

Email & Website Overview

[Moving your parish council to a .gov.uk domain - GOV.UK](#)

In the SAPP Practitioners' Guide for 2025:

Councils must use **generic, role-based email accounts** hosted on a council-owned domain (e.g., clerk@abcparishcouncil.gov.uk) rather than free services like Gmail or Outlook. Best practice encourages all staff and councillors to have individual domain-based emails to maintain transparency, security, and record retention. It is best practice to use a .gov.uk domain, email, and website to maintain a consistent and professional image, and ensure all communications are identifiable as coming from the parish or town council. Anyone visiting a .gov.uk website or receiving emails from a .gov.uk address will know the communication is safe, legitimate and can be trusted. This is increasingly important as cyber scams are on the rise. Using a .gov.uk domain and email supports data protection compliance and makes managing data subject access requests and freedom of information requests easier. It also has to be a domain owned by the Parish Council and not an individual.

Only certain companies can be the Domain Registrar for .gov.uk email accounts and web domains. The parish clerk must have a role-based .gov.uk email. To meet your FOI and transparency obligations, you must give email addresses to each councillor and to any permanent staff.

A .gov.uk website should be used as you are legally required to publish information on a website. You should retain your existing domain name because it is an asset. You should renew it annually to prevent anyone else from registering it and impersonating your organisation.

Parish online

[Parish Online - Websites for town, community and parish councils](#)

We already have a free Clerk email set up as clerk@alburgh-pc.gov.uk from them. They pay the annual domain cost for us. The @alburgh-pc.gov.uk is ours and can be used as a website domain and for cllr emails.

Website and email:

- Website, email and Domain priced together
- Move to the .gov domain
- Website Auto updates to latest accessibility standards and meets the Assertion 10 requirements fully and will be updated all the time.
- UK based servers hosted
- Old website migrated
- Latest WCAG compliance
- SSL certificates
- Responsive design for mobile, tablet and PC
- Unlimited bandwidths and storage
- Self service admin panel
- Online booking system

Email response with quotation

Dear Dave,

Thanks for getting in touch. We'd be pleased to provide a quote for your parish website and email.

Your subscription would be **£350 ex vat per year** and if you're switching to a gov.uk domain you'd also qualify for our Parish Online switching fund taking **£100 ex vat off your first year's subscription** making your first year **£250 ex vat**.

Our subscription package includes:

- **Website** - a modern, accessible and responsive website using the Government design guidelines. Here are [examples from existing customers](#).
- **Website Admin Panel** - an easy-to-use, council-focused admin panel so you can make changes to your site easily. This comes with a comprehensive Knowledge Base with step-by-step guides.
- **Email** - up to 20 mailboxes with 5GB storage each which are accessed through the provided apps for windows, mac or phone, via webmail, or you can connect it to your own phone or computer mail apps.
- **GOV.UK domain** - we already manage your gov.uk domain. The domain is owned by you, but we manage it.

Also included in our service and within the quoted price:

- **Hosting** - the servers where your website live
- **Ongoing Maintenance and Upgrades** - we invest in your service to make sure it's always the latest new features, security upgrades or updates to align to new legislation
- **SSL Certificate** - this keeps your site encrypted and safe for visitors
- **Content Migration** - we port over [key content](#) from your old site at no extra cost.
- **Accessibility** - our sites always follow the latest Web Content Accessibility Guidelines (WCAG). Our sites conform to WCAG 2.2 AA.
- **Support** - we have a bank of [knowledge base](#) articles available to help you with managing your [website](#), [email](#) and [domain](#).

We can offer the additional options at an extra cost:

- Upgrade one or more email accounts with additional storage - 10GB at £24 per year per upgraded mailbox
- Upgrade one or more email accounts with additional storage and Cloud Storage - standard 30GB mailbox and 10GB File Storage at £42 ex VAT per year per upgraded mailbox
- Hosting of old domain at £25 ex VAT per domain

We can typically get websites ready in around 4-6 weeks.

Best Regards,
Andy Skellern

Norfolk Association of local councils

Gov.uk Service - Norfolk ALC

This offers your Council a gov.uk domain name of your own (already done), website and unlimited email addresses for all councillors and staff.

Our service includes the following:

- Your own gov.uk domain name, owned by your council

- WordPress based WCAG compliant website, with unlimited storage and bandwidth
- Unlimited email addresses with each mailbox 10GB in size
- Domain registration and email addresses all managed by us
- Direct support for the clerk to access their new email address
- Written instructions and instructional videos for Councillors to access their email
- Our Fully Managed Content Service can also copy the content of your existing website from another provider if need be (at additional cost)

Email response with quotation

Yes we could provide a website and email service for a non member council.

Our services includes an unlimited number of email accounts, each account has 10GB storage limit. The service also includes support and an online remote training system for editing the website.

I have assumed we would use your existing .gov.uk domain and transfer this from your current supplier.

I have included the member pricing as well, in case you may interested in membership in the future.

	<i>Non member price</i>	<i>Member price</i>
<i>Annual website, domain & email hosting</i>	<i>£108.57+VAT</i>	<i>£74.40 +VAT</i>

To transfer the parish council content from your existing and populate the new website, this is a one off fee of £95 +VAT. To avoid this fee, we can provide a blank template website, which you would need to add content to.

We also offer a fully managed service, where you email and content additions, changes etc to us and we make the change to the website, so you never have to login to the website. This is a completely optional additional service.

	<i>Non member price</i>	<i>Member price</i>
<i>Annual website, domain & email hosting</i>	<i>£217.14+VAT</i>	<i>£144.76 +VAT</i>

In Summary to cost to setup a new website and email service is £203.57 for the first year and then £108.57+VAT for the second year onwards (subject to annual price review).

If you have any further questions, please let me know?

Kind Regards,

Chris

Email response from Lynda Ling (Earsham Clerk)

Hi Dave,

Hope you are keeping well too. I used NALC for the councillor emails, as the PC subscribes to them annually, plus NALC manage the website as well, so it was the easiest option all round. Hope that helps in making a decision, it was a quick and easy set up with no issues at all.

Lynda