



Academy Self Service Council Tax

Academy Self Service Council Tax provides citizens with online access to their council tax account, reducing the burden on authorities' call centres and front office staff.

Citizens have 24/7 online access, allowing them to conduct their council tax business at a time that suits them. For councils offering e-billing, the solution allows citizens to sign up online, increasing the take up of e-billing and reducing billing costs for the authority.

Services available

Using Self Service Council Tax, citizens can:

- View personal account information – including outstanding balance, discounts, payments made and property details.
- Sign up to e-billing – enabling the authority to reduce the cost of billing.
- View payment schedules – enabling citizens to understand when payments are due and budget accordingly.
- Process a change of address – citizens can register a change of address without the need to call a contact centre.
- Change their payment method to Direct Debit – increasing the uptake of the most cost effective payment method.
- View correspondence including bills and reminders – citizens no longer need to call the contact centre for reprints when they mislay important correspondence.
- Access banding information – the current gross charge for all properties in the area is easily accessible to the public and other interested parties such as estate agents, reducing calls to the contact centre.
- Pay outstanding council tax balances - payment of some or all of the outstanding balance can be made by linking to an online payments facility.

Access to council tax details are kept secure. A unique reference and password is provided ensuring security and protection of private information.

Key Benefits

- Reduced burden on front line staff – citizens have access to detailed council tax information without the need to speak directly with Front-line staff, enabling staff to focus on other important matters.
- Lower transaction costs – citizens are encouraged to use Direct Debit or online payments.
- Compliance with Priority Outcome R11 by providing 'added value' around online payment facilities including the ability to check council tax balances online.
- W3C AA compliant – the service is accessible to all citizens including those with disabilities.

“The checking of balances online is great.”

SOCITM Better Connected 2007, referring to Salisbury District Council's implementation of Academy Self Service.