

Paying An Invoice

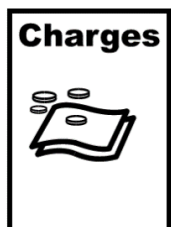


This easy read document tells you how to pay invoices from Nottinghamshire County Council.

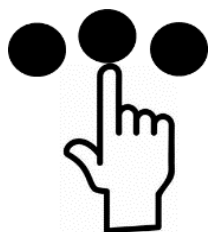
What is an invoice?



We may ask you to pay an invoice if you use some services provided to you by Nottinghamshire County Council.



The invoice will say what has been provided, what you need to pay, and the date you need to pay by.



You can choose how to pay us using the services listed here:

- Direct Debit
- Bank transfer
- Debit or credit card

Direct Debit



A Direct Debit allows us to ask your bank to send us the money you owe, but only if you have said that we can.



You will be told the amount and date before we ask your bank to send us the money.



To pay by Direct Debit, you can give us permission by completing this [online form](#).

Or you can give us permission by telephone:



Dial 0115 977 2727

Select option 2, then option 1, then option 2

“Financial Services” then

“you have received an invoice and wish to discuss payment” then

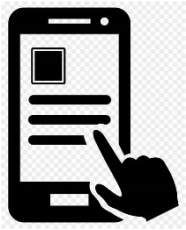
“residential or community based care services”.

Bank Transfer



You can transfer money from your bank account to our bank account.

You can make a bank transfer:



- using your bank's app on your phone or tablet



- using your bank's website

To make a bank transfer, you will need the following information:

- Our sort code: 2 0 – 6 3 – 3 6
- Our account number: 7 3 4 3 6 5 3 5
- Your Nottinghamshire County Council customer account number.

The customer account number will be 8 digits long and will start with a 9.

It can be found at the top of your invoice

Debit or Credit Card



You can pay your invoice with a debit or credit card.

We accept

- Visa
- Mastercard
- Solo
- Visa Delta
- Visa Electron
- Maestro

We do not accept:

- American Express
- Diners Club



To pay by card, call our automated telephone system on 0300 456 0637



Or you can call our customer service centre.



Our Customer Service Centre can answer most of your questions and help with information and form filling.

There are several ways to contact them, including:



Web: [Use our online contact form](#)



Telephone: 0300 500 80 80

Text Relay: 18001 0115 977 4050

People who have hearing or speech difficulties and prefer to communicate via text can use the Text Relay service through the [Relay UK app](#).



Relay UK

Sign Video

People who use British Sign Language to communicate can use [the SignVideo app](#) to speak with us.



SignVideo

Links in this document

Nottinghamshire County Council – contact us form

nottinghamshire.gov.uk/contactform

Relay UK app

www.relayuk.bt.com/how-to-use-relay-uk/download-app.html

SignVideo app

signvideo.co.uk/download

For plain English web page version of this information, go to:

[Pay an invoice | Nottinghamshire County Council](https://nottinghamshire.gov.uk/business-community/doing-business-with-us/pay-an-invoice)

nottinghamshire.gov.uk/business-community/doing-business-with-us/pay-an-invoice

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