

HM Revenue & Customs



Day-to-day Spending (Resource DEL)

HMRC has an initial RDEL budget of £3.7 billion

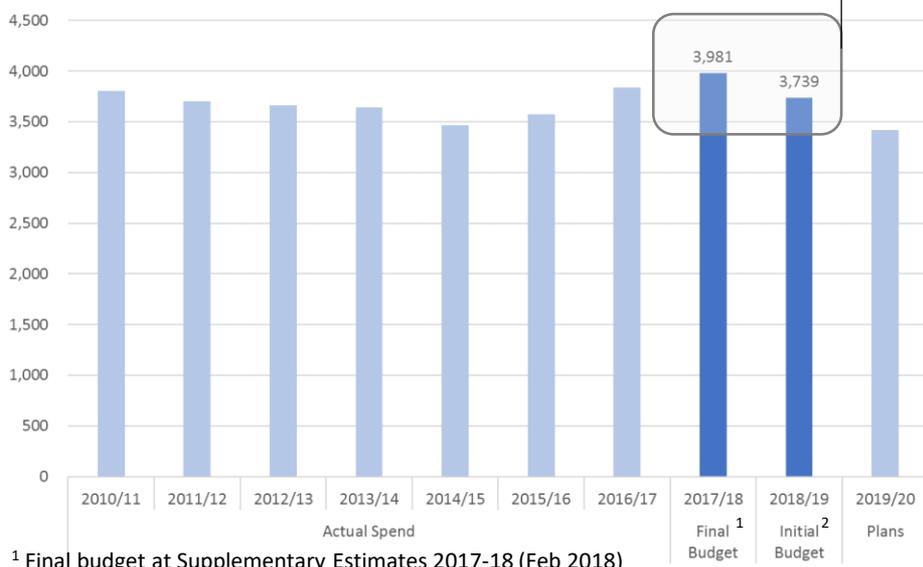
Spending Review 2015 (RDEL)

- The SR planned real-terms decreases to HMRC over the period – since then there have been some increases in HMRC’s budget: the VOA (Valuation Office Agency) transferred from DCLG and HMRC has also received around £95 million of extra funding from HM Treasury for new activity.

Trends (RDEL)

- HMRC RDEL has risen since 2014-15 but is now set to decline. In real terms the initial budget for 2018-19 is slightly lower (0.7%) than it was in 2015-16 and 7% lower than the budget in 2012-13.

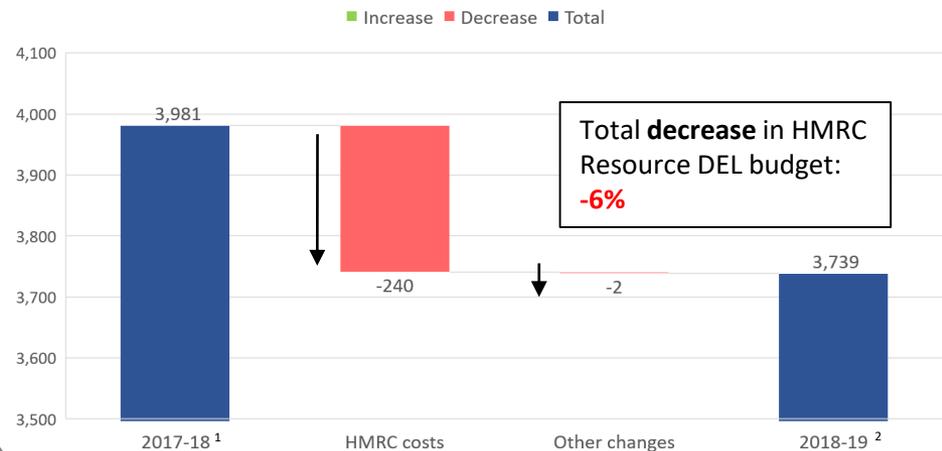
Long-term spending trends (£m, nominal)



¹ Final budget at Supplementary Estimates 2017-18 (Feb 2018)

² Initial budget as at Main Estimates 2018-19 (April 2018)

Breakdown of changes in budget from 2017-18 to 2018-19, £m



Changes from last year (RDEL)

- HMRC’s budget is set to decline by £242 million (6% decrease) to £3,739 million.
- The reduction is from cutting HMRC running costs. A small part of the overall HMRC budget is for the VOA – the VOA budget is being held in cash terms at £151 million a year.

Investment Spending (Capital DEL)

HMRC has an initial CDEL budget of £250 million

- HMRC’s CDEL budget for 2018-19 represents a fall of £33 million (12% decrease) compared to the budget for 2018-19. The spending reduction is from the HMRC Administration budget.
- The budget is down compared to the prior year but is £22 million higher than the total set for the year at the Spending Review 2015.

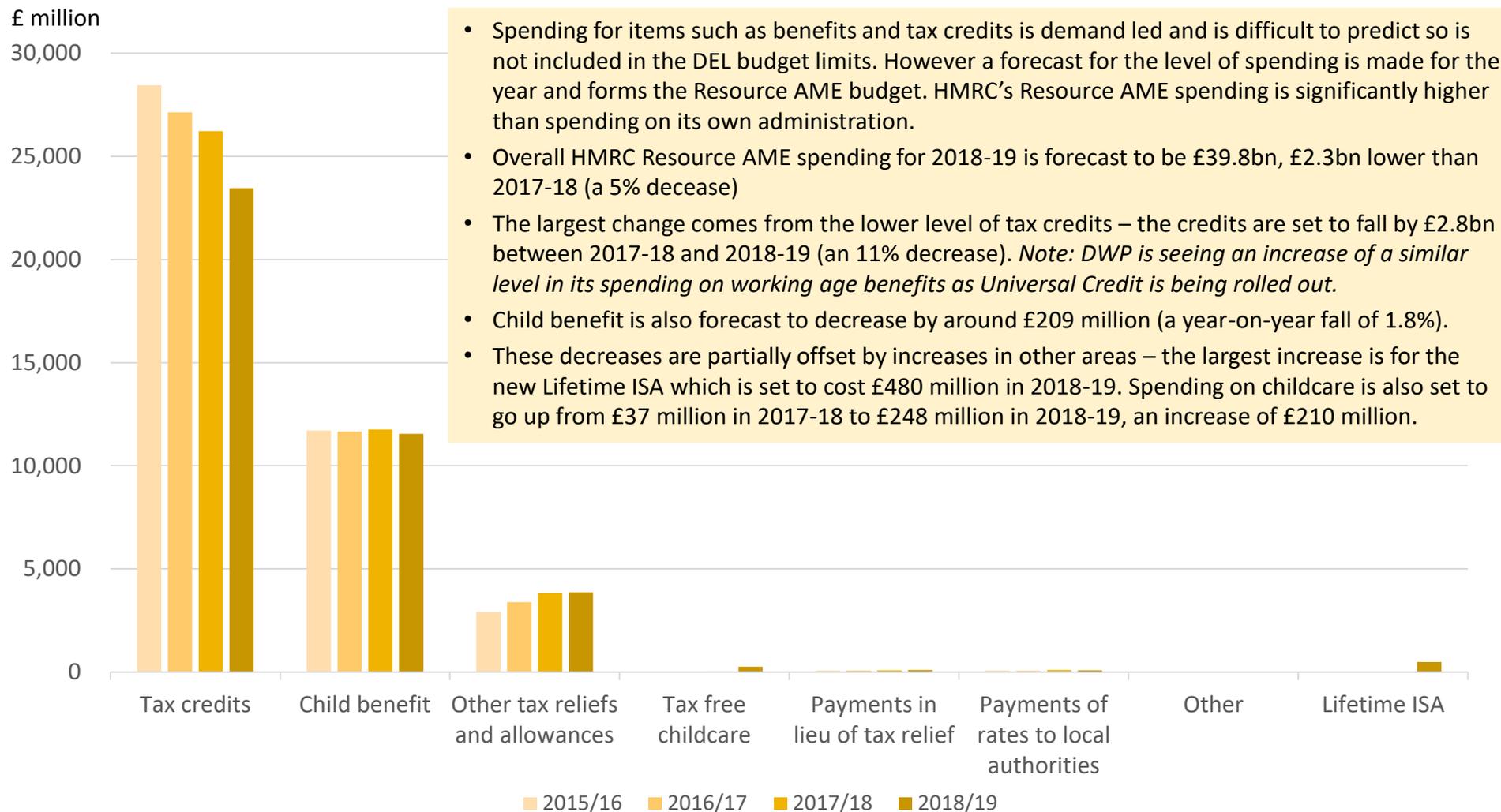
Note: The CDEL budgets are not included in the charts on this slide.



Resource AME (Annually Managed Expenditure)

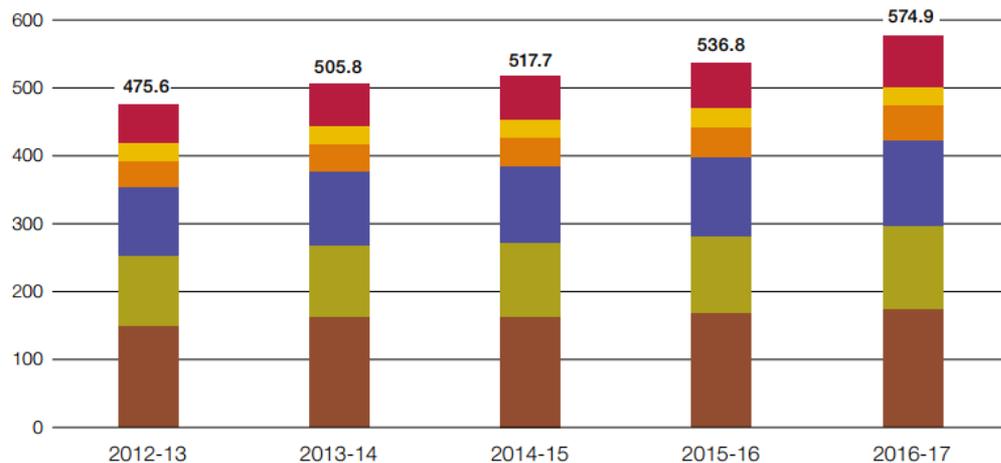
HMRC has a Resource AME budget for 2018-19 which is forecast to be £39.8 billion

Spending by Resource AME budget line – 2015-16 to 2018-19



HMRC – activity and performance information

Total tax revenue (£ billion)



- Other
- Hydrocarbon oils
- Corporation Tax
- VAT
- NICs
- Income Tax

Tax revenues

- In 2016-17 HMRC collected £575 billion in tax revenue, a 7% increase compared to the prior year.

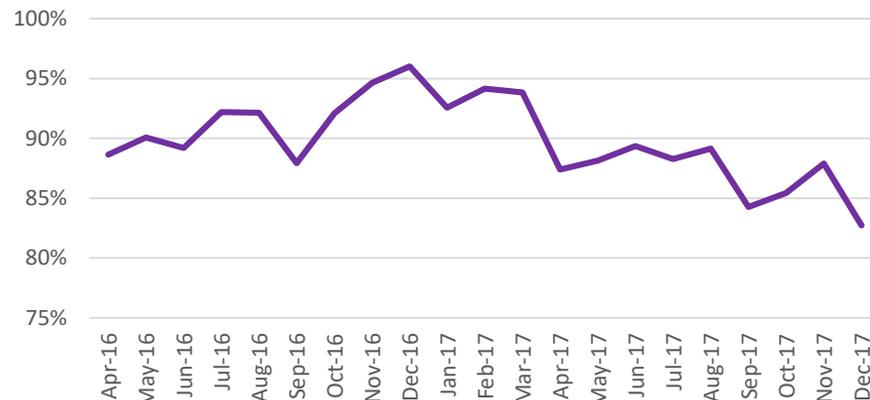
Staff engagement

- HMRC staff engagement scores are among the lowest in the civil service and some way below the benchmark.

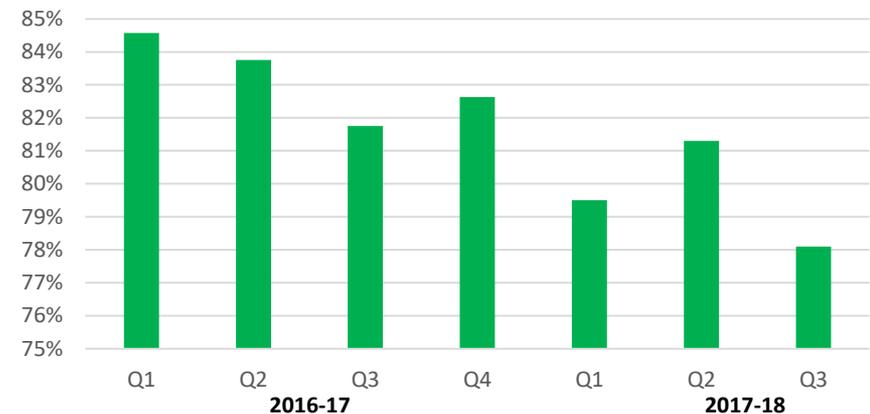
Customer service

- HMRC improved its customer service performance in 2016-17. However more recent data from 2017-18 shows that performance has declined – a lower proportion of calls are being answered and customer satisfaction scores are down.

Percentage of call attempts handled (Apr 2016 – Dec 2017)



Digital services customer satisfaction (Q1 16-17 – Q3 17-18)



HMRC – Civil service employee engagement index

-- Civil service benchmark 2016 (59%) - - - Civil service benchmark 2015 (58%)



Source for charts above: [HMRC quarterly performance update - October to December 2017](#)

Source for charts above: National Audit Office, [A Short Guide to HM Revenue & Customs](#), December 2017

