

Background to HMRC

HMRC

HM Revenue & Customs (HMRC) is a non-ministerial government department formed in 2005 from the merger of the Inland Revenue and HM Customs & Excise. We are one of the largest departments in employment terms and we play a vital role in Government, collecting taxes and administering certain benefits. This ensures that the UK has the money available to fund the UK's public services, as well as helping families and individuals with targeted financial support. We also play a key role in enforcing UK border controls and the national minimum wage levels, administering environmental taxes and recovering student loans.

Almost every individual and business in the UK has dealings with HMRC: our customer base comprises 45 million individuals and 5.4 million businesses. In 2015-16, we collected £537 billion in revenue, an increase of 3.7% on the previous year. Our [2015-2020 Single Departmental Plan](#) sets out our plans for achieving our strategic objectives and delivering our vision. HMRC accounts for around 1.85bn transactions per year which is over 50% of all annual government transactions.

HMRC is transforming into a modern tax authority, equipped for the future needs of customers. When HMRC was created in 2005, we employed 97,000 (FTE) staff across 600 offices in 300 towns and cities. At the end of 2015-16 we had around 60,000 FTE based in 170 offices in around 100 towns and cities. We are undergoing a ten year Estates modernisation and rationalisation programme. This will see our employees coming together in 13 large modern regional centres equipped with the digital infrastructure and training facilities needed to build a highly skilled workforce.

To support achievement of HMRC's strategic objectives - maximising revenue, improving customer experience and minimising costs – our digital strategy focusses on 4 key areas:

1. Customers: Providing easy-to-use services that minimise error
2. People: New skills, staff, processes and culture
3. Compliance: Responding to non-compliance and debt
4. Systems: Providing a multi-channel digital tax platform