
Delivery in 2018-19

Scotland's devolved
tax authority

An abstract graphic composed of various overlapping geometric shapes in shades of blue, purple, pink, and teal. The shapes include triangles, squares, and diamonds, some with internal patterns like the Saltire flag or a square with an 'X'. The overall composition is dynamic and modern, occupying the lower half of the page.

An efficient and effective tax authority: Highlights from 2018-19

The last 12 months has been a significant period for Revenue Scotland as we successfully completed the first year of our 2018-21 Corporate Plan and key work including an innovative new online tax system, strengthened cyber security, our first British Sign Language plan and a bespoke training programme to increase staff skills and expertise.



We are a maturing and forward-looking organisation which values and embodies efficiency and expertise, works collaboratively and inclusively in our approach and places a high values on our staff.

In 2018-19, the new Scottish Electronic Tax System (SETS) was developed collaboratively with stakeholders and experts and has ushered in a transformation in the way we carry out our business as well as creating a more efficient system for taxpayers. Our commitment to protecting taxpayer information remains a top priority and we achieved Cyber Essential Accreditation during 2018-19. Our commitment to staff also remained a key focus and Revenue Scotland developed the Scottish Tax Education Programme to grow and develop the skills and expertise of our workforce.

2018-19 was the first year of the Scottish Government's new National Performance Framework and Revenue Scotland has made a significant contribution to the delivery of the framework outcomes and to Scotland's public services by collecting £706 million of LBTT and SLfT revenue for the Scottish Exchequer. This represents a total contribution to Scotland's public finances in excess of £2.5 billion since we began operating in 2015.

Dr Keith Nicholson
Chair

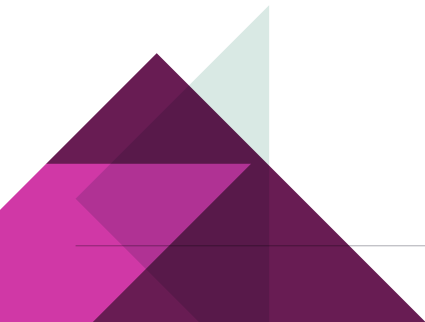


About Us

Revenue Scotland is responsible for the collection and management of the taxes fully devolved to Scotland – currently Land and Buildings Transaction Tax (LBTT) and Scottish Landfill Tax (SLfT).

It is directly accountable to the Scottish Parliament to ensure the administration of tax is independent, fair and impartial. Revenue Scotland delegates specific legislative functions for the collection of SLfT to Scotland's environmental regulator, the Scottish Environment Protection Agency (SEPA) and other LBTT functions to Registers of Scotland (RoS).

The Scottish Government is responsible for tax policy and the setting of tax rates, while the Scottish Fiscal Commission (SFC) is responsible for providing independent tax revenue forecasts in line with [Scotland's Fiscal Framework](#).



Our Operating Environment

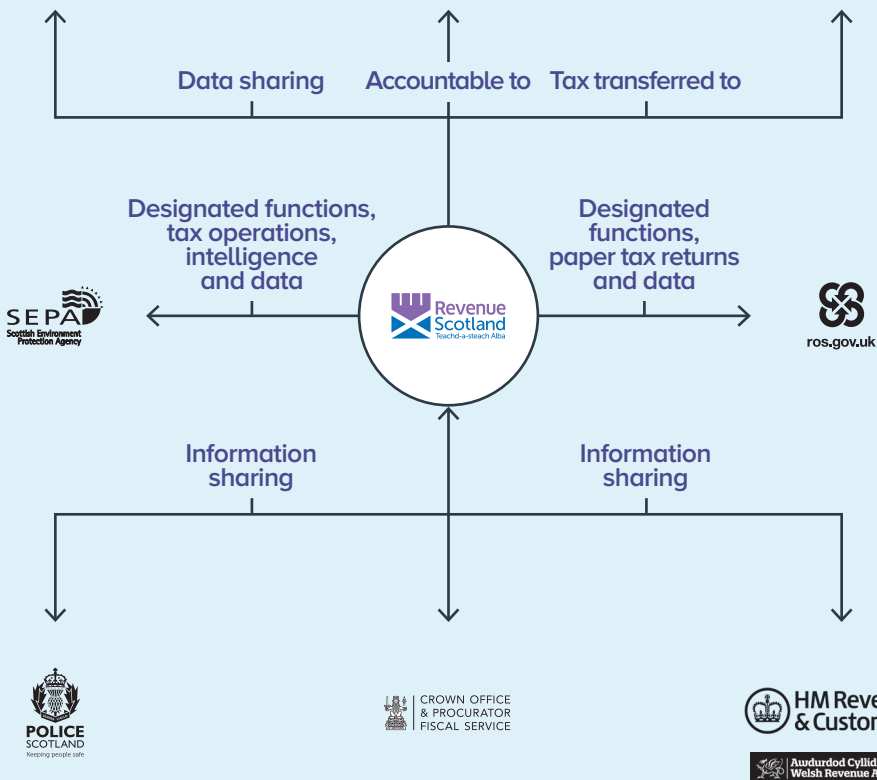


Scottish Fiscal Commission



The Scottish Parliament
Pàrlamaid na h-Alba

Scottish Consolidated Fund



Who we are

Revenue Scotland has seven Board members with diverse backgrounds and a range of professional experience.



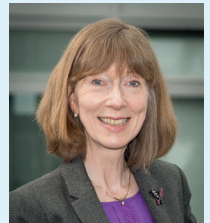
**Dr Keith
Nicholson,**
Chair



**John
Whiting**
CBE



**Jane
Ryder**
OBE



**Lynn
Bradley**



**Ian
Tait**



**Jean
Lindsay**



**Martin
McEwen**

Further information about the Revenue Scotland Board, including full biographies, are available at [revenue.scot](https://www.revenue.scot)

The Revenue Scotland Senior Management Team has four members and is led by the Chief Executive.



Chief Executive
Elaine Lorimer



**Head of Change and
Corporate Function**
Andrew
Fleming



**Head of
Legal Services**
Stephen
Crilly



**Head
of Tax**
Mike
Paterson



What happens to the tax revenue?



Revenue Scotland **collects an average of £700m in tax revenue annually** to fund Scotland's public services.



In 2018-19 Revenue Scotland **collected £148.5m in SLfT.**



And **£554.2m** in LBTT.



Our efficient and effective online tax system has collected this revenue by **processing over 465,000 tax returns** in the last four years.





Since 2015 the **total revenue has exceeded £2.5bn**, money which is invested back into Scotland's rural and urban areas..



Our compliance activity helps to protect Scotland's tax revenue, **raising an additional £1.03m** in 2018-19.



Our work to deliver best value to taxpayers is evident in our **annual operating costs which, for 2018-19 were 0.73% of the total revenue.**

Measuring Our Performance

Our 2018-21 Corporate Plan sets out four Strategic Priorities. These have been developed to provide an accurate and informed measure of how successfully we deliver our work and how we are developing and progressing as an organisation.



Excelling in Delivery Establish ourselves as experts in what we do: collecting and managing the devolved taxes through an accessible, convenient and taxpayer-focused service.



Investing in our People Develop and support a highly skilled and engaged workforce, upholding the standards of professionalism and integrity.



Reaching Out Build on our reputation as an accessible, collaborative and transparent public body, keen to learn from others and share our experiences and expertise.



Looking Ahead Plan and deliver change and improvements to our systems and processes flexibly, on time and on budget.



Our Performance



In 2018-19 the **average waiting time for all calls** made to the support desk **was 5.2 seconds against a target of 10 seconds**



The **average length** to conclude tax enquiries was **almost 6 months shorter than the target of 18 months**



Of the **120,846 tax returns submitted, 99.6% required no Revenue Scotland intervention** against a target of 98.7%



Our annual **operating costs were 0.73%** of the total tax revenue for 2018-19 – the **same as the benchmark set by the OECD**



We achieved **Cyber Essentials Accreditation**, ensuring taxpayer information is **securely protected**



We **ranked 22nd** from 102 organisations in the annual civil service employee engagement survey, showing **Revenue Scotland is a great place to work**



In 2018-19 we developed our first **British Sign Language Plan**

Get in touch


For general enquiries contact us on **03000 200 310**

Specific tax enquiries contact either:
sft@revenue.scot or **lbtt@revenue.scot**

 **revenue.scot**

 **@RevenueScotland**

 **Find us on YouTube**

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