



Meeting:	Pension Board
Date:	15/02/2018
Title:	New Gwynedd Pension Fund Website
Purpose:	To receive feedback on the new look website
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Introduction

The funds current website (www.gwyneddpensionfund.org.uk) has been operational for the last 10 years with not much changes made to its appearance.

The last 10 years has seen a change to the way members' access information with the rise in smart devices such as smart phones and tablets as well as the introduction of social media services such as Facebook, Twitter and Instagram. To make sure that we communicate effectively with our members we need to make sure that we utilise all means of communication available to us. The current website is not easy to use on smart devices and the content has not been fully updated to cover the latest regulations.

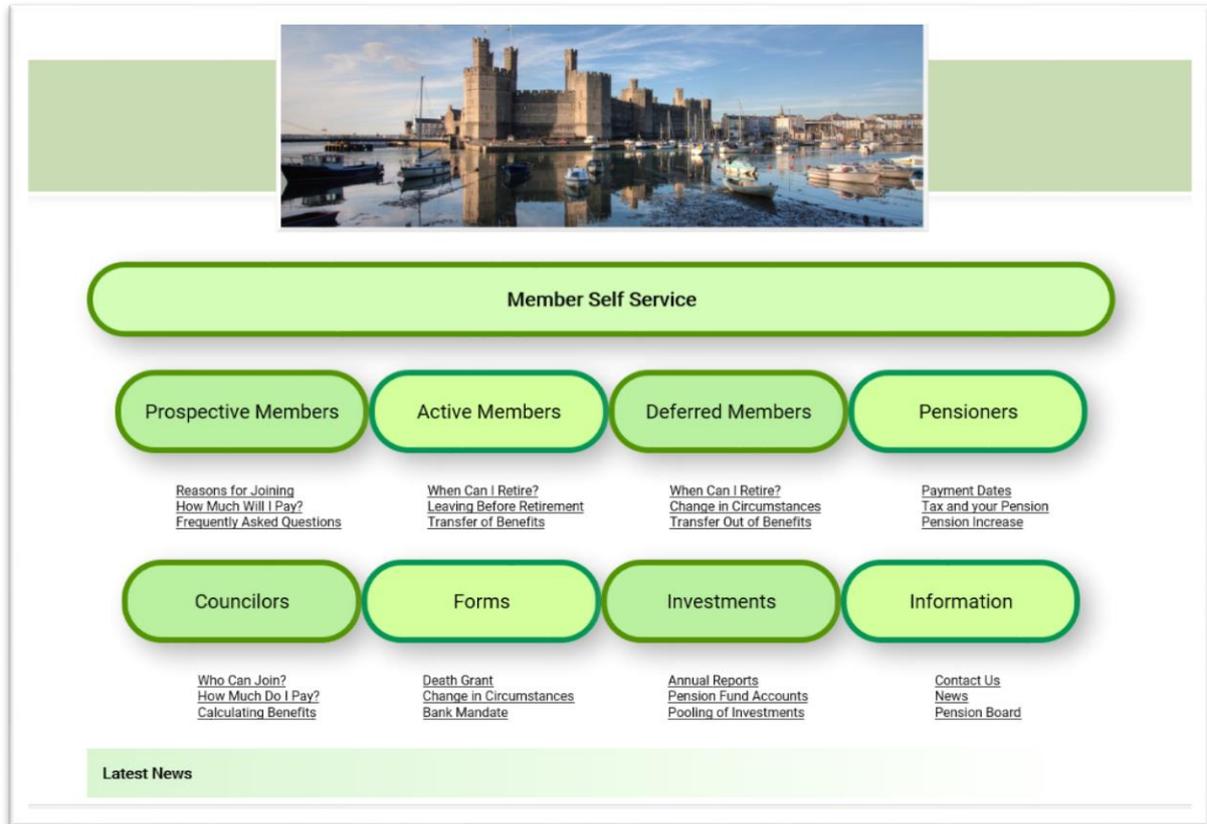
We believe that the website is one of our biggest communication tools, therefore it is important that our website is easy to use and up to date.

Updating the Website

The Webstructure software used to update the current website is not very user friendly and it's very difficult to search for a particular page if any amendments are required. The Gwynedd Council corporate website moved away from this software system a number of years ago and the IT section have been moving all linked websites over to the Contensis software system over recent years. As our site is one of the largest on the system, it has been one of the last to move over. Over the last few months we have been working with our IT section in order to redesign our website to make sure it meets the requirements of our members. Contensis is a much easier system to use.

The layout of the website has been completely redesigned and now uses tiles rather than a traditional menu to navigate between pages. It is hoped that information will be easier to find when using tiles rather than menus and that using tiles will make it easier to access the various pages when using smart phones and tablets.

Here is a screen shot of the new layout:



The Member Self Service section of the website is also much more prominent on the new website. Going forward we expect that the numbers using this service to increase, in particular with the introduction of the electronic annual benefit statements in the summer.

A number of new topics have also been added to the new website and work is ongoing to update the content.

Test Website

A test working copy of the website can be found through clicking on the following link:

<http://rhagolwg.cronfabensiwnngwynedd.org.uk>

The Board is asked to have a look at the Website before the meeting and give their feedback on the layout, content, ease of use and design at the meeting.

Live Website

It is hoped that the website will be launched on 1st March 2018. Global emails will be sent to staff with access to emails to inform them that the new website is available and to encourage them to sign up for the Member Self Service option.

Following the launch, letters will be sent out to all staff not registered for Member Self Service to issue them with an activation key and to inform them that annual benefit statement from the Summer of 2018 will be posted online only, unless they opt out of the new procedure.

The website for the new address will be **www.gwyneddpensionfund.wales**

Next step

Going forward it will be possible to add social media accounts to the Website in the future in order to give members more methods of contacting us.

News items and new content will be added to the website on a regular basis as and when regulations change. We now also have a facility to send global emails to members who have a Member Self Service account on our system if any important issues need to be communicated to members.