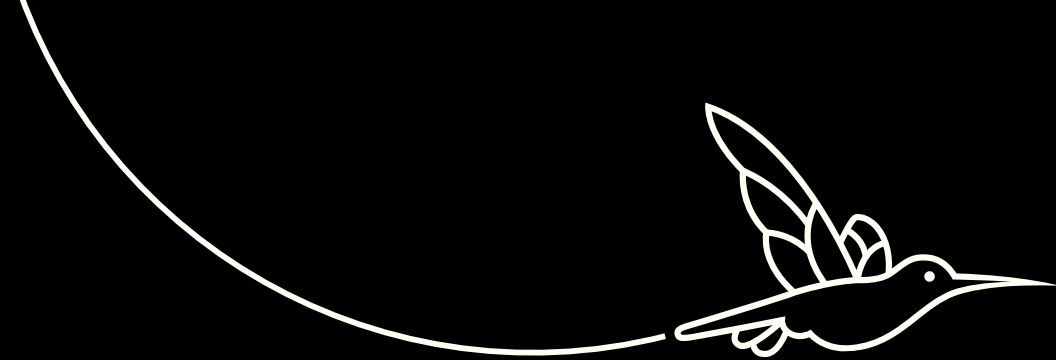


WE ARE ROCK KITCHEN HARRIS



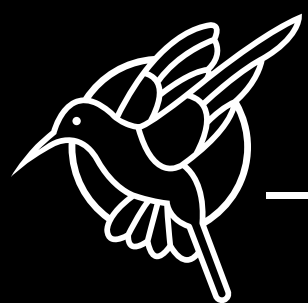
**ROCK
KITCHEN
HARRIS**

**IMPECCABLE VISION,
FEARLESS CREATIVE.**



THE DIGITAL AGENCY TAILORED TO THE PUBLIC SECTOR

RKH is a specialist digital agency dedicated to the public sector. We bridge the gap between complex policy and human needs by building fast, GDS-compliant, and sustainable digital services. From Discovery to Live, we empower the frontline with accessible technology designed to work for everyone.



ACCESSIBILITY MATTERS

People-first design, built-in from the start, and fully GDS-aligned.

We believe digital services should work for everyone, regardless of their device or ability. That's why accessibility isn't just a checkbox for us—it's baked into our design and development process from day one. By aligning fully with the Government Service Standard, we make sure your platforms are inclusive, easy to use, and truly citizen-centric.



Topps Tiles

 **The Open University**

Kellogg's


SAINT-GOBAIN

VisionExpress 

BIRKDALE

HÖRMANN

**HIGHCROSS
LEICESTER**

Prestige®
EST. 1938

 **JeakinsWeir**

 **British Gypsum**
SAINT-GOBAIN

 **BROOKBANKS**

OUR CLIENTS

We've had the privilege of working on exciting projects with top names and brilliant minds across diverse sectors – retail, charity, education, engineering, B2C, and B2B.

We're proud of our diverse client pool and what we've achieved together using a hefty dose of talent.

" RKH communicates clearly, supports us every step of the way, and consistently delivers high-quality work within tight deadlines."

Client Satisfaction Survey 2025

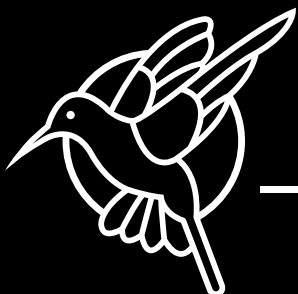


OUR CLIENTS



An agency you can trust.

We're known as being a trusted and respected partner and have been working with government bodies and organisations for over 2 decades, both local and national. Our multidisciplinary team have always been on hand to help uncover real needs and solve complex problems with simple digital solutions.



OUR PROCESS

Getting things done. Delivering quickly and cost effectively

We use agile methodology in accordance with GDS service standards to ensure that the apps and services we design and build for you can adapt to change and always meet user needs.

01 DISCOVERY

Research, analysis, and interviews to ensure the right problem is being solved.

02 ALPHA

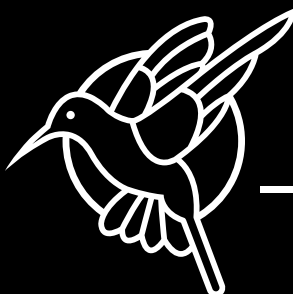
Building and testing prototypes to explore feasible solutions.

03 BETA

Refining the product with a small number of users to ensure stability and security before a full launch.

04 LIVE

We validate in Discovery, prototype in Alpha, and launch to real users in Beta. Your service goes live battle-tested and ready for the public, with continuous, data-driven refinement built into its DNA.



OUR SERVICE OFFERINGS

01



User Research:

Usability testing, journey mapping, workshops, and guerrilla testing.

02



Design & UX:

Turning insights into tangible interfaces and accessible experiences.

03



Ongoing Support:

Hosting, cloud deployment, DevOps, maintenance, and support desk services.

04



CMS/ Web App Development:

Bespoke solutions using open-source technologies.

05



Content Design:

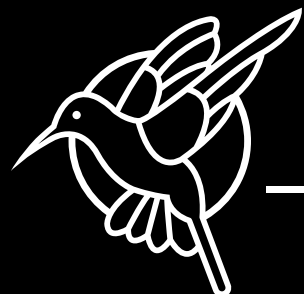
Focusing on user-centric language, tone of voice, and readability.

06



Service Design:

Coherent end-to-end design strategy and stakeholder alignment.



USER RESEARCH

Eliminating guesswork by putting real people at the heart of your digital service.



We don't just build for users; we listen to them. Our research process bridges the gap between technical requirements and human needs. By involving your audience early and often, we ensure every design decision is backed by evidence, reducing project risk and increasing real-world impact.

What we provide:

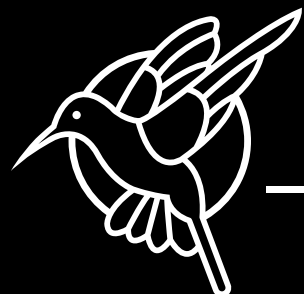
Strategic Planning: Bespoke research roadmaps tailored to your specific project goals and GDS milestones.

Inclusive Recruitment: Sourcing diverse participants to ensure your service works for everyone, not just the majority.

Hands-on Testing: From structured usability labs to rapid "guerrilla" testing in the field to see how your service performs in the real world.

Actionable Analysis: We translate complex feedback into clear user journey maps and personas that guide your development team.

Accessibility Auditing: Constant validation to ensure your service remains inclusive and compliant with the Government Service Standard.



DESIGN & UX

Accessibility comes as standard, not as an afterthought.



We turn user insights into simple, memorable experiences that feel intuitive from the first click. By following the Government Service Standard, we ensure your interfaces are fully accessible and work seamlessly across all devices.

What we provide:

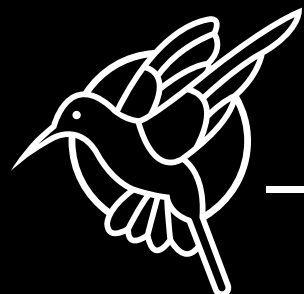
User Interface (UI) Design: Creating clean, modern, and accessible visual layouts that reflect your brand and mission.

Interaction Design: Defining how users move through a service to make complex tasks feel simple and effortless.

Prototyping & Visualization: Building interactive models to test ideas early and gain stakeholder buy-in before full-scale build.

WCAG 2.2 Compliance: Rigorous auditing and design choices to ensure your service meets legal accessibility requirements.

Design Systems: Developing reusable components to ensure consistency across your entire digital estate.



ONGOING SUPPORT

Peace of mind through expert, human-led maintenance.



Launch is just the beginning. We provide a safety net for your digital service, ensuring it remains fast, secure, and available 24/7. We speak plain English, so you always know exactly how your platform is performing.

What we provide:

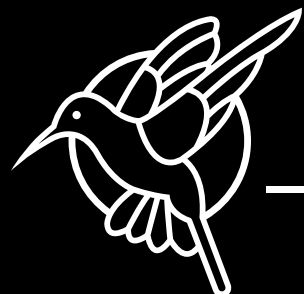
24/7 Monitoring: Proactive oversight of your cloud environment to catch and resolve issues before they affect users.

Managed Hosting & DevOps: Expert configuration and management of AWS, Azure, or private cloud environments using Docker and Kubernetes.

Direct Helpdesk Access: No complex ticketing loops—just direct access to the UK-based technical experts who know your site.

Routine Maintenance: Regular security patching and software updates to keep your estate resilient.

Continuous Improvement: Using support hours for "mini-sprints" to add features and keep your platform evolving.



CMS/WEB APP DEVELOPMENT:

Built for users, managed with ease, and designed to grow.

We build reliable, accessible digital platforms that simplify workflows for staff and citizens alike. Whether managing complex WordPress estates or bespoke web applications, we deliver future-proof solutions designed for the scale of public service, bridging the gap between technical complexity and intuitive use.

What we provide:

Strategic Consultancy: Expert guidance on CMS strategy, governance, and sustainability to help you manage your digital estate with confidence.

Bespoke Development: Custom WordPress and Python/Django solutions tailored to your specific needs without unnecessary bloat.

Technical Oversight: Proactive management of plugins and technical risks to ensure security, performance, and resilience.

Seamless Integration: Connecting your platforms to internal systems and APIs for a unified, efficient organizational workflow.

Staff Empowerment: Hands-on training and editorial governance to help your team publish and manage content with absolute confidence.



CONTENT DESIGN

Turning complex information into language that users understand.



An application can be technically perfect, but it will fail if the language doesn't resonate. We focus on user-centric language, tone of voice, and readability to ensure your message is clear to everyone.

What we provide:

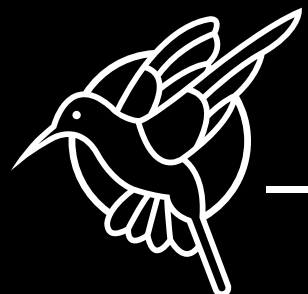
Content Strategy: Defining how, where, and why content is delivered to meet specific user needs.

Tone of Voice Development: Creating a consistent, approachable, and authoritative voice for your digital platforms.

Readability Audits: Simplifying complex policy or technical jargon into plain English.

Editorial Governance: Establishing workflows that allow your team to manage and publish content confidently.

Information Architecture: Organizing content so users can find exactly what they need without frustration.



SERVICE DESIGN

Designing the end-to-end journey, not just the website.



Service design brings our expertise together to ensure a coherent experience for both the user and the staff behind the scenes. We look at the "big picture" to align stakeholder goals with citizen needs.

What we provide:

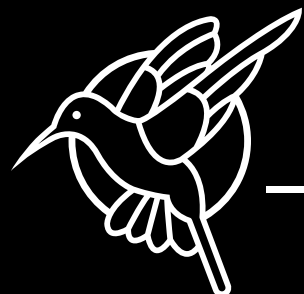
End-to-End Mapping: Identifying every touchpoint in a service, from the first search result to the final confirmation.

Stakeholder Alignment: Facilitating workshops to ensure all departments are moving toward the same goal.

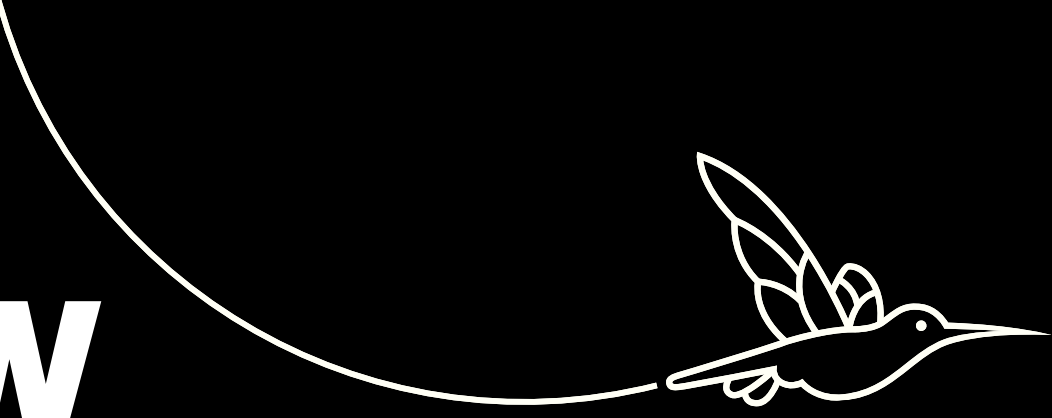
Barrier Identification: Pinpointing where users get stuck and redesigning processes to remove those friction points.

Service Blueprints: Creating detailed guides that show how people, props, and processes work together to deliver the service.

Change Management Support: Helping your internal teams adapt to new digital ways of working.



PYTHON APPLICATION AUDIT AND REVIEW



SERVICE DESCRIPTION

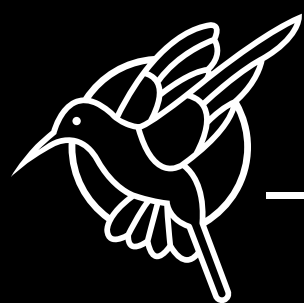
Providing expert, independent sustainability audits of Python-based ecosystems to ensure security, performance, and long-term scalability. This discovery and review phase combines our technical rigour with strategic vision to review Django, Flask, and FastAPI applications. Our audits identify technical debt and security vulnerabilities, ensuring your digital services are resilient and fully compliant with GDS standards.

SERVICE FEATURES

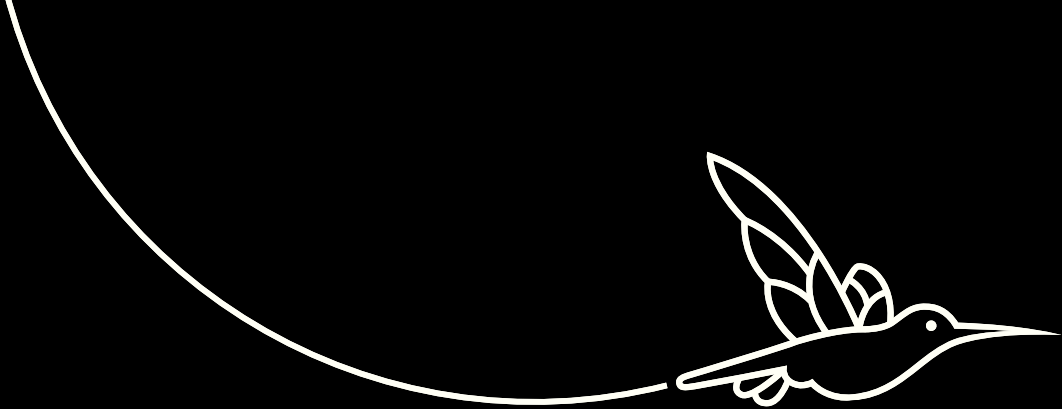
- Comprehensive code quality and architectural health assessment.
- Security vulnerability scanning and OWASP-aligned risk identification.
- Performance bottleneck analysis and database query optimisation.
- Review of Django, Flask, and FastAPI framework implementations.
- Assessment of cloud-native infrastructure and deployment pipelines.
- Technical debt evaluation and prioritised remediation roadmap.
- Evaluation of compliance with GDS Service Standards.
- Testing coverage audit (Unit, Integration, and End-to-End).
- Documentation and API standardisation review.
- Accessibility and user-centred technical design audit.

SERVICE BENEFITS

- Independent, evidence-based assessment of application health and technical risk.
- Clear visibility of security vulnerabilities before they become incidents.
- Confident decision-making for modernisation, remediation, or re-platforming investments.
- Prioritised remediation roadmap aligned to risk, impact, and public value.
- Reduced likelihood of service failure through early risk identification.
- Assurance of alignment with GDS Service Standards and government best practice.
- Improved budget forecasting through quantified technical debt insights.
- Objective validation for internal teams, suppliers, or delivery partners.
- Reduced long-term cost by addressing systemic issues early.
- Trusted foundation for future support, migration, or redevelopment phase.



PYTHON APPLICATION SUPPORT AND DEVELOPMENT



SERVICE DESCRIPTION

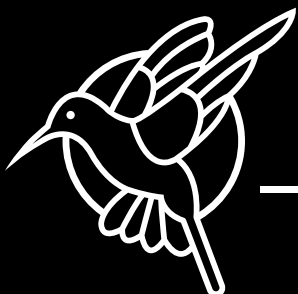
Strategic Python development and support combining technical excellence with original thinking. From modernising legacy systems to building cloud-native applications (Django, Flask, FastAPI), we deliver impactful, user-centred solutions. Our approach ensures your digital services meet GDS standards while delivering clear insight and measurable results.

SERVICE FEATURES

- Expert Python engineering (Django, Flask, FastAPI) with 25+ years experience
- Full-lifecycle delivery - Discovery, Alpha, Beta, Live via multidisciplinary teams
- Thoughtful, budget-conscious legacy modernisation via strategic Python and Django refactoring
- Multi-cloud deployment and optimisation: AWS, Azure, GCP, and Heroku
- Agile-first delivery (Scrum/Kanban) for rapid, transparent, best-practice progress
- Seamless third-party integrations and robust, custom API development
- Strict adherence to GOV.UK Service Standards and Technology Code
- Secure-by-design approach aligned with Cyber Essentials Plus standards
- Inclusive, WCAG 2.2 compliant front-ends ensuring exceptional user accessibility
- Empowering in-house teams through documentation, upskilling, and zero gatekeeping

SERVICE BENEFITS

- Solving "impossible" technical challenges with original, insight-led expert thinking
- Dedicated strategic project-management immersed in your organisation and user needs
- High-performance applications delivering measurable ROI and continuous service improvement
- Proactive support ensures continuous availability, security, and digital resilience
- Research-led, user-centred insight accessing full GDS service team roles
- Community-led open-source Python eliminates licensing fees and vendor lock-in
- Agile scalability: flexing resources precisely to ensure maximum project value
- Radical transparency: real-time reporting, clear communication, and collaborative tooling
- Decades of experience delivering excellence for national and local government
- Future-proofed, sustainable codebases with low technical debt and flexible APIs



PYTHON APPLICATION IMPLEMENTATION AND DESIGN



SERVICE DESCRIPTION

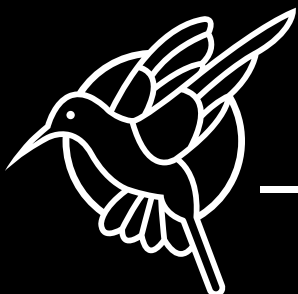
Delivering high-performance, secure, and user-centric Python applications tailored for public sector digital transformation. We specialise in the end-to-end design and implementation of Django, Flask, and FastAPI solutions. Aligning technical excellence with the GDS Service Standard, we build resilient, scalable platforms bridging the gap between complex government requirements and seamless user-experiences.

SERVICE FEATURES

- End-to-end design and development of Python-based digital services
- Expert implementation using Django, Flask, and FastAPI frameworks
- User-centred design (UCD) integrated into technical architecture
- API-first development and seamless integration with legacy government systems
- Cloud-native deployment (AWS/Azure) following DevOps and CI/CD best practices
- Robust security architecture including identity management and data encryption
- Agile delivery methodology aligned with GDS Discovery, Alpha, and Beta phases
- Scalable microservices or monolithic architectures based on service needs
- Fully responsive frontend development integrated with Python backends
- Performance-tuned database design and asynchronous task processing

SERVICE BENEFITS

- Accelerated delivery of robust, production-ready digital services
- Compliance with GDS Service Standards and accessibility (WCAG 2.2) requirements
- Reduced operational costs through efficient, clean, and maintainable Python code
- Use of secure by design implementation principles
- Seamless scalability to handle high volumes of user traffic
- Future-proofed applications built on modern, open-source Python ecosystems
- Transparent and collaborative delivery with knowledge transfer to internal teams
- Improved user satisfaction through intuitive design and rapid performance
- Reduced technical risk via expert-led architectural decision-making
- Direct access to senior developers and architects throughout the lifecycle



PYTHON APPLICATION MIGRATION, SUPPORT AND MAINTENANCE

SERVICE DESCRIPTION

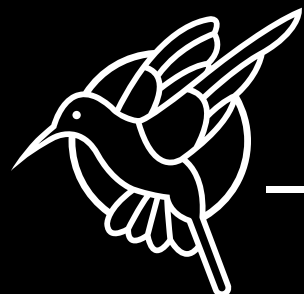
Migration and lifecycle management for Python-based ecosystems (Django, Flask, FastAPI). We de-risk transition of legacy applications to modern cloud environments (AWS/Azure) providing proactive, security-first maintenance. Our service ensures public sector applications remain performant, patched, compliant with GDS standards, backed by a technical team that treats your organisation/team/project as our own.

SERVICE FEATURES

- End-to-end migration of legacy Python applications to cloud-native infrastructure
- Proactive 24/7 monitoring, alerting, and incident response
- Scheduled security patching and dependency management (OS/Python/Django)
- Database migration, optimisation, and cloud-readiness assessments
- Performance tuning and resource scaling for high-traffic public services
- Bug fixing and minor feature enhancements under managed SLAs
- Containerisation of legacy workloads using Docker and Kubernetes
- Continuous Integration and Deployment (CI/CD) pipeline management
- Disaster recovery planning, implementation, and regular testing
- Technical debt reduction and ongoing code quality refactoring

SERVICE BENEFITS

- Minimised downtime during complex migrations through meticulous planning
- Enhanced security via proactive patching and vulnerability monitoring
- Reduced operational overhead with fully managed infrastructure support
- Predictable costs through transparent, SLA-backed maintenance plans
- Improved application longevity and ROI on existing digital assets
- Assurance of continued compliance with GDS and Cyber Essentials+ standards
- Access to senior Python engineers for rapid troubleshooting and resolution
- Scalable support models that grow with your service demands
- Peace of mind through rigorous backup and disaster recovery protocols
- Knowledge transfer to internal teams via detailed documentation



PYTHON APPLICATION CONSULTANCY AND MANAGEMENT

SERVICE DESCRIPTION

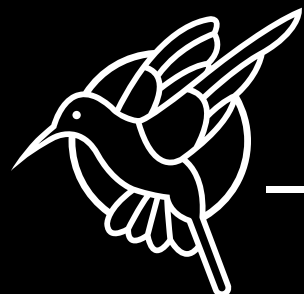
Expert-led consultancy and technical management for Python digital estates. Helping public sector organisations navigate complex architectural decisions, from selecting frameworks (Django vs. FastAPI) to defining long-term roadmaps. Our service bridges high-level policy goals and technical execution, providing the leadership, technical governance and deep Python knowledge to manage resilient, government-grade applications.

SERVICE FEATURES

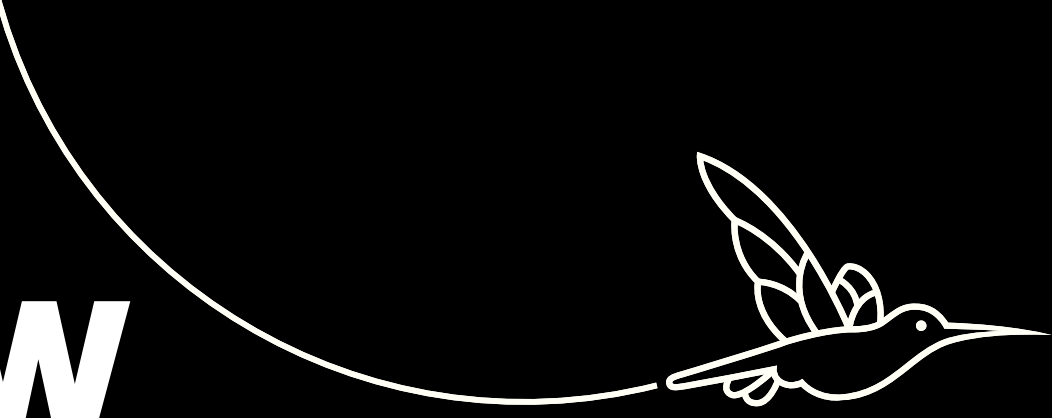
- Strategic architectural consultancy for Python, Django, and FastAPI ecosystems
- Technical leadership and fractional CTO services for digital projects
- Technology stack evaluation and feasibility studies for new services
- Cloud infrastructure strategy and cost optimisation (AWS/Azure/GCP)
- Python-specific security governance and data protection strategies
- DevOps maturity assessments and automated workflow design
- Interoperability and API strategy for cross-departmental data sharing
- Skills gap analysis and technical mentoring for internal teams
- Requirements engineering and technical specification development
- Vendor management and third-party code quality oversight

SERVICE BENEFITS

- De-risked decision-making through objective, expert technical guidance
- Alignment of technical roadmaps with the GDS Technology Code of Practice
- Optimised infrastructure spend through smarter Python application design
- Increased internal capability via knowledge transfer and senior mentoring
- Clearer communication between technical teams and non-technical stakeholders
- Strategic reduction of technical debt across the Python estate
- Future-proofed architecture designed for scalability and open-source longevity
- Enhanced security posture through strategic, rather than reactive, planning
- Improved project velocity by removing technical friction and bottlenecks
- Impartial, honest and unbiased advice focused on user outcomes, not just code



DJANGO APPLICATION AUDIT AND REVIEW



SERVICE DESCRIPTION

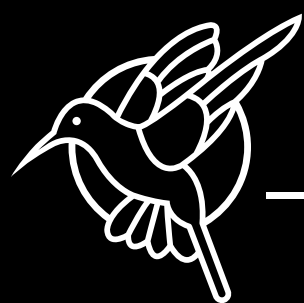
Independent, structured audits of Django applications to assess security, performance, code quality, and maintainability. We identify technical risk, compliance gaps, and improvement opportunities, producing a clear, prioritised remediation roadmap to support refactoring, migration, procurement decisions, or ongoing support.

SERVICE FEATURES

- Comprehensive Django codebase review (models, views, templates, APIs)
- Security assessment aligned with OWASP and Django best practices
- Performance profiling and bottleneck identification
- Architecture and design pattern evaluation
- Dependency, package, and supply-chain risk review
- Database schema and ORM efficiency assessment
- Test coverage and automated testing review
- CI/CD, deployment, and environment configuration review
- Logging, monitoring, and error-handling assessment
- Technical debt identification with prioritised remediation actions

SERVICE BENEFITS

- Access to senior Django specialists with audit and assurance experience
- Independent, vendor-neutral review from experienced Django specialists
- Rapid mobilisation for time-critical Django application reviews
- Confidence in GDS-aligned Django security and architecture recommendations
- Clear accountability through named technical audit leads
- Proven Django audit frameworks refined across complex public services
- Practical, prioritised recommendations grounded in real Django delivery
- Ability to support remediation or re-procurement decisions post-audit
- Reduced dependency on incumbent suppliers through independent assurance
- BPSS-screened staff available; higher clearance supported where required



DJANGO APPLICATION SUPPORT AND DEVELOPMENT



SERVICE DESCRIPTION

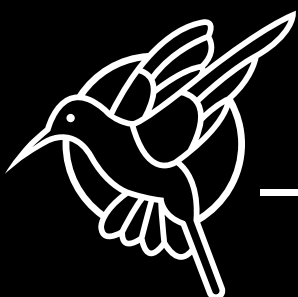
Ongoing support and development for Django applications, covering maintenance, enhancement, and optimisation. We help public sector organisations keep Django services secure, performant, and compliant, providing expert engineering support, controlled change delivery, and clear technical oversight aligned with GDS standards.

SERVICE FEATURES

- Ongoing Django application support and enhancement
- Bug fixing, issue resolution, and defect remediation
- Secure dependency and Django framework upgrades
- Performance optimisation and scalability improvements
- Feature development within existing Django codebases
- Code quality improvements and technical debt reduction
- Security hardening aligned with Django best practices
- Test creation and coverage improvements
- Integration with third-party APIs and services
- Clear documentation and knowledge transfer

SERVICE BENEFITS

- Ongoing Django application support and enhancement
- Bug fixing, issue resolution, and defect remediation
- Secure dependency and Django framework upgrades
- Performance optimisation and scalability improvements
- Feature development within existing Django codebases
- Code quality improvements and technical debt reduction
- Security hardening aligned with Django best practices
- Test creation and coverage improvements
- Integration with third-party APIs and services
- Clear documentation and knowledge transfer



DJANGO APPLICATION IMPLEMENTATION AND DESIGN

SERVICE DESCRIPTION

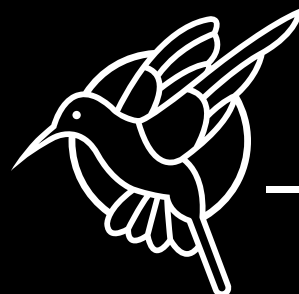
We design and implement secure, scalable Django applications for public sector digital services. We deliver user-centred, cloud-ready Django solutions aligned with GDS standards, combining robust technical architecture with clear delivery governance to support Discovery, Alpha, Beta, and Live phases.

SERVICE FEATURES

- End-to-end Django application design and implementation
- Secure, scalable Django architecture design
- API-first development using Django and Django REST Framework
- User-centred design integrated with technical delivery
- Cloud-ready Django applications for modern hosting environments
- Authentication, authorisation, and data protection implementation
- Database design and ORM optimisation
- Automated testing and quality assurance implementation
- CI/CD pipeline setup for Django deployments
- Clear technical documentation and handover

SERVICE BENEFITS

- Access to experienced Django architects and senior developers
- Reduced delivery risk through proven implementation frameworks
- Secure, scalable Django applications built to last
- Faster progression through GDS delivery phases
- Clear accountability through named technical leads
- Improved performance and reliability of digital services
- Strong alignment with GDS standards and best practice
- Reduced technical debt from day one
- Easier future maintenance and enhancement
- Confidence in production-ready Django delivery



DJANGO APPLICATION MIGRATION, SUPPORT AND MAINTENANCE

SERVICE DESCRIPTION

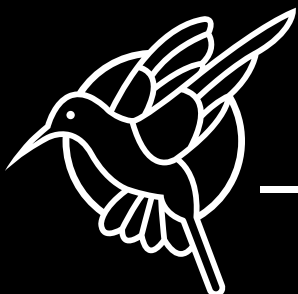
End-to-end migration, support, and maintenance of Django applications for public sector services. We de-risk legacy Django transitions, modernise frameworks and dependencies, and provide structured ongoing support. The service ensures security, resilience, performance, and continuity for business-critical Django applications throughout migration and steady-state operation.

SERVICE FEATURES

- End-to-end Django application migration, support, and maintenance services
- Agile delivery using Scrum and Kanban methodologies
- Secure cloud migration across AWS, Azure, and Google Cloud
- CI/CD pipeline implementation and automation for Django applications
- Django framework upgrades and dependency modernisation
- Full lifecycle support across Discovery, Alpha, Beta, Live phases
- Security-first maintenance aligned with Django best practices
- Incident management, monitoring, and root-cause analysis
- Knowledge transfer, documentation, and operational handover
- Experienced Django engineers supporting public sector services

SERVICE BENEFITS

- Access to experienced Django architects and senior developers
- Reduced delivery risk through proven implementation frameworks
- Secure, scalable Django applications built to last
- Faster progression through GDS delivery phases
- Clear accountability through named technical leads
- Improved performance and reliability of digital services
- Strong alignment with GDS standards and best practice
- Reduced technical debt from day one
- Easier future maintenance and enhancement
- Confidence in production-ready Django delivery



DJANGO APPLICATION CONSULTANCY AND MANAGEMENT

SERVICE DESCRIPTION

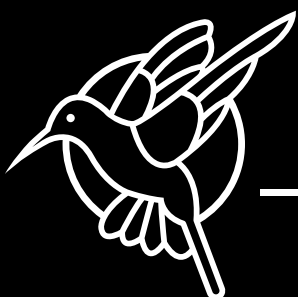
We provide expert Django consultancy and technical management for public sector applications. We advise on architecture, governance, delivery models, and long-term sustainability, acting as a trusted technical authority to help organisations make informed decisions, manage complex Django estates, and reduce delivery and operational risk.

SERVICE FEATURES

- Strategic Django consultancy and technical leadership services
- Ongoing technical management of complex Django application estates
- Architecture review, roadmap definition, and governance oversight
- Independent technical authority supporting delivery and supplier management
- Agile delivery governance across Scrum and Kanban teams
- Cloud strategy and hosting model advisory for Django applications
- Security, performance, and scalability advisory aligned with best practices
- Lifecycle management across Discovery, Alpha, Beta, Live phases
- Technical assurance for critical or high-risk Django services
- Knowledge transfer, documentation, and internal team upskilling

SERVICE BENEFITS

- Access to senior Django consultants and technical leaders
- Reduced delivery and operational risk through expert oversight
- Clear technical direction for complex Django programmes
- Improved decision-making through independent technical assurance
- Strong governance across suppliers, teams, and delivery partners
- Greater confidence managing large or business-critical Django estates
- Alignment with GDS standards and government expectations
- Improved sustainability and long-term application health
- Reduced reliance on incumbent suppliers or contractors
- A trusted partner supporting strategic technical decisions



WAGTAIL CMS AUDIT AND REVIEW



SERVICE DESCRIPTION

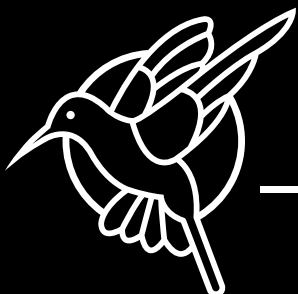
Providing expert, independent audits of Wagtail CMS implementations to ensure security, performance, and GDS compliance. We combine technical rigour with strategic vision to review codebase health, editor experience, and architectural integrity. Our audits identify technical debt and security vulnerabilities, providing a prioritised remediation roadmap that ensures your Wagtail-based digital services are resilient, accessible (WCAG 2.2), and built to stand the test of time.

SERVICE FEATURES

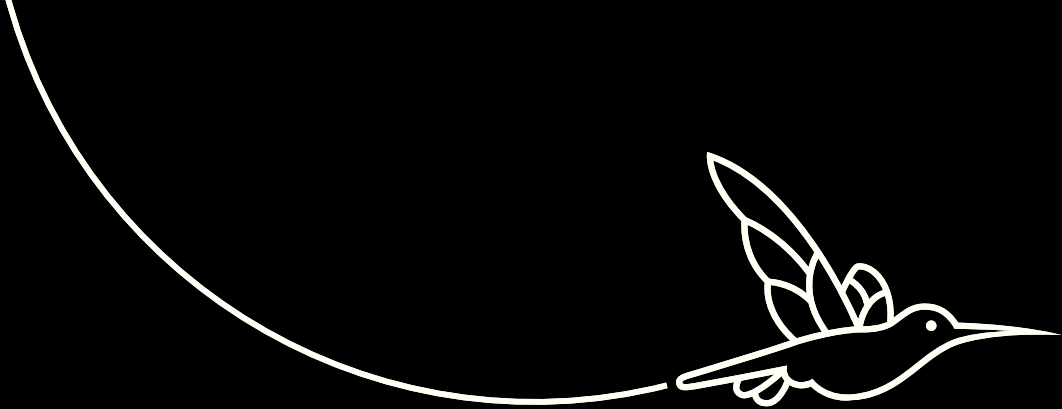
- Comprehensive evaluation of Wagtail and Django codebase and architecture.
- Security vulnerability scanning and proactive risk identification and mitigation.
- Editor experience (EX) review to optimise StreamField and workflows.
- Performance bottleneck analysis and database query optimisation strategies.
- Accessibility audit aligned with WCAG 2.2 and GDS standards.
- Review of third-party Wagtail packages and dependency health.
- Cloud infrastructure and CI/CD deployment pipeline technical assessment.
- Technical debt evaluation with a prioritised, actionable remediation roadmap.
- Information architecture and content modelling best-practice review.
- Assessment of compliance with the GDS Service Standard.

SERVICE BENEFITS

- Independent assurance on the health, risk, and sustainability of Wagtail platforms
- Early identification of security weaknesses before they impact public services
- Clear, evidence-led view of technical debt and long-term maintenance exposure
- Confident investment decisions supported by a prioritised remediation roadmap
- Reduced delivery and operational risk through objective architectural validation
- Assurance of compliance with GDS Service Standard and WCAG 2.2 requirements
- Improved editor experience insight without disrupting live content operations
- Trusted, third-party assessment to challenge assumptions from incumbent suppliers
- Lower future costs by addressing systemic issues before major redevelopment
- Strong foundation for future Wagtail support, migration, or replatforming decisions



WAGTAIL CMS SUPPORT AND DEVELOPMENT



SERVICE DESCRIPTION

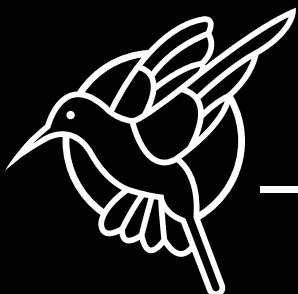
Providing specialist Wagtail CMS development and support since launch. Leveraging over 15 years of experience in the Python/Django ecosystem. We build and maintain high-traffic, GDS-compliant digital services for organisations like the NHS and Home Office. Our service focuses on empowering content editors through Wagtail’s intuitive StreamField interface while ensuring robust, scalable back-end performance. From migrating legacy Drupal/WordPress sites to providing 24/7 proactive maintenance, we deliver user-centred Wagtail solutions that are secure, accessible, and high-performing.

SERVICE FEATURES

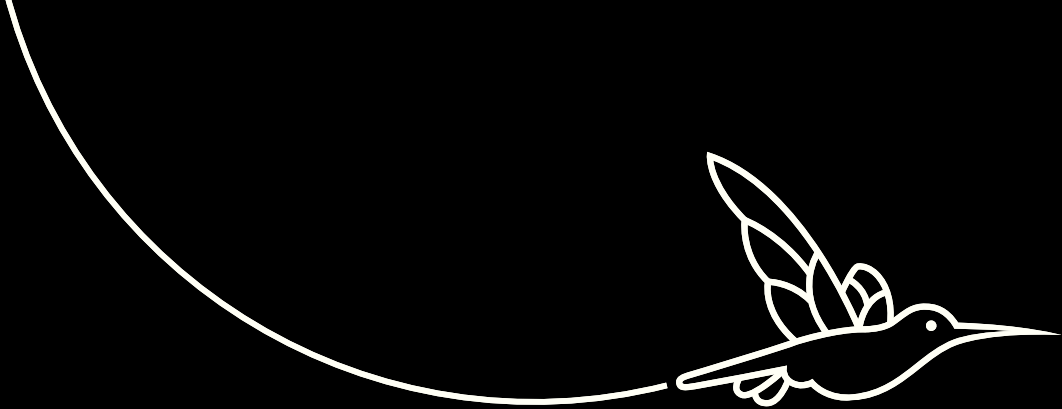
- Specialist Wagtail CMS implementation, migration, and custom development.
- Intuitive editor experience design using Wagtail StreamField and Snippets.
- GDS-aligned Discovery, Alpha, and Beta delivery phases.
- Migration of legacy content (Drupal, WordPress, Sharepoint) into Wagtail.
- Performance-tuned search integration using Elasticsearch or PostgreSQL.
- Seamless integration with third-party APIs (Identity, CRM, Data).
- Automated testing and CI/CD pipelines for zero-downtime deployments.
- Accessible frontend development (WCAG 2.2 AA/AAA) integrated with Wagtail.
- Multi-site, multi-language, and headless Wagtail configurations.
- Proactive security patching and core Wagtail/Django version upgrades.

SERVICE BENEFITS

- Continuous, reliable operation of Wagtail services supporting critical public-facing content
- Faster content publishing through editor-first design and simplified workflows
- Reduced service disruption via proactive monitoring, patching, and incident management
- Confidence in long-term maintainability through modern, well-governed Wagtail codebases
- Lower operational costs through efficient support models and open-source technology
- Scalable platforms capable of handling traffic spikes and evolving service demand
- Improved delivery speed using proven Wagtail patterns and reusable components
- Ongoing compliance with GDS, accessibility, and government security expectations
- Rapid issue resolution through direct access to experienced Wagtail specialists
- Strong internal capability uplift through documentation, support, and knowledge transfer.



WAGTAIL CMS IMPLEMENTATION AND DESIGN



SERVICE DESCRIPTION

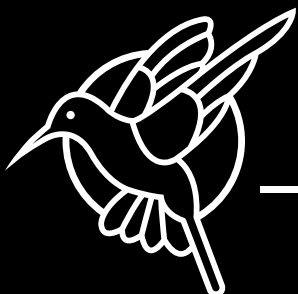
Delivery of end-to-end Wagtail CMS design and implementation for high-impact public sector services. We combine original creative thinking with technical rigour to build accessible, secure, and editor-friendly platforms. From discovery workshops to production-ready architecture, we ensure every service is built to GDS standards, focusing on user needs and scalable performance. Whether launching a new user-facing service or redesigning a complex intranet, we provide the multidisciplinary expertise required to transform your digital estate.

SERVICE FEATURES

- User-centered design (UCD) following GDS Service Standards and patterns.
- Responsive frontend development meeting WCAG 2.2 AA/AAA accessibility requirements.
- Strategic Discovery and Alpha phases to define user requirements.
- Custom Wagtail StreamField development for flexible, structured content management.
- API-first architecture for seamless integration with government data systems.
- Agile delivery methodology including sprint planning and show-and-tells.
- Cloud-native deployment strategy using secure AWS or Azure environments.
- Information architecture and content strategy for complex digital estates.
- Comprehensive unit, integration, and user-acceptance testing (UAT) protocols.
- Collaborative multidisciplinary team including developers, designers, and delivery leads.

SERVICE BENEFITS

- Faster launch of user-centred digital services aligned to validated public sector needs
- Reduced delivery risk through structured discovery, prototyping, and architectural validation
- Higher service adoption driven by accessible, intuitive, and performance-optimised interfaces
- Confident compliance with GDS Service Standard and accessibility requirements from day one
- Empowered content teams through purpose-built editorial workflows and governance
- Scalable foundations capable of supporting growth, policy change, and traffic surges
- Long-term flexibility through open-source, API-first Wagtail architecture
- Clear stakeholder confidence through transparent delivery and measurable progress reporting
- Smooth transition to live service with robust documentation and operational readiness
- Sustainable digital services designed for longevity, maintainability, and public value



WAGTAIL CMS MIGRATION, SUPPORT AND MAINTENANCE

SERVICE DESCRIPTION

Providing expert-level lifecycle management for Wagtail CMS, ensuring your digital services remain secure, performant, and future-proof. We specialise in de-risking complex migrations from legacy platforms (Drupal, WordPress, proprietary CMS) into Wagtail, as well as rescuing and modernising existing Wagtail/Django codebases. Backed by 15+ years of Python expertise, our support is proactive rather than reactive, offering GDS-aligned maintenance, 24/7 monitoring, and a clear roadmap for version upgrades (LTS) and technical debt reduction.

SERVICE FEATURES

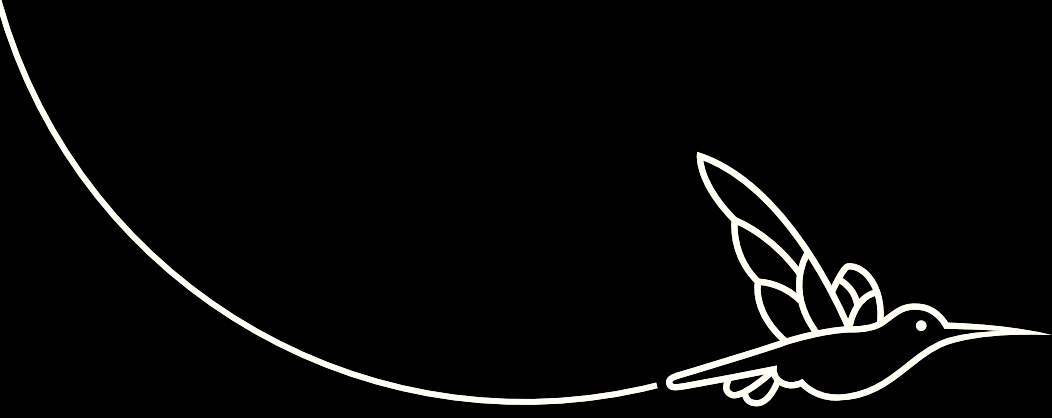
- Expert migration from legacy CMS (Drupal/WordPress) to Wagtail.
- Managed Wagtail and Django LTS version upgrades and patching.
- Proactive 24/7 application monitoring and rapid incident response.
- Automated content migration using custom Python ETL scripts.
- Continuous WCAG 2.2 accessibility monitoring and frontend remediation.
- Cloud-native infrastructure management on AWS and Azure platforms.
- Performance tuning for high-traffic public sector digital services.
- Secure-by-design patching of Python dependencies and core frameworks.
- Incremental refactoring to reduce technical debt and improve stability.
- Direct senior developer access via Slack and Jira integration.

SERVICE BENEFITS

- Low-risk transition from legacy platforms without disruption to live public services
- Continuous service availability through proactive monitoring and preventative maintenance
- Reduced security exposure via timely patching and managed Wagtail LTS upgrades
- Predictable operational spend supported by clear maintenance roadmaps and SLAs
- Improved long-term stability through ongoing reduction of technical debt
- Confidence that services remain compliant with GDS and accessibility requirements
- Scalable performance capable of supporting peak demand and critical service usage
- Faster incident resolution through direct access to engineers familiar with the codebase
- Extended service lifespan by modernising platforms incrementally, not through rebuilds
- Clear operational assurance for stakeholders responsible for live digital services.



WAGTAIL CMS CONSULTANCY AND MANAGEMENT



SERVICE DESCRIPTION

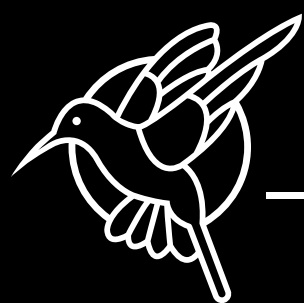
Expert strategic consultancy and technical management for Wagtail CMS ecosystems. We act as a bridge between departmental policy goals and technical execution, offering honest and unbiased advice on architecture, third-party integrations, and GDS compliance. With 15+ years of Python/Django experience, our consultants lead Discovery phases, define technical roadmaps, and provide high-level governance to ensure your digital estate remains secure, scalable, and aligned with user needs.

SERVICE FEATURES

- Strategic framework selection: Django, Wagtail, or headless architecture advice.
- GDS-aligned Discovery leadership to define roadmap and user needs.
- Technical governance for multi-agency projects and complex digital estates.
- Independent technical audits of third-party Python and Wagtail codebases.
- Information architecture and structured content strategy for large sites.
- Cloud-native cost optimisation and infrastructure roadmap for AWS/Azure.
- Accessibility compliance auditing (WCAG 2.2) and strategic remediation planning.
- Secure-by-design technical specification for internal or external dev teams.
- Skills gap analysis and mentorship for in-house public sector teams.

SERVICE BENEFITS

- De-risked technology choices through objective, expert-led architectural consultancy.
- Maximum ROI by aligning digital roadmaps with GDS standards.
- Improved service quality through rigorous third-party technical oversight.
- Lower long-term costs via infrastructure and cloud-spend optimisation.
- Stronger internal capabilities through specialist Python and Wagtail mentoring.
- Clearer stakeholder communication by translating tech-speak into policy outcomes.
- Reduced compliance risk via proactive accessibility and security governance.
- Faster project velocity through early identification of technical friction.
- Actionable technical roadmaps designed for long-term open-source stability.
- Strategic peace of mind from a "fractional CTO" partnership model.



WAGTAIL CMS CONSULTANCY AND MANAGEMENT

SERVICE DESCRIPTION

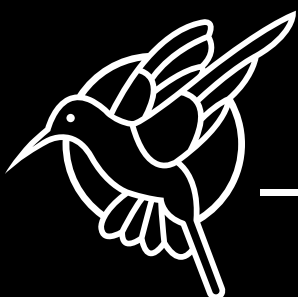
We provide WordPress CMS consultancy and technical management for public sector organisations. We advise on governance, platform strategy, supplier oversight, and long-term sustainability, helping teams manage WordPress CMS estates confidently, reduce risk, and make informed decisions aligned with GDS standards and organisational objectives.

SERVICE FEATURES

- Strategic WordPress CMS consultancy for public sector organisations
- Ongoing technical management of WordPress CMS estates
- CMS governance models, standards, and decision frameworks
- Supplier oversight and delivery partner technical assurance
- WordPress platform strategy and roadmap definition
- Plugin, dependency, and platform risk management
- Editorial governance and publishing model advisory
- Security, performance, and resilience consultancy
- Lifecycle management aligned to GDS service phases
- Knowledge transfer and internal capability development

SERVICE BENEFITS

- Clear strategic direction for WordPress CMS investment
- Reduced organisational risk through stronger CMS governance
- Improved control over WordPress suppliers and partners
- Consistent standards across multiple WordPress platforms
- Better long-term sustainability of CMS estates
- Fewer reactive decisions through proactive technical management
- Increased confidence managing WordPress at organisational scale
- Improved alignment between editorial and technical teams
- Reduced dependency on incumbent suppliers
- Trusted technical authority for senior stakeholders



WORDPRESS CMS AUDIT AND REVIEW



SERVICE DESCRIPTION

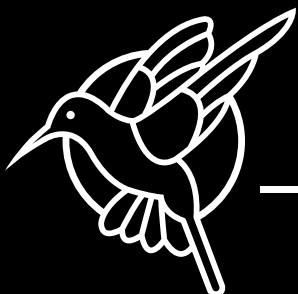
We provide independent WordPress CMS audits to assess security, performance, accessibility, and maintainability. We review code, themes, plugins, hosting configuration, and governance practices, delivering clear, prioritised recommendations that reduce risk, improve resilience, and support informed decisions on remediation, migration, or ongoing management.

SERVICE FEATURES

- Independent assurance on WordPress CMS health and risk
- Reduced security vulnerabilities and operational exposure
- Improved site performance and reliability
- Clear roadmap for remediation or modernisation
- Better governance of plugins, themes, and content
- Increased confidence in accessibility compliance
- Reduced reliance on incumbent suppliers
- Improved maintainability and long-term sustainability
- Informed decisions on migration, rebuild, or support
- Access to experienced CMS audit specialists

SERVICE BENEFITS

- Independent, evidence-based assurance on WordPress security, performance, and risk
- Early identification of vulnerabilities before they impact live public services
- Clear visibility of technical debt and long-term maintenance exposure
- Confident decision-making on remediation, migration, or continued WordPress investment
- Reduced operational risk through objective review of plugins, themes, and hosting
- Assurance of accessibility and compliance with GDS and WCAG requirements
- Improved governance across suppliers, administrators, and content workflows
- Lower future costs by addressing systemic issues early, not reactively
- Trusted third-party challenge to assumptions made by incumbent suppliers
- Strong foundation for future support, migration, or platform replacement decisions



WORDPRESS CMS SUPPORT AND DEVELOPMENT

SERVICE DESCRIPTION

We provide ongoing support and development for WordPress CMS platforms used in public sector services. We maintain, enhance, and optimise WordPress applications to ensure security, performance, accessibility, and compliance, delivering controlled change, reliable support, and clear technical ownership across the full service lifecycle.

SERVICE FEATURES

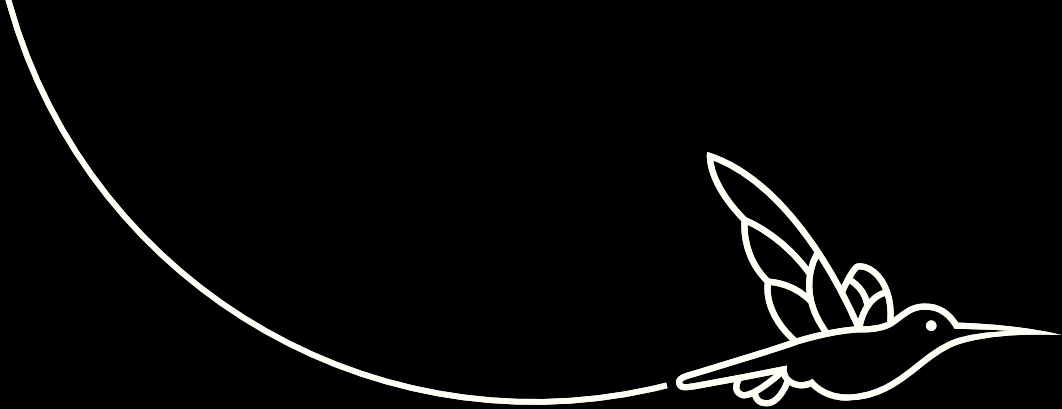
- Ongoing WordPress CMS support and development services
- Bug fixing, issue resolution, and defect remediation
- Secure WordPress core, plugin, and theme updates
- Performance optimisation and reliability improvements
- Feature development within existing WordPress architectures
- Accessibility improvements aligned with WCAG requirements
- Security hardening and vulnerability remediation
- Third-party plugin and API integration management
- Content model, workflow, and editorial support
- Documentation, handover, and knowledge transfer

SERVICE BENEFITS

- Access to experienced WordPress CMS specialists
- Reduced operational risk through proactive support
- Secure, up-to-date WordPress platforms
- Improved performance and reliability for live services
- Faster delivery of controlled enhancements
- Increased confidence in accessibility compliance
- Clear accountability through named technical contacts
- Reduced long-term maintenance and technical debt
- Flexible support aligned to service demand
- Support experienced in public sector environments



WORDPRESS CMS IMPLEMENTATION AND DESIGN



SERVICE DESCRIPTION

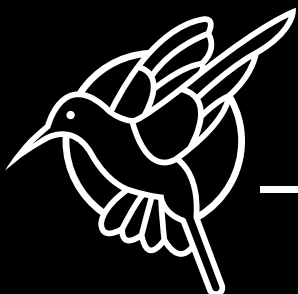
We design and implement WordPress CMS platforms purpose-built for public sector publishing and service delivery. We focus on content architecture, editorial governance, accessibility-first design, and robust technical foundations, ensuring WordPress implementations are sustainable, scalable, and fit for long-term organisational ownership.

SERVICE FEATURES

- WordPress CMS architecture design focused on long-term sustainability
- Content modelling and information architecture for complex organisations
- Custom theme and block development using modern WordPress standards
- Editorial workflow design and role-based permission configuration
- Accessibility-first implementation aligned with WCAG requirements
- Secure WordPress configuration and environment hardening
- Plugin strategy defining custom, third-party, and avoided dependencies
- Multisite and multi-brand WordPress configuration where required
- Performance-focused implementation including caching and asset optimisation
- Comprehensive build documentation and editorial handover

SERVICE BENEFITS

- Content structures designed to scale without future replatforming
- Editors empowered through intuitive workflows and permissions
- Reduced plugin sprawl through deliberate architectural decisions
- Accessibility embedded before launch, not remediated later
- Lower long-term costs through clean initial implementation
- Faster publishing enabled by well-designed content models
- Reduced operational risk through secure baseline configuration
- Improved governance across large or distributed content teams
- Clear separation between design, content, and functionality
- Confidence launching WordPress platforms built for sustained public use



WORDPRESS CMS MIGRATION, SUPPORT AND MAINTENANCE



SERVICE DESCRIPTION

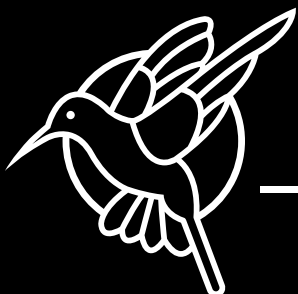
We migrate, support, and maintain WordPress CMS platforms used for critical public sector publishing. We focus on safe transition, operational continuity, and disciplined ongoing maintenance, ensuring WordPress platforms remain secure, performant, and manageable throughout migration and steady-state operation.

SERVICE FEATURES

- Planned migration of WordPress CMS between hosting environments
- Content, media, and user data migration with integrity checks
- Plugin and theme compatibility assessment during migration
- Controlled cutover and rollback planning for live sites
- Ongoing WordPress core, plugin, and theme maintenance
- Security patching and vulnerability response management
- Performance monitoring and stability improvements
- Incident handling and fault investigation
- Operational runbooks and maintenance documentation
- Support handover and continuity management

SERVICE BENEFITS

- Reduced service disruption during WordPress platform migrations
- Preservation of content integrity and publishing continuity
- Stable CMS operation throughout technical transition periods
- Lower security exposure through disciplined update management
- Clear ownership of live WordPress platform health
- Faster recovery from operational issues
- Reduced risk from unsupported plugins or configurations
- Predictable maintenance approach for long-running CMS platforms
- Improved confidence operating WordPress at scale
- Assurance that CMS platforms remain supportable long-term



WEB APPLICATION AUDIT AND REVIEW



SERVICE DESCRIPTION

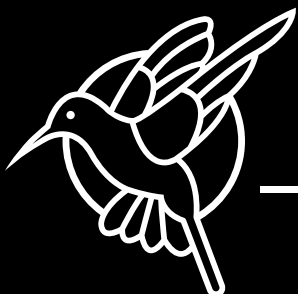
RKH provides independent, expert technical audits to assess the health, quality, and sustainability of web applications. We move beyond simple checklists to provide "original thinking" on your software architecture, code maintainability, and performance. Our reviews identify hidden technical debt and scalability bottlenecks, providing a prioritised roadmap to ensure your digital services meet GDS standards and remain fit for the future. We specialise in deep-dive assessments of Python, Django, and Wordpress and Wagtail ecosystems, ensuring your application is robust, efficient, and easy to manage.

SERVICE FEATURES

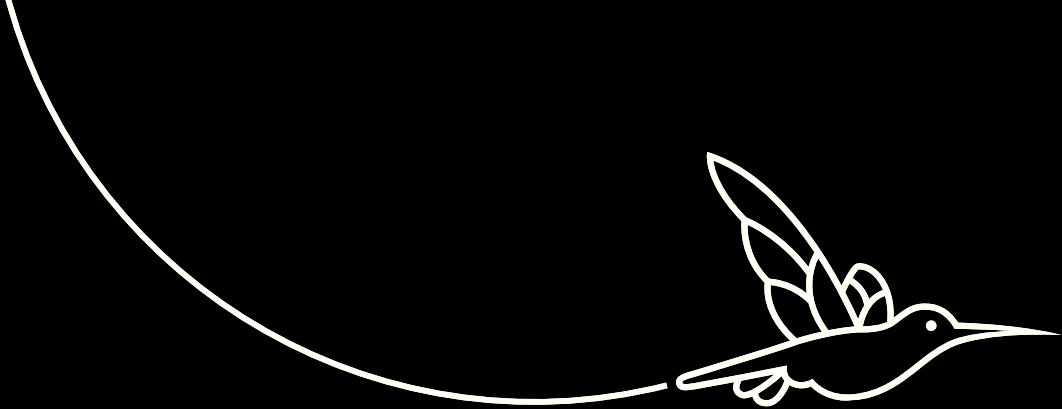
- Deep-dive architectural health check for Python and Django ecosystems.
- Comprehensive code quality analysis focusing on maintainability and debt.
- Performance benchmarking to identify database and load time bottlenecks.
- Accessibility auditing aligned with latest WCAG 2.2 AA standards.
- GDS Service Standard alignment and technical compliance assessment.
- Cloud infrastructure review for AWS and Azure deployment pipelines.
- Technical dependency health checks for long-term codebase viability.
- Bespoke remediation roadmaps prioritizing critical architectural improvements.
- Information architecture review for complex, data-heavy web applications.
- Integration efficiency audits for third-party API and data exchanges

SERVICE BENEFITS

- Independent, evidence-based assurance on application health, risk, and sustainability
- Early visibility of systemic issues before they impact live digital services
- Confident investment decisions supported by prioritised, technically credible roadmaps
- Reduced delivery and operational risk through objective architectural validation
- Clear understanding of technical debt and long-term maintenance exposure
- Assurance of compliance with GDS Service Standards and accessibility requirements
- Improved planning accuracy for modernisation, remediation, or re-platforming initiatives
- Trusted third-party challenge to assumptions made by incumbent suppliers or teams
- Lower future costs by addressing structural issues early, not reactively
- Strong foundation for subsequent support, migration, or redevelopment programmes



WEB APPLICATION SUPPORT AND DEVELOPMENT



SERVICE DESCRIPTION

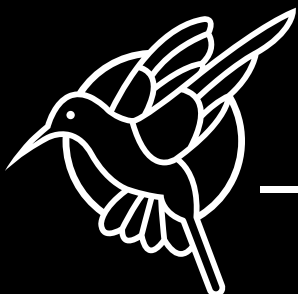
RKH delivers a unified approach to web application support and continuous development. We provide the technical stability needed for mission-critical services while maintaining an agile development velocity to meet evolving user needs. Specialising in Python, Django, and Wagtail, we offer a "human-led" service where the same senior engineers support and build your application. Our model ensures your digital estate remains secure, GDS-compliant, and performant, backed by transparent SLAs and a commitment to original thinking and technical excellence.

SERVICE FEATURES

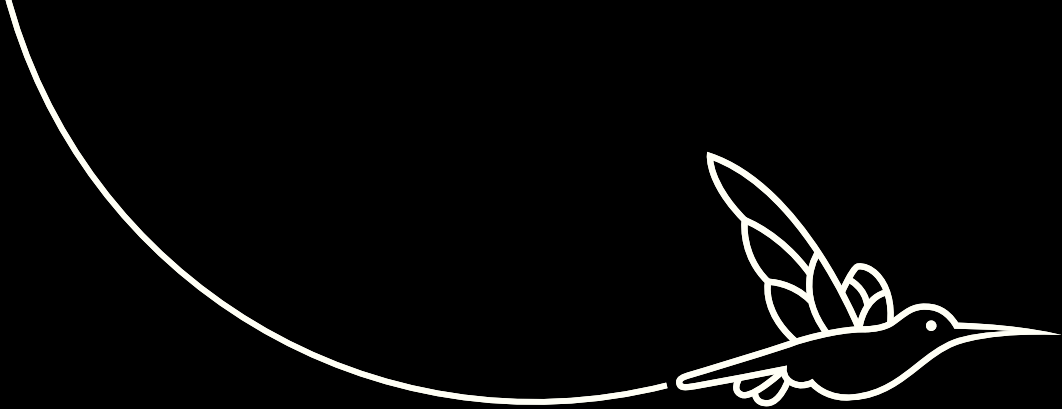
- Integrated support and continuous development for Python-based web applications.
- Proactive 24/7 monitoring, alerting, and rapid incident response services.
- Agile development sprints for feature enhancements and service evolution.
- Scheduled security patching for frameworks, languages, and server dependencies.
- Regular WCAG 2.2 accessibility audits and continuous frontend remediation.
- Cloud infrastructure management and optimisation for AWS and Azure.
- Direct access to senior developers via Slack and Jira.
- Rigorous automated testing and CI/CD pipeline management for deployments.
- Technical debt management through incremental code refactoring and updates.
- Comprehensive documentation and knowledge transfer for internal stakeholder teams.

SERVICE BENEFITS

- Predictable monthly costs covering both maintenance and new development.
- Enhanced security through proactive patching and vulnerability management protocols.
- Improved user satisfaction via continuous, data-driven feature enhancements.
- Guaranteed compliance with GDS Service Standards and accessibility laws.
- Reduced technical risk through senior-led architectural oversight and stability.
- Maximum application uptime via proactive monitoring and rapid resolution.
- Faster time-to-market for new features through established agile workflows.
- Future-proofed digital assets via regular Long Term Support upgrades.
- Transparent reporting on system performance, security, and development progress.
- Direct partnership with experts who deeply understand your codebase.



WEB APPLICATION IMPLEMENTATION AND DESIGN



SERVICE DESCRIPTION

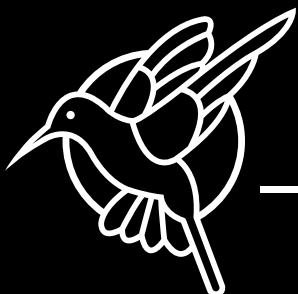
Delivering high-performance, secure web applications tailored for public sector transformation. We specialise in end-to-end design and implementation using Python, Django, and Wagtail CMS and other open-source tech. By aligning technical excellence with the GDS Service Standard, we build resilient, scalable platforms that bridge the gap between complex government requirements and seamless citizen experiences. From Discovery to Live, our multidisciplinary teams ensure your digital services are accessible, sustainable, and built to the highest technical standards.

SERVICE FEATURES

- End-to-end design and implementation of bespoke Python web applications.
- Full-stack development using Django, Flask, and FastAPI frameworks.
- User-centred design (UCD) following GDS Service Standards and patterns.
- Responsive frontend development meeting WCAG 2.2 AA accessibility requirements.
- Cloud-native deployment on AWS and Azure using secure infrastructure.
- API-first architecture for seamless integration with legacy government systems.
- Agile delivery methodology including Discovery, Alpha, and Beta phases.
- Robust security architecture including identity management and data encryption.
- Automated testing and CI/CD pipelines for rapid, secure deployments.
- Bespoke Wagtail CMS implementation for flexible content management needs.

SERVICE BENEFITS

- Accelerated delivery of robust, production-ready digital government services.
- Guaranteed compliance with GDS Service Standards and accessibility laws.
- Lower operational costs through efficient, clean, and maintainable code.
- Enhanced security posture through secure-by-design implementation principles.
- Seamless scalability to handle high volumes of citizen traffic.
- Future-proofed applications built on modern, open-source Python ecosystems.
- Transparent, collaborative delivery with knowledge transfer to internal teams.
- Improved user satisfaction through intuitive design and rapid performance.
- Reduced technical risk via expert-led architectural decision-making.
- Direct access to senior developers throughout the project lifecycle.



WEB APPLICATION MIGRATION, SUPPORT AND MAINTENANCE

SERVICE DESCRIPTION

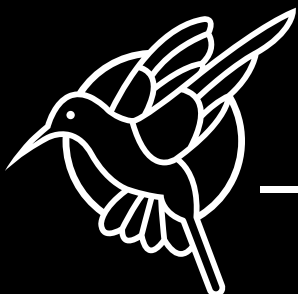
RKH provides specialist migration and lifecycle management for complex web applications. We de-risk the transition of legacy systems to modern, cloud-native environments (AWS/Azure) while providing proactive, security-first maintenance. Our service ensures public sector applications remain performant, patched, and compliant with GDS standards. Backed by deep Python and Wagtail expertise, we treat your uptime as our own, providing a transparent, senior-led support model that evolves with your service needs.

SERVICE FEATURES

- Expert migration of legacy applications to secure cloud-native infrastructure.
- Proactive 24/7 monitoring, alerting, and rapid incident response services.
- Scheduled security patching for OS, language, and framework dependencies.
- Managed database migrations with zero-downtime and data integrity assurance.
- Performance tuning and scaling for high-traffic public digital services.
- Continuous WCAG 2.2 accessibility monitoring and frontend remediation updates.
- Automated CI/CD pipeline management for secure, rapid code deployments.
- Technical debt reduction through incremental refactoring and code modernization.
- Disaster recovery planning, implementation, and regular failover testing.
- Direct senior developer access via Slack, Jira, and phone

SERVICE BENEFITS

- Minimised downtime during complex migrations through meticulous technical planning.
- Enhanced security via proactive patching of the entire stack.
- Predictable operational costs through transparent, SLA-backed maintenance plans.
- Future-proofed applications via regular Long Term Support (LTS) upgrades.
- Guaranteed compliance with GDS Service Standards and accessibility laws.
- Seamless scalability to handle fluctuating citizen and user demand.
- Reduced risk through expert-led disaster recovery and backup protocols.
- Increased application longevity and ROI on existing digital assets.
- Rapid issue resolution by senior engineers who know your code.
- Transparent reporting on system health, security, and performance metrics.



WEB APPLICATION CONSULTANCY AND MANAGEMENT

SERVICE DESCRIPTION

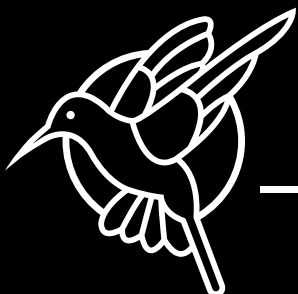
RKH provides expert strategic consultancy and technical management for complex web application estates. We bridge the gap between high-level policy goals and technical execution, offering "original thinking" on architecture, cloud strategy, and digital transformation. Our consultants provide the leadership and technical governance required to manage resilient, GDS-compliant services. We specialise in open-source ecosystems, helping public sector organisations navigate technical debt, scale infrastructure, and define long-term digital roadmaps with absolute confidence.

SERVICE FEATURES

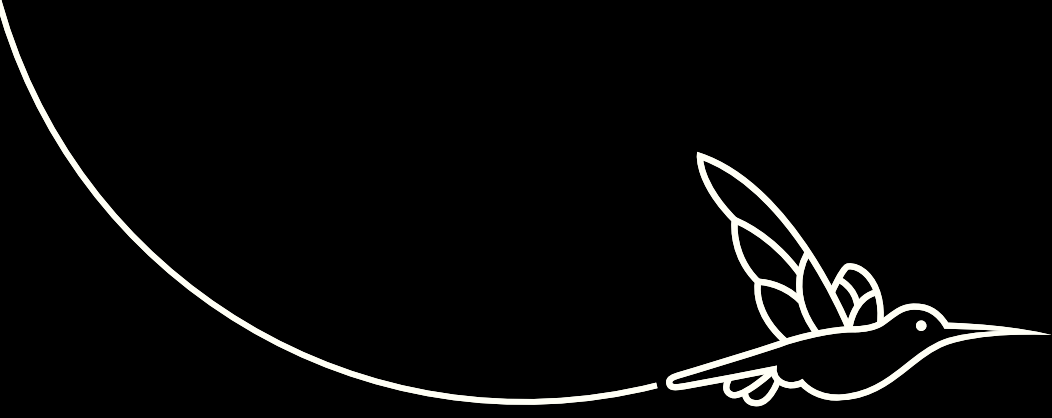
- Strategic technical leadership and fractional CTO advisory services.
- GDS-aligned Discovery and Alpha phase technical roadmap development.
- Architectural consultancy for open-source ecosystems.
- Cloud infrastructure strategy and cost optimisation for AWS/Azure.
- Expert guidance on complex third-party API and system integrations.
- Digital transformation planning for legacy application modernisation.
- Technical governance and oversight for multi-vendor delivery projects.
- Requirements engineering to align policy with technical implementation.
- Accessibility and inclusive design strategy (WCAG 2.2) consultancy.
- Technology stack evaluation and objective feasibility studies.

SERVICE BENEFITS

- De-risked decision-making through objective, expert technical guidance.
- Maximum ROI by aligning technical roadmaps with GDS standards.
- Improved service quality via independent technical oversight and governance.
- Lower long-term costs through infrastructure and cloud-spend optimisation.
- Clearer stakeholder communication by translating tech-speak into policy outcomes.
- Reduced compliance risk via proactive accessibility and security strategy.
- Strategic peace of mind from a senior technical partnership model.
- Actionable roadmaps designed for long-term open-source software stability.
- Faster project velocity by removing technical friction and bottlenecks.
- Enhanced internal capability through specialist knowledge transfer and mentoring.



DOCKER SUPPORT, DEVELOPMENT AND MAINTENANCE



SERVICE DESCRIPTION

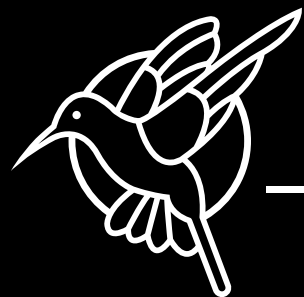
Providing specialist containerisation services to modernise, secure, and scale public sector applications. We leverage Docker and Kubernetes to transform legacy monoliths into resilient, cloud-native microservices. Our team automates the entire software lifecycle using Infrastructure-as-Code (Terraform) and robust CI/CD pipelines. By focusing on "secure-by-design" container management, we ensure your services are portable, easy to patch, and highly available. Whether you are migrating to the cloud or optimising existing clusters, we provide the technical rigour needed to eliminate environment drift and accelerate delivery velocity.

SERVICE FEATURES

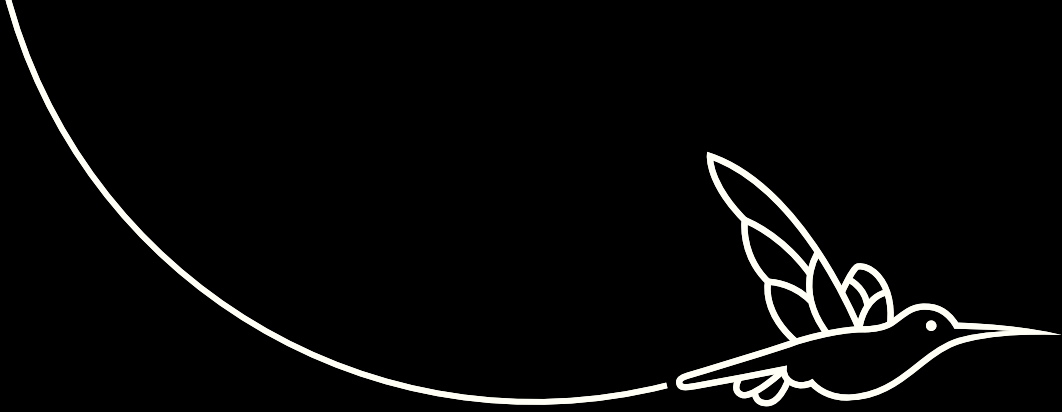
- Bespoke Docker containerisation for Python, Django, and Wagtail ecosystems.
- Production-ready Kubernetes (EKS/AKS) cluster provisioning, management, and orchestration.
- Automated CI/CD pipeline setup using GitHub Actions, GitLab, or Jenkins.
- Infrastructure-as-Code implementation using Terraform to prevent manual configuration drift.
- Microservices architecture design focusing on scalability and domain-driven design.
- Secure container lifecycle management including vulnerability scanning and patching.
- Platform-agnostic support across AWS, Azure, and UK-hosted cloud providers.
- Advanced monitoring and observability using Prometheus, Grafana, and Datadog.
- Migration from legacy virtual machines to efficient, portable Docker images.
- Technical governance for DevSecOps, ensuring GDS Technology Code compliance.

SERVICE BENEFITS

- Consistent, reliable environments eliminating deployment drift across all stages
- Faster, safer releases enabled by fully automated container build pipelines
- Reduced operational risk through immutable, repeatable containerised infrastructure
- Lower infrastructure spend via efficient container sizing and resource governance
- Improved security posture through hardened images and proactive vulnerability management
- Scalable platforms capable of handling variable public service demand
- Increased service resilience through automated recovery and rollback mechanisms
- Reduced dependency on specific vendors through portable, open container standards
- Higher developer efficiency using standardised, predictable local-to-production workflows
- Sustainable in-house capability through clear documentation and knowledge transfer



KUBERNETES SUPPORT, DEVELOPMENT AND MAINTENANCE



SERVICE DESCRIPTION

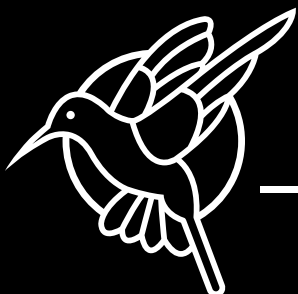
Providing specialist Kubernetes (K8s) experts to build, secure, and manage resilient public sector platforms. We specialise in transitioning complex Python and Django applications into orchestrated environments like EKS and AKS. Our service moves beyond basic hosting to provide true "Platform Engineering," using Infrastructure-as-Code (Terraform) and GitOps to eliminate manual intervention. We focus on hardening clusters, optimising resource spend, and ensuring your services meet the GDS Technology Code of Practice. From cluster rescue and modernisation to ongoing maintenance, we ensure your Kubernetes estate is a stable foundation for innovation.

SERVICE FEATURES

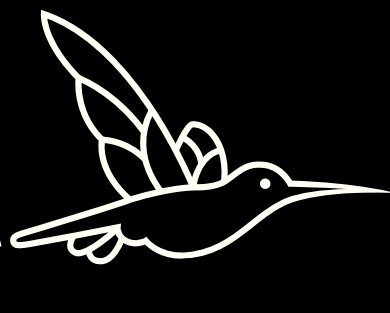
- Production-ready Kubernetes cluster provisioning on AWS (EKS) and Azure (AKS).
- GitOps-driven deployment pipelines using ArgoCD, Helm, and GitHub Actions.
- Infrastructure-as-Code (IaC) implementation using Terraform for immutable environment management.
- Specialist orchestration for high-traffic Python, Django, and Wagtail ecosystems.
- Cluster security hardening, including network policies and RBAC configuration.
- Automated horizontal and vertical scaling to manage citizen demand spikes.
- Zero-downtime deployment strategies including Canary and Blue-Green releases.
- Comprehensive observability stacks using Prometheus, Grafana, and ELK/Loki.
- Cost-optimisation audits to reduce cloud-spend on over-provisioned clusters.
- Proactive Kubernetes version upgrades and node-group maintenance.

SERVICE BENEFITS

- Highly resilient platforms with minimal service disruption during failures or upgrades
- Faster, safer releases through automated, repeatable deployment pipelines
- Reduced operational risk via hardened, policy-driven Kubernetes environments
- Predictable and optimised cloud spend through continuous resource governance
- Scalable infrastructure capable of handling sudden demand without manual intervention
- Strong security assurance through controlled access, isolation, and secrets management
- Lower internal workload by removing day-to-day cluster management overhead
- Confidence that infrastructure aligns with GDS Technology Code of Practice
- Improved developer efficiency through consistent environments from development to production
- Long-term platform stability supporting continuous improvement and innovation



CONTAINER AND CONTAINERISATION HOSTING, SUPPORT, DEVELOPMENT AND MAINTENANCE



SERVICE DESCRIPTION

Providing end-to-end containerisation services to modernise, secure, and scale digital applications. We specialise in transforming legacy applications into lightweight, portable Docker containers and orchestrating them via Kubernetes (EKS/AKS). Our service covers the entire lifecycle: from initial architectural design and migration to 24/7 managed hosting and continuous maintenance. By implementing Infrastructure-as-Code (Terraform) and secure CI/CD pipelines, we ensure your digital services are resilient, GDS-compliant, and highly efficient, allowing for rapid deployment across any cloud environment.

SERVICE FEATURES

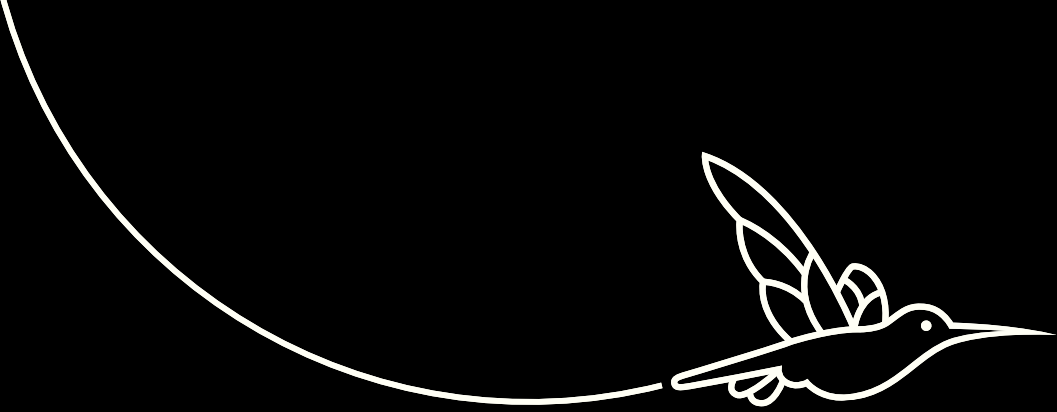
- Bespoke containerisation of legacy and modern Python/Django applications.
- Production-ready Kubernetes (EKS/AKS) cluster design, implementation, and management.
- Managed container hosting across AWS, Azure, and UK-sovereign clouds.
- Automated CI/CD pipeline development for rapid, secure code releases.
- Infrastructure-as-Code (IaC) using Terraform for repeatable environment provisioning.
- Continuous security scanning of container images and dependency patching.
- Advanced observability including real-time monitoring, logging, and performance alerting.
- Microservices architecture design focusing on service isolation and scalability.
- Disaster recovery planning with automated backups and failover testing.
- Technical governance aligned with the GDS Technology Code of Practice.

SERVICE BENEFITS

- Stable, predictable application environments across development, test, and live services
- Faster and safer releases enabled by fully automated container delivery pipelines
- Reduced service disruption through resilient, self-healing container orchestration
- Optimised cloud spend via efficient container scheduling and resource governance
- Strong security assurance through hardened images and continuous vulnerability management
- Scalable platforms capable of supporting fluctuating public service demand
- Reduced operational risk by standardising infrastructure and deployment practices
- Freedom from vendor lock-in using open, portable container technologies
- Long-term maintainability through modernised, well-documented platform foundations
- High confidence in live service operations through expert-led, managed hosting



SEARCH ENGINE OPTIMISATION (SEO) AUDIT AND REVIEW



SERVICE DESCRIPTION

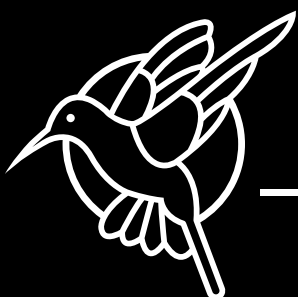
We provide independent SEO audits and reviews for public sector digital services. We assess technical SEO, on-page optimisation, content structure, accessibility, and performance, identifying risks and opportunities that affect search visibility. Our audits deliver clear, prioritised recommendations to support compliance, discoverability, and informed decisions on remediation or improvement.

SERVICE FEATURES

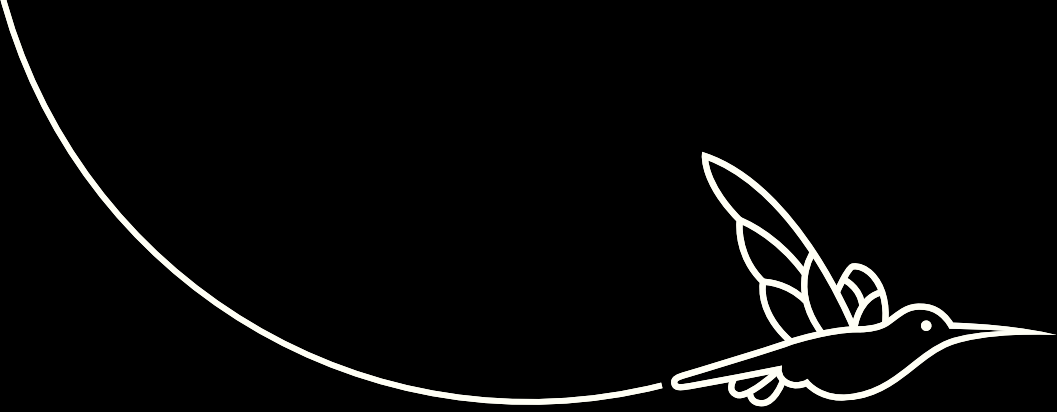
- Comprehensive SEO audit of public sector digital services
- Technical SEO review covering crawlability, indexing, and site architecture
- On-page SEO assessment including metadata, headings, and internal linking
- Content quality, relevance, and search intent analysis
- Accessibility and SEO alignment review
- Page performance and Core Web Vitals assessment
- Mobile SEO and responsive behaviour review
- Structured data and schema markup assessment
- Backlink profile and off-page SEO review
- Clear audit reporting with prioritised SEO recommendations

SERVICE BENEFITS

- Independent assurance of current SEO performance and risks
- Improved understanding of technical SEO issues impacting visibility
- Clear prioritisation of SEO improvements by impact
- Reduced risk of non-compliant or inaccessible content
- Better alignment between SEO, content, and accessibility requirements
- Informed decisions on SEO remediation or investment
- Stronger foundations for future organic search growth
- Improved discoverability of public sector digital services
- Reduced reliance on assumptions or unsupported SEO activity
- Access to experienced SEO audit specialists



SEARCH ENGINE OPTIMISATION (SEO) CONSULTANCY AND MANAGEMENT



SERVICE DESCRIPTION

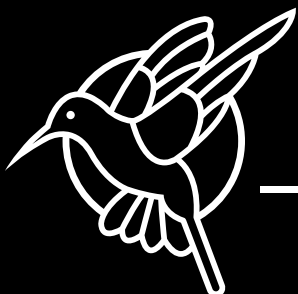
We provide SEO consultancy and management for public sector digital services. We advise on SEO strategy, governance, performance management, and organisational capability, helping teams manage technical SEO, content optimisation, and search performance responsibly while aligning with accessibility standards, compliance requirements, and long-term digital objectives.

SERVICE FEATURES

- Strategic SEO consultancy for public sector digital services
- Ongoing SEO management and performance oversight
- SEO governance models, standards, and decision frameworks
- Technical SEO advisory covering architecture, crawlability, indexing
- Content optimisation and search intent strategy advisory
- Accessibility and SEO alignment consultancy
- SEO performance reporting and KPI definition
- Supplier oversight for SEO delivery partners
- Risk management across algorithm changes and platform updates
- Knowledge transfer and internal SEO capability development

SERVICE BENEFITS

- Clear strategic direction for organisational SEO investment
- Reduced SEO risk through structured governance
- Improved control over SEO suppliers and agencies
- Consistent SEO standards across digital services
- Better long-term search performance sustainability
- Fewer reactive decisions following algorithm updates
- Increased confidence managing complex SEO estates
- Improved alignment between content, technical, and accessibility teams
- Reduced dependency on external SEO vendors
- Trusted SEO authority supporting senior stakeholders



SEARCH ENGINE OPTIMISATION (SEO) SUPPORT AND IMPLEMENTATION



SERVICE DESCRIPTION

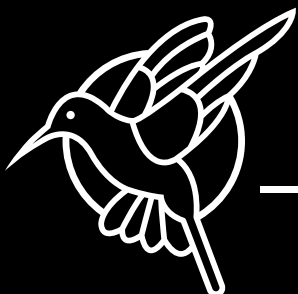
We provide hands-on SEO support and implementation for public sector digital services. We deliver technical SEO fixes, on-page optimisation, and content improvements, applying audit recommendations and best practices to improve search visibility, accessibility alignment, and performance while maintaining compliance and operational stability.

SERVICE FEATURES

- Technical SEO implementation addressing crawlability, indexing, and architecture
- On-page SEO optimisation including metadata, headings, and internal linking
- Content optimisation aligned to search intent and user needs
- Page speed optimisation and Core Web Vitals improvements
- Mobile SEO implementation and responsive behaviour optimisation
- Structured data and schema markup implementation
- SEO fixes aligned with accessibility and WCAG requirements
- Ongoing SEO support and issue resolution
- Monitoring and implementation of search performance improvements
- Documentation of SEO changes and implementation actions

SERVICE BENEFITS

- Improved organic search visibility through implemented SEO improvements
- Faster resolution of technical SEO issues
- Consistent application of SEO best practices
- Better alignment between SEO and accessibility requirements
- Improved page performance and user experience
- Reduced backlog of unresolved SEO issues
- Reliable execution of SEO recommendations
- Clear ownership of SEO implementation activity
- Improved search performance stability over time
- Support from experienced SEO implementation specialists



CONTENT DESIGN AUDIT AND REVIEW



SERVICE DESCRIPTION

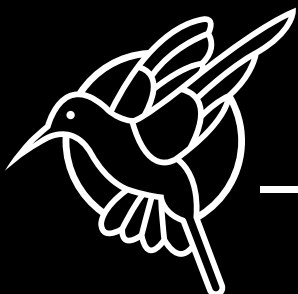
We provide independent content design audits and reviews for public sector digital services. We assess content against user needs, accessibility, GOV.UK style, and service objectives, identifying risks, gaps, and improvement opportunities. Our audits deliver clear, prioritised recommendations to support compliance, clarity, and effective content decision-making.

SERVICE FEATURES

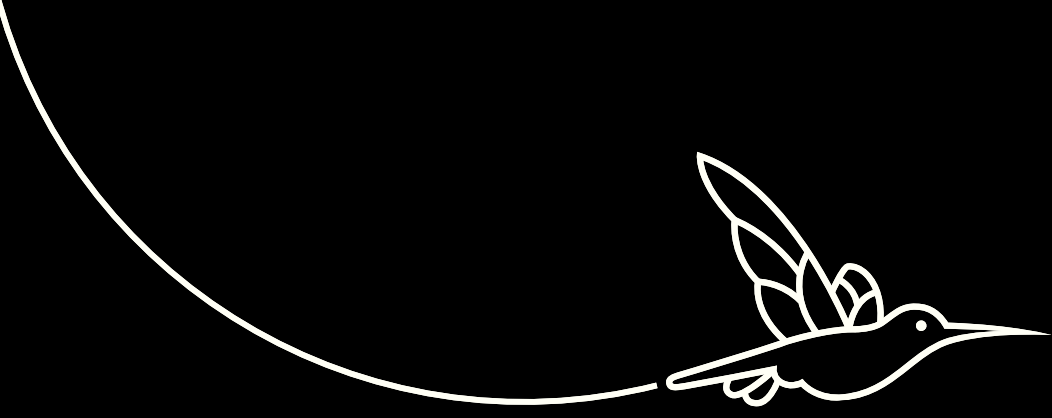
- Independent content design audit for public sector digital services
- User needs and content effectiveness assessment
- Review against GOV.UK content style and standards
- Accessibility and inclusive language review
- Content structure, hierarchy, and information architecture assessment
- Tone of voice and plain English evaluation
- Content duplication, gaps, and inconsistencies identification
- Content governance and ownership review
- SEO and content alignment assessment
- Clear audit reporting with prioritised content recommendations

SERVICE BENEFITS

- Independent assurance that content meets user needs and service objectives
- Reduced risk of inaccessible, unclear, or non-compliant public content
- Clear prioritisation of content issues based on impact and severity
- Improved alignment between content, user journeys, and service outcomes
- Stronger consistency across pages, journeys, and transactional content
- Evidence-based decisions replacing assumptions about content effectiveness
- Improved compliance with GOV.UK content standards and accessibility guidance
- Clear visibility of content ownership, governance, and accountability gaps
- Reduced rework through early identification of structural content issues
- Confidence planning remediation based on objective content audit findings



CONTENT DESIGN CONSULTANCY AND MANAGEMENT



SERVICE DESCRIPTION

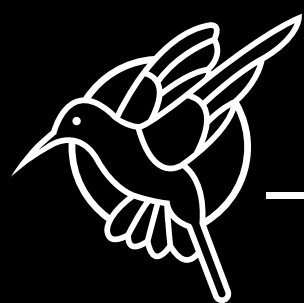
We provide content design consultancy and management for public sector digital services. We advise on content strategy, governance, operating models, and organisational capability, helping teams manage content at scale, align with user needs, and maintain consistent, compliant content across complex services.

SERVICE FEATURES

- Strategic content design consultancy for public sector digital services
- Ongoing content design management and governance oversight
- Content strategy definition aligned to user needs and service objectives
- Content governance models, standards, and decision frameworks
- Editorial operating model and role definition advisory
- Content lifecycle management across digital services
- Accessibility and inclusive content advisory
- Content performance measurement and optimisation guidance
- Supplier and delivery partner content oversight
- Knowledge transfer and internal content capability development

SERVICE BENEFITS

- Clear strategic direction for organisational content design investment
- Reduced content risk through structured governance and oversight
- Improved consistency across large, multi-service content estates
- Stronger alignment between content, user needs, and service goals
- Fewer reactive content decisions through proactive management
- Increased confidence managing content across complex organisations
- Better control over content suppliers and delivery partners
- Improved sustainability of content beyond individual projects
- Clear accountability for content decisions and ownership
- Trusted content authority supporting senior stakeholders and service owners



CONTENT DESIGN SUPPORT AND IMPLEMENTATION

SERVICE DESCRIPTION

We provide hands-on content design support and implementation for public sector digital services. We create, revise, and structure content based on user needs, accessibility requirements, and GOV.UK standards, delivering clear, usable content that supports service journeys, reduces confusion, and enables effective ongoing content management.

SERVICE FEATURES

- Content design implementation aligned to user needs
- Writing and editing content using GOV.UK style guidance
- Content restructuring and information architecture improvements
- Accessibility-compliant content creation and remediation
- Transactional and service content writing
- Content support during Discovery, Alpha, Beta, Live phases
- Iterative content improvements based on testing insights
- Content backlog management and prioritisation support
- Collaboration with designers, developers, and service teams
- Content documentation and handover

SERVICE BENEFITS

- Clear, user-centred content delivered consistently across digital services
- Reduced user confusion through improved content clarity and structure
- Accessible content meeting public sector accessibility requirements
- Faster delivery of content changes supporting service needs
- Improved user journeys through well-structured transactional content
- Reduced content debt through ongoing content support
- Better alignment between content, design, and service functionality
- Increased confidence publishing compliant public sector content
- Content delivered ready for long-term ownership and maintenance
- Support from experienced public sector content designers



ARTIFICIAL INTELLIGENCE (AI) READINESS AUDIT AND REVIEW

SERVICE DESCRIPTION

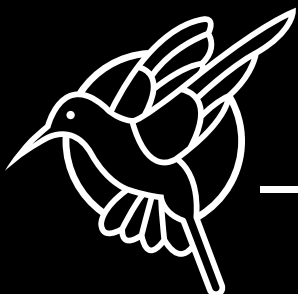
Providing independent, expert audits to determine your organisation's readiness for AI adoption. We move beyond the hype to evaluate your data maturity, technical infrastructure, and governance frameworks against the Central Digital & Data Office "Generative AI Framework" and GDS standards. Our audit identifies the high-impact use cases where AI can deliver genuine value while highlighting risks in data quality, security, and ethical bias. We provide a prioritised remediation roadmap, ensuring you have the solid foundation required to deploy AI services that are safe, transparent, and cost-effective.

SERVICE FEATURES

- Data maturity assessment for AI training and retrieval-augmented generation (RAG).
- Technical infrastructure review for secure AI model hosting and scaling.
- Ethical AI impact assessment identifying potential bias and transparency risks.
- Strategic use-case prioritisation based on departmental value and technical feasibility.
- Review of data privacy and security protocols for LLM integration.
- Alignment audit with CDDO Generative AI Framework and GDS standards.
- Skills gap analysis for internal teams managing AI-enhanced digital services.
- Cost-benefit analysis of proprietary vs. open-source AI model implementation.
- Governance review for "Human-in-the-loop" verification and AI output moderation.
- Detailed AI readiness roadmap with prioritised technical and operational actions.

SERVICE BENEFITS

- Reduced investment risk by identifying AI feasibility before full-scale implementation.
- Clear visibility of data quality issues preventing successful AI adoption.
- Enhanced security through early identification of data leakage risks in LLMs.
- Stronger ethical posture via proactive bias and transparency evaluation protocols.
- Optimised budget allocation by targeting high-impact, low-complexity AI opportunities.
- Improved organisational confidence through an independent, expert technical health check.
- Accelerated AI adoption via a structured, GDS-compliant strategic remediation roadmap.
- Protection of user trust through rigorous ethical and privacy oversight.
- Informed technology choices between private cloud or third-party AI providers.
- Actionable insights into internal capability and training requirements for AI.



ARTIFICIAL INTELLIGENCE (AI) PROOF OF CONCEPT DESIGN AND DEVELOPMENT

SERVICE DESCRIPTION

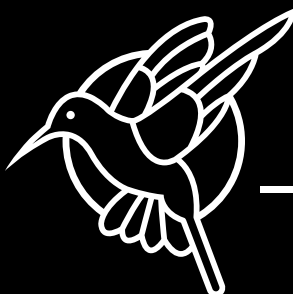
Our team delivers rapid, high-impact AI Proof of Concepts (PoCs) to validate technical feasibility and user value. We bridge the gap between AI strategy and production by building functional prototypes using langchain, langgraph, JS environments, LLMs, and Machine Learning. Following GDS principles, we help public sector teams test AI use cases, such as automated triage, document synthesis, or predictive analytics in a secure, sandboxed environment. Our innovation lab ensures that every PoC provides the data-driven evidence needed to secure stakeholder buy-in and define the roadmap for full-scale Beta implementation.

SERVICE FEATURES

- Rapid development of functional AI prototypes and Proof of Concepts
- Custom LLM orchestration using LangChain and Retrieval-Augmented Generation (RAG)
- Integration of secure AI models within private cloud environments (AWS/Azure)
- Iterative "Human-in-the-loop" interface design for AI-assisted decision making
- Performance benchmarking to measure AI accuracy, latency, and reliability
- Development of secure API connectors for departmental data ingestion
- User-centric testing to validate AI impact on service efficiency
- Evaluation of open-source vs. proprietary models for specific use-cases
- Clear technical documentation and evidence-based feasibility reporting
- GDS-aligned Alpha phase prototypes for internal stakeholder demonstration

SERVICE BENEFITS

- Low-risk validation of AI concepts before full-scale investment
- Tangible evidence of ROI to support internal business cases
- Accelerated learning through "fail fast" rapid prototyping methodologies
- Increased stakeholder buy-in via interactive, functional AI demonstrations
- Clear identification of technical constraints early in the lifecycle
- Reduced security risk by testing in a controlled, private environment.
- Data-driven insights into model accuracy and potential bias risks
- Faster transition from concept to production-ready Beta services
- Informed technology selection based on real-world prototype performance
- Direct access to specialist Python AI developers and architects



ARTIFICIAL INTELLIGENCE (AI) STRATEGIC SUPPORT AND DEVELOPMENT

SERVICE DESCRIPTION

We provide specialist AI consultancy and development to help public sector organisations harness Machine Learning and Generative AI safely. We combine our innovations team with technical rigour to deliver AI roadmaps, proof-of-concepts, and production-ready integrations. Our focus is on solving specific departmental challenges, such as content automation, data synthesis, and predictive analytics, while ensuring full alignment with any frameworks you may use. We ensure your AI adoption is ethical, secure, and built on a high-quality data foundation.

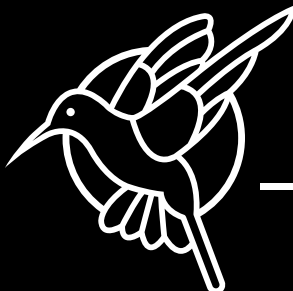
Providing expert, independent sustainability audits of open source, Python-based ecosystems to ensure security, performance, and long-term scalability.

SERVICE FEATURES

- Strategic AI roadmapping and feasibility studies for public sector services
- Ethical AI governance frameworks ensuring transparency and bias mitigation
- Large Language Model (LLM) integration for automated content and synthesis
- Custom Machine Learning (ML) model development using Python and PyTorch
- Data readiness audits to assess quality for AI implementation pipelines
- Secure API integration with OpenAI, Google Gemini, and Anthropic models
- Rapid prototyping and Proof of Concepts (PoC) for AI use-cases
- Natural Language Processing (NLP) for advanced document analysis and search
- Continuous monitoring for AI model drift and performance accuracy
- GDS-aligned discovery phases for AI-enhanced user-facing services

SERVICE BENEFITS

- Informed AI adoption via expert-led strategic and technical feasibility guidance
- Enhanced operational efficiency through intelligent automation of repetitive tasks
- Improved citizen experiences via personalized and responsive AI-driven interactions
- Reduced risk through ethical AI frameworks and robust governance protocols
- Future-proofed services built on scalable, secure, and modern AI architectures
- Maximum ROI by targeting high-impact, low-risk AI implementation opportunities
- Absolute data security using private, UK-hosted, or VPC-contained AI instances
- Strategic alignment with the CDDO Generative AI Framework and standards
- Increased internal capability through specialist AI knowledge transfer and mentoring
- Transparent, "fearless" advice on AI limitations and cost-benefit analysis

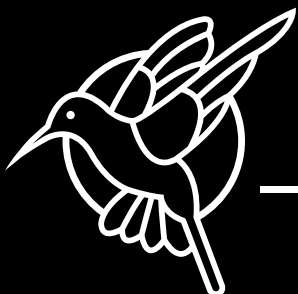




NHS IMPROVEMENT & NHS ENGLAND

From rapid delivery to lead consultancy: A seven-year evolution.

2016 Foundation: Rapid CMS Delivery	2017–2018 Scale: Identity & Infrastructure	2019 Impact: Mission-Critical Data Systems	2020–2022 Strategy: The NHS England Merger
NHSI required a robust, extensible CMS under an extremely tight deadline. We delivered a Wagtail (Python/Django) solution on time and on budget, providing the foundation for their digital estate and immediate staff autonomy.	Following our initial success, we were commissioned for high-stakes technical projects: Identity Management: Developed an end-to-end Okta solution with a bespoke interface, managing secure access for thousands of NHS staff. Cloud Evolution: Our DevOps team migrated the estate to Microsoft Azure, utilising Docker and Kubernetes to ensure a modern, containerised, and scalable environment.	We designed and launched a bespoke Data Collection Platform. Used by senior Trust leadership, this agile-led product provides NHSI analysts with the mission-critical performance data required for national decision-making.	As NHSI merged with NHS England, our deep domain knowledge secured RKH the role of Lead Back-End Consultancy. We managed the complex migration to a unified environment, ensuring fiscal responsibility and technical stability through rigorous agile prototyping and proof-of-concept validation.





HOME OFFICE

For 10+ years, we've transformed digital services for the police. From the original Police.uk to mission-critical platforms for victims of crime, we combine deep sector expertise with GDS-compliant design to deliver usability at scale.

Taking It From The Top

We conducted a discovery exercise for the Home Office to explore the feasibility and cost savings that a 'digital 101' service would provide. We talked to hundreds of victims of crime, police staff, subject matter experts and other suppliers to provide a strong body of evidence for the change.

Meeting Needs

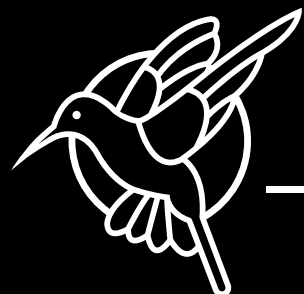
The entire design and development process was focused on this user-first approach, conducting extensive user research exercises such as workshops, one on one interviews, eye tracking studies and other usability studies under lab conditions. We even went on to build our own usability lab following this work.

Passing Assessment

We closely followed the GDS service manual throughout development - focusing on users first and ensuring everything we designed and built was accessible and interoperable with other systems, including legacy internal policing systems. Our solution passed the GDS assessment.

Awards and Successes

Following the launch of the crime reporting digital service, we saw an immediate reduction in demand on call centre staff in several police forces, as an increasing number of crime reports were made via the new service. The service was nominated for a Civil Service award, and we were one of only a few suppliers lucky enough to attend the ceremony at Buckingham Palace. We also delivered the Single Online Home for Policing pilot which sees almost 75% of the national forces use the platform, saving the public hundreds of thousands of pounds.





POLICE.UK

Delivering the world's first national crime map, safely anonymising data, and releasing an unprecedented open dataset used by thousands of developers, journalists and academics.

The Transparency Movement

In 2009, the government mandated that police should be held accountable for their actions and their performance. A decision was made to publish a crime map and crime statistics that were easy for the public to understand. This presented some challenges...

Keep It Simple

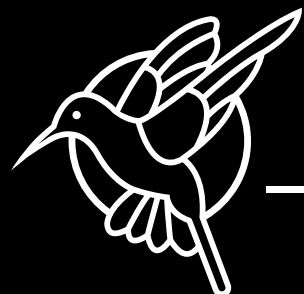
Following a highly competitive pitch where we focused on usability and simplicity, we were selected to deliver the national police website for England and Wales, including crime maps, policing team information and force performance data.

Opening Up

We designed and built an open data API that was launched by Tim Berners-Lee, allowing thousands of developers unprecedented access to years of crime data. We safely anonymised this data before publication, ensuring that victims of crime were protected.

Awards-winning

We delivered the Police.uk website on time and on budget, received praise from the Home Secretary, and continued to design develop, host, manage and provide support desk services for a further seven years.



GET IN TOUCH

Drop us an email at hello@rkh.co.uk and tell us about your project.
We'll give you a honest, refreshing, plain English version of how we can help.

Visit our websites for more information:

www.rkh.co.uk

www.rkhdigital.co.uk

