

A care plan: what to check before you sign one.

For a small business comparing monthly plans, from any supplier. What should be included whether you ask or not, what the hours are for, and the questions worth asking before the first payment.

General guidance, not a contract. Prices named here are Adam Roe's own as of September 2026: everybody else's differ, and the point of the list is to make them comparable.

WHAT SHOULD HAPPEN WHETHER YOU ASK OR NOT

- ☐ **Updates are checked before they go on, not applied blind**
The job is knowing which update changes behaviour, trying it somewhere that is not your live site, and looking at the pages that matter afterwards.
- ☐ **A security update goes on the day it appears**
The weekly round is fine for everything else. It is not fine for the one being actively exploited.
- ☐ **A backup is taken daily and kept off the server it backs up**
A backup on the same machine as the site fails at the same time as the site.
- ☐ **The security certificate is renewed before it expires**
When it lapses, browsers stop showing the site and show a full page warning instead.
- ☐ **If an update breaks something, putting it back is not billed**
You should never pay to repair what went wrong because somebody else pressed a button.
- ☐ **A note arrives every month saying what was done**
Most months nothing dramatic happens. The note is how you know you are getting something.

WHAT THE HOURS ARE FOR

- ☐ **You know how many hours a month you are buying**
Manage is four hours at £300 a month, Grow is nine at £675. A plan with no number in it is not a plan.
- ☐ **You know whether unused hours roll over**
Mine do not. What matters is that it is said plainly before you sign, not discovered in month four.
- ☐ **You know what happens when the hours run out**
Either it waits for next month or it is quoted, and either way it is agreed before the work starts.
- ☐ **Somebody has said what is not included**
A redesign, a new section, writing your content and anything on a platform the plan never covered.

BEFORE THE FIRST PAYMENT

☐ **The domain is registered in your name, not the supplier's**
This is the one that turns a disagreement into a hostage situation. Check it on a WHOIS lookup rather than taking anyone's word.

☐ **You know the minimum term and the notice period**
Mine is three months, then a month's notice. Anything longer needs a reason you find convincing.

☐ **Leaving includes a handover, and it is free**
Logins, files and a database export. A plan you stay on because leaving is painful is not a plan.

☐ **A site somebody else built has been looked at first**
A take-on check, half a day, £200 with me. Anyone promising to look after a site they have never opened is guessing.

☐ **Nobody has promised the site will never go down**
It is not a promise anyone can keep. What can be promised is a backup, a tested update and a quick fix.

Take it to whoever looks after your site. It works just as well on somebody else's quote. adamroe.co.uk/blog/website-care-plan