

Website Performance, PageSpeed and Technical Health Audits

Service Definition

1. Service overview

Website Performance, PageSpeed and Technical Health Audits is an advisory service providing an objective assessment of website speed, stability and technical health. It supports public sector organisations that need evidence-based insight into performance risks and constraints to inform prioritisation and remediation planning.

2. How the service works

The service is delivered as a structured, time-boxed audit based on agreed scope and objectives.

Typical delivery activities include:

- Onboarding to confirm audit scope, objectives and success measures
- Review of website architecture and delivery approach
- Performance and PageSpeed analysis across key page types
- Core Web Vitals assessment
- Review of front-end assets, scripts and dependencies
- Assessment of hosting configuration and delivery setup
- Review of error handling, stability and resilience indicators
- Assessment of performance monitoring and measurement approaches
- Identification of technical issues, risks and dependencies
- Documentation of findings and prioritised recommendations

The buyer provides access to the website, relevant documentation and monitoring or analytics tools. Delivery is typically remote.



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3. Skills and experience

The service is delivered by practitioners with experience in website performance analysis and technical auditing.

Roles typically involved include:

- Delivery or project manager
- Technical lead or architect
- Front-end or performance specialist
- Digital analyst

The team applies established performance testing, diagnostic and analysis techniques appropriate to public sector digital services.

4. Relevant experience

The supplier has the ability to deliver website performance and technical health audits for public sector and regulated organisations.

Typical examples include:

- PageSpeed and Core Web Vitals audits for public-facing websites
- Technical health reviews to identify stability and dependency risks
- Performance assessments to inform remediation planning

Provides a clearer understanding of performance constraints and prioritised actions for improvement.

5. Onboarding and offboarding

Onboarding

The service begins with mobilisation to confirm scope, timelines, stakeholders and access requirements. The buyer provides access to websites, hosting information and relevant analytics or monitoring tools.

Offboarding

At completion, all audit findings, analysis outputs and recommendations are provided to the buyer in an agreed format. A close-out session is held to review findings and clarify next steps.

6. Service constraints

The service is advisory only and does not include implementation or ongoing optimisation. Findings depend on the quality and availability of access to websites, hosting configurations and performance data provided by the buyer. Results reflect performance at the time of audit and may change as content, infrastructure or traffic patterns change.

7. Service management and support

Delivery is managed by a named delivery lead responsible for coordination, progress reporting and communication. Regular check-ins are used to validate findings and confirm direction. Issues and risks related to access or dependencies are escalated as required. Ongoing support after delivery is not included.

8. Technical and operational requirements (if applicable)

Buyer involvement may include providing access to website platforms, hosting configurations, analytics tools and performance monitoring data. No specialist buyer-provided infrastructure is required beyond agreed access arrangements.

9. Hosting, data and security

The service does not include hosting or operation of systems. Buyer-provided data is used solely for delivery of the audit and handled in line with agreed confidentiality and security requirements. No long-term data storage is required.

10. Exit, data return and deletion

At the end of the service, all buyer-owned data and materials are returned as part of the agreed outputs. Any copies held for delivery purposes are deleted in line with agreed



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confidentiality arrangements. No ongoing access or transition support is provided beyond close-out activities.



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