



Andover Town Council

Item No.

That the Committee considers the two primary options and recommends one for approval by Full Council.

If Option 1 is preferred, delegation will be required to proceed with recruitment or contracting.

If Option 2 is preferred, procurement of an external provider and contractor can begin immediately, with delegated authority, subject to budget approval/Full Council final approval.

If this option 2 is approved then Committee will need to decide if:

- Continue with currently agreed provider and absorb additional hosting costs.
- Find a new provider that can build on our domain name that Andover Town Council continue to host.

Produced for: P & R Committee

By: Proper Officer

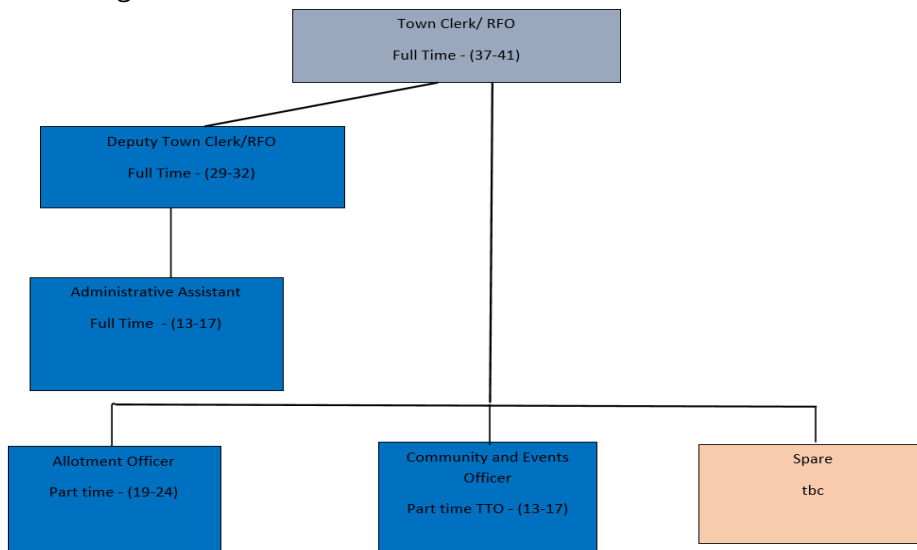
Date of Report: 23 July 2025

Purpose of the Report

To present options for the recruitment and delivery of a new website for Andover Town Council, and to seek direction and/or delegation from Full Council to proceed with the preferred approach.

Background - staffing

- The current staffing structure has a vacant post.
- The staffing budget for 2025/2026 remained the same.
- With the new salary levels for staff, as agreed at Full Council, there is currently circa £18,000 left in the budget for the vacant role.



This equates to;

- 3 Full time roles at 37 hrs/week,
- 1 part time role at 22.5 hrs per week and
- 1 part time role at 25 hours per week term time only

Background - website

- The Council has identified the need for a new, modern, accessible, and user-friendly website that meets current legislative requirements and improves public engagement. A Working Group has been established to guide the development process.
- To deliver this project effectively, three options have been identified for resourcing the creation and servicing of the new website.
- When the previous decision on website creator and provider was made, it was a valid decision based on the information that Andover Town Council had at the time.

- The agreed provider needed access to the Andover Town Council (ATC) .gov domain name in order to get started creating the new website. During this process it was discovered that (ATC) was not hosting it's own domain name.
- To progress with the creation of a new website the host of the .gov domain name needed to be found and the domain hosting transferred to ATC.
- This took considerable time to track down, but just recently the domain name has been returned to ATC.
- As a consequence the decision to employ the provider previously agreed upon, has now passed the 6 months since the resolution was made, so a new resolution can be entered into.
- Given that ATC now has a differing or updated set of information, a decision needs to be made whether the previously agreed supplier is still the best fit for ATC and how best to administer that creation.

Option 1: Contract temporary member of staff to Design and Build the Website

Description:

Recruit a temporary individual to work in-house, who will be responsible for the full design, build, and implementation of the new website. This person will work closely with the Website Working Group and Town Clerk to ensure the site meets Council needs.

Pros:

- Full control over the design and development process.
- Direct communication and collaboration with the Working Group.
- Potential for ongoing support and maintenance post-launch.
- Tailored to the Council's specific needs from the outset.

Cons:

- Requires delegation from Full Council to appoint and manage the role.
- May be more time-intensive to recruit and onboard.
- Risk of limited technical capacity if the individual lacks specialist expertise in certain areas (e.g., accessibility compliance, security).

Option 2: Hire a temporary member of staff (part-time) to Work with an External Website Provider

Description:

Engage a part-time temporary member of staff to act as a liaison between the Working Group/Full Council and a professional external website development company. The contractor would oversee the project, coordinate input from the Working Group, deliver training to staff, and produce a user manual for ongoing management.

Pros:

- Access to professional-grade website development and support.
- Contractor can focus on project management and training delivery.
- Likely to result in a faster and more polished final product.
- Reduced long-term staffing commitment.
- Relieves pressure on current staff to accommodate a large project within their current workloads.

Cons:

- Possibly less direct control over the design process.
- Potential for higher upfront costs due to external provider fees.
- Reliance on third-party timelines and availability.

Note: If this option is approved then Committee will need to decide if:

- *Continue with currently agreed provider and absorb additional hosting costs.*
- *Find a new provider that can build on our domain name that Andover Town Council continue to host.*

Option 3: Hybrid Approach (For Future Consideration)

Description:

A combination of Options 1 and 2, where an in-house person manages content and updates post-launch, while the initial build is outsourced. This could be considered after the initial development phase.

Recommendation:

That the Committee considers the two primary options and recommends one for approval by Full Council. If Option 1 is preferred, delegation will be required to proceed with recruitment or contracting.

If Option 2 is preferred, procurement of an external provider and contractor can begin immediately, with delegated authority, subject to budget approval/Full Council final approval.

To note that the most time affective, but not necessarily cost affective, route would be option 2 and continue with the currently agreed provider. They could be asked if they would be willing to allow ATC to host our own domain.