

# Members' Briefing REVENUE & CUSTOMS GROUP

To: **All Members**

cc: **Branch Secretaries, Group Executive Committee, Equality Chairs, VOAC** (for info)

Can this Briefing be circulated via HMRC IT systems: **YES**

Website: **YES**

Action to be taken: **For the attention of all members who undertake customer visits**

Date: **12 December 2022**

Ref: **R&C/MB/050/22**

## **Racially Abusive Callers Project**

- ***PCS commend HMRC on its Racially Abusive Callers Project***
- ***PCS however would like assurance that HMRC is tackling any abuse faced by staff on customer visits***
  - ***PCS surveying to understand the extent of this problem***

Some months ago HMRC undertook research to understand how effective the department's procedures for dealing with racial abuse are. This was in response to a member of staff in a contact centre reporting that at least 20% of their calls with customers resulted in them receiving some form of racial abuse. The research clearly indicated that the report from the member of staff concerned was not an isolated example. As a result HMRC have taken some remedial actions.

The most obvious change is that all customers calling HMRC call centres receive the following voice message:

"We're here to help you and all of our colleagues are trained to support you. We are committed to treating you with courtesy and respect and ask that you do the same. We're a diverse team and abuse of any kind will not be tolerated."

PCS of course commend HMRC for their work in this area. However a concern that we have is that staff who undertake visits to customers' homes and business premises as part of their work may also face abuse, including racial abuse. We would like an assurance that any such instances that arise are dealt with properly.

PCS would like to obtain feedback from members. Below is a link to an online survey where members can respond anonymously to indicate whether they consider this to be an issue that PCS should pursue as a priority. The closing date of the survey is 23:59 on 20 January 2023.

<https://forms.office.com/e/7Tp4eD0y38>

[Link only works on HMRC Computers]

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If you haven't already done so, let PCS have your personal/non-work email address and your mobile phone number. We'll only use it to keep you informed about PCS matters. You can update your details securely online by registering for [PCS Digital](#) or by contacting your local PCS rep, and asking them to enter your details securely on the PCS Organising App.

**Hector Wesley**  
**Deputy Group President**

**Tracey Hylton**  
**Chair – PCS R&C Black Members Advisory Committee**

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