

## **Website: Training and Support**

### **1 Introduction**

The Council's new website is up and running but it is acknowledged there is still work to do and the improvements will be ongoing. With the resignation of the current Clerk taking effect as of the end of May and Cllr Cook having decided not to stand for Council those involved in the setting up of the website will not be available to the Council should there be any problems. It is hoped that the new Clerk and hopefully a new Councillor will be able to step up and manage these items but given the Council's reliance on the website to provide information and the statutory requirements for its use to advertise the period of Exercise of Public Rights it is considered important to take steps to mitigate against the risk to the Council's operation.

### **2 Training**

Clearwater carried out the work in designing the website and were in place to provide some training to the Clerk in operation of the new features of the website. It is suggested that this now be set up and approved for the new Clerk and in addition that the Council consider a contract for ongoing website support from Clearwater.

The cost of training has been quoted as £100 plus VAT for 2 hours training. This was based on the current Clerks knowledge of the website but would still be considered appropriate to cover the basics of operation for anyone in the post and could cover higher level information if the post holder is already experienced.

### **3 Website support**

The ongoing website support is proposed for half an hour per month bases on a cost of £50 per hour plus VAT so a total cost of £300 per year. There is the flexibility to increase this to 1 hour per month if the Council finds itself without any expertise within the organisation, cost would still be based on the £50 plus VAT per hour. If approved the Committee will need to decide if its wishes this to be billed monthly, quarterly or annually. The Council is not required to get alternative quotes as Clearwater having set up the new website and still providing support as it has gone live are uniquely placed to provide the support and training required.

### **Recommendations:**

1. That the Committee approve the cost of 2 hours training on the Council Website operation with Clearwater at a cost of £100 plus VAT for the new Clerk.
2. That the Committee approves a contract for ongoing website support with Clearwater on the basis of half an hour per month for a 12-month period starting April 2021 at a cost of £50 per hour. That this be reviewed by the Council after 6 months.