

# 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.

\*Instructions may vary according to your device model.

## What you'll cover

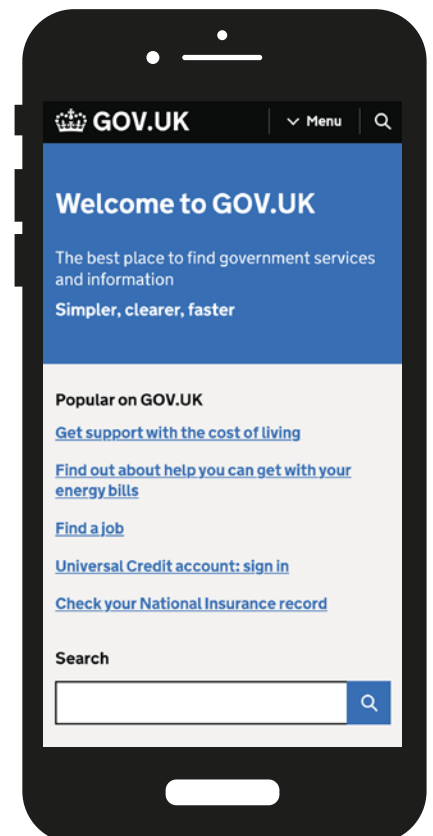
1. An overview of the services your learner can access online
2. How to navigate the web pages

**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](http://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.



## Helping your learner access public services online continued

**Welcome to GOV.UK**

The best place to find government services and information  
Simpler, clearer, faster

**Popular on GOV.UK**

- [Coronation of King Charles III and Queen Camilla](#)
- [Get support with the cost of living](#)
- [Find out about help you can get with your energy bills](#)
- [Find a job](#)
- [Universal Credit account: sign in](#)

**Search**

**Topics**

|                                                                                                                                       |                                                                                                                               |                                                                                                    |
|---------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------|
| <p><b>Benefits</b></p> <p>Includes eligibility, appeals, tax credits and Universal Credit</p>                                         | <p><b>Births, deaths, marriages and care</b></p> <p>Parenting, civil partnerships, divorce and Lasting Power of Attorney</p>  | <p><b>Business and self-employed</b></p> <p>Tools and guidance for businesses</p>                  |
| <p><b>Childcare and parenting</b></p> <p>Includes giving birth, fostering, adopting, benefits for children, childcare and schools</p> | <p><b>Citizenship and living in the UK</b></p> <p>Voting, community participation, life in the UK, international projects</p> | <p><b>Crime, justice and the law</b></p> <p>Legal processes, courts and the police</p>             |
| <p><b>Disabled people</b></p> <p>Includes carers, your rights, benefits and the Equality Act</p>                                      | <p><b>Driving and transport</b></p> <p>Includes vehicle tax, MOT and driving licences</p>                                     | <p><b>Education and learning</b></p> <p>Includes student loans, admissions and apprenticeships</p> |

**Find your local council**

Find the website for your local council.

Enter a postcode  
For example SW1A 2AA

**Find**

[Find a postcode on Royal Mail's postcode finder](#)

**Services in your area are provided by two local authorities**

Different local authorities are responsible for different services.

**Oxfordshire County Council**  
County councils are responsible for services like:

- education
- social care
- transport

[Go to Oxfordshire County Council website](#)

**Vale of White Horse District Council**  
District councils are responsible for services like:

- rubbish and recycling collection
- council tax
- housing

**What do you need to do today?**

| Apply                     | Pay                                          | Report                       |
|---------------------------|----------------------------------------------|------------------------------|
| Jobs                      | Parking ticket                               | Potholes and street problems |
| Blue Badge                | Certificates of births, deaths and marriages | Faulty street light          |
| Bus pass                  | Ceremonies                                   | Safeguarding concern         |
| Resident's parking permit | Council Tax                                  | Faulty traffic light         |

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](https://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

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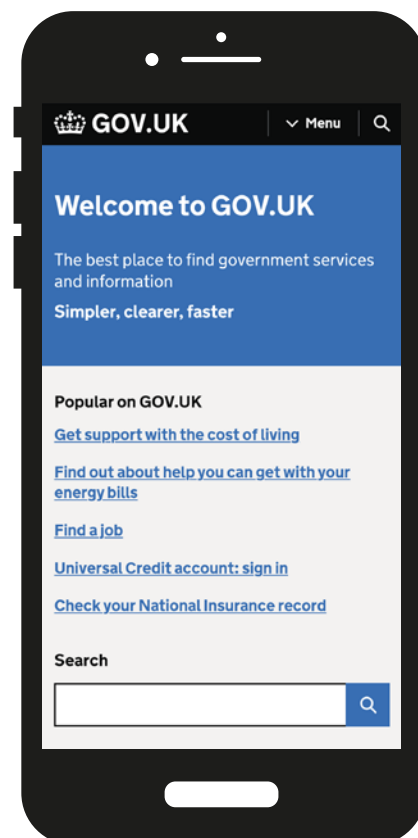
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1. About some of the services you can access online
2. How to navigate the web pages

## About some of the services you can access online

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