

## Website Report for the Westbury Sub Mendip Parish Council Meeting on 6<sup>th</sup> April 2022

### Statistics

Months and Years (from Jetpack, Site Stats – Summaries – Website Views)

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
<b>2017</b>										4	632	422	<b>1,058</b>
<b>2018</b>	740	593	475	900	568	580	687	787	768	1,057	926	556	<b>8,637</b>
<b>2019</b>	718	441	469	433	624	437	471	633	484	645	432	411	<b>6,198</b>
<b>2020</b>	691	657	2,215	2,827	2,723	1,859	1,783	1,646	1,394	1,355	2,140	1,571	<b>20,861</b>
<b>2021</b>	1,953	2,572	2,091	1,544	1,863	1,661	1,525	1,401	1,093	1,286	1,345	945	<b>19,279</b>
<b>2022</b>	5,398	2,857	2,366*										<b>10,515</b>

*\*to 29<sup>th</sup> March 2022*

**Matters Arising** - Website Homepage - <https://westburysubmendip-pc.gov.uk/>

a) the number of website News Posts Subscribers is 159 people (see Jetpack, Site Stats).

b) Web Admin work took 6 hrs in March 2022.

c) The website had 2,366 views in March (up to 29 Mar).

d) Website 'Roles': We have 4 'Administrators' (myself, Cllr Timson, Peter Bright, and Tickbox ), who can add/change users in Roles, and make webpage changes.  
We have 17 'Editors', who can make webpage changes.

e) At the November 2021 Parish Council meeting a paper and quote (£650 + VAT) from Tickbox Marketing recommended a system (Wordpress/PHP) upgrade for the website. The Parish Council meeting of 2<sup>nd</sup> February voted to proceed with this upgrade. Some website outages on 25<sup>th</sup> January were probably caused by aging software.  
There is also a Time and Materials quote (2 to 3 hrs @ £60 + VAT per hr) for adding a Header Banner facility: this could be done at the same time as the PHP system upgrade, with possible cost savings.

f) I submitted to the Parish Council Newsletter Editor a short 'Website Tip' (on News Post Subscribing) for publication in the March Newsletter.

g) There have been discussions with Tickbox by both the Chair, Cllr Isherwood (on 20<sup>th</sup> Feb), and myself on how best to manage future upgrades (once we have completed the catch up detailed in item 'e' above) of the Wordpress/PHP software with which the website is built. The senior Software Developer at Tickbox provided the outline of the options as follows...

*“Hi Mark,*

*Upgrading WordPress can be done via any means or method. Whether this is a support contract, an ad hoc basis and/or as and when it flags up on our software.*

*With WordPress we tend to recommend NOT to update when there is a new release.*

*Typically, this is when sites are at their most vulnerable to minor issues and new errors.*

*Therefore, with some clients it really depends on how often they want things updated. Some go for monthly, some go for quarterly and others completely bespoke.*

*What I would say is that it's a balancing act between the latest features, security and performance. Plus when we do the upgrades, we would always check the compatibility options for PHP. Which as we've discussed runs your site and also has features, security and performance advantages.*

*A typical upgrade time will depend on the size of the site, but we usually allow for the following:*

*Monthly updates: 1 hour*

*Quarterly: 1-2 hours*

*6 monthly: 2-3 hours*

*Annually: 3-5 hours*

*The more updates there are, and left over a period of time, the more chance of something breaking. Some clients do it themselves, but from our experience we're able to fix problems and resolve site issues during an upgrade resulting in very little downtime.*

*I hope this helps, but if you need anything else from me. Please do not hesitate to let me know.*

*Daryl Phillips, Senior Developer”*

CLlr Isherwood and Tickbox M.D. Claire Sully have discussed the options of:

a) setting up a Support Contract with a fixed number of hours for a regular Wordpress/PHP upgrade on a regular timescale, e.g. Quarterly. The hourly rate would be at their Community Rate, which is less than their standard rate. The disadvantage of this (as Claire Sully pointed out) is that the fixed number of hours may not be needed, even though charged for.

b) doing upgrades ‘as and when’ requested by the Parish Council (could be Quarterly), with the Tickbox time needed being charged at their standard rate.

I suggest that the Parish Council could initially adopt option ‘b’ above, i.e. ask Tickbox every quarter to do an upgrade, at their Standard Hourly Rate. After a trial period, perhaps a year, a benchmark for the time needed should have been established, and the Parish Council could then decide whether to continue on this ‘ad hoc’ upgrade basis, or set up a contract for fixed hours for regular upgrades.

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