**Proposal for QPC to Transition to .gov.uk Digital Services**

# Summary

SLCC, NALC and GAPTC strongly recommend that smaller authorities (i.e. Town/Parish Councils) adopt a .gov.uk domain to improve digital security, maintain a consistent and professional image, help ensure all communications are identifiable as coming from the parish council and ensure that council information is handled appropriately, in line with GDPR principles. GAPTC have produced a [useful webpage](https://gaptc.org.uk/gov-uk-domains) that provides information about this, including a short (4min) NALC [YouTube video](https://youtu.be/891gK5Ew7HE?si=f_qj9nT_YL47TPmd) explaining reasons for this.

Further, from this year, a requirement of the annual audit process (i.e. the AGAR) will be that parish councils use secure, trustworthy domains (such as .gov.uk) for emails and websites. In order to warrant a positive response to the new “Assertion 10 - Digital and data compliance” we will need to demonstrate the following:

* **Email management**: We **must** have a generic email account hosted on an **authority owned domain**, for example:
  + *[clerk@queningtonparishcouncil.gov.uk](mailto:clerk@queningtonparishcouncil.gov.uk) /* [*clerk@quenington-pc.gov.uk*](mailto:clerk@quenington-pc.gov.uk) *or*
  + [*clerk@queningtonparishcouncil.org.uk*](mailto:clerk@queningtonparishcouncil.org.uk) */* [*clerk@quenington-pc.org.uk*](mailto:clerk@quenington-pc.org.uk)

The use of our current queningtonpc@gmail.com account will mean failure to comply with Assertion 10 of the AGAR.

The use of either “.gov.uk” or “.org.uk” domains is acceptable, however, the former is the preferred option and indications are that it is likely to be a requirement in future.

* **Website**: We **must** meet legal requirements for our website which means meeting the Web Content Accessibility Guidelines 2.2 AA.

We can continue to use our current shared website, but this will require a major overhaul to bring it up to standards along with a change in access/management rights to the site. The cost of this is likely to exceed that of creating a new website.

* **Data Management**: We **must** comply with both the General Data Protection Regulation (GDPR) 2016 and the Data Protection Act (DPA) 2018 when processing personal data. This classifies us as both a Data Controller and a Data Processor.
* **IT Policy:** We **must** have an IT policy that explains how everyone should conduct our business in a secure and legal way when using IT equipment and software. This relates to the use of authority-owned and personal equipment.

By moving our digital services to an approved (either .gov.uk or .org.uk) domain, we will align with national regulations and standards, enhance our data security and signal our credibility. Use of a .gov.uk rather than a .org.uk domain will also future proof our digital systems.

After reviewing a number of options, which I have detailed below in this document, my suggestion at this stage is:

1. We agree to adopt a .gov.uk domain and the associated email account for use by the Clerk
2. We agree to utilise the services of Parish Online as our Approved Registrar to aid in the transition to a .gov.uk domain and the hosting of same
3. We agree to contact Parish Online to gather more information about:
   1. the transition process, e.g. timelines and the on-going support services that they provide
   2. their email services, especially the use of .gov.uk emails for councillors
   3. their website services
4. We speak to the Village Hall Committee about the potential impacts of separating our websites.
5. We speak to Bulldogs IT about the feasibility and costs of bringing the current website up to legal standards
6. We bring additional information (gathered at 3-5) to the next meeting for final agreement on moving to a new website.

# Introduction

In an era where digital communication is paramount, parish councils must ensure that their online presence is secure, trustworthy, and efficient. From this year, this will be a requirement of the annual audit process as identified in the ‘Digital and Data compliance’ section of the Practitioners Guide which states ‘*it is best practice to use .gov.uk domains for smaller authorities’ emails and websites*’. SLCC recommend using a .gov.uk domain, email and website to maintain a consistent and professional image. This will also make sure all communications are identifiable as coming from the parish council and makes sure council information is handled appropriately, in line with GDPR principles. One of the most important changes is that councils **must** have a role-based email account hosted on an authority owned domain, for example:

* [*clerk@queningtonparishcouncil.gov.uk*](mailto:clerk@queningtonparishcouncil.gov.uk) or [*clerk@quenington-pc.gov.uk*](mailto:clerk@quenington-pc.gov.uk)

By moving our digital services to a .gov.uk framework, we align with national regulations and standards, signal our credibility, streamline processes, enhance data security and future proof our digital systems.

# Rationale for Transition to a .gov.uk Domain

* **Trust and Credibility:**
  + The .gov.uk domain is reserved for governmental entities.
  + Although the .org.uk domain is also available, there are questions around the long-term viability of this domain for use by LGA, which could mean we need to migrate to a .gov.uk at a future date
  + Using the .gov.uk domain also assures residents that the information provided is verified, authoritative, and free from impersonation risks. This added layer of trust is essential for civic engagement.
* **Regulatory Compliance:**
  + Operating on a .gov.uk platform ensures that we meet legal and regulatory standards, thereby avoiding potential penalties or breaches of data protection laws.
  + From this year, it will be a requirement under “Assertion 10 - Digital and data compliance” of the Annual Governance and Audit process (AGAR) that parish councils use secure, trustworthy domains (such as .gov.uk) for emails and websites.
* **Accessibility and Transparency:**
  + Service providers for .gov.uk sites will help ensure that our online content is accessible to all users, including those with disabilities, making it easier for residents to find information about our initiatives and services.
* **Enhanced Security:**
  + Digital services on a .gov.uk platform adhere to strict security and compliance (e.g. GDPR) standards. This minimizes cyber risks and protects the sensitive information of both councillors and residents.
* **Digital support services**:
  + Although there are many providers able to register and host .gov.uk domains, a smaller number have joined the “Parish Council Helper Service” which means they offer additional IT support for Clerks/Parish Councils.
* **Scalability:**
  + The .gov.uk infrastructure is designed to scale, allowing us to expand and incorporate additional services in the future without significant disruption or cost (for example if we had to adopt the village hall).
* **Long-Term Savings:**
  + While there will be an upfront investment, the long-term benefits, such as reduced maintenance costs, improved efficiency and decreased risks of security breaches, could yield savings over time.

# Parish Council Helper Service

In order to obtain a .gov.uk domain we need to apply through an [Approved Registrar](https://www.gov.uk/guidance/moving-your-parish-council-to-a-govuk-domain). Approved Registrars are IT companies with additional clearance (including security) who are allowed to register .gov.uk domains. Within this group are around 25 Registrars who have agreed to provide additional help and support for Town and Parish councils who don’t necessarily have IT support/knowledge. These 25 registrars are part of the Parish Council Helper Service. SLCC are working with five of these to offer a £100 saving for councils moving to .gov.uk, but this is generally only available if we take the full service (domain, emails, transition, new website).

*Note that a separate Government scheme, which provided £100 grants to encourage parish councils to migrate to .gov.uk domains has now closed.*

# Quenington Parish Council

## Requirements for QPC

If QPC is to move to using a .gov.uk site there are a number of steps to follow as outlined on the [moving your council to gov.uk domains](https://www.gov.uk/guidance/moving-your-parish-council-to-a-govuk-domain) website. I have summarised the steps below and outlined the various options in Table 1, where I have colour coded requirements as essential (green) or optional (amber):

Basically we **must:**

* 1. Register a .gov.uk domain, e.g. queningtonparishcouncil.gov.uk
  2. Take out an email for Rita (the Clerk), e.g. clerk@queningtonparishcouncil.gov.uk

In addition to the above requirements, we can also optionally:

* 1. Develop a new council website
  2. Take out .gov.uk emails for each councillor

### Website

Whichever website we use (either our existing one that we share with the village hall or a new one) we need to ensure that:

1. it is under our control and
2. meets the latest (WCAG 2.2 AA compliant) Accessibility Standards as outlined on this [website](https://www.gov.uk/guidance/make-your-website-or-app-accessible-and-publish-an-accessibility-statement).

It should be noted that our current shared website fails both these requirements:

1. Overall management of the website is controlled by Bulldog IT. Part of the site is managed by QPC and part by the village hall committee, to which QPC has no access.
2. The website does not comply with the previous accessibility standards, let alone the current standards. Figure 1 shows the result of an Accessibility check on the first page of the website. This identified over 100 errors that require attention to bring this page up to standard.

If we develop a new website we will also have to maintain our existing domain name for security reasons.

## Table 1: Checklist of options for QPC to decide which services we need &/or want to adopt.

|  |  |  |
| --- | --- | --- |
| **Service** | **Do we need this?** | **What this will provide** |
| **Domain and emails** | |  |
| .gov.uk domain | Yes | We must have a domain, which is the “gateway” to other digital services such as a website and emails. |
| Email addresses | Yes | The **parish clerk must** have a role-based .gov.uk email.  To meet our FOI and transparency obligations, we must give email addresses to each councillor.  Councillor emails don’t necessarily have to be .gov.uk, but the Clerk must have control/access to Councillor emails in case a FOI request is made.  Having specific councillor emails makes this much easier. |
| Renewing existing domain name | Yes | Because it is an asset, we need to continue renewing our old domain name. This will prevent anyone else from registering it and impersonating us.  As we share current site with QVH not a problem, but we may need to continue to pay a share of the hosting costs if we move to a new website. |
| Moving email data | Optional | We may need this if we want to still have access to our old email history.  Would be useful to move council emails from the current gmail address otherwise lots of lost data |

Continued…

|  |  |  |
| --- | --- | --- |
| **Website** |  |  |
| .gov.uk website | Maybe | Our options are to either create a new .gov.uk website or stay with the shared website  We need a website as we are legally required to publish information on it, but we don’t necessarily need to have a .gov.uk website. However, there are advantages to having a .gov.uk website.  For a new website we could move our current website content to a different domain or build a new site  We could move the Council pages, but this is a shared website so we don’t have access to all the pages and, as highlighted earlier, there are a large number of issues that will need addressing to bring the pages to the required standards. Lastly, many of the Approved Registrars indicate that it is cheaper to build a new site from scratch than try and fix an existing site.  I suggest we leave QVH with the current website and add a link from it to a new QPC .gov.uk website.  Who will host the website to make it available on the internet?  Currently Bulldog websites host our shared website. If we build a new .gov.uk website, the new company should be able to host the site for us.  Moving is not essential so we could postpone the website move to a future date. |
| Website accessibility | Yes | All public sector websites must be compliant with the latest WCAG 2.2AA Accessibility Standards to meet their legal requirements.  Our current website is **not** compliant (even for the old standards) so **will** need work to bring it to standards. A new .gov.uk website would be fully accessible.  All public sector websites must publish an accessibility statement to meet their legal requirements.  We do have an Accessibility Statement on the current website, but it is out of date (Penny wrote it!) and is written for the old standards.  Note that we do not have to build a fully accessible website if we can prove this would be a [disproportionate burden](https://www.gov.uk/guidance/accessibility-requirements-for-public-sector-websites-and-apps" \l "when-complying-with-accessibility-regulations-might-be-a-disproportionate-burden) on our budget.  I do not think we could justify not improving/changing under the disproportionate burden rules. |

Figure 1: Screen shot of landing page of Quenington website with WAVE accessibility evaluation tool overlaid. This shows over 100 errors that will need addressing to bring the page up to the required Accessibility Standards (WCAG 2.2 AA).

A screenshot of a website

AI-generated content may be incorrect.

## Approved Registrar Options

Table 2 is a comparison of four of the Approved Registrars suggested by SLCC (Aubergine, CloudyIT, Parish Online & Whamos) along with the provider (Cuttlefish) used at Chipping Campden against the requirements to complete a move to a .gov.uk domain. Costs shown are exclusive of VAT. Full quotes are available in Appendix 1.

Table 2: Annual Costs for .gov.uk setup

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Registrar** | **New domain1** | **New Email1, 2** | **New website3** | **Training** |
| [Aubergine](https://www.aubergine262.com/?_gl=1*tfm30l*_up*MQ..*_ga*Nzg2NTA0MTE3LjE3NDQ5OTMzODA.*_ga_L0VVP1JLWQ*MTc0NDk5MzM3OS4xLjEuMTc0NDk5MzM5MC4wLjAuMA..) | free with website | £100 | ~£3 or ~£60 | £4994 | £199 | Free | £200 |
| [CloudyIT](https://www.cloudyit.co.uk/councils/) | £120 | £120 | £40 | n/a | £365 |
| [Cuttlefish](https://cuttlefish.com/) | Free with website | £75 | £35 or £65 | £600 | £400 | incl in website |
| [Parish Online](https://www.parish-online.co.uk/support) | £315 | £315 | incl in domain | incl in domain | incl in domain |
| [Whamos](https://www.whamos.co.uk/) | £100 | £100 | £25 | £2,000 | £200 | £300 |

1 costs shown are the registration fee followed by the annual renewal fee

2 costs are per email (so 10 emails would be 10x cost shown)

3 Development costs & annual hosting fee

4 website development cost includes domain registration, email setup plus free training and transfer of some materials from existing website for year 1.

**Aubergine** specialise in council websites and offer comprehensive setup and on-going help but at a higher cost. They do not offer emails, but recommended two companies who they work with:

1. ***Cloud Next*** who offer a lower cost DIY service. This is ~£60+VAT / year for 25 addresses with 2GB storage each, but no support if problems.
2. ***CloudyIT*** who offer a comprehensive Microsoft based email service. These cost from ~£5+VAT / email address/ per month.

**CloudyIT** no longer offer websites, but are working in partnership with Aubergine. They offer an online email service that can be linked to Outlook etc. Costs, for 10 emails, are £32.60/month + £60 annual admin fee. They offer 5hrs worth of support (office hours) that can be bought in blocks at £365.

**Cuttlefish** provide websites with a preset design template that includes many standard features and a one hour training session for £600 setup. Additional features are charged on a per item basis. Emails are offered with Rackspace[[1]](#footnote-1) (£35/email/yr) or Microsoft (£65/email/yr).

**Parish Online** subscription is £315 and includes domain registration, a website and hosting, up to 20 mailboxes, annual maintenance, migration of [key content](https://support.parish-online.co.uk/portal/en/kb/articles/what-do-you-transfer-over-from-our-old-website) from our old site and support. In addition, we could upgrade emails to 10GB for £24/ year/email or 30GB mailbox and 10GB File Storage at £42/year/email. They will apply a 30% discount to make our subscription £315 ex vat per year, which will stay with our account plus we qualify for the Parish Online fund to take £100 ex vat off your first year's subscription by switching to a gov.uk domain.

**Whamos** offer bespoke website development that includes migration of existing documents and provides a structured and ordered website that meets WCAG 2.3 AA accessibility standards. Annual hosting and management fee includes unlimited 10GB email accounts (additional space available if needed), ongoing website maintenance, full support for uploading and updating information as required by the Clerk, document uploads to support the Clerk’s legal obligations. They also provide a dedicated council support email address, prioritising document uploads and offering full phone support for the Clerk to keep the website running smoothly and compliantly.

# Approximate 5 year costs per service provider

Table 3 summarises set-up and annual fees per service provider and the estimated 5‑year costs.

Table 3: Annual Costs and 5-Year Total costs for .gov.uk setup

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| Provider | Initial setup | Annual domain / web hosting | Cost for 10 Emails1 | Training and other costs | Total Annual | 5‑Year Total |
| Aubergine | £499 | £299 | CloudyIT | £incl | £299 | £1,695 |
| CloudyIT | £120 | £120 (no web) | £391.20 | n/a | £511.20 | £2,165 |
| Cuttlefish | £600 | £475 | £350 | incl | £825 | £3,900 |
| Parish Online | £315 | £315 | incl | incl | £315 | £1,575 |
| Whamos | £2100 | £300 | incl | incl | £300 | £3,300 |

1 costs are based on the cheaper email options offered by provider.

# Appendix 1: Complete Quotes from each service provider.

## Aubergine

### What you get with our service:

✓ A W3C & WCAG 2.2AA compliant website built on the easy-to-use WordPress-based CMS.

✓ A well-designed, professional and fully mobile-friendly website.

✓ Website admin tools to add new and update all the content on your website yourself.

✓ Training to get you started plus ongoing support.

✓ SSL-protected website hosting on our UK servers.

✓ We’ll manage all software updates, so you don’t have to.

✓ We will provide you with on-going support when you need it – email, online or phone.

✓ Access to our Website & Accessibility Learning Centre, full of helpful guidance videos on managing the website and making website content accessible.

✓ Free monthly drop-in training sessions to top up your web accessibility knowledge.

✓ We will ensure your website remains GDPR compliant.

✓ We will manage your domain name and make sure this remains active, should you need it.

✓ All our team & hosting data centre are UK-based (Bedfordshire & Hertfordshire).

✓ Both onsite and offsite backups + instant restore system

✓ Team of 12 highly experience council sector experts to advise and support

### Costing

Set up & year 1 consists of:

1. One-off set up and build of website: £499 + VAT

2. Annual SSL-protected hosting with up to 2GB file storage & 2 hours of support

3. Transferring/Inputting and uploading of content (see next page for details): 1 year of essential content included free of charge. Additional transfer options – see below.

4. 5. 6. 7. New .gov.uk domain registration: free for year one Training on the system: free of charge, via our monthly group training sessions Access to our support team & Website Learning Centre: free of charge, included in the support Access to monthly drop-in Council Website Zoom training refresher sessions: free of charge, included in the support Total: £499 + VAT

Additional (optional) items:

1. Option 1 – a per-page & file basis of costing:

Additional content charged at £10 + VAT per page + £1 per document download/upload or

Option 2 - to transfer all visible parish council content (pages & files dating back to 2016) 12 pages + 140 (+/-) files: £400 + VAT

2. Forms & poll module: £50 + VAT per year

3. Planning Portal integration (with principal authority planning system): £100 + VAT per year

4. Online Payments Module (Sum Up/Gov Pay/Stripe/Worldpay compatible): £500 + VAT one off

5. Event Tickets Module (Online Payments module also needed to sell tickets): £250 + VAT one off

6. WCAG compliance website compliance and monitoring scan & reports: £299 + VAT per year

Years 2 onward costs:

1. 2. Subscription to WCAG-compliant website platform, with up to 2GB file storage & 2 hours of support: £199 + VAT each year .gov.uk domain annual registration & management: £100 + VAT each year (when due) = Total year two renewal: £299 + VAT pa (plus optional item renewals)

### Email services

You will require the services of a .gov.uk email IT specialist service to provide mail services for the domain if you do not already have email/IT support services. We work with and recommend two different email providers:

Cloud Next (contact: sales@cloudnext.uk)

• Low cost (c.£60+VAT / year for 25 x addresses with 2GB storage each)

• UK-based, GDPR-compliant services

• “A DIY service” - you set up email addresses and any devices with their email service (CloudNext provide online instructions) → This option is best for councils who want to keep costs to a minimum, and accept they will need to manage and set up emails themselves, or with the help of a local IT specialist.

Transfer of email mailbox contents from old to new is charged once a survey of folder sizes is assessed.

Cloudy IT (contact: hello@cloudyit.co.uk)

• Higher cost but more support is included, Microsoft-based email service (cost depends on the Microsoft package you choose, usually from c.£5+VAT per email address, per month)

• UK-based, GDPR-compliant services

• “A Managed service” - Cloudy help you set up email addresses and devices → This option is best for councils who are willing to spend more for the full Microsoft package and setup / installation support.

Transfer of email mailbox contents from old to new is charged once a survey of folder sizes is assessed.

### Website Content (linked documents, words and images)

Website content ranges from words and pictures on a page to multiple files for meeting documents and other regulatory aspects. We break the content transfer down into a full year’s worth of parish council content + news, events and other local info.

Content included in transfer: 1 full year of agendas & minutes, policies, councillors’ details, finance & 5x years of AGAR plus 1x year of news and recent / planned events. Optional, additional content transfer: Often councils decide to have more years of document archives on their website. Your current website may also have additional, non-regulatory pages such as additional council and community information. We can provide you with a quote to transfer these additional archives and pages, if required.

### Things to note

The above costing is based on your requirement specification and includes a 1.5hr video call group training session (additional remote training can be arranged, see overleaf), full admin area access, access to our Council Website Learning Centre library and our continued support to ensure the system continually meets WCAG requirements. We will discuss with you the pages and documents that you require on your new website and provide a quote, should you request our help with further years of content transfer. If the size of your files that need transferring exceeds 2GB (enough for 15,000 typical agenda PDFs), you will be required to purchase additional server host space for the storage and future files. This is charged at £100 + VAT per year for an additional 1GB storage.

## CloudyIT

### Commercial Summary

1 1 Year Registration .gov Domain

1 year registration .gov domain

1.00 Annual £100.00 £100.00

2 Domain Management Fee

Includes DNS Management

Fee covers all domains managed by CloudyIT

1.00 Annual £20.00 £20.00

Annual Subtotal £120.00

5 Exchange Online (Plan 1)

Messaging, calendaring, and email archiving plan accessible from Outlook on PCs, the Web and mobile devices.

10.00 Monthly £3.26 £32.60

6 Councillor Administration Fee

This is designed to cover all administration and back-office changes in relation to councillors and includes

- Password resets

- Reassignment of licences and archive of mailboxes

- Guides should they be required for councillors to use Please note if any work is required to resolve councillor issues, this is not covered and will be charged either by the hour (PAYG) or covered by our PrePaid councillor support package.

0.25 Monthly £20.00 £5.00

Monthly £37.60

9 Data Architecture and Scoping Data architecture / scoping

- Introduction to migrations project lead

- Review of your current IT systems

- Review of new proposal including licencing and hardware

- Creation migration & training plan

- Setup of 365 Tenant

Please note Office 2016 or later is required.

All credentials to users are provided by email, with guides on how to setup on PC and Mobile Phone

0.25 One Off £650.00 £162.

10 E-mail Migration E-mail Migration

- Migration of all staff mailboxes including where possible contacts and calendar entries

- Migration of all councillors mailboxes, not including contacts and calendar entries

- Setup of mailboxes on devices

- Setup of multi factor authentication

- Provide all email details and user guides to Clerk to be provided to councillors Please note this might change depending on the current email provider Please note migration will take place during working hours. Unless otherwise agreed.

0.50 One Off £650.00 £325.00

Labour £487.50

13 PrePaid Support

5 Hours Pre-Paid Support For Councillors

Standard End User Support: 8am - 5.30pm

Monday - Friday (Excluding Bank Holiday)

- Access to CloudyIT support desk via email, phone, support tool Please note these have an expiry period of 24 months. New prepaid hours would need to be bought and support hours do not roll over. This is set to renew every 2 years.

1.00 One Off £365.00 £365.00

Optional £365.00

One-Time Total £852.50

VAT £202.02

Total £1,212.12

## Cuttlefish

### Costs and Services

1 - Set Up. We offer a single set up fee for our standard website, with the option to add on enhanced 'extras ' if you want them.

2 - Services. Need any domains or email addresses? We can set up and manage these for you.

3 - Support. Annual fee to cover your website hosting, maintenance, security updates and unlimited support.

#### 1. One Off Set Up Fee

We provide our websites with a preset design template, all the standard features outlined in phase 5 above and a one hour training session for a one-off £600 + VAT. Parishes with a precept of under £15k can choose to split this payment over two years.

We are pleased to offer a number of additional features to enhance your online service. The following are available to license on an annual basis, with no set-up fees.

Extras Description Annual Price (+VAT)

Mobile App Click here to find out more £225.00

Automatic Posting to Facebook

Add your news stories and have them automatically push to your Facebook page too. £50.00

Appointments Take bookings for rooms / courts etc with a simple time slot appointment tool. £50.00

Accessibility Tool Our websites are accessible as standard, but this tool provides visible options for users. £30.00

Cemetery Lite Record management for cemetery burials and plots. £100.00

Newsletter Tool Accept new subscribers and send out newsletters using monthly credits. One off set-up fee of £100.

Credit fees

Click here to read about each extra feature in more detail.

#### 2. Additional Services

In addition to the website build, hosting & support, we offer some optional services for your consideration:

Service Annual Price (+VAT)

Domain Management: .org / .com £35.00

Domain Management: .org.uk / .co.uk £25.00

Domain Management: .gov.uk £75.00

\*Emails & Microsoft365 Software Options

1) Rackspace £35

2) Microsoft365 Exchange Email £65

3) Microsoft365 Business Basic £85

4) Microsoft365 Business Standard £155

5) Microsoft365 Business Premium £255

Bespoke Website Design Quoted based on requirements

\*We provide a number of options for emails which can include other Microsoft products such as Excel, Word, PowerPoint, Teams, etc. Please see the full list of options here: https://cuttlefish.com/local-councils/emails

#### 3. Support & Hosting Fee

A support, maintenance and hosting fee will be charged from the site’s launch date or one month after our development work is completed, whichever is sooner. This cost covers the unlimited support of your website – if you need any assistance you can call us on 01509 462727 or raise a Support Ticket and either myself or one of my colleagues will respond to you as soon as possible. Rest assured that the people who build your website are the same people who support you. Support is defined as bug fixes, design tweaks, reminders on how to perform tasks, changing logos, etc. In addition, this cost covers Hosting with regular software updates, proactive security updates, nightly backups of the site and all its content as well as the server space needed for your site. We provide monitoring and maintenance of your server. Your site will also function on the latest versions of popular browsers. We will ensure that your system designs will adhere to the current Web Content Accessibility Guidelines 2.2 / AA Standard on launch. Development work is defined as any new features that you may request that would require our coders to spend time building new elements / integrations for your system. These would be quoted on a case-by-case basis and using our day rate. We would always discuss this with you and gain approval before starting any costed work.

Annual support and hosting fee: Precept = £23,500

Hosting cost = £400 + VAT per year

### Your Cost Summary

Please feel free to use this space to list out your council's choices and therefore cost. The quote is valid for 3 months from the date of issue.

Service Annual Price + VAT

1. Set Up Website Build with Template Design £600.00

Any Enhanced Features e.g. App £

2. Services Domains £

Email Accounts £

3. Support Hosting & Support (depending on precept). £400.00

## Parish Online

In short there is the ongoing yearly cost that covers all aspects of your questions.

We can apply our 30% discount to make your subscription **£315 ex vat per year**. That discounted price will stay with your account each year of your subscription.

And you'd qualify for our new Parish Online fund taking **£100 ex vat off your first year's subscription** by switching to a gov.uk domain.

Our subscription package includes:

1. **Website** - a modern, accessible and responsive website using the Government design guidelines
2. **Email** - up to 20 mailboxes with 5GB storage each which are accessed through the provided apps for windows, mac or phone, via webmail, or you can connect it to your own phone or computer mail apps.
3. **Gov.uk domain** -
   1. we register your new gov.uk domain and pay the fees instead of you having to pay for it. The domain is owned by you, but we manage it.

Our service also includes:

1. **Hosting** - the servers where your website live
2. **Ongoing Maintenance and Upgrades** -  we may have a slightly higher ongoing cost than other providers, but we invest in your service to make sure it's always the latest new features, security upgrades or updates to align to new legislation
3. **SSL Certificate** - this keeps your site encrypted and safe for visitors
4. **Content Migration** - we port over [key content](https://support.parish-online.co.uk/portal/en/kb/articles/what-do-you-transfer-over-from-our-old-website) from your old site at no extra cost.
5. **Accessibility** - our sites always follow the latest Web Content Accessibility Guidelines (WCAG). Our sites already conform to WCAG 2.2 AA which was a requirement from October 2024.
6. **Support** - we have a bank of [knowledge base](https://support.parish-online.co.uk/portal/en/kb/parish-online) articles available to help you with managing your [website](https://support.parish-online.co.uk/portal/en/kb/parish-online/parish-online-websites), [email](https://support.parish-online.co.uk/portal/en/kb/parish-online/parish-online-email), [domain](https://support.parish-online.co.uk/portal/en/kb/parish-online/parish-online-domains) and [cloud office/storage](https://support.parish-online.co.uk/portal/en/kb/parish-online/parish-online-workplace).

We can offer the additional options at an extra cost:

1. Upgrade one or more email accounts with additional storage - 10GB at £24 per year per upgraded mailbox
2. Upgrade one or more email accounts with additional storage and Cloud Storage - standard 30GB mailbox and 10GB File Storage at £42 ex VAT per year per upgraded mailbox
3. Hosting of old domain at £25 ex VAT per domain

We can typically get websites ready in around 4-6 weeks.

## Whamos

### Costs

* **.gov.uk domain registration**: £100
* **Annual domain renewal**: £100 per year
* **Bespoke website design**: £2,000
  + Includes migration of existing documents
  + Structured and ordered to meet WCAG 2.3 AA accessibility standards
* **Annual hosting and management**: £200 per year
  + Unlimited 10GB email accounts (additional space available if needed)
  + Ongoing website maintenance
  + Full support for uploading and updating information as required by the Clerk
  + Document uploads to support the Clerk’s legal obligations

We provide a dedicated council support email address, prioritising document uploads and offering full phone support for the Clerk to keep the website running smoothly and compliantly.

### .gov.uk Domain Rules

Please be aware of the following basic rules for registering and using a .gov.uk domain:

* The domain may **only be used for official council business**
* **Parish notices** and other relevant local authority updates may be included
* The domain **must be registered in the name of the current Clerk**
* The Clerk’s details are **cross-checked against official records** before approval

These requirements are part of the strict governance for .gov. UK domains and must be followed during registration and ongoing use.

1. Cuttlefish are developing their own web-based email to replace this Rackspace service [↑](#footnote-ref-1)