

# Ongoing Website Development and Enhancement

## Service Definition

### 1. Service overview

Ongoing Website Development and Enhancement provides continuous development support for existing websites. The service supports public sector organisations that need controlled, iterative improvements to live websites to respond to changing user needs, accessibility requirements and organisational priorities.

### 2. How the service works

The service is delivered as an ongoing, support-led engagement focused on implementing agreed website changes and enhancements.

Typical activities include:

- Review and prioritisation of requested website/s changes
- Implementation of feature enhancements
- User interface and layout improvements
- Accessibility and usability enhancements
- Content and flexible content blocks updates/creation
- Issue resolution
- Performance-related improvements
- Backlog of proposed future enhancements
- Release coordination and deployment support
- Documentation of changes and updates

Work is typically delivered remotely. Buyers are expected to provide access to the website, source code, hosting environments and timely approvals for changes.



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### 3. Skills and experience

The service is delivered by practitioners with experience developing and maintaining public sector websites.

Roles involved may include:

- Front-end or web developer
- CMS developer
- Designer
- Quality Control
- UX
- Delivery or service lead

The team applies established development, accessibility and change management practices appropriate to live public sector websites.

### 4. Relevant experience

The supplier has provided ongoing website development and enhancement for public sector and regulated organisations.

Relevant experience includes:

- Delivering iterative improvements to live public-facing websites
- Implementing accessibility and usability enhancements over time
- Managing controlled website changes alongside live operations

This work has supported continuous improvement while maintaining website stability and availability.

## 5. Onboarding and offboarding

### *Onboarding*

The service begins with a mobilisation phase to confirm scope, prioritisation approach, access requirements and approval processes. Buyers provide access to code repositories, hosting environments, documentation and relevant stakeholders.

### *Offboarding*

At service end, all agreed changes are completed or documented, and access is removed. A close-out process confirms handover of code, documentation and any outstanding recommendations.

## 6. Service constraints

The service supports ongoing development and enhancement only. It does not include full website redesigns, platform replacement or major re-architecture unless otherwise agreed. Work is delivered within an agreed scope and prioritisation approach. Delivery depends on buyer-provided access, requirements and approvals. Hosting, content ownership and compliance responsibilities remain with the buyer.

## 7. Service management and support

A named service or delivery lead manages the service and acts as the primary point of contact. Progress is managed through regular check-ins, prioritisation reviews and delivery updates. Issues and risks are communicated to the buyer as they arise. Support is limited to the agreed scope and service arrangement.

## 8. Technical and operational requirements (if applicable)

Buyer-provided access to hosting platforms, code repositories and deployment processes is required. The buyer must approve any third-party tools or services used as part of ongoing development activities.

## 9. Hosting, data and security

The service does not include hosting. Any access to systems or data is used solely to deliver website development and enhancement activities and handled in line with



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agreed confidentiality and data protection requirements. No long-term data storage is required.

## 10. Exit, data return and deletion

On exit, buyer-owned code, documentation and materials are returned or access is removed as agreed. Any copies held by the supplier are deleted in accordance with agreed retention and confidentiality arrangements. No ongoing support is provided beyond the agreed offboarding activities.



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