

10 April 2025

Freedom of Information Request, Oxford City Council – Reference: **FOI2025/00300**

Further to our acknowledgement, we can confirm that Oxford City Council can advise as follows in response to your Freedom of Information Request received on 13 March 2025:

Request

I am submitting this request under the Freedom of Information Act to gather information on payment solutions used by your authority.

Our council is reviewing alternatives to our current Capita/Access Pay Suite Solution, which supports all our inbound and outbound payment processing and integrations across various service areas.

To assist in our review, could you please provide the following details:

1. The name(s) of the payment solution provider(s) your authority uses for:

* Online payments (e.g., websites to allow payment).

Website payments are via the Council's website supported by Civicapay.

* In person payments (e.g., card machines at council offices or leisure centres).

In person payments can be done via Paypoint outlets supported by Allpay. The Council also has pdq machines at Marsh Road & Rosehill for face to face payments for those specific services which are also used by the Homes Improvement Agency teams. Various teams at Oxford Direct Services are about to go live with handheld pdqs. The payment machines transactions are processed by Global Payments

* Telephone payments (e.g., automated or agent-assisted payments).

We can take telephone payments via an automated payment line or by customers phoning the Contact Centre. Again these are processed via Civicapay.

* Direct Debit processing.

Direct Debits are processed via Paygate

* Any other payment processing solutions used within your authority.

Civicapay for incoming payments

Agresso for processing outgoing payments (including interfaces from QL & Key2) then fed into Paygate for transmission

The Licensing Team also use a government website for licensing payments which are processed via Worldpay

2. Would you recommend these solutions based on your experience?

This is not a question that is eligible under Freedom of Information as it is not asking for information held.

3. A relevant contact within your organisation who could discuss these solutions further. Contact information on officers is withheld under s40(personal data) of the FOIA and as per Oxford City Council policy to not disclose information on officers below senior level without their permission. We can advise that the Payments Team Leader has reviewed this request and provided information.

If you disagree with any part of the response to your request, you are entitled to ask the Council for an internal review of the decision(s) made. You may do this by writing to the Monitoring Officer, by either email monitoringofficer@oxford.gov.uk – or by post to Monitoring Officer, Oxford City Council, Town Hall, St Aldate's, Oxford, OX1 1BX. After the result of the internal review, if you remain dissatisfied, you may ask the Information Commissioner to intervene on your behalf. You may do this by writing to the Information Commissioner's Office, Wycliffe Lane, Wilmslow, Cheshire, SK9 5AF.

Yours sincerely,

Freedom of Information Officer

| Freedom of Information Team | Law & Governance | Oxford City Council | Town Hall | St Aldate's
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