To receive a report on Civica Modern.Gov and consider any actions and associated expenditure.

Report to: P&F

Date of Report: 3.11.25

Officer Writing the Report: Office Manager / Assistant to the Town Clerk

Purpose of the report:

To inform members of the current condition of the server, which represents a single point of failure, and the potential to be unable to access the Town Council meetings administration.

Officers Recommendations

Members are asked to consider:

1. Approving in principle the migration of the Town Council's Civica Modern.Gov associated data to their cloud-hosted platform, subject to final confirmation from the Town Council's IT consultant that the proposed solution meets all technical and operational requirements;

2. Budgeting for the migration and future cloud-hosting platform at a cost of £26,417 in the financial year 2026/27 against budget code 6208 PF Subscriptions;

3. Budgeting for future support and maintenance at a cost of £16,209 for the remaining contract term (years 2 to 5) against budget code 6208 PF Subscription;

4. Delegating authority to the Office Manager / Assistant to the Town Clerk to work collaboratively with the Town Council's IT consultant in identifying a suitable cloud-based Democratic Service software solution that mitigates associated risks, reporting back to a future meeting of the Policy and Finance Committee.

Report Summary

Saltash Town Council currently hosts Civica Modern.Gov software and all associated data on its on-site server, which is now the final remaining system not yet migrated to the cloud.

This server is approaching end-of-life, and with all democratic services data stored locally, it presents a significant risk of operational disruption in the event of failure.

The Town Council has already transitioned multiple systems to cloud-based platforms in recent years, and Civica remains the only software package with associated data that is still reliant on local infrastructure.

The Town Council IT consultants have advised that the Town Council should fully decommission its server as soon as feasibly possible due to its age and vulnerability.

Civica, our current software provider, offers a cloud-based solution designed to mitigate risk and enhance data security. However, the Town Council's IT consultant has expressed concerns, indicating that the proposed solution may still not fully meet the Town Council's operational requirements.

The current two-year contract with Civica is due to expire in April 2026. It would therefore be prudent to review the services currently provided and, where possible, secure a fixed annual cost for the longest feasible term, subject to a proposal that aligns with the Town Council's IT infrastructure requirements.

Indicative costs for transferring all Town Council data to Civica's cloud hosting and transitioning to their cloud-based application have been provided for reference and budgeting purposes, should the solution be deemed suitable. However, it is essential that our IT consultants guide us in identifying the most appropriate solution before any transition takes place.

Please refer to **Appendix A** for the fixed five-year cost summary.

Budgets

Budget Availability: £1,644

Budget Codes: 6208 PF Subscriptions

Signature of Officer:

Office Manager / Assistant to the Town Clerk