



Volunteering and charitable donations

We encourage our employees to take part in at least one day of paid volunteering leave each year as part of their personal development and as a way of bringing them closer to our customers and local communities. We have achieved our target in giving more than 5,000 community activity days in 2011-12 and have a similar level of commitment planned for each of the next three years. This is in support of the Government's aim to increase levels of social action and community involvement.

The focus of our activity

We make sure all our volunteering activity has demonstrable benefits for the community, the personal development of individuals taking part and that it benefits the work we do. It is focused on:

- supporting our customers who need help through sharing our skills and expertise and developing a greater insight into the problems they may face in working with us
- promoting youth employability and financial awareness, by encouraging volunteering in schools, to help our future customers build careers and understand their tax and National Insurance responsibilities

- using volunteering opportunities to develop our peoples' skills, experience and confidence, build teams and enhance engagement.

Where we get involved

Supporting our customers: we are developing partnerships with a number of voluntary sector organisations whose clients represent some of our most vulnerable customers, who need high levels of support. Examples include Supporting Others through Volunteer Action (SOVA), who work with refugees and people who are socially and economically disadvantaged, UK Online, who help people who are 'digitally-excluded' to get online for the first time, and a number of business mentoring partnerships.

In partnership with Civil Service in the English Regions, we are identifying volunteering opportunities across Government, which share experiences and offer a joined-up service with colleagues from other departments.

Supporting our future customers: through liaison with Local Education Business Partnerships and Young Enterprise and in using our interactive learning package, Tax Matters, we are delivering programmes in schools to educate young people about their financial and future tax responsibilities. In partnership with other educational institutions, we have also developed an innovative business enterprise package, which brings HMRC volunteers into the classroom to develop the entrepreneurial and social skills of Year 10 and 11 students.

We have joined the 'Inspiring the Future' initiative, to work with schools in helping them raise young peoples' aspirations and make informed career choices. Members of our Board and other senior leaders have also led the way by signing up for the associated 'Speakers for Schools' programme, which aims to get inspirational leaders into secondary schools to motivate and inspire students.

The Prince's Trust: we support the Prince's Trust Team Programme, which helps young people who are unemployed, under-skilled, or leaving the criminal justice or care systems. In 2010-11 we were the largest supplier of employed volunteers to the programme, providing 38 per cent of all employed participants. We have made a similar level of commitment to the 2011-12 programme, by providing 112 volunteers. Our involvement is acknowledged by the Prince's Trust as being absolutely key to their work.

Public duties: we have strong links with the School Governors One Stop Shop and allow paid special leave to help staff meet their minimum commitments to undertake voluntary public duties: for example, as school governors, magistrates or (in Scotland) Children's Panel members.

Work experience

As a large employer, offering a range of different career paths, we are committed to providing targeted work experience. In 2010-11, we delivered 140 work experience opportunities and in 2011-12 we joined the Department for Work and Pensions' Get Britain Working programme. We are currently testing plans to supply 250 two-week work experience opportunities over a two-year period. These will be aimed at young people claiming Jobseekers Allowance, who have little or no work history and who are finding their lack of experience a barrier to finding work.

We also supported the 2011 Whitehall Internship Programme, securing internship opportunities for young people from under-represented groups, including Black, Asian and Minority Ethnic (BAME) communities.

Charitable giving

As a large and socially-responsible employer, we try to make it easy for our people to donate to numerous charities, both locally and nationally. Across HMRC as a whole, we support three national charitable campaigns – the Lifeboat Fund, the Civil Service Benevolent Fund and the BBC's annual Children in Need appeal.

In 2011-12 our staff raised £760,528 for the Civil Service Benevolent Fund, £121,613 for Children in Need and £1,149 for the Lifeboat Fund. During the November 2011 Children in Need appeal night, 390 of our staff in three contact centres volunteered their time to take more than 9,500 calls from the public, pledging £318,000.

In addition to workplace fund-raising activities, we also make it easy for our staff to make monthly charitable donations through payroll giving. More than one in ten of our staff give to their favourite good causes through this route, which allows donations to be taken direct from their salaries, before income tax is deducted, effectively enhancing the value of the contribution.

Our staff gave £872,825 through payroll giving in 2011-12. In recognition of the work we have done to promote payroll giving, we won the public sector category at the 2011 National Payroll Giving Excellence Awards and have been awarded a gold quality mark from the Institute of Fundraising in each of the last five years.

To find out more

Please visit our website at www.hmrc.gov.uk/about/corporate-responsibility/