

# Royal Borough of Kensington and Chelsea

## Garden Waste Collection

CASE STUDY

**rocktime**



THE ROYAL BOROUGH OF  
KENSINGTON  
AND CHELSEA



The Royal Borough of Kensington and Chelsea offer an annual subscription garden waste disposal service with fortnightly pickups.

For the past year its external waste contractor had been operating the service, but from April 1st 2017 RBKC was bringing management of the service back in-house and were looking for a suitable agency to set up an online registration and payment system.

## The Challenge

RBKC had a particularly short timescale for launching a service website approaching Rocktime end of December 2016 with a launch date of early April 2017.



## The Solution

Using the established process of managing the service Rocktime developed a website allowing for:

Local resident online registration with postcode lookup to identify location within the borough and simplifying the process by pre-populating the address fields. The payment process involved integrating the website with RBKC's preferred internal payment platform Agresso.

Since the service is offered on yearly from fixed dates intelligence was built into the system to calculate the remaining months in the collection year and the fee payable on a pro-rata basis. The system also offers the ability to order additional Jute Bags via the residents online dashboard with control over the numbers purchasable and their cost managed by RBKC Admin. For residents on benefits the system also enables discounted fees.

The developed logic includes notification and reminders to support the user experience and recurring yearly payment.

System reporting provides weekly reports on registered residents with addresses in the north and south of the borough to enable RBKC admin to update their disposal collection partner for collections.



Bespoke Web Application  
& Software



Mobile Platforms



Support & Maintenance



Digital Consultancy



## Success

The project was successfully delivered on time and on budget.

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*As a local authority we are required to ensure that we select suppliers capable of fulfilling our requirements, in this case to a tight timeframe understanding the Council terms of communication standards and ability to link up with existing systems.*

*We found Rocktime to be very responsive clearly setting out each development stage and what it included. This was supported by very knowledgeable and helpful staff. I have no hesitation in recommending Rocktime who are a very professional organisation which delivered high quality results in a very tight timeframe whilst providing value for money.*

**Head of Greener Living**  
The Royal Borough of Kensington and Chelsea

## Get in touch

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