

FPS Member website

Launch



FPS coffee morning 30 January 2026

www.local.gov.uk

Agenda

 Background

 Why change the website

 What did we do

 User Testing

 Accessibility Accreditation

 Website Demo

 Communications Launch

Background



First National Member website launched 20 May 2021



Was launched with support of Bath and North East Somerset Council (Avon & Somerset FRA)

Why change the website

Website platform
was no longer
supported

Website was not
accessible

No website
support

Website content
had not been
reviewed for
some time

What did we do



Learnt lessons from the wider pensions team



Invited 4 companies (from the national framework) to provide a proposal



Invited proposals for accessibility accreditation

**Contracted with
Clay10 and
Shaw Trust**

What did we do (continued)....



Liaised with
Communications Working
Group on:

- Design and structure
- Colour palette and images



LGA team reviewed:

- Page content
- Documents



All guidance was converted to webpages for
accessibility purposes

User Testing

Who

- Communications Working Group
- Firefighter members
- LGA Workforce team

How

- Two rounds of testing
 - Asked specific questions to understand peoples loves and hates of websites and the sorts of things they may be looking for on a pensions website
 - Asked to navigate specific member journeys and provide feedback on terminology, ease of use etc.

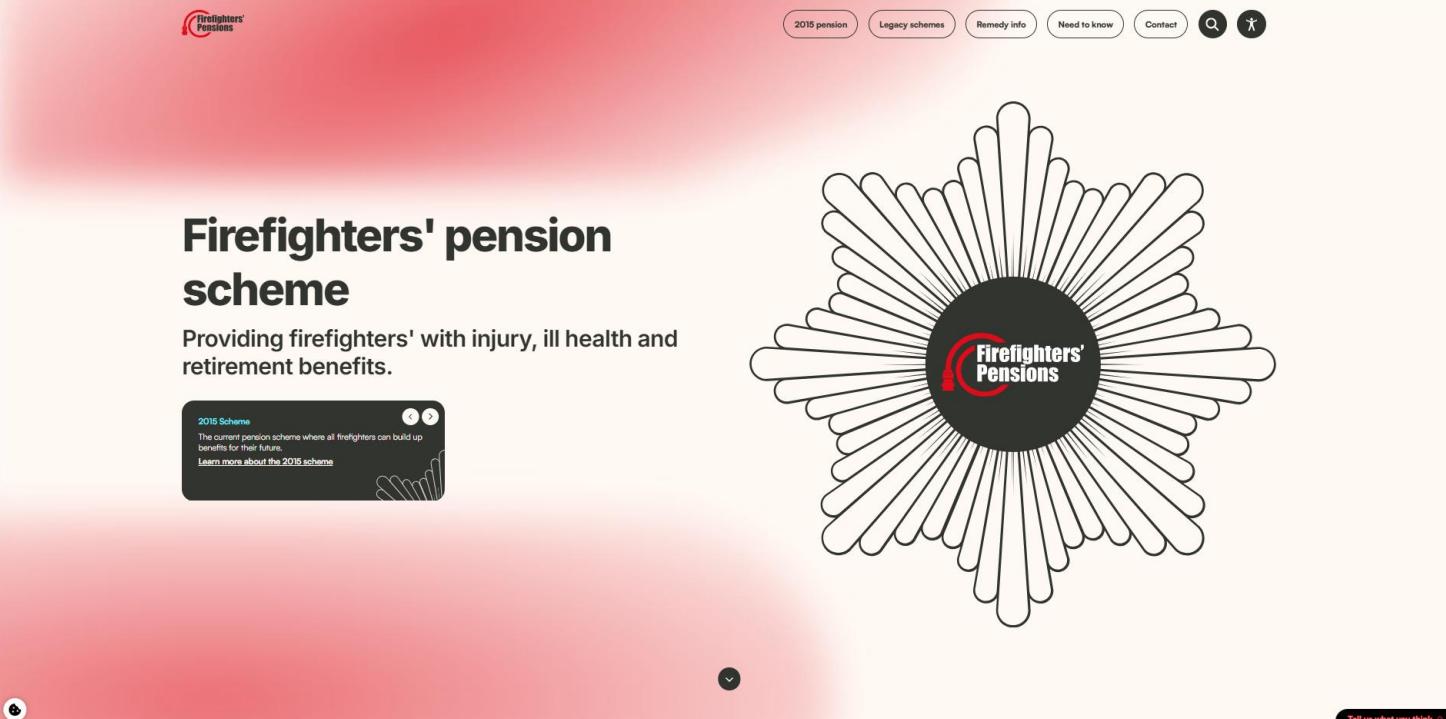
Accessibility accreditation

Contracted with Shawtrust

Shawtrust check-ins throughout the process

- Page format design
- Wireframes
- Reviewed forms for accessibility and provided revised accessible versions
- Automated test of the final website
- Manual test of the final website

Website Demo



The screenshot shows the homepage of the Firefighters' Pensions website. The background features a large, stylized graphic of a fan or a series of curved lines radiating from a central point, with the Firefighters' Pensions logo in the center. The logo consists of a red stylized 'F' and the text 'Firefighters' Pensions' in white. The main title 'Firefighters' pension scheme' is displayed in a large, bold, black font. Below it, a subtitle reads 'Providing firefighters' with injury, ill health and retirement benefits.' A dark callout box contains the text '2015 Scheme' and 'The current pension scheme where all firefighters can build up benefits for their future.' with a link 'Learn more about the 2015 scheme'. The top navigation bar includes links for '2015 pension', 'Legacy schemes', 'Remedy info', 'Need to know', 'Contact', a search icon, and a user icon. A small circular icon with a play symbol is in the bottom left corner, and a 'Tell us what you think' button is in the bottom right corner.

**WE NEED
YOU**



Communications Launch

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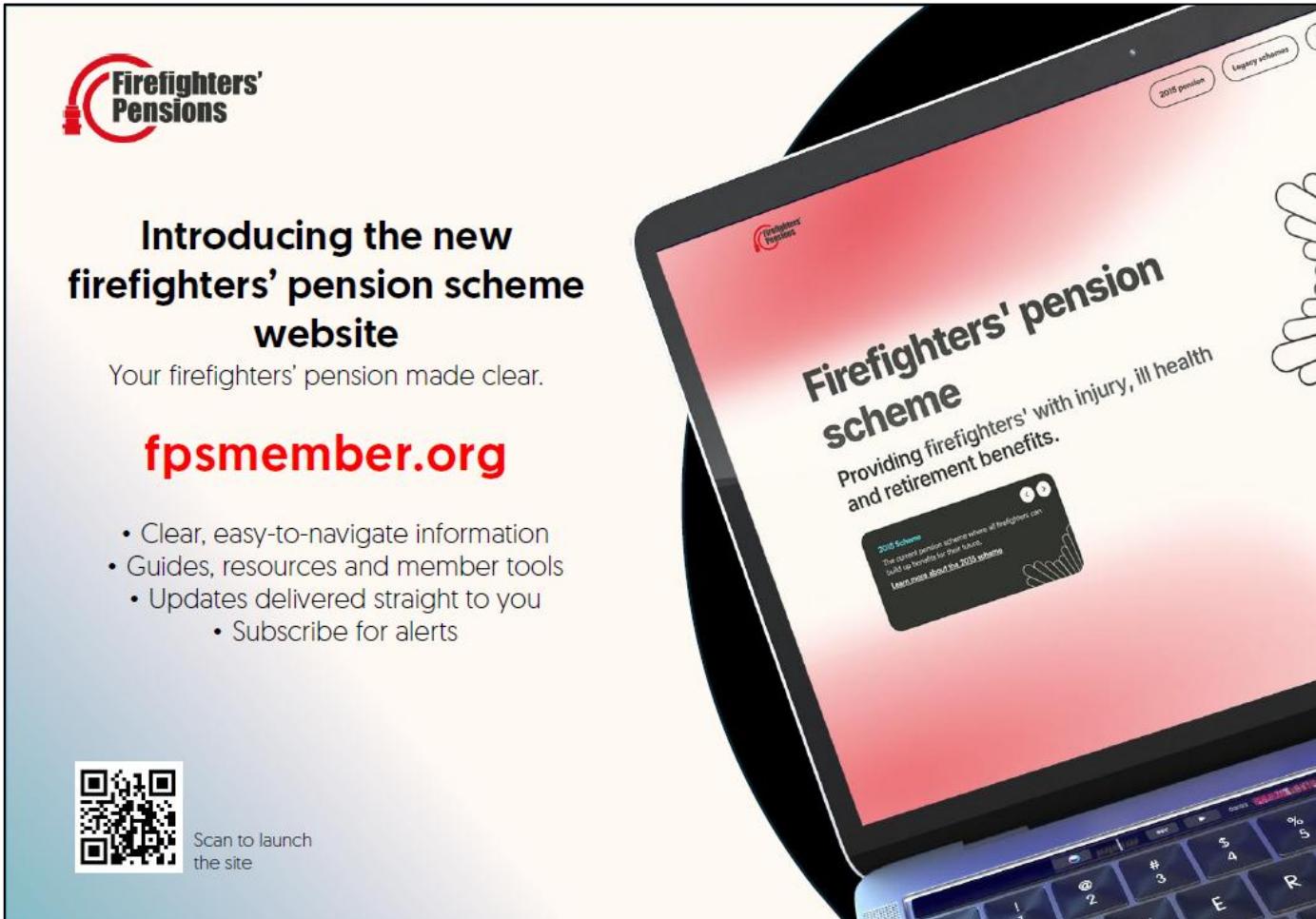
Include on your
website/intranet and in letters

2

Promote using poster

3

Promote via internal
employee
communications/newsletters



Firefighters' Pensions

Introducing the new firefighters' pension scheme website

Your firefighters' pension made clear.

fpsmember.org

- Clear, easy-to-navigate information
- Guides, resources and member tools
 - Updates delivered straight to you
 - Subscribe for alerts

Scan to launch the site

Firefighters' pension scheme

Providing firefighters' with injury, ill health and retirement benefits.

2018 Scheme

The current pension scheme allows all firefighters can build up benefits for their future.

Learn more about the 2018 scheme

Poster

Any questions



Thank you for listening!

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