

Managing and maintaining your website

Things you need to know when managing your site

About this resource

This is a quick guide for people who are responsible for managing and maintaining local Healthwatch websites. This covers the basic things that you need to know.

Hosting

It is really important you know who hosts your website and know what your support arrangement is.

- Do they take regular backups?
- Do they apply security updates automatically?
- Who can you contact if there is a problem and how?
- Do they provide any additional development/support?

If you're looking to change hosting companies, we would recommend that you use a company that specialises in Drupal (if you're using website in a box).

Whatever content management system you are using, you need to make sure that either you or your hosting company takes regular backup and applies security updates when necessary.

Top tips: Not sure who hosts your website? Try whoishostingthis.com

Security certificates

If you use your website to collect information, such as people's experiences of health and social care, we recommend that you install a security certificate on your website.

Google Chrome now shows pages that do not have a security certificate (anything that begins <http://> rather than <https://> with a security warning.

To avoid this warning from showing, and you will need a security certificate.

What is an SSL certificate?

A digital certificate (TLS or SSL) is a series small files that are installed on your web server. It allows communication between browser and web server to be encrypted and verifies the identity of the website in question.

Why do I need one?

These certificates give your users confidence that your website and organisation is legitimate and that any information they share with you will be secure.

For example, a hacker could setup a wireless network in a public place and call it something like "Free cafe wifi". Any user connecting to that network by mistake would be vulnerable. A digital certificate stops this by encrypting any data before it becomes available to the local network.

This is why digital certificates are mandatory when transferring sensitive information such as credit card numbers.

How do I know if I have one?

Look in your browser's top address bar for "<https://>" at the beginning of the website's address.

How do I get a certificate?

SSL certificates need to be installed at server level, as a result it would be best to speak to your hosting company or IT support about purchasing and setting this up for you.

Potential suppliers:

- [Letsencrypt.org](https://letsencrypt.org)
- [GoDaddy](https://GoDaddy.com)
- [Digi Cert](https://DigiCert.com)

Further reading: [Enabling HTTP Secure](#)

Security and user management

You need to make sure you're keeping track of who has access to your site and what levels of permission they have.

- Make sure you have one main admin account, keep the login details in a central, secure place so that the details are not tied to one individual.
- Add additional users and provide them with the appropriate role/permissions (admin, editor etc) for their use of maintaining and updating the website.
- Make sure your passwords for accessing the website are not easy to guess.
- Remember to remove users who leave your organisation to ensure they no longer have access to your site.

Top tip: Use an online generator to create a secure password
passwordsgenerator.net

Webforms

Using webforms is an easy way to gather people's views or experiences via your website. However, these submissions can contain personally identifiable information such as an email address.

The results from these webforms should be regularly cleared to ensure that you are not holding any personally identifiable information on your site. You should also look to install a security certificate on your website (see above).

Content

- Keep your contact details up-to-date (address, email, phone number)
- Keep your staff and you're authorised enter and view representatives up-to-date

Healthwatch website offer

We have produced a website for local Healthwatch to use. Find out more about the offer and how you can get involved.

What's included?

- Responsive Drupal website and accompanying guidance on use
- Hosting, maintenance, security patching and back-ups (Provided by a Crown Commercial Supplier)

How much will it cost?

- Initial set up: £90 including VAT
- Monthly hosting and maintenance £36 per month including VAT

What are the benefits to you?

- Website that is visually engaging, accessible and works well on mobile and tablet devices
- Website that is easy to use (for both the user and those maintaining it)
- You have the ability to update areas of the website yourself
- Hosting with a company with a proven track record in supporting Healthwatch
- Service Level Agreement in place
- Daily back-ups, with periodic testing of recovery process. Back-up files are encrypted.
- Full data restore to a version no more than 24 hours old
- Peace of mind when bad things happen on the internet (no need to panic when a new security release comes out)
- When changes or fixes are made to the template, they can be automatically rolled out to everyone using the template.
- If your Healthwatch changes provider organisations, it would be easy to transfer the contract to a new organisation.

What will be different?

- There will be areas of the template that would be locked down and that you would not be able to edit. This would be to ensure consistency across the Healthwatch network, help maintain accessibility and allow for updates to be made to multiple sites without causing any issues.
- You will not be able to create any additional functionality or edits to the style yourselves. Any future developments would be discussed and prioritised by a user group. This would make sure that the developments being made are properly tested and that everyone using the template would benefit from the development (rather than similar work happening across the organisation). These changes would then be rolled out to everyone using the template.

Answers to your questions

- **Can I still create new pages and add content?**

Yes.

- **Will this work well on mobile?**

Yes it's a fully responsive template so should resize for tablet and mobile.

- **How will future developments or functionality be decided and rolled out?**

We will set up a user group that will look at all requests for future developments/changes to functionality. We will work to ensure that all changes are evidence based and thoroughly tested before being rolled out. We will also make sure that there is a good mix of local Healthwatch involved

- **I already have my hosting and support provided elsewhere, can I just get a copy of the template?**

No. This is because that approach will not allow us to keep the consistency we'd need in the template to be able to roll out future developments.

- **When can I see what this looks like for a local Healthwatch?**

You can see what the base site looks here (type the word 'circle' in both fields in the grey box that pops-up).

<https://base.healthwatch-wib.co.uk/>

You can also see the following live versions:

<https://healthwatchislington.co.uk/>

<https://healthwatchliverpool.co.uk/>

<https://healthwatchdorset.co.uk/>

- **How easily can we (collectively) change provider if they underperform?**

Expected performance of our suppliers is outlined in the contract through the different service levels and volumes. During the contract management process an improvement plan with milestones and timescales outlining areas of improvement would be required to be put in place and stipulate the consequences of failure. All this would have to be in regard to the overall contract terms and conditions.

- **Who owns the site? Can other providers operate it if we want to change supplier?**

If during the next tendering process we moved to a different supplier, we would move all sites across to their hosting environment. The hosting company would not own the websites.

- **What are the costs to a Healthwatch (individual) in getting out of this arrangement? i.e. could we engage another host or would we need to purchase a new website to enable us to leave?**

If you choose to leave the agreement with our chosen supplier, you would not be able to continue using the website template. This would be so that we can ensure consistency within the template

- **How are cost increases managed/agreed?**

They would be identified and factored into any new tender process, the network would need to be informed of this at each contract renewal point and then decide whether they wish to continue with the offer given any inflation in cost. There will not be any increases during the term of a contract.

- **How the supplier was chosen?**

We carried out an extensive tendering process

Interested?

Get in touch with the team for more information hub@healthwatch.co.uk