

# LocalGov Drupal services

## Chicken is a small studio with big ambitions.

We were only founded in 2022, but our experience goes back decades. Owned by our workers we're experienced with Drupal and working with nonprofits, charities and the public sector.

We're focussing our talent towards Local Government to build websites that are more accessible and better value, following global standards such as WCAG 2.2 and Drupal Coding standards. We are Cyber Essentials Certified.

You can [view our Drupal.org profile](#) for information about our commitment to the Drupal project.

We design, build and manage websites that aim to meet the GOV .UK Government Service Standard, helping council services to provide a better digital experience for their citizens.

We are contributing suppliers to LocalGov Drupal with several modules, including subsitesextras, HTML publications and user experience improvements to Events. We're involved with various working groups including the technical group and content group, where we see ideas become reality. We are members of the Open Digital Cooperative that runs the LocalGov Drupal project.

We've partnered with Hammersmith & Fulham council to design, develop and migrate their Drupal 7 site to LocalGov Drupal as well as creating a microsite platform for H&F to showcase several services including their shared fostering service with City of Westminster and Kensington and Chelsea.

We provide the following services via the G-Cloud framework:

- [LocalGov Drupal development](#)
- [LocalGov Drupal Microsites development](#)
- [LocalGov Drupal support and security updates](#)
- [LocalGov Drupal core enhancements](#)
- [LocalGov Drupal flying solo](#)
- [LocalGov Drupal training](#)

# LocalGov Drupal development

We specialise in designing and developing LocalGov Drupal websites. We're committed to helping Local Authorities meet their pledge to the Local Digital Declaration. We work directly with your web team through the whole project lifecycle, from discovery to go live and beyond.

Using LocalGov Drupal as a base for our work we'll discover what custom development you might need and if it's similar to other projects in the LocalGov Drupal pipeline, we'll encourage you to work with other councils to gather requirements, share user research and expand upon what is already available to you.

We excel in integrations, migrations, reporting systems, and Single Sign-On configuration, tailoring each of these services to meet your council's specific needs. When we encounter repetitive issues, we're committed to contributing changes back to LocalGov Drupal.

## Backup and restore

We have disaster recovery and business continuity plans for Chicken and can ensure your hosting provider has set up sufficient backups which we can restore if we need to.

## Onboarding and offboarding

Onboarding starts with a project kickoff meeting with the entire team. We find this to be invaluable as it sets the expectations for the goals and vision of the project, along with the process and responsibilities for everyone in the team.

## Service level agreements and pricing

Each organisation is different, and so are its needs. We'll agree a Service Level Agreement with you to suit. By default we have

- A first-line response to urgent issues within two hours, during business hours.
- An online issue tracking system that is easy to use via Gitlab, where your codebase is.
- An out of hours phone number for urgent issues.
- Web chat via Slack

Work is charged per statement of work, on a time and materials basis, based on our day rate.

## Invoicing

We invoice monthly in arrears.

## **Contract termination**

There are no minimum contract lengths and we require one month's notice to terminate the contract.

## **LocalGov Drupal Microsites development**

Microsites are intended for councils to make and manage small websites with minimal developer cost. By creating a centrally managed system that allows in-house web teams to create brand-specific websites, councils can promote individual services, products or campaigns, and have control over the content and lifecycle of the website.

We work with councils to ensure they have the tools they need to manage their websites and push the Microsite project out of Beta phase.

We can create custom themes for a microsite or provide custom integrations for one or all sites.

## **Backup and restore**

We have disaster recovery and business continuity plans for Chicken and can ensure your hosting provider has set up sufficient backups which we can restore if we need to.

## **Onboarding and offboarding**

Onboarding starts with a project kickoff meeting with the entire team. We find this to be invaluable as it sets the expectations for the goals and vision of the project, along with the process and responsibilities for everyone in the team.

If you wish to engage another supplier for a microsite theme, we'll work with you and them to make it happen.

## **Hosting and security**

We've found through experience that microsites need a bit of configuration when it comes to domains. We'll work with your hosting provider or IT team to ensure the process is smooth when creating a new microsite.

As with Localgov Drupal development services we'll work with your hosting provider or recommend Platform.sh as a provider.

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Work is charged per statement of work, on a time and materials basis, based on our day rate.

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## Contract termination

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## LocalGov Drupal support and security updates

Support and security updates come in five key tasks:

1. Feature requests: We'll support you in the development of new features
2. Bug fixing: Resolving bugs reported in the ticketing system
3. Regular updates: Updating core and contributed modules
4. Critical updates: Deploying critical updates within hours of them being published
5. Security updates: Monitoring and deploying security updates in a timely manner

We can tailor a plan based on your budget to determine the number of monthly support hours you need. Typically, 5 hours per month covers security updates, with additional time allocated for feature development depending on the size of your backlog.

Larger pieces of feature work should be considered projects in their own right and scoped accordingly.

## Onboarding and offboarding

We'll start with a kickoff meeting to understand the infrastructure, responsibilities and processes required to support your project.

If your Drupal site was developed by another supplier and you want Chicken to do ongoing support and maintenance of that site, we will first have to conduct a technical site audit to assess health and security. This is usually around 10 hours but may take longer depending on the complexity of the codebase.

## **Service level agreements and pricing**

Each organisation is different, and so are its needs. We'll agree a Service Level Agreement with you to suit. By default we have

- A first-line response to urgent issues within two hours, during business hours.
- An online issue tracking system that is easy to use via Gitlab, where your codebase is.
- An out of hours phone number for urgent issues.
- Web chat via Slack

Work is charged per statement of work, on a time and materials basis, based on our day rate.

## **Invoicing**

We invoice monthly in arrears.

## **Contract termination**

Minimum contract length is three months and we require one month's notice to terminate the contract.

## **LocalGov Drupal core enhancements**

We'll lead a working group and manage the enhancement through Alpha, Beta and to live, be that into core or as a supported module.

We've collaborated with Essex County Council and Hammersmith & Fulham to improve the Events module and HTML publications.

This is a great way to collaborate with other councils to improve LocalGov Drupal.

## **Onboarding**

During a 1 hour video call with you (and any other councils interested in sharing the cost of development) we'll explore the features you want to add to LocalGov Drupal and follow up with an initial plan to proceed into discovery and development.

## **Service level agreements and pricing**

Enhancement services are provided during UK office hours, excluding bank holidays.

Work is charged per statement of work, on a time and materials basis, based on our day rate.

## **Invoicing**

Enhancements are invoiced monthly in arrears.

## **Contract termination**

There are no minimum contract lengths and we require one month's notice to terminate the contract.

## **LocalGov Drupal flying solo**

Want to get started with a LocalGov Drupal product, be it the original LGD distribution, microsites or the new committee management platform, but aren't technically minded enough to set it up? We're here to help. We'll set you up with a LocalGov Drupal product and ensure it's fully configured for your needs.

## **Onboarding**

We provide up to ten days of consultancy to set up the flying solo service on your infrastructure.

Provide training on how the website works.

## **Service level agreements and pricing**

This is a fixed fee of £9,999 excluding VAT

Any additional support, development or training is provided by other services we provide. Hosting provided separately if required.

## **Invoicing**

We invoice upfront for flying solo services.

## **Contract termination**

N/A

## **LocalGov Drupal training**

We provide training to council web teams of all shapes and sizes. Whether your content editors need to understand how to use the backend of your website, or your web team wants to upskill and learn module development, we can provide tailored training to encourage professional development and valuable in-house skills.

### **Onboarding and offboarding**

We'll have a 1 hour video chat to discuss your project and the type of training you require.

During offboarding you'll receive a document of what was covered in the training session.

### **Service level agreements and pricing**

Training services are provided during UK office hours, excluding bank holidays.

Work is charged per statement of work, on a time and materials basis, based on our day rate.

If we're required to do in-house training, there will be an extra fee because this doesn't align with our sustainability and wellness policies.

### **Invoicing**

We invoice monthly in arrears.

### **Contract termination**

There are no minimum contract lengths and we require 1 week's notice to terminate the contract.