

Payments at ACCESS Offices Service Redesign Proposals

Appendix C

Section A – Higher Volume Payment Transactions

The number of transactions shown is for the 6 month period July to December 2015.

Service Provided/Nature of Transaction	Current Payment Methods	Proposed Payment Methods from 1 October 2016 In order of the Council's preferred payment method	Proposals/Comments/Points to Note
Payment of Council Tax 40,879 transactions 55.5% of total transactions	<ul style="list-style-type: none"> • Direct Debit (DD) • Standing Order • Online – Council Website • In an ACCESS Office by cash, cheque/giro or debit/credit card • Over the phone at ACCESSLine 	<ol style="list-style-type: none"> 1. Direct Debit (DD) 2. Online – Council Website 3. Over the phone at ACCESSLine 4. Standing Order 5. Paypoint/Post Offices 	Customers who don't want to or can't use one of the other methods can pay using the Paypoint and Post Office network. Implementation phase will seek to encourage as much take up of DD as possible
Payment of Housing Rent 24,041 transactions 32.6% of total transactions	<ul style="list-style-type: none"> • Direct Debit (DD) • Standing Order • Online – Council Website • In an ACCESS Office by cash, cheque/giro or debit/credit card • Over the phone at ACCESSLine 	<ol style="list-style-type: none"> 1. Direct Debit (DD) 2. Online – Council Website 3. Over the phone at ACCESSLine 4. Standing Order 5. Paypoint/Post Offices 	Customers who don't want to or can't use one of the other methods can pay using the Paypoint and Post Office network. Implementation phase will seek to encourage as much take up of DD as possible
Payment of Angus Council Invoices 4,602 transactions 6.3% of total transactions	<ul style="list-style-type: none"> • Online – Council Website • In an ACCESS Office by cash, cheque/giro or debit/credit card • Over the phone at ACCESSLine 	<ol style="list-style-type: none"> 1. Online – Council Website 2. Over the phone at ACCESSLine 3. Paypoint/Post Offices 	Customers who don't want to or can't use one of the other methods can pay using the Paypoint and Post Office network. Council invoices will be bar coded to ease process through back office systems

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Section B – Lower Volume Payment Transactions

The number of transactions shown is for the 6 month period July to December 2015.

Service Provided/Nature of Transaction	Current Payment Methods	Proposed Payment Methods from 1 October 2016 In order of the Council's preferred payment method	Proposals/Comments/Points to Note
Payment of First Debtors (Benefit Overpayments) 417 transactions 0.6% of total transactions	<ul style="list-style-type: none"> Online – Council Website In an ACCESS Office by cash, cheque/giro or debit/credit card Over the phone at ACCESSLine 	<ol style="list-style-type: none"> 1. Online – Council Website 2. Over the phone at ACCESSLine 3. Paypoint/Post Offices 	Customers who don't want to or can't use one of the other methods can pay using the Paypoint and Post Office network.
Payment of Non-Domestic Rates 101 transactions 0.1% of total transactions	<ul style="list-style-type: none"> Direct Debit Standing Order Online – Council Website In an ACCESS Office by cash, cheque/giro or debit/credit card Over the phone at ACCESSLine 	<ol style="list-style-type: none"> 1. Direct Debit 2. Online – Council Website 3. Over the phone at ACCESSLine 4. Standing Order 	Cash / cheque payment option no longer available from 1-10-16
Special Uplifts 230 transactions 0.3% of total transactions	<ul style="list-style-type: none"> Online – Council Website In an ACCESS Office by cash, cheque or debit/credit card Over the phone at ACCESSLine 	<ol style="list-style-type: none"> 1. Online – Council Website 2. Over the phone at ACCESSLine 	Cash / cheque payment option no longer available from 1-10-16
Commercial Waste 21 transactions 0.03% of total transactions	<ul style="list-style-type: none"> Direct Debit In an ACCESS Office by cash, cheque or debit/credit card Over the phone at ACCESSLine 	<ol style="list-style-type: none"> 1. Direct Debit 2. Online – Council Website 3. Over the phone at ACCESSLine 	Cash / cheque payment option no longer available from 1-10-16
Recycling Permits 529 transactions 0.7% of total transactions	<ul style="list-style-type: none"> In an ACCESS Office by cash, cheque or debit/credit card 	<ol style="list-style-type: none"> 1. Online – Council Website 2. Over the phone at ACCESSLine 	Cash / cheque payment option no longer available from 1-10-16. Alternative approach to be investigated e.g. electronic receipts provided once payment received, customer takes to recycling centre to use as ticket.
Dog Bags and Refuse sacks 219 transactions 0.3% of total transactions	<ul style="list-style-type: none"> In an ACCESS Office by cash, cheque or debit/credit card 	<ol style="list-style-type: none"> 1. Online – Council Website 2. Over the phone at ACCESSLine 	Not a core service. Availability discontinued at ACCESS Offices from 1-10-16. Customers directed to e.g. shops/supermarkets which sell these. Council would still sell at Country Parks, Leisure Centres and allow payment by cash/card at these locations

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Section B – Lower Volume Payment Transactions (continued)

Service Provided/Nature of Transaction	Current Payment Methods	Proposed Payment Methods from 1 October 2016 In order of the Council's preferred payment method	Proposals/Comments/Points to Note
Pest Control 42 transactions 0.06% of total transactions	<ul style="list-style-type: none"> Online – Council Website In an ACCESS Office by cash, cheque or debit/credit card Over the phone at ACCESSLine 	<ol style="list-style-type: none"> Online – Council Website Over the phone at ACCESSLine 	Cash / cheque payment option no longer available from 1-10-16
Sale of Radar Key 40 transactions 0.05% of total transactions	<ul style="list-style-type: none"> In an ACCESS Office by cash, cheque or debit/credit card 	<ol style="list-style-type: none"> Online – Council Website Over the phone at ACCESSLine 	Cash / cheque payment option no longer available from 1-10-16 Alternative approach to be investigated e.g. electronic receipt which advises of collection point which could be manned public toilets
Sale of Wheelie Bins 7 transactions 0.01% of total transactions	<ul style="list-style-type: none"> In an ACCESS Office by cash, cheque or debit/credit card Over the phone at ACCESSLine 	<ol style="list-style-type: none"> Online – Council Website Over the phone at ACCESSLine 	Cash / cheque payment option no longer available from 1-10-16
Fixed Penalty - Dog Fouling, Littering, smoking 101 transactions 0.1% of total transactions	<ul style="list-style-type: none"> In an ACCESS Office by cash, cheque or debit/credit card Over the phone at ACCESSLine 	<ol style="list-style-type: none"> Online – Council Website Over the phone at ACCESSLine 	Cash / cheque payment option no longer available from 1-10-16
HACCP (Food Safety) Form Books 101 transactions 0.1% of total transactions	<ul style="list-style-type: none"> In an ACCESS Office by cash, cheque or debit/credit card 	<ol style="list-style-type: none"> Online – Council Website Over the phone at ACCESSLine 	Cash / cheque payment option no longer available from 1-10-16 Alternative approach to be investigated e.g. make a printable option available online for customers to print sheets/books free of charge
Dog Kennel Service Charge and Dog Kennel Daily Rate 101 transactions 0.1% of total transactions	<ul style="list-style-type: none"> In an ACCESS Office by cash, cheque or debit/credit card 	<ol style="list-style-type: none"> Online – Council Website Over the phone at ACCESSLine 	Cash / cheque payment option no longer available from 1-10-16 Alternative approach to be investigated e.g. electronic receipt given to customer with Kennel details to collect dog also receipt could be sent to kennels

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Section B – Lower Volume Payment Transactions (continued)

Service Provided/Nature of Transaction	Current Payment Methods	Proposed Payment Methods from 1 October 2016 In order of the Council's preferred payment method	Proposals/Comments/Points to Note
Env. Health General Training 101 transactions 0.1% of total transactions	<ul style="list-style-type: none"> In an ACCESS Office by cash, cheque or debit/credit card Over the phone at ACCESSLine 	<ol style="list-style-type: none"> Online – Council Website Over the phone at ACCESSLine 	Cash / cheque payment option no longer available from 1-10-16
Blue Badges 101 transactions 0.1% of total transactions	<ul style="list-style-type: none"> In an ACCESS Office by cash, cheque or debit/credit card Over the phone at ACCESSLine 	<ol style="list-style-type: none"> Online – Council Website Over the phone at ACCESSLine 	Cash / cheque payment option no longer available from 1-10-16. Alternative approach to be investigated for verification and delivery to customers
Licenses 101 transactions 0.1% of total transactions	<ul style="list-style-type: none"> In an ACCESS Office by cash, cheque or debit/credit card 	<ol style="list-style-type: none"> Online – Council Website Over the phone at ACCESSLine 	Cash / cheque payment option no longer available from 1-10-16. Alternative approach to be investigated e.g. customer makes payment and uploads, e-mails or posts relevant documentation to service.
Guest room charges - sheltered housing complexes 101 transactions 0.1% of total transactions	<ul style="list-style-type: none"> In an ACCESS Office by cash, cheque or debit/credit card 	<ol style="list-style-type: none"> Online – Council Website Over the phone at ACCESSLine 	Cash / cheque payment option no longer available from 1-10-16. Alternative approach to be investigated e.g. Invoice could be raised to enable payment by cash through Paypoint/Post Offices if required.
Roads section payments 101 transactions 0.1% of total transactions	<ul style="list-style-type: none"> In an ACCESS Office by cash, cheque or debit/credit card 	<ol style="list-style-type: none"> Online – Council Website Over the phone at ACCESSLine 	Cash / cheque payment option no longer available from 1-10-16. Alternative approach to be investigated e.g. provide functionality online for relevant documents to be uploaded with payment or posted in
Replacement/extra key fobs for tenants 101 transactions 0.1% of total transactions	<ul style="list-style-type: none"> In an ACCESS Office by cash, cheque or debit/credit card 	<ol style="list-style-type: none"> Online – Council Website Over the phone at ACCESSLine 	Cash / cheque payment option no longer available from 1-10-16. Alternative approach to be investigated e.g. once fob ready customer advised of a suitable collection point (could still be ACCESS Office)
Parking Fines 101 transactions 0.1% of total transactions	<ul style="list-style-type: none"> In an ACCESS Office by cash, cheque or debit/credit card Over the phone at ACCESSLine 	<ol style="list-style-type: none"> Online – Council Website Over the phone at ACCESSLine 	Cash / cheque payment option no longer available from 1-10-16