

**Gwybodaeth Ychwanegol at y Cyfarfod Llawn
Information Further to Plenary**

Cyhoeddir ymatebion yn yr iaith y'u darparwyd, gyda chyfieithiad Saesneg o ymatebion yn y Gymraeg.

Responses are published in the language in which they are provided, with a translation into English of responses provided in Welsh.

**Gwybodaeth ychwanegol at OAQ(4)1072(FM) a gyhoeddwyd gan y Prif Weinidog,
Carwyn Jones, ar 11 Gorffennaf 2013
Information further to OAQ(4)1072(FM) issued by the First Minister, Carwyn Jones, on
11 July 2013**

At/To Christine Chapman:

I am writing in response to a recent letter from the Secretary of State for Wales, replying to my correspondence where I raised your concerns from your oral question [OAQ(4)1072(FM)] about HMRC's proposal outlined in 'Supporting customers who need extra help – a new approach'. A potential consequence of which would be the closure of Enquiry Centres across the U.K., including Merthyr Tydfil.

In my letter to the Secretary of State for Wales, I outlined that the potential closure of the Merthyr Tydfil Enquiry Centre, if implemented, could result in the loss of a source of good quality jobs and lead to a wider negative impact upon the local economy. I sought assurances regarding the future of this centre, recognising the role it plays in the local community in terms of job opportunities and the service it provides to local people.

In the Secretary of State for Wales' response to my letter, he outlines that HMRC have not taken a decision about the future of the Enquiry Centres. They are assessing the responses to the recent consultation and the pilot results from the proposed new approach. An announcement on the future of any specific Enquiry Centre will be made in early 2014.

The response states HMRC is committed to supporting staff in Enquiry Centres, with one-to-one meetings with each member of staff employed there in the forthcoming months. These meetings will enable HMRC to understand an individual's situation and preferences. There was a commitment that HMRC will endeavour to avoid compulsory redundancies wherever possible.

In terms of provision of local services, the letter states that the proposals are about providing face to face support for customers, but in a more flexible and accessible way than through the current Enquiry Centre set up, ensuring focus upon those who require extra help wherever they are based.

I appreciate that the Secretary of State for Wales' response may not provide the full assurance you were seeking, however, I will ask relevant officials to keep matters under close review whilst HMRC consider the options. Thank you for bringing this to my attention.