



**Produced for:** Full Council

**By:** Town Clerk and  
Website WG

**Date of Report:** 3 July 2025

### Introduction:

The council's website (andovertc.gov.uk) was created over 10 years ago and needs to be revamped. A budget has already been agreed and in May 2024, the Council voted to appoint Eyelid Productions to create the new website.

A contract with Eyelid Productions has not yet been entered due to a number of reasons. These were:

1. Resignation of the existing Town Clerk
2. Appointing a new Town Clerk
3. Tracking down domain ownership

As a result of spending time tracking down the information Eyelid Productions require, it has become evident that we need to review the requirements that were previously provided by Andover Town Council as the requirements for the website.

### Previous motion:

The following resolution was made at the Full Council meeting on 22 May 2024 (C 053/05/24):

Councillors J Sangster, S Hardstaff, E Reynolds, J Hughes and M Farren had reviewed the following suppliers: Aubergine, Eyelid Productions, Hugofox, Blue Frontier, Wade Digital, Cloudy IT, Eldo.co.uk, The Local Marketing Company, Tickling Trout, Bear behind and iCandydesign. One of the suppliers had written to Councillors and it was requested that his comments be considered making a decision. A recorded vote was requested by Councillor M Farren. A recommendation to use EYELID PRODUCTIONS was proposed by Councillor J Sangster and seconded by Councillor S Hardstaff and **RESOLVED:** FOR – 10 (Councillors Hardstaff, Cockaday, K Hughes, Gregori, Sangster, J Hughes, Kidd, Reynolds, Gregory and Neate), AGAINST – 2, (Councillors Meyer and Farren), ABSTENTIONS – 1, (Councillor Bird.) that: Eyelid Productions be appointed to create the new Town Council website. **Action: Town Clerk.**

### Current situation:

Considerable work has been undertaken to obtain and regain ownership of the domains that Andover Town Council owns. For the purpose of the report, these are:

andovertc.gov.uk  
visitandover.co  
visitandover.org  
visitandover.uk

All of these domains, except visitandover.co, have now been successfully transferred into a single account owned by Andover Town Council. Visitandover.co is in the process of being transferred.

As a result, the working group has met and considered the following:

## 1. Visitandover.uk Website

The website is not maintained and is out of date. It is hosted by Wix.com and the ownership does not belong to Andover Town Council. visitandover.co.uk was not purchased at the time and as a result, it has been purchased by Andover BID and redirects to inandover.co.uk. Likewise, visitandover.com has been purchased by someone else.

The domain names renewal costs are:

Domain	Yearly Renewal Cost	Expiry Date
visitandover.co	£26.99 (plus VAT)	5 March 2026
visitandover.org	£13.49 (plus VAT)	5 March 2027
visitandover.uk	£7.99 (plus VAT)	5 March 2026

In addition, we pay Wix.Com for hosting.

Supplier	Service	Costs	Expiry Date
Wix	Hosting	£432.00 (plus VAT) - 3 years 18 Jun 2024 – 18 Jun 2027	18 June 2027

No other costs were identified.

### Recommendation:

The Council redirects the URLs (visitandover.co, visitandover.org and visitandover.uk) to andovertc.gov.uk. The clerk is instructed to ask the Andover BID if they would like the ownership of the domains transferred to them. Wix.com Ltd are informed that the service will not be renewed.

## 2. Domain andovertc.gov.uk

The domain is now managed and owned by the Town Council.

Domain	Yearly Renewal Cost	Expiry
andovertc.gov.uk	£25 (plus VAT)	tbc

With the .gov.uk domain name now securely back under Andover Town Council's ownership and control, the Council is in a position to fully comply with the requirements set out in the Practitioners' Guide 2025<sup>1</sup>, specifically:

### Assertion 10 – Digital and Data Compliance

*(New for 2025-26; previously covered under Assertion 3)*

Although Assertion 10 will not appear on the Annual Governance and Accountability Return (AGAR) until the 2025–26 reporting year, the Council is taking proactive steps to ensure full compliance in advance.

<sup>1</sup> [Practitioners' Guide 2025](#)

**Key Requirement:**

Email Management – Every authority must operate a generic email account hosted on an authority-owned domain.

For example:

✔ clerk@andovertc.gov.uk

✘ andoverclerk@gmail.com or [andoverclerk@outlook.com](mailto:andoverclerk@outlook.com)

To meet this requirement, all Council email communications will be transitioned to .gov.uk email addresses. This process will be completed in good time to ensure compliance with the AGAR for 2025–26.

All members will be notified once the transition is complete and provided with their new official email addresses.

Councillors are asked to **NOTE** this.

**3. Andover-tc.gov.uk Website**

The **Website Working Group** is currently reviewing the website requirements given in 2024. The Working Group will continue progressing this project and will present a full report with recommendations to **Full Council** in **September**. The need to report back is due to the contractual requirements required by Eyelid Production their engagement.

Councillors are asked to **NOTE** this.

**Legislation giving power to undertake:**

Local Government Act 1972 s142<sup>2</sup>

**Recommendations from the working group:**

- **Recommendation:** To approve that:

Visit Andover website: The Council redirects the URLs (visitandover.co, visitandover.org and visitandover.uk) to andovertc.gov.uk. The clerk is instructed to ask the Andover BID if they would like the ownership of the domains transferred to them. Wix.com Ltd are informed that the service will not be renewed.

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<sup>2</sup> [Local Government Act 1972](#)