

FPS Member website

Launch



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.

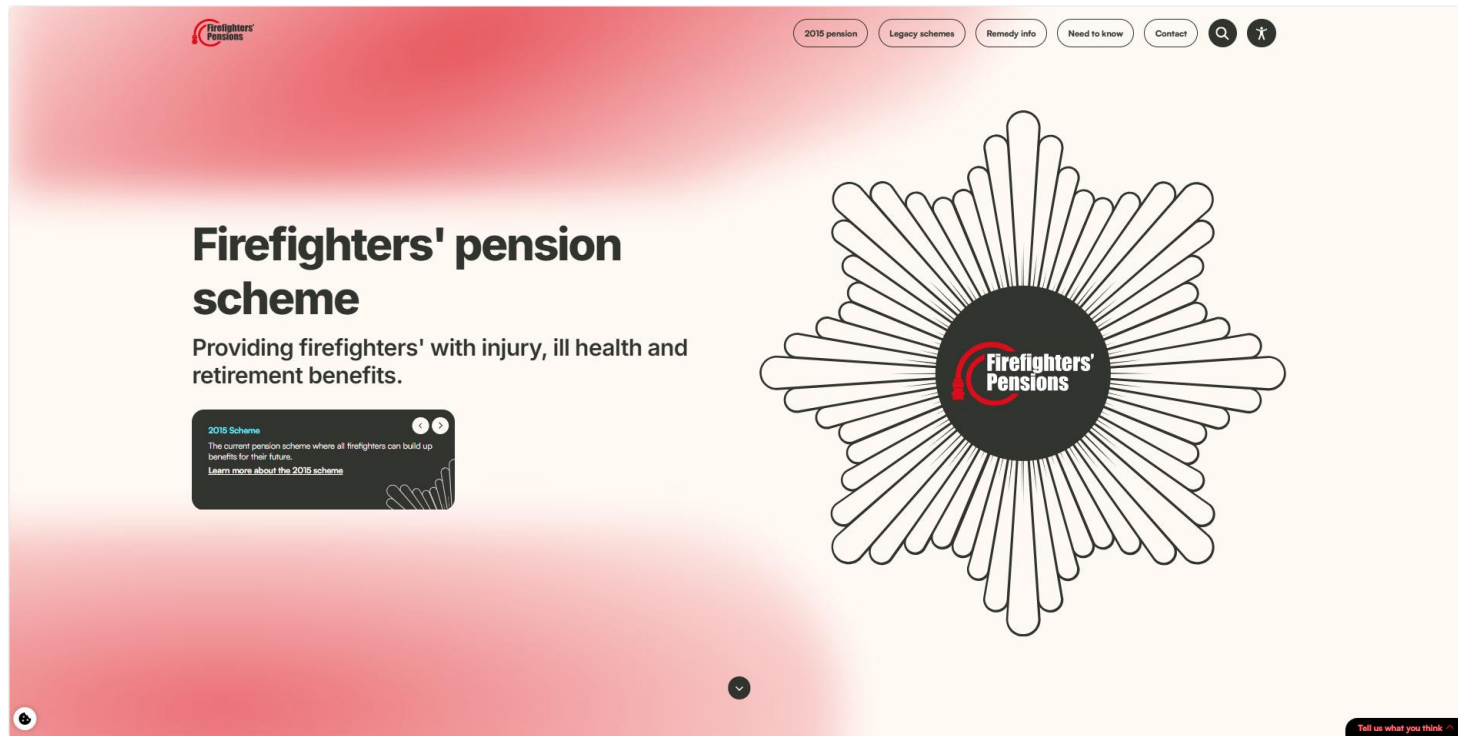
Accessibility accreditation

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



WE NEED
YOU



Communications Launch

1

Include on your
website/intranet and in letters

2

Promote using poster

3

Promote via internal
employee
communications/newsletters



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



Poster

Any questions



Thank you for listening!

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