



# **Parish Council Website**

New Accessible Website  
Costs, Inclusions and  
Terms and Conditions

October 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)

Whilst we provide fully accessible pages it is the responsibility of the individual councils to ensure that the documents they send to us for inclusion on the website are themselves accessible.

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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.

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All our packages include the 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.

Small councils have the facility to conform with all government legislation with our lowest priced Parish Package. Councils who wish to expand their websites to provide information that is not required by law can purchase the Community Package or the Town Parish depending on what best meets their needs. Large parishes and town councils can add our Webmaster Service to the Town Package for the various additional benefits that entails.

<https://parishcouncilwebsite.net>

## Package Comparison

	Parish Package	Community Package	Town Package	Webmaster
Website Hosting	Included	Included	Included	Included
SSL Certificates	Included	Included	Included	Included
Monthly Stat Counter Reports	Included	Included	Included	Included
UK Domain Reg/Renewal	Included	Included	Included	Included
Archiving Folders	Included	Included	Included	Included
2gb Email A/C	Unlimited	Unlimited	Unlimited	Unlimited
DPA Compliant Contact Form	Included	Included	Included	Included
DPA Compliant Access Form	Included	Included	Included	Included
Publishing Legally Required Data	Included	Included	Included	Included
Social Media Link	Included	Included	Included	Included
Council Meetings	14 Per Year	14 Per Year	14 Per Year	14 Per Year
Committee Meetings	N/A	12 per Year	36 Per Year	Unlimited
Included Additional Pages	N/A	6	12	Unlimited
Basic Google Map	N/A	Included	Included	Included
Advanced Google Map	N/A	N/A	Included	Included
Members Photo/Bio Page	N/A	N/A	Included	Included
Neighbourhood Planning	N/A	Included	Included	Included
News Articles / Notices	N/A	4/month	8/month	12/month
Social Media Feed	Nil	1 included	2 included	unlimited
<b>New Site Design and Build</b>	<b>£350.00</b>	<b>£500.00</b>	<b>£750.00</b>	<b>£750.00</b>
<b>Website Updating/Management</b>	<b>£350.00/year</b>	<b>£500.00/year</b>	<b>£750.00/year</b>	<b>£1200.00/year</b>
OPTIONAL EXTRAS				
Gov.UK Domain	£95reg/£56ren/2yr	£95reg/£56ren/2yr	£95reg/£56ren/2yr	Included
Accessibility Service	£150.00/year	£150.00/year	£150.00/year	Included
Planning Service	N/A	£150.00/year	Included	Included
Photo Gallery	N/A	N/A	£150.00/year	Included
1 to 1 Email Support	£35/instance	£35/instance	£35/instance	Included
5gb Email Account	£40/user/year	£40/user/year	£40/user/year	£40/user/year
50gb Email Service	£12/user/month	£12/user/month	£12/user/month	£12/user/month
Page Changes	£15/each page	£15/each page	£15/each page	Included
New Pages	£35/per page	£35/per page	£35/per page	Included

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## 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 council's 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.

<https://parishcouncilwebsite.net>

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. If payments are not received on-time accounts will be suspended.

## Payments.

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.

If you wish to save the cost of posting cheques you can send them direct to:

FREEPOST  
STARLING BANK

**BUT you must place our account number 89171714 on the back of the cheque and advise us by email.**

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## 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 3.

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

Or Adobe PDF/A

**All documents sent to us for uploading must be fully accessible.**

<https://parishcouncilwebsite.net>

All documents that require scanning must be processed through Adobe Acrobat Pro which will identify the text and allow you to make the document accessible and process it to the PDF/A standard

Additional charges will be made where documents are submitted:

- (a) in formats other than those covered above,
- (b) on paper
- (c) as hard copy photographs.
- (d) not accessible

We will not be responsible for the processing of Neighbourhood Planning or Newsletter which must be received in PDF/A format except by special arrangement.

The Council needs to consider its position with regard to accessibility, choices include:

1. Purchasing a monthly subscription for Adobe Acrobat Pro at £15.00 per month
2. Purchasing our Accessibility Service at £150.00 per year
3. Adopting "Disproportionate Burden" with regard to specified documents and include same in Accessibility Statement

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

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## 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 (optional), accessible PDF/A file or an accessible 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 notices folder in your Archive so that it remains available.

In order that the home page looks balanced there must always be 4/8/12 news items live at any one time, dependent on your package.

## Social Media

Our packages include links to social media feeds that are maintained by the parish council and in the Community and Town Packages the ability to have Twitter and Facebook timelines embedded in the home page. In some circumstances, whilst a Parish may not have its own feed, there may be a feed for the local area that the council may wish to promote particularly if it contributes to that feed.

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## 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 issued 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 and additional work.

## 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 current website we will provide the councils documents from a Dropbox Account.

Under no circumstances can one of our websites be moved in its entirety to a new host/supplier. Copyright exists on our designs and coding and some functionality is licenced for our exclusive use.

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