

## Branch Briefing **REVENUE & CUSTOMS GROUP**

To: **Branch Secretaries**

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

Can this Briefing be circulated via HMRC IT systems: **No**

Website: **Yes**

Action to be taken: **for distribution to branch reps, health and safety reps and personal caseworkers**

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R&C/BB/043/17

### **ATTENDANCE MANAGEMENT: REPORTING OF ILL-HEALTH AND STRESS**

- Information for Branches - Action Required**

#### **Background**

Following the implementation of the new attendance management policy PCS has been notified by Caseworker Reps that the assertive approach is causing an unwarranted level of stress for members facing formal action.

It is important that work related stress is recorded by every member as per HR policy at HR62081 et seq.

This would include those members that are suffering work related stress as a direct result of the new attendance management policy.

Within the new policy, the department has given a firm commitment to provide staff with a healthy working environment, it states:

'HMRC is committed to ensuring your job and working environment do not cause or contribute to ill health'.

In every case where the healthy environment commitment isn't being met members are advised to complete an accident report to document and expose the ill health caused.

#### **Issue**

Stress related absence is the number one condition in the department attributed to working days lost.

Branches have received R&C/BB/090/16 which details the Attendance Management Policy Working Groups workplan. Incorporated within the workplan is the need for HRACC1 Accident reports to be completed in every case where a member is subject to formal action as a result of work related stress. Branches are also reminded that members working PT Operations and Benefits and Credits also need to complete a [Stress 1 form](#).



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Branches are being asked to assist in advising members to follow the current HR policy on reporting accidents, near misses and ill health.

In addition to this Safety Reps are reminded that they have certain functions available to them covered by Statute Legislation that enable them to talk to members about any health and safety concerns that the members may have; these provisions are laid down in the [Safety Reps and Safety Committees Regulations 1977 at Regulation 4.](#)

Members are advised to follow the current HR policy HR62081 et seq on reporting ill health and as such, [HRACC1](#) accident reports should be submitted in every case where a member is taken through formal action under the new policy, documenting the stress caused where the onset of stress or other mental health issues or has exacerbated as a result of the policy and processes within the policy.

Following completion of the HRACC1 accident report members should be advised to co-operate with implementing a Stress Reduction Plan which should again document the cause as being attributed to the attendance management procedure.

HR policy on Mental Health and Wellbeing instructs the Manager to make an Occupational Health referral and it is therefore important that this process is followed as a result of the HRACC1/Stress 1 form being submitted.

### **Action for branches:**

- Ensure that all branch Health and Safety representatives and personal case workers are sighted on the contents of this briefing
- Advise every member subject to formal action under the new attendance management policy to submit a HRACC1 accident report documenting stress where work related stress is identified
- Assist members in completing Accident Reports
- Assist members and Manager members in following the policy on making OH referrals
- Ensure that information is collated on the number of near misses and ill health accident reports submitted as a result of the new policy.

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