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Status CLOSED

Consultation started: 11 Jul 2017 — Consultation ended: 20 Sep 2017

When will results be available: 25 Sep 2017

The council is consulting with the public on the draft Payments Strategy 2017-2021.

The Payment Strategy was last updated in 2008 describing how our customers could make payments to the council. Since then, there have been a number of changes to council services; plus the continued growth in the population resulting in more payments due to the council; and technological advancements in how payments can be made. Coupled with the council's Technology Strategy 2014 - 2019 and the Front Door project which looks to make it easier for customers to interact with us online, the Payment Strategy has been refreshed to review payment methods and exploit technology now available.



[Cabinet Report Payment Strategy 2017-2021 \(https://pcc-live.storage.googleapis.com/upload/www.peterborough.gov.uk/news/council/consultations/CabinetReport-PaymentStrategy2017-2021.pdf?inline=true\)](https://pcc-live.storage.googleapis.com/upload/www.peterborough.gov.uk/news/council/consultations/CabinetReport-PaymentStrategy2017-2021.pdf?inline=true)
Size: 240.82 KB File format: pdf

In 2016, the council issued bills and invoices to customers in excess of £230m, which contributed to nearly one million payments being made to the council. The number of payment transactions is set to increase as Peterborough grows so there is a need to allow people to self-serve.

The strategy will set the framework and direction over the next five years for how customers will choose to make payments to the council through automated processes or digitalised services that are personalised, flexible, cost-efficient, save customers time and allow for the customer to transact how, when and where they like.



[Payment Strategy 2017-2021 \(https://pcc-live.storage.googleapis.com/upload/www.peterborough.gov.uk/news/council/consultations/PaymentStrategy2017-2021.pdf?inline=true\)](https://pcc-live.storage.googleapis.com/upload/www.peterborough.gov.uk/news/council/consultations/PaymentStrategy2017-2021.pdf?inline=true)
Size: 262.86 KB File format: pdf

The Payment Strategy can be seen on the right and aligns with the council's priorities; Technology Strategy 2014 -2019 benefits and the Front Door project that simplifies the way our residents make bookings, payments and appointments. This consultation asks for views on the key elements contained within the strategy.