

G-Cloud 15 Service Definition

Drupal services, specialising in LocalGov Drupal

Making life easier for councils and communities.

We are **Chicken** — a small but impactful local government focused digital agency specialising in the design and build of Drupal-powered websites. Founded in 2021, we have over thirty years' collective experience in designing, developing and improving digital services for organisations you'll recognise — from **DEFRA** and **Hammersmith & Fulham Council** to **Transport for London** and the **University of Oxford**.

You've almost certainly used something we've built.

We created Chicken to do one thing exceptionally well. Build better public-facing websites that serve people simply and efficiently. As **Drupal contributors** and developers of several widely used **community modules**, we understand the Drupal platform from the inside out.

We work with commercial, third- and public-sector organisations to deliver accessible, affordable and future-proof digital experiences. For example, as committed suppliers of **LocalGov Drupal**, our project with Hammersmith & Fulham Council in the UK **cut build costs by around 75%** while **improving accessibility and performance**. Proof that small teams can deliver powerful outcomes.

The way we work sets us apart from other agencies and providers.

- You talk directly to the people building your site — no layers, no confusion, no delays.
- We adapt to your tools and processes — minimising onboarding costs and maximising value.
- We are agile, open and collaborative — aiming to operate as an extension of your own in-house team.

And our philosophy is simple:

- **Quality first:** Don't ship slop.
- **Feature-driven:** Deliver discrete but meaningful features that combine to add exceptional value.
- **User-centred:** Add delight where it matters, deliver clarity everywhere.
- **Collaborative and goal-focused:** Be open, honest, helpful and proactive.
- **Use strong design to make life easier:** For users, editors and developers alike.

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

- [LocalGov Drupal development](#)
- [LocalGov Drupal Microsites development](#)
- [LocalGov Drupal training](#)
- [LocalGov Drupal support and security updates](#)
- [LocalGov Drupal enhancements](#)
- [Drupal development](#)
- [Drupal support and security updates](#)
- [PDF to HTML importer](#)
- [Developer support service](#)
- [LocalGov Drupal The complete package: development, support & hosting.](#)

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.

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 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.

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 will 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 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 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 and HTML publications module.

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.

Drupal Development

This service covers bespoke Drupal development for organisations using Drupal outside of the LocalGov Drupal distribution. It is suitable for new builds, major enhancements, migrations, integrations or redevelopment of existing Drupal sites.

We've worked with Drupal from version 5 in 2008, following Drupal best practice and community standards. Our work prioritises accessibility, performance, maintainability and long-term value.

Typical activities include:

- Custom module and theme development
- Integrations with third-party systems and APIs
- Content migrations and data modelling
- Performance optimisation and technical improvements
- Accessibility remediation and enhancements

We favour reuse of existing contributed modules where appropriate and contribute improvements back to open source where possible.

Onboarding and offboarding

Onboarding starts with a discovery or technical review to understand your existing platform, constraints and priorities. We'll agree on ways of working, tooling and communication upfront.

On offboarding, we provide full handover documentation and ensure code is clean, documented and ready for ongoing maintenance by another supplier or internal team.

Service level agreements and pricing

Support is 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 support, 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.

Drupal support and security updates

This service provides ongoing maintenance, security monitoring and support for Drupal websites, including those originally built by another supplier.

Support and security updates typically include:

- Monitoring and deploying Drupal core and contributed module updates
- Applying critical security patches in line with Drupal security advisories
- Bug fixing and minor improvements
- Technical advice and troubleshooting
- Support for editors and internal teams where required

Support hours are agreed in advance and can be flexed to suit your budget and risk profile. Larger changes or feature development are scoped separately.

Onboarding and offboarding

Onboarding begins with a kickoff meeting to confirm infrastructure, access, responsibilities and support processes.

Where the site was built by another supplier, we carry out an initial technical audit to assess code quality, security posture and maintenance risks before support begins.

On offboarding, we provide a clear record of recent changes, outstanding issues and recommended next steps.

Service level agreements and pricing

Support is 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 support, 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.

PDF to HTML importer

This service helps organisations convert large volumes of PDF content into structured, accessible HTML suitable for publishing on public-facing websites.

It is designed to support councils and public sector teams who want to reduce reliance on PDFs, improve accessibility, and move towards clearer, more usable and better-governed web content.

Typical activities include:

- Assessing existing PDF content and structures
- Configuring automated import and transformation workflows
- Converting PDFs into structured HTML content
- Supporting editorial review and quality assurance
- Integrating outputs into existing content models

The importer supports batch processing and is intended to reduce manual effort, while recognising that content designers will still need to review and refine outputs before publication. We adapt the approach to fit your existing tools, platforms and governance arrangements.

Onboarding and offboarding

Onboarding includes a discovery session to understand your content estate, priorities, infrastructure and editorial workflows. We'll configure the importer to suit your needs and provide guidance on review processes.

On offboarding, we provide documentation covering the setup, configuration and recommended ongoing use of the importer.

Service level agreements and pricing

Support is 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 support, 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 months' notice to terminate the contract.

Developer support service

This service provides on-demand access to experienced Drupal developers to support in-house teams or existing suppliers. It is suitable for councils that need additional capacity, specialist expertise or short-term assistance without engaging a full project team.

Developer support can include:

- Pair programming and mentoring
- Code reviews and technical advice
- Support with complex bugs or architectural decisions
- Assistance with deployments, upgrades or migrations
- Short, well-defined pieces of development work

We aim to operate as an extension of your internal team, fitting into your existing processes, tools and delivery approach. This service does not include responsibility for overall service ownership or delivery unless explicitly agreed.

Onboarding and offboarding

Onboarding starts with a short setup call to understand your codebase, tooling, access requirements and expectations. We'll agree how work is requested, prioritised and reviewed.

On offboarding, we ensure all work is documented and any temporary access is removed.

Service level agreements and pricing

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 support, 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.

LocalGov Drupal The complete package: development, support & hosting

This service provides a complete, end-to-end LocalGov Drupal solution, covering discovery, design, development, support, security updates and hosting. It is intended for councils who want a single supplier to take responsibility for delivery and ongoing operation of their website.

We use LocalGov Drupal as the foundation, ensuring your site aligns with sector standards, benefits from shared community improvements, and avoids unnecessary bespoke development. Hosting is provided via a trusted third-party cloud provider, typically Upsun, or an existing council-approved supplier where appropriate.

The service includes:

- LocalGov Drupal website development and configuration
- Ongoing support, maintenance and security updates
- Hosting setup and guidance, including environments and deployment workflows
- Performance, accessibility and resilience best practices
- Knowledge transfer to your in-house team

We work collaboratively with your web, IT and communications teams, adapting to your governance, approval processes and internal tooling.

Onboarding and offboarding

Onboarding begins with a project kickoff involving all relevant stakeholders to confirm scope, responsibilities, hosting arrangements and delivery approach. We'll document agreed processes and escalation routes.

On offboarding, we ensure your codebase, documentation and access credentials are fully handed over, and we work with any incoming supplier to support a smooth transition.

Service level agreements and pricing

Each organisation is different, and so are its needs. We agree service levels and priorities with you at the start of the engagement to ensure support is proportionate, responsive and good value.

By default, our services include:

- Support provided during UK business hours, excluding bank holidays
- Clear prioritisation of issues based on impact and urgency
- An agreed first response time for urgent issues during business hours
- A shared issue tracking system (typically GitLab) for transparency and auditability
- Regular communication via agreed channels such as email, Slack or video calls

We work on a time and materials basis, charged against an agreed day rate. Work is delivered under a Statement of Work that clearly sets out scope, assumptions and responsibilities.

Where appropriate, we can agree a regular monthly allocation of hours for support and maintenance. Larger pieces of work are scoped and agreed separately.

We aim to work in a way that fits with your existing tools, processes and governance, rather than imposing our own

Invoicing

We invoice **monthly in arrears** for work completed during the previous month.

Contract termination

There are no minimum contract lengths unless explicitly agreed in writing.

Either party may terminate the contract by providing one month's written notice.

On termination, we work collaboratively to ensure an orderly handover, including:

- Returning or transferring documentation, code and assets
- Removing access where appropriate
- Supporting transition to another supplier if required

Our aim is to leave you in a stable, well-documented position, regardless of when or why the contract ends.