



# HM Revenue & Customs

C.E Matter

By email:

[request-1197353-48a274d6@whatdotheyknow.com](mailto:request-1197353-48a274d6@whatdotheyknow.com)

## Information Rights Unit

S1727

8 Floor

Central Mail Unit

Newcastle Upon Tyne

NE98 1ZZ

**Email** [foi.request@hmrc.gov.uk](mailto:foi.request@hmrc.gov.uk)

**Web** [www.gov.uk](http://www.gov.uk)

Date: 06 December 2024

Our ref: FOI2024/221736

Dear C.E Matter,

### Freedom of Information Act 2000 (FOIA)

Thank you for your request, which was received on 3 November, for the following information:

“Please could you provide the total number of staff employed within Customer Compliance Group (CCG).

Furthermore, please provide the total number of staff working as frontline officers in CCG. By frontline, I mean those whose core job is to undertake compliance work in a customer facing role e.g., undertaking visits, and not those whose roles are in a supporting function e.g., administrative / processing staff or management.

If it is possible or easier, happy for you to provide a breakdown per sub division e.g., ISBC, WMBC, LB etc.”

### Our response

We can confirm that we hold the information requested. The total number of staff employed within Customer Compliance Group (CCG), as of the end of November 2024, is 27,725 Full Time Equivalents (FTE) of which are based in our frontline operational directorates. Please see below for breakdown.

Directorate	FTE
Individuals & Small Business Compliance (ISBC)	5,245
Campaigns & Projects (C&P)	3,193
Risk Intelligence Service (RIS)	3,060
Fraud Investigation Service (FIS)	4,850
Wealthy & Mid-size Business Compliance (WMBC)	4,037
Counter Avoidance (CA)	1,390
Large Business (LB)	2,458
Compliance Trainees	1,752
<b>Total</b>	<b>25,987</b>

If you need extra support, for example if you have a disability, a mental health condition, or do not speak English/Welsh, go to [www.gov.uk](http://www.gov.uk) and search for ‘get help from HMRC’.

Text Relay service prefix number – 18001

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If you are not satisfied with our reply, you may request a review within 40 working days of receiving this letter by emailing [informationrightsunit@hmrc.gov.uk](mailto:informationrightsunit@hmrc.gov.uk) or by writing to our address at the top.

If you are not content with the outcome of an internal review you can [complain to the Information Commissioner's Office](#).

Yours sincerely,

HM Revenue and Customs