



'greedy and foolish' Local Authority telephone payment lines

The list given below details 50 "Payment Lines" operated for English local authorities, many by third party organisations. Many others, [listed previously](#), have since changed their numbers.

These lines are used for payment of Council Tax, Council House rent, Overpayment recovery, School Meals and other items such as Penalty Charges (parking fines).

In many cases, the web page (viewed by the link) is in breach of regulations - see "[ukcalling](#)".

These require clear declaration of the **Service Charge** applied to the cost of calling these numbers. (The VAT-inclusive pence per-minute rate is shown below in brackets, alongside the number).

Callers also pay a VAT-inclusive **Access Charge** to their own telephone service provider (see the list [here](#)). In almost every case this is well in excess of the benefit derived by the local authority.

For example, someone with a Vodafone (Access Charge 55p per minute) paying their Council Tax by telephone in Bury (Service Charge 2p per minute) would pay **£1.14** for a two-minute call.

This is broken down as follows:

- £ **91.67p** to Vodafone
- £ **19.00p** to the Exchequer in VAT
- £ **3.33p** to Bury Metropolitan Borough Council

Even with the lesser BT Access Charge of 13p per minute and the maximum 084 Service Charge of 7p per minute, the same principle is seen to apply.

This is why we see all use of 084 (and 087) numbers as "**greedy and foolish**" – see "[insanity](#)".

Amber Valley Borough Council	0845 3723801 (3)	London Borough of Lambeth	0845 331 3310 (5)
Arun District Council	0844 557 8321 (7)	London Borough of Lewisham	08452 185 248 (5)
Ashfield District Council	0845 3726173 (3)	London Borough of Southwark	0845 600 0611 (5)
Babergh District Council	0845 372 4112 (3)	Mid Suffolk District Council	0845 372 4112 (3)
Barnsley Metropolitan Borough Council	0845 075 8518 (2)	Newcastle-under-Lyme Borough Council	0845 2340069 (2)
Barrow-in-Furness Borough Council	0845 603 1510 (5)	Northamptonshire County Council	0845 6800153 (5)
Bath & North East Somerset Council	0845 372 3501 (3)	Nottingham City Council	0845 6580590 (3)
Buckinghamshire County Council	0843 208 5544 (7)	Oldham Metropolitan Borough Council	0845 680 4274 (5)
Burnley Borough Council	0844 557 8321 (7)	Pendle Borough Council	0845 3723334 (3)
Bury Metropolitan Borough Council	0845 305 2197 (2)	Reading Borough Council	0843 357 1551 (7)
Castle Point Borough Council	0845 0232 568 (4)	Ribble Valley Borough Council	08453 039484 (2)
Chiltern District Council	0845 305 2148 (2)	Richmondshire District Council	0845 078 1191 (2)
Copeland Borough Council	0845 054 8600 (2)	Rother District Council	0845 603 0037 (5)
Doncaster Metropolitan Borough Council	0845 130 5910 (3)	South Kesteven District Council	0845 234 0038 (2)
Fareham Borough Council	0845 6066876 (5)	South Northamptonshire Council	0845 230 0216 (7)
Gloucester City Council	0845 155 6000 (2)	South Oxfordshire District Council	0845 303 8506 (2)
Herefordshire Council	0844 557 8321 (7)	Suffolk Coastal District Council	0845 880 1312 (5)
Isle of Wight Council	0845 045 0076 (2)	Swindon Borough Council	0845 6035058 (5)
Lancaster City Council	0845 6017297 (5)	Tameside Metropolitan Borough Council	0844 848 2566 (7)
Liverpool City Council	0845 075 8583 (2)	Three Rivers District Council	0845 452 4535 (7)
Transport for London - Crossrail	0844 544 7906 (5)	Trafford Metropolitan Borough Council	0845 371 9901 (3)
TfL - Buses	0844 544 7173 (5)	Tunbridge Wells Borough Council	0845 8350148 (2)
TfL - Keolis Docklands	0844 544 6990 (5)	Vale of White Horse District Council	0845 3723201 (3)
TfL - London Underground	0844 544 8458 (5)	Wakefield Council	0845 603 1539 (5)
London Borough of Hounslow	0845 30 10 210 (2)	Welwyn Hatfield Borough Council	0845 6041064 (5)