

# **PARISH COUNCIL WEBSITE**

## **New Model Website Costs, Inclusions and Terms and Conditions**

April 2020

## Introduction.

Our new model website was introduced in January 2020 in order that councils can comply with the latest Government Legislation concerning Accessibility (WCAG2.1AA)

There are four different levels of design and service; all our websites are fully managed so there is no facility for clients to make changes without processing them through ourselves. This has several advantages including continuity of service, clerks workload and includes independent advice on local government administration as well as technology and social media advice.

All our websites include the basic pages necessary to publish their accounts, agendas, minutes, meetings dates, members details, members responsibilities, members representation on outside bodies, the services it supplies and all applicable local authority policies and publications.

	Parish Package	Community Package	Town Package	Webmaster
<b>Hosting</b>	Included	Included	Included	Included
<b>SSL Certificates</b>	Included	Included	Included	Included
<b>Statcounter</b>	Included	Included	Included	Included
<b>UK Domain</b>	Included	Included	Included	Included
<b>Archiving Folders</b>	Included	Included	Included	Included
<b>2gb Email A/C</b>	Unlimited	Unlimited	Unlimited	Unlimited
<b>Contact Form</b>	Included	Included	Included	Included
<b>GDPR Form</b>	Included	Included	Included	Included
<b>Meetings:</b>	Basic	Basic	Basic	Basic
<b>Committees:</b>	N/A	1	3	Unlimited
<b>Additional Pages:</b>	N/A	6	12	Unlimited
<b>Basic Google Map</b>	N/A	Included	Included	Included
<b>Adv. Google Map</b>	N/A	N/A	Included	Included
<b>Members Photos</b>	N/A	N/A	Included	Included
<b>N'hood Planning</b>	N/A	Included	Included	Included
<b>News Articles</b>	Nil	3/month	6/month	12/month
<b>Design and Build</b>	£350.00	£500.00	£750.00	£750.00
<b>Management</b>	£350.00/year	£500.00/year	£750.00/year	£1200.00/year
<b>Optional Extras:</b>				
<b>Gov.UK Domain</b>	£95reg/£30ren/yr	£95reg/£30ren/yr	£95reg/£30ren/yr	Included
<b>Planning Service</b>	N/A	£150.00/year	Included	Included
<b>Photo Gallery</b>	N/A	N/A	£150.00/year	Included
<b>1-1 Email Support</b>	£35/instance	£35/instance	£35/instance	Included
<b>5gb Email A/C</b>	£40/user/year	£40/user/year	£40/user/year	£40/user/year
<b>50gb Email Serv.</b>	£12/user/mnth	£12/user/mnth	£12/user/mnth	£12/user/mnth
<b>Page Changes</b>	£15.00	£15.00	£15.00	Included
<b>New Pages</b>	£35.00	£35.00	£35.00	Included

## Terms and Conditions

These Terms and Conditions can be varied at any time without prior notice. You will be notified of any changes in advance. This document should be read in conjunction with Nominet Terms and Conditions which apply to UK Domains but not .Gov Domains. JISC Terms and Conditions were forwarded to you when your domain was first registered.

Whilst we retain the copyright on the website the council owns the copyright on the content. The council is responsible for the website, we act in the capacity of a facilitator in updating and changing the website to the councils instructions. The only exception to this is where councils purchase our Planning Service which we update independently at the start of every working week.

The website will be built in accordance with our Packages and to the designs shown on our website. Changes to this design will incur an extra charge which will be advised in advance of the work being carried out.

We reserve the right to use the website for promotional purposes.

## Fees.

A 50% deposit of the Design and Build fee is required with your order the balance payable after 60 days or when the site goes live, whichever is the sooner.

Your Management Fee will be invoiced when the site goes live and is a rolling annual agreement which requires a 90 day notice period for cancellation.

All invoices become due and payable on the date received. We allow a 30 day grace period to ensure invoices can be presented to the next council meeting for approval. Payments not received on-time will be suspended.

Payments can be made directly into our bank account the details of which are as follows:

Starling Bank: Parish Council Website  
Sort Code: 60.83.71  
Account: 89171714

IBAN: GB44SRLG60837189171714  
BIC: SRLGGB2L

Cheques should be made payable to 'Parish Council Website' and have the invoice number written on the back.

## Email Accounts

In order that councils can comply with the Data Protection Act 2018 we provide, at no cost, secure, domain based email accounts for the clerk, chairman and members of the council. These accounts are 2gb which is more than sufficient when collecting email from the server using the POP3 Protocol. Please read our Email Instructions Document for more details.

We provide comprehensive instructions on how to connect to your mailbox together with access to your account via Webmail when you are away from your computer. If anyone has difficulty setting up Thunderbird or Outlook on their Windows 10 Computer we can provide 1-1 Support for a small fee.

We can also provide bigger email accounts for those who wish to use the IMAP protocol or councils who wish us to deploy a Microsoft Exchange Server on their domain.

## Management

Whilst the website is the responsibility of the council we may, from time to time, inform the clerk when new legislation is produced or when the website fails to meet current legislation. This is provided as added value to our normal service.

Our services are detailed in the Packages Table on page 2.

Documents for adding to the website should be in one of the following formats:

Microsoft Word (doc/docx/rtf)

Microsoft Excel (.xls) for Accounting Spreadsheets only

Adobe PDF (pdf/a)

We will not accept:

Text documents where Excel has been used to create tables. Please use Word.

Text documents sent as images (jpg/tif/bmp) as they are not accessible.

Additional charges will be made where documents are submitted (a) in formats other than those mentioned above, (b) on paper and (c) as hard copy photographs. We may also make a supplementary charge for the additional work involved in the re-processing of excessively large PDF files. (If you intend to make your own PDF files please use either Adobe Acrobat or PDF Element Pro with the correct setting for 'web' content.

**All content must be sent to [webmaster@parishcouncilwebsite.net](mailto:webmaster@parishcouncilwebsite.net)**

## Agenda and Minutes

The Localism Act 2012 requires Agendas to be published three days before the meeting excluding the day of publication, day of the meeting and Sundays. Agendas should include all the documentation that the members will use for form a decision and this includes the Minutes from previous meetings, including committees.

The same Act requires Minutes to be published within 30 days of the meeting.

## News and Notices

We will update all News and Notices to those Packages that qualify. Clerks should forward to us the title, a snippet of text together with a picture, PDF/A file or a document which we will convert to PDF/A.

We will add the item to your home page and place the PDF/A file into a News folder in your Archive so that it remains available for posterity.

In order that the home page looks balanced there must always be 1/3/6/9/12 items live at any one time, dependent on your package. If you have only 2/4/5/7/8/10/11 items live we reserve the right to fill the gap with suitable content that we will provide. This is the only time we will add content to the News area of your website.

## Service Level Agreement

All updates will be carried out within 48 hours of receipt however, with the exception of weekends, this is normally a couple of hours at the most during normal office hours. Any council that experiences any difficulty with the services that we provide may contact us by email, receive a response within twenty-four hours and a decision within three working days.

Having lodged a complaint and where this complaint involves a UK domain. If the customer is not satisfied with our response we escalate the matter to Nominet to arbitrate within 3 working days.

## Duration of Agreement

Our services are covered by a rolling agreement which automatically renews annually.

Councils are invoiced prior to the end of the period and are expected to pay on or before the due date for the forthcoming year. We reserve the right to withdraw any and all of our services on the renewal date without notice where an invoice is overdue.

Both parties are required to give 90 days notice to terminate this agreement but notice cannot be given by a council where a renewal invoice has been issue unless we acknowledge that the cancellation is the result of our failure in delivering services, otherwise the full amount of the renewal will have to be paid before the account is cancelled.

Customers forfeit all rights under this agreement until their account is in credit and any outstanding invoices cleared.

If the Council wishes to terminate the agreement at any point before the site goes live the Council will be liable for the full costs including any extra pages.

## Copyright

Any and all materials supplied by the Council or its agents must be copyright cleared. If the Council does not own the material it must obtain clearance from the owner to use the material. We will not be held responsible for any breaches of copyright from the use of material supplied by the Council or its agents. As the hosting company, if we are informed that any material breaches copyright we will take down the website until the Council is able to resolve the issue.

## Termination

When notice has been given no further work will take place on the website which is chargeable and any monies paid in advance will be forfeit.

On request we will change the IPSTAG to that of the new supplier and if the new supplier is not capable of scraping the documents from the website we will provide the documents from a Dropbox Account.

***Please contact us if you require clarification of our Terms and Conditions***