Case Study : Chandlers Ford Parish Council

A website is today’s tool for instant communications for any local council to reach out to those in their community. It should also be used as part of a two-way process in engaging with citizens as well as informing them.

The e-mango Local Councils CMS is the right solution.

### About Chandlers Ford

It is said that the name Chandler’s Ford came about as a result of a ford in the village, however it cannot be certain where the name Chandler came from. The years since 1960 have seen continuous development of housing, shops and other facilities in Chandler’s Ford. The Hiltingbury and Hursley Road areas were developed in the 1960s followed by other areas of development, resulting in a population which is estimated to be 23,000 in 2011.

Chandlers Ford is one of three new town and parish councils in Hampshire. They originally considered an offer from a volunteer resident to build them a website but unfortunately time was not on the resident’s side and therefore the Council resolved to pay for the services of e-mango to provide them with a website content management system (Website CMS).

Speed of commissioning and quality of appearance was of paramount importance to the Council. Also the website CMS must be straightforward to manage so that content can be quickly added and updated.

Steve Mursell was able to meet these requirements and more. In consequence e-mango was chosen as the website provider for Chandler’s Ford Parish Council.

Steve Mursell, Parish Clerk at Chandlers Ford Parish Council, told us, “The main purpose of the website is for the Council to provide up-to-date information for the residents, not only on the business of the Council, but also the delivery information to the community on what is going on in the locality and any initiatives planned.”

Steve went on to say, “My available time for updating the website is quite limited, but with the e-mango system, I feel that the usual weekly updates that I will need to perform can be completed in around 4 hours. This is primarily due to the ease of use and training and help that was provided by e-mango support staff in the early stages.”

I was attracted to e-mango because of recommendations and the fact that it is widely used by other Councils. I believe that you get what you pay for when comparing other website providers and in respect of the quality of product and quality of support e-mango cannot be faulted. I would recommend them to any new Parish Council.

Steve Mursell – Parish Clerk at Chandlers Ford Parish Council