



**Parish Council Website**

# Service Level Agreement

Including Costs, Inclusions and Terms and Conditions

**April 2024**

## 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.

## 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
Email Accounts	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
Fix My Street Feed	N/A	Option Included	Option Included	Included
Social Media Feed	N/A	Option Included	Option Included	Included
RSS Feed	N/A	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 / Facebook Posts	N/A	4/month	8/month	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>£400.00/year</b>	<b>£550.00/year</b>	<b>£800.00/year</b>	<b>£1200.00/year</b>

<https://parishcouncilwebsite.net>

## Optional Extras Comparison

	Parish Package	Community Package	Town Package	Webmaster
TLD Domain (com,org,net etc)	Included	Included	Included	Included
Gov.UK Domain *	£140reg/£80ren/2yr	£140reg/£80ren/2yr	£140reg/£80ren/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

\* The cost of .gov.uk domains will be included free of charge from 1st July 2024  
Currently qualifying Councils can receive a £100 discount when converting to a .gov.uk domain and email service

## Penalties

Unfortunately sometimes customers fail to observe various parts of our Terms and Conditions and therefore it has been necessary to introduce penalty charges applicable from 1<sup>st</sup> January 2024

Failure to send annual accounting documents as individual files necessitating addition work on our part to separate the individual files, process and uploading the files as shown on the Accounts page of the website.	£35.00 per file
Submitting any agenda or set of minutes which is more than 60 days old for processing and uploading to the website. Email attachment containing multiple agenda or minutes can take several hours to process which means a delay to the processing of other clients documents or in the construction of new websites.	£15.00 per file

## 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.](#)

[Government Terms and Conditions which apply to .GOV.UK Domains.](#)

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.

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 and may be subject to a late payment fee.

<https://parishcouncilwebsite.net>

## Payments.

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

Starling Bank: Mike Henson t/a 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.**

<https://parishcouncilwebsite.net>

## 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 Computer we can provide 1-1 Support for a small fee.

Domain based emails are mandatory for councils with a .gov.uk domain

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

We take all our instructions from The Clerk to the Council being the "Proper Officer" in the event of the clerk being indisposed for any reason we will require a full council approved minute nominating another person act in a locum or locum tenens capacity.

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) WITHOUT TABLES

Microsoft Excel (.xls) for Accounting Spreadsheets only

**All documents sent to us for uploading must be fully accessible including a visual check.**

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 documents or Newsletters 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 £19.99 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)**

<https://parishcouncilwebsite.net>



## Disproportionate Burden

The Government has acknowledged that whilst “home grown” documents created using Word and Excel are relatively simple to make accessible the cost to smaller councils of making documents that have been scanned, supplied by third parties or handwritten may be disproportionate to the number of persons that might benefit.

We will supply you with two Accessibility Statements for your council to consider and the Council must accept one of these two statements which will be uploaded to the website.

### **Accept Accessibility Statement A if you agree the following:**

1. To provide Accessible home produced documents from 1st January 2021 but **not** to process home produced documents between 23rd September 2018 and 1st January 2021 because the work would impose a Disproportionate Burden on the council.
2. That the council will **not** process any documents supplied by third parties, including any scanned documents or documents containing hand writing because the work would impose a Disproportionate Burden on the council.

### **Accept Accessibility Statement B if you agree the following:**

1. To provide Accessible home produced documents from 1st January 2021 but **not** to process home produced documents between 23rd September 2018 and 1st January 2021 because the work would impose a Disproportionate Burden on the council.
2. That the council **will not** process any documents supplied by third parties between 23rd September 2018 and 1st January 2021 including any scanned documents or documents containing hand writing because the work would impose a Disproportionate Burden on the council.
3. That the council **will** process documents supplied by third parties from 1st January 2021 including any scanned documents or documents containing hand writing.

## Accessibility Service

Councils who accept their full responsibilities under the Accessibility Regulations 2018 will ensure that all their home-grown documents meet the Accessibility Standards as set in Microsoft Word (No tables) and or Microsoft Excel (including a visual check) and forward those documents to us in .docx or .xlsx format when we will convert them to PDF/A format before uploading them to the website.

Councils who have purchased our Accessibility Service for the processing of third-party documents or documents which contain handwriting should follow the following process.

1. When the document arrives with you, presumably by post the first thing that you should do is to make a good quality scan. This is very important as we will not be able to process the document unless it has been placed square in the scanner, correctly exposed and at a resolution of 300dpi.
2. Complete the document carefully in a black pen in the style you would use if you were writing to a child who is just learning to read; do not write like a doctor. Then scan this document as described in 1) above.
3. Email both documents to us without signatures.

In the event that you are preparing your AGAR please follow the above procedure for each page.

With regard to your Internal Auditors Report (not the check-list in the AGAR, but the full report), you should ensure that any documents that they send to you are Accessible.

Please feel free to send us a test document that you have scanned to ensure that we can work with it. In some cases you may need to adjust the settings or purchase a new scanner in order to deliver a good quality scanned image or use a print shop to produce a good quality blank original document which you post to us.

## 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 to 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.

## Notices

We will upload all official notices to the website. Clerks should forward to us the title, a snippet of text together with an accessible PDF/A file or a text document which we will either convert to PDF/A or place the text in the post.

We will add the item to your home page and (if required) place the PDF/A file into a notices folder in your Archive so that it remains available. **See Screenshot 1 below**

## News

There are two options for the publication of local news:

The first option is for Clerks to forward to us the title, a snippet of text together with an accessible PDF/A file or a text document which we will either convert to PDF/A or place the text in the post. In the event of insufficient posts we will pack the content.

These posts will be displayed as shown in **Screenshot 2 below**.

<https://parishcouncilwebsite.net>

The second option and the one which we strongly recommend is Facebook.

We will set up the Facebook Account for you and embed the feed into your homepage. **See Screenshot 3 below.**

Our feeds, by default, only show posts from the owner and not the full timeline.

On request we can manage your feed for you by uploading your notices/news on your behalf.

## 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 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. Our feeds, by default, only show posts from the owner and not the full timeline.

## Fix My Street

We can now offer to publish Fix-My-Street reports onto the homepage or a dedicated page on your website including a link to the Fix-My-Street website. If a dedicated page is required there will be a standard charge for a new page.

Please note that the Fix-My-Street map covers an area of 2km which is often bigger than the parish. In order that the reports cover the best area we will need the postcode for the centre of your parish. If you are in a rural/urban location you may wish to artificially shift your centre postcode more to the rural area in order not to pick up too many reports that are from the urban area outside your parish. **See Screenshot 4**

<https://parishcouncilwebsite.net>

## Processing

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, including abuse 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.

## Emergency Contact

In the event of an emergency we can be contacted 7 days a week on [webmaster@parishcouncilwebsite.net](mailto:webmaster@parishcouncilwebsite.net)

## 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.

<https://parishcouncilwebsite.net>

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 TAG to that of the new supplier who will be responsible for scraping the documents from the current website.

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 licensed for our exclusive use.

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

<https://parishcouncilwebsite.net>

## Contact Form and GDPR Form

The **Contact Form** which we provide on our websites is designed to fully comply with the General Data Protection Regulation which is now embodied into the Data Protection Act.

The form collects all the necessary information to accurately identify the individual and learn how they wish to be contacted in the future.

During the sign-up process, which involves them confirming their email address, they are advised of their rights under the Data Protection Act and how their personal data will be managed.

The council should view these directions to ensure they agree with the councils Privacy Policy, Data Protection Policy and Data Retention Policy.

The **GDPR Form** which we provide on our websites is designed to fully comply with the General Data Protection Regulation which is now embodied into the Data Protection Act.

The council is required to remove all personal data when a particular incident has been completed but in some cases it is desirable to retain personal data for longer periods. In such circumstances the council should contact the person concerned and ask them to complete Section 1 – Accept.

Section 2 – Enquire gives the members of the public the opportunity to find out what information you hold on them. This is called a Subject Access Request and you are required to tell them what you hold, when you have held it from and why you hold it.

Section 3 – Forget Me gives the member of the public to instruct you to delete all the information that you hold on them.

## Photographs

Like all information published on your website, you must own or have permission to use material owned by a third party.

With the new accessible website's photographs have to resolve on all screen sizes from phones to large monitors, televisions and even projectors so the quality of the images you supply is very important.

Images should be supplied in .jpg format but with no compression; ideally supplied directly from the camera and at a resolution of at least 3000 pixels wide.

If you have a choice of camera please choose the one with the biggest lens so this would set an order of (1) DSL Camera, (2) Compact Camera and (3) Smartphone Camera.

You will need to check the size of the images you are going to take ensuring that you use the highest possible resolution; ideally at least 3000 pixels wide.

Because images are used at different sizes it's important that we can crop the image to suit how the image is to be used but the best is an aspect ratio of 3:2 landscape.

Framing is also important. Do not frame your subject so it fills the frame, zoom out or stand back so there is plenty of "air" around the subject. The picture on the right is correct as it gives us scope to crop.





## Useful Documents

We have a collection of government produced documents which you may find useful.

If you need a template or guidance document please ask as we have too many to list here.

Templates are supplied in Word .docx and Guidance Documents / Procedures in .PDF format.

We are always happy to help our clients in any way we can.

## Useful Tools

How often have you gone around in circles trying to produce a screen grab?

We have a solution and it's free.

It's called **Lightshot** and you can get it at <https://prnt.sc/>

After downloading and installing **Lightshot** all you have to do is to press the PRT SCN button on you keyboard and the cursor will change to allow you to drag it around the part of the screen that you want to grab. Then just click on the floppy disk item and it will save the grab to a location of your choice. You can even add text, highlights, lines or shapes to the image before you save it. The pictures shown in the Photographs Section were grabbed with **Lightshot**.

<https://parishcouncilwebsite.net>

## Screenshot 1

### Coronavirus - COVID19

#### Latest Information

In this very unusual and difficult time we are trying to provide updates for everyone in the community as best we can although the situation does change on a regular basis.

There are three main areas where information can be found in addition to this website:

NHS: <https://www.nhs.uk/coronavirus>

GOV.UK: <https://www.gov.uk/coronavirus>

In addition further information can be found at: [South Oxfordshire District Council](#)

Priority Workers: [Definitive List](#)

Government issue: [Full Guidelines on staying at home and away from others](#)

06/04/2020

NRS Healthcare are requesting the return of any loaned accessibility equipment which you no longer use so that they can pass it on to someone in need.

Please contact NRS on 01869 225420 or by email: [enquiries@oxfordshire.nrs-uk.net](mailto:enquiries@oxfordshire.nrs-uk.net) to arrange FREE collection

06/05/2020

Doctors in Oxfordshire are urging people to get medical advice if they are worried about symptoms of cancer....[read more](#)

## Screenshot 2



**South Oxfordshire  
District Council**  
Listening Learning Leading

### Corporate Plan

Have your say on the priorities proposed by the SODC for 2020-24.  
[Open SODC Feedback Survey](#)



### Roadworks

Temporary Road Closure at Henley on Thames, Highmoor, B481  
[Open TRO Notice](#)



### Archive

The Parish Council has an extensive [Archive](#) online.  
[Contact the Clerk](#) for older material.




### Planning

You can find planning applications for Rotherfield Peppard Parish at the [SODC Website](#).

## Screenshot 3


### Latest News direct from our Twitter Feed

 **Albrighton Parish Council** @albrightonpari2

🙌 Thank you for continuing to support Shropshire's thriving leisure and culture scene. As soon as we're given the thumbs up to reopen - we will. ❤️ Stay safe, look after each other and we look forward to welcoming you back soon <https://t.co/ch2OURoXAo>

Nov 4, 2020 19:09


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 **Albrighton Parish Council** @albrightonpari2

📺 All council run libraries 📺 All council run and partner leisure centres 📺 All museums 📺 Shropshire Archives – but online services remain 📺 Theatre Severn  
📺 Old Market Hall ✅ Now for a bit of good news – all our country parks remain open

Nov 4, 2020 19:08

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 **Albrighton Parish Council** @albrightonpari2

📢 **COUNCIL SERVICES UPDATE** 📢 Following the Government's announcement of a new four-week national lockdown to help curb the spread of coronavirus, the services will be closed to the public from Thursday 5 November – Wednesday 2 December.

Nov 4, 2020 19:07

## Screenshot 4

### Fix My Street Latest Reports



#### Gravel driveway opposite Diamond Cottage, 4th November

Drains were "jetted" on Moor Lane, Downley on 19 October. The soakaway on our property had a bloc...

Nov 4, 2020 12:21 PM



#### Street light out, 4th November

Street light out outside 52/54 gosling grove Nearest road to the pin placed on the map (automati...

Nov 4, 2020 7:16 AM



#### Street light out, 4th November

Street light out outside 52/54 gosling grove Nearest road to the pin placed on the map (automati...

Nov 4, 2020 7:16 AM



#### Dashwood Avenue, 3rd November

Hi, I live in Bevelwood Gardens HP12 3EZ, my private parking area is at the back and the exit is ...

Nov 3, 2020 6:53 PM

