

Work is so taxing at Revenue

MORALE among Revenue & Customs staff is well below average for the Civil Service with only 21 per cent having anything good to say about the organisation.

That compares with a 42 per cent average for Government departments. The 14 per cent of taxmen who said they would 'go the extra mile and provide additional effort' contrasted with a 30 per cent average in Whitehall.

The employee survey was carried out before it emerged last week that the Revenue is to close 130 offices, slashing up to 1,700 jobs.

The National Audit Office said last week that more than four in ten phone calls to the Revenue from taxpayers and benefits claimants – about 44 million calls in all – went unanswered in 2008-09. It said the Revenue accepted that this was not good enough.

The number of calls during the year rose to 103 million from 84 million.

Almost across the board, results from the Revenue's 'employee engagement survey' scored below the average for Whitehall.

Only 25 per cent said they were proud to work for the Revenue against a 48 per cent average for Government departments.

Asked if they had experienced discrimination, harassment or bullying at work in the past 12 months, 84 per cent said yes compared with an average of 86 per cent.

One ray of light for taxpayers is that 96 per cent agreed with the statement: 'I have received training on data handling and security procedure in relation to protecting personal and/or sensitive data', well ahead of the average of 42 per cent.

NICK MORGAN