

## Equality Impact Assessment - Results

<b>Title of Policy</b>	Revenue Scotland website upgrade
<b>Summary of aims and desired outcomes of Policy</b>	<p>The upgrade of the Revenue Scotland website aimed to deliver improved accessibility throughout to advance equality for all end users.</p> <p>There will be a re-evaluation of all content, guidance, layout and embedded applications.</p>
<b>Directorate: Division: team</b>	Revenue Scotland

### 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 upgrade of the website might impact, 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 the improved layout and functionality of the new website would have any significant impact on people with protected characteristics.

### Background

Revenue Scotland launched its corporate website in November 2014, ahead of the organisation being established as a non-ministerial department on 1 January 2015, and commencing the collection and management of the devolved taxes from 1 April 2015.

Through legislative change, user feedback and obligations to publish information as part of the public administration, the website has grown and evolved in terms of its content, and what users expect from it. There was a greater understanding of user journeys and user needs than was available in 2014, and the security and accessibility standards expected of digital

public services had also changed during that time. The website must now comply with [The Public Sector Bodies \(Websites and Mobile Applications\) \(No. 2\) Accessibility Regulations 2018 \(legislation.gov.uk\)](#) established for digital public services.

Having delivered a new electronic tax collection and management system in 2019, Revenue Scotland was in a position to progress work that would ensure it had a refreshed website which met user needs, was adaptable to change, and supported through sound service and hosting arrangements.

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

The scope of the EQIA was to consider the impact of delivery of the new website 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 from engagement with a number of equality groups, external partners and service users along with existing data available to Revenue Scotland. Monitoring of any impacts on equality will continue as website content is added or modified.

### **Key Findings**

Potential impacts of using the new website were identified for age, disability and race equality groups, however Revenue Scotland offers services and guidance to mitigate any negative impacts. The content of the website is neutral and no content was identified that might be perceived as discriminating against users with protected characteristics. The upgraded website continued to meet the World Wide Web Consortium (W3C) standards for accessibility. Monitoring of any impacts on equality will continue as website content is added or modified.

### **Recommendations and Conclusion**

The website will be subject to ongoing monitoring and evaluation to ensure it remains inclusive and that there is a proportional representation of different populations in imagery and guidance. Revenue Scotland will continue to engage with equality groups and will publish further guidance on accessibility for service users. Monitoring of any impacts on equality will continue as website content is added or modified.

The preliminary EQIA assessment which took place in 2019 provided reassurance that the upgrade of Revenue Scotland's website did not significantly impact on any particular protected characteristic.

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