

EAST LANCASHIRE AREA REORGANISATION

As part of the national management restructuring, the Inland Revenue in east Lancashire is reorganising during August and September 2004. Our offices in Accrington, Bolton, Burnley, Bury, Pendle and Rochdale will no longer function as individual offices but will operate as a single unit housed across the six sites, collectively called the "East Lancashire Area".

The new Area district number for employers and individuals will change to 106 and to 095 for companies and other bodies liable to Corporation Tax.

New reference numbers

Employers currently registered with our offices in **Bolton, Burnley, Bury, Pendle** and **Rochdale** will have a new reference number, full details will be issued to them on a form L50. The Accounts Office will remain the same but a new payslip booklet will be issued. The existing payslip booklet can continue to be used until the replacement is received.

The re-referencing is due to take place over the following periods:-

References starting with the district numeral **095** will change between **9/8 - 16/8**.

References starting with the district numeral **121** will change between **16/8 - 20/8**.

References starting with the district numerals **123 & 565** will on **21/8**.

References starting with the district numeral **616** will change between **23/8 - 31/8**.

References for Employers currently dealt with by the **Accrington** Office will not change.

There will be a short period during these times when we will be unable to access records. I apologise for any inconvenience this causes and thank you for your patience.

The following large schemes will be referenced between 2/8 – 10/8:-

Bolton Metropolitan Borough Council, Bolton Community College, Bolton Hospitals NHS Trust, Bolton Primary Care Trust, Yates's Group plc, The Pennine Acute Hospitals NHS Trust, Gtr. Manchester Ambulance Service NHS Trust, TNT UK Ltd, Birthdays Ltd, Warburtons Ltd, JD Sports, The Pennine Acute Hospitals NHS Trust (Rochdale) and Rochdale Metropolitan Borough Council. Separate notification has been issued to these companies.

How to Contact us

Our office in Accrington (telephone 01254 380 843) will become responsible for handling P35 Employer Returns and other End of Year matters.

Our office in Bury (telephone 0845 302 1441) will handle all other correspondence including P45's and P46's

Our office in Bolton office will handle Company Taxation (telephone 01204 367 880) and Company Construction Industry (telephone 01204 367 854) and Individual Construction Industry work (telephone 01204 367 854).

Correspondence relating to Recovery (Collection office) will be need to be addressed to our Bolton office, the existing Recovery presence will remain in the Accrington, Bolton and Burnley offices. The only telephone contact will be on 01204 367 736.

Between August and September our telephone services are being restructured. Telephone enquiries will be handled by our Contact Centre at Bootle / St Helens. Callers using the existing office numbers after 27 September will hear a message inviting them to redial to 0845 302 1441.

The agents priority telephone number at the Contact Centre is 0151 471 3003, this is **for your use only**.

For security purposes the Inland Revenue Contact Centre staff are bound to verify callers. You will therefore be asked a number of questions to ensure they are not divulging any confidential information.

Please continue to use Direct Dial numbers for ongoing matters. Direct Dial will be provided when staff correspond with you in respect of a particular case.

Our Contact Centre will have access to all our computer records, plus technical advisors will be happy to help you.

A poster is attached summarising all of the new contact arrangements along with copies of the information pack being issued to employers. We apologise if you are an employer in your own right as you will also receive this information separately, but we wanted to ensure that all practitioners see all the information we are distributing. The following notifications will be computer generated.

- Form L50 issued to all employers changing their reference number.
- Form P218(T) issued to agents acting for employees.
- Form SA 308 will also be issued to agents acting for each client.
- Form CT210 will be issued to companies and agents.

Please note all Self Assessment Schedule D records will take on the 106 numeral from 17/9.

All our 6 Inland Revenue Enquiry Offices will continue to offer face to face help and advice. Cashier facilities will also continue to be available at Accrington, Bolton and Burnley.

We will try and minimise any disruption to our service during the period from 2 August to 2 September, and again apologise for any inconvenience caused.

The final completion date for our Area reorganisation is 27 September.

If you have any further enquiries please contact Geraldine Wood, the Area Customer Relations Manager on 01204 367 805.



Area Director (Service): Bob Hargreaves Area Director (Compliance): Philip Lloyd
Area Director (Corporate Services): Marlene Bradley

