"/> Motor bike |
| <input type="checkbox"/> Car (passenger) | <input type="checkbox"/> Taxi |
| <input type="checkbox"/> Bus | <input type="checkbox"/> Taxi (Access to Work) |
| <input type="checkbox"/> Train | |
| <input type="checkbox"/> Other, please specify _____ | |

14. How much do you currently spend per week on travelling to work?

- | | |
|--|-------------------------------------|
| <input type="checkbox"/> £nil | <input type="checkbox"/> £16 to £20 |
| <input type="checkbox"/> Up to £10 | <input type="checkbox"/> £21 to £30 |
| <input type="checkbox"/> £11 to £15 | |
| <input type="checkbox"/> Other, please specify _____ | |

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

- | | |
|---|--|
| <input type="checkbox"/> Up to 15 minutes | <input type="checkbox"/> 1 hour to 1 hour 30 minutes |
| <input type="checkbox"/> 16 minutes to 30 minutes | <input type="checkbox"/> 1 hour 31 to 2 hrs |
| <input type="checkbox"/> 31 minutes to 45 minutes | <input type="checkbox"/> Over 2 hours |
| <input type="checkbox"/> 46 minutes to 1 hour | |

16. 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 1 hour 31 to 2 hrs

- 31 minutes to one hour longer Over two hours longer
 One hour to 1 hour 30 minutes longer

17. 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 tick all that apply)

- Mobility
 Sight
 Hearing
 Other, please specify _____

18. If yes, do you currently drive to/from work and use blue badge parking spaces at Cumbernauld Revenue & Customs Branch?

- Yes No

19. 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 2 3 4 5

20. Will the lack of suitable blue badge parking spaces affect your ability to travel to work?

- Yes No

21. Do you have children to take to/collect from childcare prior to/after work?

- Yes No (If no, please go to Q27)

22. If yes, how many hours a week do you currently use paid childcare?

- 0 to 5 hours 6 to 10 hours 11 to 15 hours

23. If you use paid childcare, how much do you currently spend per week?

- £5 to £10 a week £31 to £40 a week
 £11 to £15 a week £41 to £50 a week
 £16 to £20 a week £51 to £60 a week
 £21 to £30 a week £61 to £70 a week

- Other, please specify _____

24. Will you have additional childcare costs if your job is relocated to Glasgow?

- Yes No (If no, please go to Q27)

25. If yes, can you please give some idea of what you think your ADDITIONAL costs will be?

- £5 to £10 a week £21 to £30 a week
 £11 to £15 a week £31 to £40 a week
 £16 to £20 a week £41 to £50 a week

- Other, please specify _____

26. 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 2 3 4 5

27. Do you have other caring responsibilities that will be affected if your job is relocated to Glasgow?

- Yes No (If no, please go to Q30)

28. If yes, will this have an impact on your ability to travel to Glasgow for work?

- Yes No (If no, please go to Q30)

29. 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 2 3 4 5

SECTION 3: CUMBERNAULD TOWN CENTRE

30. If you DO NOT LIVE in Cumbernauld, do you do your main weekly grocery shop in a supermarket in Cumbernauld before travelling home from work?

- Yes No (If no, please go to Q32)

31. If yes, how much do you normally spend on your weekly grocery shop in Cumbernauld?

- | | |
|--|--------------------------------------|
| <input type="checkbox"/> Less than £10 | <input type="checkbox"/> £50 to £59 |
| <input type="checkbox"/> £11 to £19 | <input type="checkbox"/> £60 to £69 |
| <input type="checkbox"/> £20 to £29 | <input type="checkbox"/> £70 to £79 |
| <input type="checkbox"/> £30 to £39 | <input type="checkbox"/> £80 to £89 |
| <input type="checkbox"/> £40 to £49 | <input type="checkbox"/> £90 to £100 |
- More than £100, please specify £_____

32. Do you shop in Cumbernauld town centre during your lunch break?

- Yes No (If no, please go to Q35)

33. If yes, how often do you shop there? (Please tick one box)

- | | |
|---|--|
| <input type="checkbox"/> Once a week | <input type="checkbox"/> Once a month |
| <input type="checkbox"/> Twice a week | <input type="checkbox"/> Twice a month |
| <input type="checkbox"/> Three times a week | <input type="checkbox"/> Three times a month |
| <input type="checkbox"/> Four times a week | <input type="checkbox"/> Four times a month |
| <input type="checkbox"/> Five times a week | <input type="checkbox"/> Five times a month |

34. If yes, what type of shops/businesses do you use?

- | | |
|--|---|
| <input type="checkbox"/> Food and drink/takeaway/cafe/bakery etc | <input type="checkbox"/> Chemists |
| <input type="checkbox"/> Supermarket/food store | <input type="checkbox"/> Newsagents |
| <input type="checkbox"/> Clothes/shoe shops | <input type="checkbox"/> Charity shops |
| <input type="checkbox"/> Department stores | <input type="checkbox"/> Hair/beauty salons |
| <input type="checkbox"/> Sports shops | <input type="checkbox"/> Travel agents |
| <input type="checkbox"/> Card/gift shops | <input type="checkbox"/> Banks |

Other, please specify _____

35. Do you regularly buy takeaway lunch in Cumbernauld?

Yes No (If no, please go to Q37)

36. If yes, how much do you regularly spend on lunches?

- Less than £10/week
- £10 to £15/week
- More than £15/week

37. Do you regularly eat at restaurants in Cumbernauld during lunch breaks/after work to celebrate staff special occasions, e.g. birthdays, Christmas etc?

Yes No

38. If yes, how often do you eat at restaurants in Cumbernauld during lunch breaks/after work?

- Once a year
- Up to 5 times a year
- Up to 10 times a year
- More than 10 times a year
- Other, please specify _____

THANK YOU FOR TAKING THE TIME TO COMPLETE THIS SURVEY.

APPENDIX 2

HMRC Cumbernauld Survey Results

1. Are you?

	Number of Respondents	Percentage of total respondents (712)
Female	472	66.3%
Male	224	31.5%
Prefer not to say	13	1.8%
Not answered	3	0.4%
Total	712	100.0%

2. What age are you?

	Number of Respondents	Percentage of total respondents (712)
16-18	5	0.7%
19-24	49	6.9%
25-34	124	17.4%
35-44	121	17.0%
45-54	237	33.3%
55-64	166	23.3%
65+	7	1.0%
Not answered	3	0.4%
Total	712	100.0%

3. Do you work full-time or part time?

	Number of Respondents	Percentage of total respondents (712)
Full-time	373	52.4%
Part-time	287	40.3%
Part-year working	50	7.0%

Not answered	2	0.3%
Total	712	100.0%

4. If you work part-time, how many hours a week do you work? Note includes part-year workers. *

	Number of Respondents	Percentage of part-time (368) respondents	Percentage of total respondents (712)
15 or less	3	0.8%	0.4%
16 to 20	58	15.8%	8.1%
21 to 30	249	67.7%	35.0%
31 to 37	58	15.8%	8.1%
Total	368	100.0%	51.7%

5. If you work part-time, how many days a week do you travel to/from work? Note includes part-year workers. *

	Number of Respondents	Percentage of part-time (368) respondents
1 day	0	0.0%
2 days	3	0.8%
3 days	94	25.5%
4 days	118	32.1%
5 days	129	35.1%
Not answered	24	6.5%
Total	368	100.0%

6. If you work part-year, how many days a year on average do you travel to/from work?

	Number of Respondents	Percentage of respondents working part-year (62)	Percentage of total respondents (712)
0 to 49	3	4.8%	0.4%
50 to 99	1	1.6%	0.1%
100 to 199	26	41.9%	3.7%
200 to 299	22	35.5%	3.1%

more than 300	10	16.1%	1.4%
Total	62	100.0%	8.7%

7. What is your annual salary?

	Number of Respondents	Percentage of total respondents (712)
£16,000 to £17,999	160	22.5%
£18,000 to £19,999	249	35.0%
£20,000 to £21,999	121	17.0%
£22,000 to £23,999	49	6.9%
£24,000 to £25,999	17	2.4%
£26,000 or over	35	4.9%
Not answered	81	11.4%
Total	712	100.0%

8. How long have you worked at Cumbernauld Revenue & Customs Branch?

	Number of Respondents	Percentage of total respondents (712)
Less than one year	55	7.7%
1 to 2 years	8	1.1%
2 to 5 years	127	17.8%
6 to 10 years	45	6.3%
11 to 20 years	232	32.6%
21 to 30 years	98	13.8%
31 to 40 years	141	19.8%
More than 41 years	3	0.4%
Not answered	3	0.4%
Total	712	100.0%

9. Where do you live?

	Number of Respondents	Percentage of respondents living	Percentage of total respondents (712)

		in Cumbernauld area (476)	
Abronhill	78	16.4%	11.0%
Banton	2	0.4%	0.3%
Carbrain	39	8.2%	5.5%
Castlecary	3	0.6%	0.4%
Condorrat	75	15.8%	10.5%
Craigmarloch	19	4.0%	2.7%
Croy	5	1.1%	0.7%
Dullator	4	0.8%	0.6%
Eastfield	39	8.2%	5.5%
Greenfaulds	33	6.9%	4.6%
Kildrum	52	10.9%	7.3%
Kilsyth	36	7.6%	5.1%
Seafar	60	12.6%	8.4%
The Village (Cumbernauld)	15	3.2%	2.1%
Westfield	16	3.4%	2.2%
Airdrie	13		1.8%
Bellshill	1		0.1%
Coatbridge	7		1.0%
Falkirk	85		11.9%
Glasgow	20		2.8%
Kirkintilloch	11		1.5%
Motherwell/Wishaw	4		0.6%
South Lanarkshire	8		1.1%
Stirling	12		1.7%
Clackmannanshire	1		0.1%
East Dunbartonshire	6		0.8%
Fife	1		0.1%

North Lanarkshire	50		7.0%
Renfrewshire	2		0.3%
South Ayrshire	1		0.1%
West Dunbartonshire	2		0.3%
West Lothian	3		0.4%
Not answered	9		1.3%
Total	712	100%	100.0%

10. Do you intend to relocate to Glasgow City Centre?

	Number of Respondents	Percentage of total respondents (712)
Yes	582	81.7%
No	100	14.0%
Not answered	30	4.2%
Total	712	100.0%

11. If yes, how much do you think you would spend on travel if the relocation goes ahead per week?

	Number of Respondents	Percentage of total respondents (712)
£nil	16	2.2%
Up to £10	6	0.8%
£11 to £15	44	6.2%
£16 to £20	166	23.3%
£21 to £30	270	37.9%
£31 to £40	26	3.7%
£41 to £50	28	3.9%
£51 to £60	17	2.4%
£61 to £70	7	1.0%
£71 to £80	5	0.7%
£81 to £90	0	0.0%
£91 to £100	1	0.1%

Over £100	4	0.6%
Don't know	122	17.1%
Total	712	100.0%

12. How do you currently travel to work at HMRC in Cumbernauld?

	Number of Respondents	Percentage of total respondents (712)
Car (driver)	394	55.3%
Car (passenger)	64	9.0%
Bus	90	12.6%
Train	2	0.3%
Walk	116	16.3%
Bicycle	2	0.3%
Motor bike	1	0.1%
Taxi	5	0.7%
Taxi (Access to Work)	3	0.4%
Not answered	4	0.6%
Bus or Taxi	5	0.7%
Bus or train	1	0.1%
Bus or walk	4	0.6%
Car (passenger) or bus	11	1.5%
Car (passenger) or Taxi	2	0.3%
Car (passenger) or Walk	5	0.7%
Car (unspecified)	2	0.3%
Car share	1	0.1%
	712	100.0%

13. How would you travel to work if your job is relocated to Glasgow city centre?

	Number of Respondents	Percentage of total respondents (712)
Car (driver)	26	3.7%

Car (passenger)	2	0.3%
Bus	335	47.1%
Train	185	26.0%
Walk	4	0.6%
Bicycle	1	0.1%
Motor bike	0	0.0%
Taxi	1	0.1%
Taxi (Access to Work)	6	0.8%
Bus and taxi	2	0.3%
Bus and Train	24	3.4%
Bus or Train	57	8.0%
Bus, train and taxi	4	0.6%
Car (driver) and bus	2	0.3%
Car (driver) and Train	12	1.7%
Car (driver) or Bus	3	0.4%
Car (driver) or Bus or train	4	0.6%
Car (driver) or train	9	1.3%
Car (passenger) and Train	1	0.1%
Car (passenger) or Bus or Train	1	0.1%
Car (passenger) or Train	1	0.1%
Taxi and Train	1	0.1%
Train and bicycle	1	0.1%
Unsure due to health issues	3	0.4%
Not answered / don't know	27	3.8%
Total	712	100.0%

14. How much do you currently spend per week on travelling to and from work?

	Number of Respondents	Percentage of total respondents (712)

£nil	180	25.3%
Up to £10	297	41.7%
£11 to £15	102	14.3%
£16 to £20	59	8.3%
£21 to £30	40	5.6%
31-40	9	1.3%
41-50	7	1.0%
51-60	2	0.3%
61-70	0	0.0%
71-80	1	0.1%
81-90	1	0.1%
91-100	2	0.3%
100+	2	0.3%
Other (please specify)	0	0.0%
Not answered	10	1.4%
	712	100.0%

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

	Number of Respondents	Percentage of total respondents (712)
Up to 15 minutes	364	51.1%
16 minutes to 30 minutes	237	33.3%
31 minutes to 45 minutes	63	8.8%
46 minutes to 1 hour	19	2.7%
1 hour to 1 hour 30 minutes	16	2.2%
1 hour 31 to 2 hrs	5	0.7%
Over 2 hours	4	0.6%
Not answered	4	0.6%
Total	712	100.0%

16. How much ADDITIONAL time do you think you will spend travelling to and from work if your job is relocated to Glasgow city centre?

	Number of Respondents	Percentage of total respondents (712)
Up to 30 minutes longer	40	5.6%
31 minutes to one hour longer	181	25.4%
One hour to 1 hour 30 minutes longer	247	34.7%
1 hour 31 to 2 hours longer	126	17.7%
Over two hours longer	78	11.0%
Not answered	40	5.6%
Total	712	100.0%

17. Do you have any of the following conditions or impairments that would affect your ability to travel if your job is relocated to Glasgow? (Please tick all that apply)

	Number of Respondents	Percentage of respondents with health condition (141)	Percentage of total respondents (712)
Mobility	77	54.6%	10.8%
Sight	10	7.1%	1.4%
Hearing	20	14.2%	2.8%
Anxiety	2	1.4%	0.3%
Arthritis	8	5.7%	1.1%
Asthma	5	3.5%	0.7%
Balance and Medication	1	0.7%	0.1%
Breathing	1	0.7%	0.1%
Cerebral palsy & osteoporosis	1	0.7%	0.1%
Chronic Sarcoidosis	1	0.7%	0.1%
Cognitive difficulties after a stroke	1	0.7%	0.1%
Chronic Back Pain and Angina	1	0.7%	0.1%
Epilepsy	2	1.4%	0.3%

Heart Condition	1	0.7%	0.1%
Hip Problem	1	0.7%	0.1%
IBS	2	1.4%	0.3%
Low immune system	1	0.7%	0.1%
Medication	1	0.7%	0.1%
Multiple Sclerosis	1	0.7%	0.1%
Sciatica	1	0.7%	0.1%
Severe allergies	1	0.7%	0.1%
Type 1 Diabetes	2	1.4%	0.3%
Total	141	100.0%	19.8%

18. If yes, do you currently drive to/from work and use blue badge parking spaces at Cumbernauld Revenue & Customs Branch?

	Number of Respondents	Percentage of respondents with health condition (141)	Percentage of total respondents (712)
Yes	25	17.7%	3.5%
Total			

19. 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 city centre?

	Number of Respondents	Percentage of respondents with health condition (141)	Percentage of total respondents (712)
1	32	22.7%	4.5%
2	23	16.3%	3.2%
3	32	22.7%	4.5%
4	21	14.9%	2.9%
5	23	16.3%	3.2%
Not answered	10	7.1%	1.4%
Total	141	100.0%	19.8%

20. Will the lack of suitable blue badge parking spaces affect your ability to travel to work?

	Number of Respondents	Percentage of respondents with health condition (141)	Percentage of total respondents (712)
Yes	33	23.4%	4.6%

21. Do you have children to take to/collect from childcare prior to/after work?

	Number of Respondents	Percentage of total respondents (712)
Yes	126	17.7%

22. If yes, how many hours a week do you currently use paid childcare?

	Number of Respondents	Percentage of respondents with childcare commitments (126)	Percentage of total respondents (712)
0 to 5 hours	70	55.6%	9.8%
6 to 10 hours	25	19.8%	3.5%
11 to 15 hours	24	19.0%	3.4%
Not answered	7	5.6%	1.0%
Total	126	100.0%	17.7%

23. If you use paid childcare, how much do you currently spend per week?

	Number of Respondents	Percentage of respondents paying for childcare (126)	Percentage of total respondents (712)
£5 to £10 a week	5	4.0%	0.7%
£11 to £15 a week	7	5.6%	1.0%
£16 to £20 a week	6	4.8%	0.8%
£21 to £30 a week	8	6.3%	1.1%
£31 to £40 a week	11	8.7%	1.5%
£41 to £50 a week	6	4.8%	0.8%
£51 to £60 a week	8	6.3%	1.1%

£61 to £70 a week	8	6.3%	1.1%
£70+ per a week	2	1.6%	0.3%
£100+ per week	2	1.6%	0.3%
Not answered	63	50.0%	8.8%
Total	126	100.0%	17.7%

24. Will you have additional childcare costs if your job is relocated to Glasgow city centre?

	Number of Respondents	Percentage of respondents paying for childcare (126)	Percentage of total respondents (712)
Yes	85	67.5%	11.9%

25. If yes, can you please give some idea of what you think your ADDITIONAL costs will be?

	Number of Respondents	Percentage of respondents with additional costs (85)	Percentage of total respondents (712)
£5 to £10 a week	1	1.18%	0.1%
£11 to £15 a week	1	1.18%	0.1%
£16 to £20 a week	6	7.06%	0.8%
£21 to £30 a week	22	25.88%	3.1%
£31 to £40 a week	14	16.47%	2.0%
£41 to £50 a week	31	36.47%	4.4%
£60 a week more	1	1.18%	0.1%
£70 a week more	1	1.18%	0.1%
£100 a week more	1	1.18%	0.1%
Don't know	7	8.24%	1.0%
Total	85	100.00%	11.9%

26. If you will incur additional childcare costs if your job is moved to Glasgow city centre, 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?

Note: 120 people answered this question but only 85 said they currently had childcare costs so these must be new costs

	Number of Respondents	Percentage of respondents who will incur additional childcare costs (85)	Percentage of total respondents (712)
1 – very likely	13	10.8%	1.8%
2	12	10.0%	1.7%
3	38	31.7%	5.3%
4	28	23.3%	3.9%
5 – very unlikely	29	24.2%	4.1%
Total	120	100.0%	16.9%

27. Do you have other caring responsibilities that will be affected if your job is relocated to Glasgow city centre?

	Number of Respondents	Percentage of total respondents (712)
Yes	262	36.8%

28. 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?

	Number of Respondents	Percentage of respondents who have other caring responsibilities (262)	Percentage of total respondents (712)
1 – very likely	25	9.5%	3.5%
2	30	11.5%	4.2%
3	93	35.5%	13.1%
4	59	22.5%	8.3%
5 – very unlikely	50	19.1%	7.0%
Not answered	5	1.9%	0.7%
Total	262	100.0%	36.8%

29. If yes, will this have an impact on your ability to travel to Glasgow for work?

	Number of Respondents	Percentage of respondents who have other caring responsibilities (262)	Percentage of total respondents (712)
Yes	204	77.9%	28.7%

If you DO NOT LIVE in Cumbernauld, do you do your main weekly grocery shop in a supermarket in Cumbernauld before travelling home from work?

	Number of Respondents	Percentage of total respondents (712)
Yes	176	24.7%

30. If Yes, how much do you normally spend on your weekly grocery shop in Cumbernauld?

	Number of Respondents	Percentage of respondents who don't live but shop in Cumbernauld (176)
Less than £10	1	0.6%
£11 to £19	5	2.8%
£20 to £29	11	6.3%
£30 to £39	16	9.1%
£40 to £49	17	9.7%
£50 to £59	16	9.1%
£60 to £69	16	9.1%
£70 to £79	20	11.4%
£80 to £89	26	14.8%
£90 to £100	30	17.0%
£115	1	0.6%
£120	2	1.1%
£135	1	0.6%
£140	4	2.3%
£150	5	2.8%
£160	1	0.6%
£180	1	0.6%
£200	3	1.7%
Total	176	100.0%

31. Do you shop in Cumbernauld town centre during your lunch break?

	Number of Respondents	Percentage of total respondents (712)
Yes	549	77.1%

32. If yes, how often do you shop there? (Please tick one box)

	Number of Respondents	Percentage of respondents who shop in Cumbernauld at lunch time (549)	Percentage of total respondents (712)
Once a week	44	8.0%	6.2%
Twice a week	114	20.8%	16.0%
Three times a week	167	30.4%	23.5%
Four times a week	72	13.1%	10.1%
Five times a week	116	21.1%	16.3%
Once a month	9	1.6%	1.3%
Twice a month	13	2.4%	1.8%
Three times a month	7	1.3%	1.0%
Four times a month	5	0.9%	0.7%
Five times a month	2	0.4%	0.3%
Total	549	100.0%	77.1%

33. If yes, what type of shops/businesses do you use?

	Number of Respondents	Percentage of respondents who shop in Cumbernauld at lunch time (549)	Percentage of total respondents (712)
Food and drink/takeaway/cafe/bakery etc	449	81.8%	63.1%
Supermarket/food store	487	88.7%	68.4%
Clothes/shoe shops	327	59.6%	45.9%
Department stores	169	30.8%	23.7%
Sports shops	171	31.1%	24.0%
Card/gift shops	397	72.3%	55.8%
Chemists	355	64.7%	49.9%
Newsagents	116	21.1%	16.3%
Charity shops	100	18.2%	14.0%
Hair/beauty salons	169	30.8%	23.7%
Travel agents	99	18.0%	13.9%
Banks	410	74.7%	57.6%
Betting shops	3	0.5%	0.4%
Foreign Exchange	1	0.2%	0.1%
Opticians	4	0.7%	0.6%
Post Office	2	0.4%	0.3%

34. Do you regularly buy takeaway lunch in Cumbernauld?

	Number of Respondents	Percentage of total respondents (712)
Yes	354	49.7%

35. If yes, how much do you regularly spend on lunches?

	Number of Respondents	Percentage of respondents who buy lunch in Cumbernauld (354)	Percentage of total respondents (712)
Less than £10/week	134	37.9%	18.8%

£10 to £15/week	153	43.2%	21.5%
More than £15/week	67	18.9%	9.4%
Total	354	100.0%	49.7%

36. Do you regularly eat at restaurants in Cumbernauld during lunch breaks/after work to celebrate staff special occasions, e.g. birthdays, Christmas etc?

	Number of Respondents	Percentage of total respondents (712)
Yes	527	74.9%

If yes, how often do you eat at restaurants in Cumbernauld during lunch breaks/after work?

	Number of Respondents	Percentage of respondents who eat out in Cumbernauld (527)	Percentage of total respondents (712)
Once a year	8	1.5%	1.1%
Up to 5 times a year	209	39.7%	29.4%
Up to 10 times a year	137	26.0%	19.2%
More than 10 times a year	173	32.8%	24.3%
Total	527	100.0%	74.0%