

## Equality Impact Assessment - Results

<b>Title of Policy</b>	Revenue Scotland - Letter Suite review
<b>Summary of aims and desired outcomes of Policy</b>	<p>The review of the Revenue Scotland Letter Suite aims to deliver improved communications from Revenue Scotland by ensuring we use inclusive language and remove all jargon.</p> <p>As the review progresses letters will be improved by using plain English, removing unnecessary content and ensuring consistency with Revenue Scotland style and communication guidelines.</p>
<b>Directorate: Division: team</b>	Revenue Scotland - Tax Operations

### Executive summary

Revenue Scotland is the tax authority with responsibility for the collection and management of Scotland's devolved taxes.

The Equality Act 2010 places a duty on Revenue Scotland to have due regard to the need to eliminate discrimination, advance equality of opportunity, and promote good relations between people who share protected characteristics and those who do not. To fulfil this duty, Revenue Scotland must assess and review how its services, policies and practices may affect people who are protected under the Equality Act 2010.

The Equality Impact Assessment (EQIA) undertaken considered how the review of the letter suite undertaken by Tax Operations impacts, either positively or negatively, on people with any of the nine protected characteristics of age, disability, gender reassignment, marriage and civil partnership, sex, pregnancy and maternity, race, religion or belief, and sexual orientation.

Following the EQIA process, there was no evidence to suggest that letter suite review will have any significant impact on people with protected characteristics.

### Background

Revenue Scotland undertook a process to improve the letters which are issued to our service users, following on from an internal review of our processes. Improvements have been made to these letters by reviewing them and editing where necessary to use plain English where possible and to provide the correct information at the right time.

By removing jargon from our letters and only providing information specific to each piece of correspondence we were able to provide a better taxpayer experience and to provide better clarity to our service users.

Revenue Scotland will continue to review our letters and their content to ensure that we meet all of our style and communication guidelines.

### **The Scope of the EQIA**

The scope of the EQIA was to consider the impact of delivery of the revised letter templates on people with any of the protected characteristics as set out in the Equalities Act 2010.

The EQIA was informed by consideration of feedback received on the most recent letter template changes. We worked in conjunction with our Legal and Communications Teams to ensure that any changes would enhance and improve our written communication to taxpayers.

### **Key Findings**

No potential negative impacts were identified for any of the nine protected characteristics. Revenue Scotland continues to offer services allowing for communications to be requested in alternative language versions including BSL. None of the changes made, resulted in impacts that might be perceived as discriminating against users with protected characteristics. Monitoring of any impacts on equality will continue as Revenue Scotland continues to modify any letter templates.

### **Recommendations and Conclusion**

Revenue Scotland is committed to ongoing monitoring and evaluation of its communications to ensure it remains inclusive. Revenue Scotland will continue to engage with equality groups and will publish further guidance on accessibility for our service users and feedback received from taxpayers will be taken on board and implemented where appropriate.

The EQIA assessment has provided reassurance that the changes made to the Revenue Scotland Letter suite does not negatively cause impact on persons with protected characteristics.

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Revenue Scotland

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