



Annual Report and Accounts 2019 to 2020: our highlights

Our revenue

£300m
revenue for Wales

£1.2m - £1.6m

estimate of tax
protected over the
next 3 years



£1.9m

underpaid
tax collected
from our
interventions

£190,000

of tax we
identified as
overpaid by
mistake and
refunded

Our services

61,000

tax returns



98.6%
filed on
time



98.4%
digitally



95% paid on time



87% debt cases resolved in 30 days

90% digital payments

£11m of Land Transaction Tax
higher rate refunds processed

7 days to process (average)



3%

operating budget saving

Our users



88%

said "services easy to use"



14

engagement
events

500

attendees
in total

Our people

Ranked **2nd** in Civil Service
People Survey out of around
100 UK Civil Service
organisations

