

CAPITA

Garden Waste Portal

A complete IT solution for local authority garden waste subscription services



Comprehensive support for councils and their residents

Local authorities across the UK are choosing to implement subscription garden waste collection services, understandably so in a time of budget constraints.

It is essential that residents who subscribe to such services can do so easily and without fuss. All aspects of the service should then run smoothly so that renewal rates are high and word-of-mouth is spread to encourage others to subscribe.

Capita's Garden Waste Portal solution offers an efficient way to manage paid-for services. Created after discussions with a number of UK local authorities, the solution has built-in flexibility to accommodate various service and payment models. It is also configurable to meet each authority's unique priorities and policies.

Whatever a council's current approach to garden waste collection and its plans for the future, the Garden Waste Portal is a superb way to simplify the administration and focus on delivering a great service to residents.



Highlights of the Garden Waste Portal

An easy way for customers to access services

The Garden Waste Portal enables customers to sign up for the service, pay for it and renew when the time comes. Customers can also view a history of their service subscription and amend their contact details when necessary. They can in addition use the portal to log any issues, complaints or positive feedback and keep track of how any matters are being addressed.

The portal can of course be branded to match the rest of a council's online presence, providing customers with a seamless feel to their interaction with the authority.

For those customers who prefer to interact with the service by phone, post or in-person, council staff can use the system on their behalf to carry out any task or transaction.

Admin efficiency for the council

Customer services staff in the council will also find the portal to be a valuable tool, starting with the ability to check on the status of each customer in real time. They can also update the system with information on each enquiry and how they are responding to it. This will show colleagues - and customers when they visit the portal - that the problem is being addressed. Each item can be closed when the customer is satisfied.

This customer service capability is enhanced through the ability to integrate the portal with the authority's CRM system, finance system and other systems as required.

As an example of what this integration can achieve, consider the scenario where someone moves into a property and registers for council tax. This can trigger a search of the Garden Waste Portal and the generation of a letter informing the new resident of the status of the subscription at their property.

The portal can also integrate with other organisations' systems. The obvious use for this is when an authority has outsourced the waste collection to a contractor. Data can be output to the contractor in whatever format is necessary, enabling staff to plan routes based on an up-to-date record of which residences have opted into the service.

Catering for different collection and charging models

Each local authority may have its own unique model for its garden waste collection service, with a number of variable criteria involved. Variables include collection timeframe (all year or taking a break in winter), catering for smaller properties with bags rather than bins, making smaller bins available as an option and so on.

Every model can be catered for within the Garden Waste Portal, as can a range of payment models including paying for the bin, paying for collection, paying for both and so on. Payments themselves can be made online via direct debit or credit/debit card. These methods as well as cash and cheque can be used through traditional channels.

Maximising renewal rates

Renewals are especially important to councils from a revenue point of view. However, it is potentially something that creates a large administrative burden. This is why we have ensured that the Garden Waste Portal has features to minimise this burden.

As an example, if the price of the service increases, the portal makes it easy to inform every subscriber via its correspondence module. For those signed up for automatic renewals via direct debit or credit/debit card, collection will be made at the new rate. If collection is rejected by the bank, the portal can generate letters or emails to customers to inform them.



Monitoring and reporting

Another advantage of using the Garden Waste Portal is that a council can monitor and report on metrics such as how many people have signed up, how much revenue has been generated, the number and nature of complaints, renewal rates and so on. Standard reports also include people who have converted from one-off payment to direct debit, cancellations and customers moving home.

More than 100 types of data can be presented in a wide range of formats, with the capability to drill down from the top high-level chart view all the way to the transactions. The report writer included in the solution makes this level of reporting efficient and accurate.

Expanding the scope beyond garden waste

Most councils will already offer other types of paid-for refuse and recycling services such as the collection of bulky waste. Councils can add this functionality to the Garden Waste Portal.

This means that, as well as the main garden waste subscription service, the portal can be used by customers wishing to order and pay for the one-off collection of items such as fridges and washing machines.

Support during implementation and beyond

To suit all deployment models, the Garden Waste Portal can be implemented via the cloud or within an authority's own IT infrastructure. Whatever the case, Capita supplies a professional and experienced project and support team, ensuring a successful implementation.

An industry standard and open solutions framework (Integra e-Series Framework) provides robustness, security and data protection. The software also benefits from a forward-looking development road map and continuous improvement based on real-life experience and technological innovation.



Take a closer look at Capita



Introducing a garden waste subscription service presents an administrative challenge and some local authorities have 'bolted on' functions such as web forms to their existing systems. However, managing the subscription service has a number of aspects that would be better managed within the umbrella of a single, specialist solution.

Capita has wide experience in the delivery of solutions to local authorities, with one of our specialities being contact and case management solutions. The Garden Waste Portal draws on this experience and is built around our established Integra solution that is well established in the public and private sectors.

A demonstration system is available for you to assess. We would also welcome the opportunity to discuss your garden waste service and what you require to make managing it as simple as possible.

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