



Dear Sharon,

Thank you for using the Norfolk Parishes website service this past year.

From mid December 2022 we implemented some updates to the websites to give a more modern look and feel and to much improve access via mobile phones and tablets. Plus the platform is now fully compliant with the WCAG 2.1 AA accessibility regulations that all local councils must comply with. Further updates are planned for 2023 to bring you the latest WordPress features.

Free support is included with the service via email/phone and 1:1 online training is available for new users. Documentation and YouTube instructional videos are also provided.

This service is managed directly by us which means we can also provide password resets and add additional users to your site if required. It also means you always contact us directly regarding the service and not a call centre.

As it's centrally managed we also add popups to all of your sites for free for Operation London Bridge type events when an important member of the royal family dies, this is a service that other providers choose to charge for.

Our service has remained at a very low rate of £35 per year for several years now. Unfortunately with inflationary costs and additional investment into the platform we have had to reluctantly increase this fee going forward.

This service runs yearly from April to April and your renewal rate for 2023/2034 is:

Barton Bendish Parish Council - £70

Your invoice for renewal will follow after 1st April.

Please read on for exciting news on our new Fully Managed Content Service.

Fully Managed Content Service

New for 2023 is our Fully Managed Content Service. This is an optional extra service where we take over the day to day running of your council's website. During 2022 we setup a pilot scheme with a very small number of councils and it was a great success. We have 7 councils using the service at present and we are now opening it up to everyone.

The managed service means we do all your website work for you, uploading agendas/minutes/news etc. You'd simply email us the documents/changes with basic instructions of what is required and we'll take care of the rest. This frees up your valuable time to focus on other work.

Norfolk Parishes Managed Content service - £140 per year *

The managed content service is **additional** to the standard fee so you'd spend £210 per year in total for a fully managed website.

* = Pricing is based on an average Parish Council website, complex sites involving many pages or used for other local purposes may not be eligible.

Our managed content service used by your council:

- Updates, manages and posts all content to your website for you
- Saves time and enables your clerk to focus on clerking
- Reduces stress by removing website management from clerks

If you wish to sign up please email it@norfolcalc.gov.uk

What if our council doesn't renew our Norfolk ALC Membership for 23/24?

Norfolk Parishes websites are offered at reduced rates for members. If you are no longer a member your website charge will incur a 50% increase thus would increase to **£105 per year**. Alternatively, if you wish to move to another provider you can continue running your site for £10 per month on a monthly basis upon our agreement.

We are proud of the improvements made to the Norfolk Parishes sites this year and Norfolk ALC looks forward to further improvements.

Kevin Bacon - IT Officer - Norfolk ALC