

Community Resilience Hub App (CRHA)

Pricing Document

Software as a Service Agreement

G-Cloud Framework

Version 1.1

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1. Subscription Pricing

Community Resilience Hub is licensed on a per-community basis, with pricing structured to reflect both geography and population. Each subscription includes a base allocation of resilience hubs, with additional hubs available to accommodate larger or more complex community areas.

Subscriptions are typically procured by County Councils, Unitary Authorities, or District Councils on behalf of their parish and town councils, enabling coordinated resilience planning across the authority area.

1.1 Community Subscription Tiers

Community Type	Base Price per Year	Hubs Included	Additional Hubs
Parish Council (rural)	£200	2	£100 each
Parish Council (larger/complex)	£300	3	£100 each
Town Council (small)	£400	4	£100 each
Town Council (medium)	£600	6	£100 each
Town Council (large)	£800	8	£100 each
Urban Area / City Ward	£1,000	10	£100 each

The appropriate tier is determined by geography, population, and community complexity. Guidance on hub allocation is provided in Section 2.

1.2 What is Included

The subscription price includes:

- Full access to the Community Resilience Hub mobile application (iOS and Android)
- Full access to the web-based administration portal
- Public registration portal for resident self-registration
- Offline-first operation with downloadable Offline Data Packs
- Offline maps
- Unlimited resident registrations (skills, equipment, vulnerabilities)
- Up to 20 Coordinator accounts per community
- Unlimited Volunteer accounts
- Incident logging, task assignment, and welfare check tracking
- Debrief and lessons learned facility
- Mutual aid networking with neighbouring communities
- Standard support (email and web-based, 7 days a week)
- All software updates and new features released during the subscription period

- UK-based data hosting with full GDPR compliance
- API access for integration with local authority systems
- Remote onboarding session (up to 2 hours)
- Data export at contract end

2. Hub Allocation Guidelines

The Community Resilience Hub App guides and assists local communities in establishing physical resilience hubs for incident response. A hub is a designated location (such as a village hall or community centre) where volunteers coordinate during emergencies. The number of hubs required depends on geography, population distribution, and community structure.

2.1 Factors Determining Hub Requirements

Geography and Accessibility

Rural areas with dispersed settlements, difficult terrain, or roads prone to closure during severe weather typically require more hubs to ensure effective coverage. Urban areas with good transport links may require fewer hubs relative to population.

Population Distribution

Communities with multiple distinct settlements (villages, hamlets) within their boundaries typically require a hub for each significant population centre. Urban areas with higher population density may require hubs based on neighbourhood boundaries or ward structures.

Community Structure

Existing community infrastructure (village halls, community centres, churches) and established volunteer networks influence optimal hub placement. Hubs should be located where communities naturally gather and where volunteers can realistically coordinate.

2.2 Typical Hub Allocations

Community Type	Typical Population	Typical Hubs	Rationale
Small rural parish	Under 1,000	1-2	Single village with possible outlying hamlet
Medium rural parish	1,000-2,500	2-3	Main village plus satellite settlements
Large rural parish	2,500-5,000	3-4	Multiple villages and hamlets
Small town	5,000-10,000	4-6	Town centre plus distinct neighbourhoods
Medium town	10,000-25,000	6-10	Multiple neighbourhoods and surrounding areas
Large town	25,000-50,000	8-15	Multiple wards and community areas
City ward/area	10,000-20,000	3-6	Defined neighbourhood boundaries

2.3 Example: Rural Parish

The Parish of Ponsanooth in Cornwall illustrates typical rural hub requirements. Despite proximity to Truro, Falmouth/Penryn, and Redruth, it is a mainly rural parish containing:

- The main village of Ponsanooth
- The hamlets of Burnthouse, Treluswell, and Lower Treluswell
- Borders with four neighbouring parish/town council areas

This geography would typically require 2-3 hubs: one in the main village of Ponsanooth, and one or two covering the outlying hamlets depending on road access and volunteer availability. A Parish Council (rural) subscription with one additional hub would be appropriate.

2.4 Example: Market Town

A market town of 15,000 population with a historic town centre, three suburban housing estates, and surrounding rural fringe might require 6-8 hubs to ensure effective coverage across all areas. A Town Council (medium) subscription would provide 6 hubs, with 2 additional hubs if required.

3. Support Services

3.1 Standard Support (Included)

Standard support is included with all subscriptions at no additional cost. This includes email and web-based support available seven days a week, including bank holidays, with response times within 24 hours for general enquiries and 4 hours for critical issues.

3.2 Enhanced Support

Service	Price
Enhanced Support	15% of annual subscription

Enhanced support includes:

- Telephone support during UK business hours (Monday to Friday, 9am to 5pm)
- Priority handling for critical issues
- 4-hour response time for critical issues
- 8-hour response time for high priority issues
- Dedicated account manager for authority-wide deployments
- Quarterly service review meetings
- Annual exercise support session

3.3 Emergency Support

Service	Price
Emergency Support	25% of annual subscription

Emergency support includes all Enhanced Support benefits plus:

- 24/7 telephone support during declared emergencies
- Priority platform assistance during live incidents
- Post-incident review and debrief support

4. Professional Services

Professional services are available to support implementation, training, and customisation requirements.

4.1 Implementation Services

Service	Price
Remote onboarding session (up to 2 hours)	Included
On-site implementation and setup (per day)	£850
Community registration drive support (per day)	£500

4.2 Training Services

Service	Price
Online training materials and documentation	Included
Remote coordinator training session (per hour)	£125
On-site coordinator training (per day)	£750
On-site volunteer training (per day)	£750
Exercise facilitation (per day)	£950

4.3 Development and Customisation

Service	Price
Bespoke development and customisation (per day)	£950
Custom integration development (per day)	£950
Custom reporting and analytics (per day)	£950

5. Data Extraction

Data extraction services are provided to enable customers to export their data at any time during the contract and at contract end.

Service	Price
Self-service data export (via dashboard or API)	Included
Assisted data extraction at contract end	Included

Data is available for export in CSV, Excel, JSON, and PDF formats. All data export functionality is included at no additional cost.

6. Pricing Examples

The following examples illustrate typical annual costs for different community types and authority-wide deployments.

6.1 Small Rural Parish (e.g., Ponsanooth)

Population approximately 1,500 with main village and outlying hamlets.

Item	Annual Cost
Parish Council (rural) subscription - 2 hubs	£200.00
Additional hub for outlying hamlets	£100.00
Standard Support	Included
Remote Onboarding	Included
Total Annual Cost	£300.00

6.2 Medium Rural Parish

Population approximately 3,500 with multiple villages requiring 4 hubs.

Item	Annual Cost
Parish Council (larger/complex) subscription - 3 hubs	£300.00
Additional hub	£100.00
Standard Support	Included
Remote Onboarding	Included
Total Annual Cost	£400.00

6.3 Small Market Town

Population approximately 8,000 with town centre and surrounding areas.

Item	Annual Cost
Town Council (small) subscription - 4 hubs	£400.00
2 additional hubs for outlying areas	£200.00
Standard Support	Included
Remote Onboarding	Included
Total Annual Cost	£600.00

6.4 Medium Town with Enhanced Support

Population approximately 18,000 requiring 8 hubs with telephone support.

Item	Annual Cost
Town Council (medium) subscription - 6 hubs	£600.00
2 additional hubs	£200.00
Enhanced Support (15% of £800)	£120.00
Remote Onboarding	Included
Total Annual Cost	£920.00

6.5 Large Town with On-site Training

Population approximately 35,000 requiring 12 hubs with comprehensive setup.

Item	Annual Cost
Town Council (large) subscription - 8 hubs	£800.00
4 additional hubs	£400.00
Enhanced Support (15% of £1,200)	£180.00
On-site coordinator training (1 day)	£750.00
Year 1 Total Cost	£2,130.00

Note: On-site training is a one-time cost. Annual renewal cost would be £1,380.00 (subscription plus enhanced support).

6.6 City Ward / Urban Neighbourhood

Urban area of approximately 15,000 population requiring 5 hubs.

Item	Annual Cost
Urban Area / City Ward subscription - 10 hubs	£1,000.00
Standard Support	Included
Remote Onboarding	Included
Total Annual Cost	£1,000.00

Note: Urban areas receive more hubs in the base subscription to reflect higher population density.

7. Authority-Wide Licensing

County Councils, Unitary Authorities, and District Councils may procure Community Resilience Hub on behalf of multiple communities within their area. Authority-wide licensing provides volume discounts and simplified administration.

7.1 Volume Discounts

Number of Communities	Discount
5-10 communities	10%
11-25 communities	15%
26-50 communities	20%
51+ communities	25%

Discounts are applied to the total subscription value including additional hubs.

7.2 Authority Dashboard

Authority-wide deployments include access to a local authority dashboard providing:

- Overview of all community hubs within the authority area
- Activation status monitoring across all communities
- Aggregated statistics and reporting
- Situation report compilation for Local Resilience Forum reporting
- Mutual aid coordination across community boundaries

The authority dashboard is included at no additional cost for deployments of 10 or more communities.

7.3 Example: Small District Council Deployment

A district council with 25 parish councils and 3 town councils:

Item	Annual Cost
20 × Parish Council (rural) @ £200	£4,000.00
5 × Parish Council (larger) @ £300	£1,500.00
2 × Town Council (small) @ £400	£800.00
1 × Town Council (medium) @ £600	£600.00
15 additional hubs across all communities @ £100	£1,500.00
Subtotal	£8,400.00

Volume discount (15% for 28 communities)	-£1,260.00
Enhanced Support (15% of discounted total)	£1,071.00
Authority Dashboard	Included
Total Annual Cost	£8,211.00

7.4 Example: Cornwall Council (Unitary Authority)

Cornwall Council is a unitary authority covering 213 civil parishes served by 168 parish councils, 28 town councils, and Truro City Council. A phased or full deployment would be structured as follows:

Full Authority Deployment

Item	Annual Cost
120 × Parish Council (rural) @ £200	£24,000.00
48 × Parish Council (larger/complex) @ £300	£14,400.00
15 × Town Council (small) @ £400	£6,000.00
10 × Town Council (medium) @ £600	£6,000.00
3 × Town Council (large) @ £800	£2,400.00
1 × Truro City Council @ £1,000	£1,000.00
150 additional hubs across all communities @ £100	£15,000.00
Subtotal	£68,800.00
Volume discount (25% for 197 communities)	-£17,200.00
Subtotal after discount	£51,600.00
Enhanced Support (15%)	£7,740.00
Authority Dashboard	Included
Total Annual Cost	£59,340.00

This equates to approximately £301 per community per year, or less than £6 per week per community for a comprehensive resilience coordination capability.

Phased Deployment Option

Authorities may prefer a phased approach, starting with priority communities identified through Community Risk Registers or recent incident experience:

Item	Annual Cost
Phase 1: 20 priority communities (Year 1)	£6,000.00
Phase 2: Additional 50 communities (Year 2)	£12,500.00
Phase 3: Remaining 127 communities (Year 3)	£28,000.00
Ongoing annual cost (full deployment)	£59,340.00

Volume discounts are applied based on the cumulative number of communities deployed. As deployment expands, the effective per-community cost reduces.

8. Terms and Conditions

8.1 General

- All prices are in British Pounds Sterling (GBP)
- All prices exclude VAT, which will be charged at the prevailing rate
- Prices are valid for orders placed via the G-Cloud framework
- Payment terms are 30 days from invoice date

8.2 Subscription Terms

- Minimum contract term is 12 months
- Subscriptions are invoiced annually in advance
- Contracts automatically renew for successive 12-month periods unless terminated with at least 1 month's written notice
- Community tier is determined at time of order based on geography and population

8.3 Additional Hubs

Additional hubs may be added during the contract term at £100 per hub per year. Additional hubs will be invoiced pro-rata for the remainder of the contract term.

8.4 Additional Coordinator Accounts

Each community subscription includes up to 10 Coordinator accounts. Additional Coordinator accounts are available at £50 per account per year.

8.5 Professional Services

- Professional services are invoiced upon completion
- On-site services include reasonable travel and expenses within mainland UK
- Travel to locations outside mainland UK may incur additional expenses
- Cancellation of scheduled on-site services with less than 5 working days' notice may incur a cancellation fee of 50% of the service cost

8.6 Price Changes

Prices may be increased at the start of each renewal term. Any price increase will be notified in writing at least 60 days before the renewal date.

9. Contact Information

For pricing enquiries and quotations:

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