Helping your learner access public services online

Lots of public services are now available online and are easy to use. Utility bills, TV licences and amenities provided by your learner’s local council and central Government can now be accessed digitally from the comfort of your learner’s own home.

What you’ll cover

1. An overview of the services your learner can access online
2. How to navigate the web pages

Remember: This is about helping your learner build confidence. Encourage them to carry out each step themselves and avoid doing it for them. If they do get stuck, feel free to show them, but make sure they watch and understand what you have done.

An overview of the services your learner can access online

To access many of the key public services online, your learner will need to visit the Government website – www.gov.uk. They can either click that link or type it in to their web browser.

Once your learner has arrived on the website, they will see a summary page which features both the most popular searches on the website and the opportunity to scroll through a range of different topics and services. The key topics featured include benefits, car tax, passports and pensions. The homepage also includes information relating to the Government including news, research, policies, and department activity.
Your learner can click on any of these topics and select from the options available, or use the search tool to find what they’re looking for. They can also access their local council’s website via.gov.uk. If they aren’t sure which council is theirs, they can type ‘find local council’ into the search bar and select the relevant option. Once they enter their postcode, it will tell them which council area they are in, and may have a link directly to the page or a suggested website to visit.

Your learner’s local council website will allow them to do things like pay their council tax, report a missed bin collection, a pothole or a faulty street light, or renew a library book.

**Sorting utilities online**

Your learner will have received a paper statement from their utility supplier, for example, their energy supplier, which will give them the address of the supplier’s website and your learner’s account number. They can use this to create an online account if they don’t already have one which, in turn, allows your learner to check their statements and pay their bills online. Most will also offer an online chat function, which allows your learner to speak to a member of staff via direct message as opposed to phoning them.

**Links to further learning**

To find out about accessing GP and NHS services online, additional fact sheets on those topics can be found at: bt.com/seniorskills

Your learner can either click on the link above, or type the web address into their web browser’s search bar.
Accessing public services online

Lots of public services are now available online and are easy to use. Utility bills, your TV licence and amenities provided by your local council or central Government can now be accessed digitally from the comfort of your own home.

What you’ll learn

1. About some of the services you can access online
2. How to navigate the web pages

About some of the services you can access online

To access many of the key public services online, you will need to visit the Government website – www.gov.uk. You can either click that link or type it in to your web browser.

Once you have arrived on the website, you will be met with a summary page which features both the most popular searches on the website and the opportunity to scroll through a range of different topics including benefits, car tax, passports and pensions. The homepage also includes information relating to the Government including news, research, policies, and department activity.
You can click on any of these topics and select from the options available, or use the search tool at the top of the page to find what you’re looking for.

You can also access your local council’s website via go.gov.uk. If you aren’t sure which council is yours, you can type ‘find local council’ into the search bar and select the top option. Once you enter your postcode, it will tell you which council you are in, and may have a link directly to the page or a suggested website to visit.

Your local council website will allow you to do things like pay your council tax, report a missed bin collection, a pothole or a faulty street light, or renew a library book.

**Sorting utilities online**

In the past, you will have received a paper statement from your utility supplier, for example your energy supplier, which will give you the address of the supplier’s website and your account number. You can use this to create an online account, if you don’t already have one. With an online account, you can check any statements and pay your bills online. Most will also offer an online chat function, which allows you to speak to a member of staff via direct message as opposed to phoning them.

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