

Q&A with 2Commune – 08 January 2024

Q1: How many local councils in England use 2Commune?

A1: Approximately 400, 79 of which are in Northamptonshire.

Q2: Which counties is 2Commune active in?

A2: Mainly in Leicestershire, Derbyshire, Northamptonshire, Nottinghamshire, Yorkshire, and Gloucestershire.

Q3: What is the relationship between 2Commune and Cuttlefish?

A3: Cuttlefish is a shareholder in and supplier to 2Commune. Cuttlefish provides the technology that 2Commune resells to parish and town councils.

Q4: Does Cuttlefish intend to supply direct to the market?

A4: It appears this might be the case. We hope to be meeting with Cuttlefish in the next day or two to discuss.

Q5: If so, how would that work in terms of councils' content, domain name, and email?

A5: Cuttlefish hosts a council's website and all its content, so if a council transferred to Cuttlefish direct then our understanding is that the website would continue to function. A council's domain name (web address) and email system are hosted by 2Commune, and for the time being 2Commune has said it will continue to offer those services.

Q6: The content of a local council's website belongs to the local council. Is that correct?

A6: Yes.

Q7: If a local council wishes to transfer to a new supplier, is there an easy way to transfer the web content, in terms of pages, documents, and CRM info?

A7: Page content can be cut and pasted from a 2Commune website into another website, and images and documents would need to be saved down from the 2Commune website and uploaded to the new website. Coincidentally, Northants CALC went through this process last year when we transferred to our new website, so we will offer tips and tricks in due course.

Q8: Does 2Commune intend to publish any guidance on "How to move your site to a new supplier"?

A8: There are no plans to do so at this stage.

Q9: We've already paid 2Commune for our website beyond 1 April 2024. Will we get a refund?

A9: It is not clear yet what the financial situation is, and it might depend on whether a council transfers from 2Commune to Cuttlefish direct. We will provide further information in due course.

Q10: If you were a local council, what would you do?

A10: Nothing yet. Wait to see what unfolds in the next few days and what comes of the conversations we are having with 2Commune, Cuttlefish, and others. A council could immediately start looking for an alternative supplier, but there are too many unknowns as of today – 8 January 2024 – to know whether that is the best move. We will know much more by this time next week.