



Awdurdod Cyllid Cymru
Welsh Revenue Authority

Welsh Revenue Authority Charter Consultation



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Foreword

The consultation on the proposed Welsh Revenue Authority (WRA) Charter is an important part of establishing the new Welsh Revenue Authority and most importantly, of delivering a fair tax system for Wales.

This document sets out the values, standards and behaviours which we believe our customers will want to see in what we do – and the consultation allows us to hear your views on this proposal. We believe that working in partnership with our customers and with the Welsh public is vital, so please do tell us what you think during this consultation.

We will analyse all the responses we receive as we establish the new Welsh Revenue Authority with this Charter at the centre.

Kathryn Bishop
Chair, Welsh Revenue Authority





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What is the Welsh Revenue Authority?

- The Welsh Revenue Authority (WRA) is the first ever Welsh tax authority
- From April 2018 we will collect and manage land transaction tax (which is paid when you buy or lease a building or land over a certain price in Wales) and Landfill Disposals Tax (which is paid when waste is disposed of to a landfill site).
- This means customers will submit their tax returns and pay the tax that they owe to us.
- All the Revenue that we collect will be used to fund Welsh public services



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Working together for a fair tax system in Wales

- We want to work with our customers and the Welsh public to deliver a fair tax system for Wales.
- We have developed a Charter which sets out joint responsibilities between the WRA (and its partners), customers and the Welsh public for delivering a fair tax system in Wales.
- We have designed this because we believe having joint values and behaviours will enable us to work together more easily. That is because we will share responsibility for delivering the values, behaviours and standards set out in the Charter.
- It also places partnership working at the heart of our organisation.



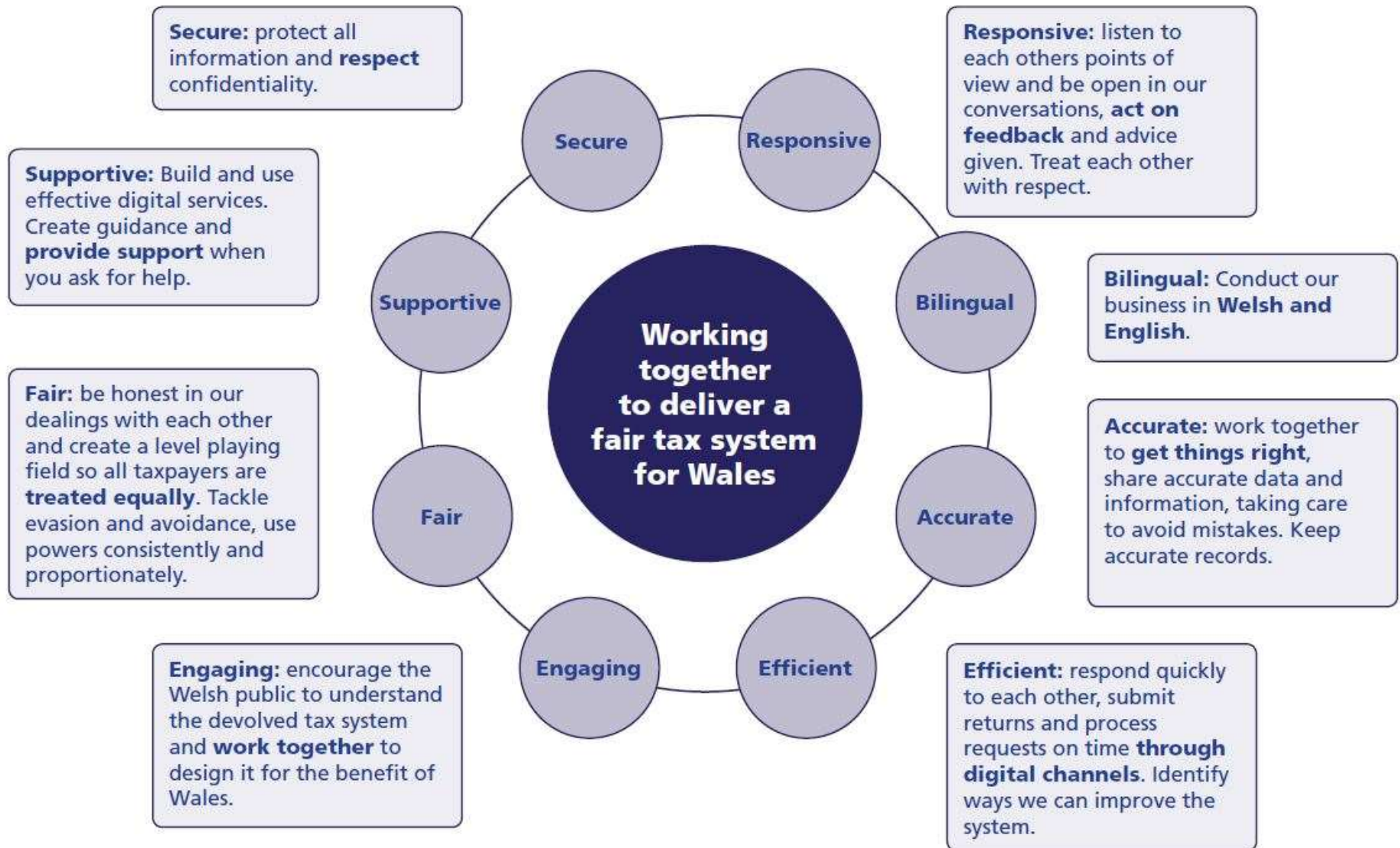
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The Charter: Values, Standards and Behaviours

- We have considered: the feedback from our engagement in February 2016; research into Charters more generally; and feedback on how you would like to work with us.
- Our Charter sets out the behaviours and values we believe are important in delivering the Welsh tax system. They reflect the views that were discussed with us during our previous consultation and feedback from stakeholder forums.
- For example, we believe we are jointly responsible for keeping information secure - making sure we both only share data with those people who are entitled to receive it.



Welsh Revenue Authority Charter





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Engaging with the Welsh public

- We think it is important that people have a say in how our services are delivered. This is because all the revenue raised will be used to fund Welsh public services.
- Even if you are not one of our customers now, you could become one in the future, for example if you buy a house in Wales.
- We want your views on how we can involve you in what we do.
- This could include:
 - ✓ Running forums where we share information about what we are doing
 - ✓ Posting information on social media and asking for feedback
 - ✓ Running online surveys



Measuring our success

- It is important that we know how we are doing in delivering our Charter and how we can improve. We also want you to know how we are doing as well.
- We will publish information on our website so it is easy to see how we are doing and what we have done to make improvements. We will also share data with you at events and forums.
- We could share the following information with you;
 - ✓ Survey data on how customers are finding our service, for example from questionnaires at the end of the submission of a tax return
 - ✓ The success of our overall system; this could include the number of customers who file and pay on time, the time it takes both our customers and the WRA to respond to queries etc.



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How to have your say

- You can have your say by completing our response form:

<https://consultations.gov.wales/consultations/welsh-revenue-authority-draft-charter>

- Or, if you would prefer you can email or post us your views.

haveyoursay@wra.gov.wales

Have your say

Welsh Revenue Authority

QED Centre

Main Avenue

Treforest Estate

Pontypridd

CF37 5YR



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- The consultation period starts on **13 December 2017** and closes on the **13 February 2018**.
- If you would like further information on the consultation you can contact;
haveyoursay@wra.gov.wales
- We will publish the final Charter on our website at the end of **March 2018**.



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What happens with your feedback?

What happens next:

- We will analyse the feedback we receive through this consultation and publish a summary of the responses.

Data Protection:

- Any data that you submit will be seen in full by the Welsh Revenue Authority team dealing with this consultation.
- We will publish a summary of the responses to this document. We may also publish responses in full. Normally, the name and address (or part of the address) of the person or organisation who sent the response are published with the response. This helps to show that the consultation was carried out properly. If you do not want your name or address published, please tell us this in writing when you send your response. We will then blank them out.
- Names or addresses we blank out might still get published later, though we do not think this would happen very often. The Freedom of Information Act 2000 and the Environmental Information Regulations 2004 allow the public to ask to see information held by many public bodies, including the Welsh Revenue Authority. This includes information which has not been published. However, the law also allows us to withhold information in some circumstances. If anyone asks to see information we have withheld, we will have to decide whether to release it or not. If someone has asked for their name and address not to be published, that is an important fact we would take into account. However, there might sometimes be important reasons why we would have to reveal someone's name and address, even though they have asked for them not to be published. We would get in touch with the person and ask their views before we finally decided to reveal the information.