

## **Employer Focus Group – Website and Employer Communications – 26<sup>th</sup> July 2021**

### **Attendees:**

Hampshire Pension Services – Amanda Baulcomb, Mandy Judd, Matt Trodd, Steph Sherwood

Sussex Police – Di Spruit

Crawley Borough Council – Alison Ells

Chichester District Council – Patricia Dobbs

Mid Sussex – Tim Martland (apologies during the meeting)

Adur-Worthing Joint Committee – Sian Kipling

Arun District Council - Ruth Street

West Sussex County Council – Rhoda Myles

### **Purpose**

Hampshire Pension Services are currently reviewing the Hampshire Pensions website and Employer communications. The purpose of the meeting is to:

- Provide an update on some of the changes to the member area of the website, specifically to look and feel and changes on the horizon for branding to incorporate all partners.
- Seek feedback on the Employer area of the website to understand how accessible and useful employers find this
- Seek feedback on Employer communications, specifically with a view to input into the review of Pensions Matters

### **Discussion**

Mandy Judd gave an update on some of the changes planned to the member area of the website including:

- New logo relating to Hampshire Pension Services
- In place of the existing 'LGPS for Hampshire and West Sussex members' a member portal logo and login function will exist (top left-hand corner), to make this more accessible for members
- Partner logos will be at the bottom of the webpages
- Changes to existing tiles to incorporate some pictures to make more engaging.

No-one at the session had any feedback on these changes, however Mandy advised very open to hear any feedback via [pensions.employer@hants.gov.uk](mailto:pensions.employer@hants.gov.uk)

Steph Sherwood gave a reminder overview of what is incorporated in the Employer area of the website, that we specifically wanted to get feedback on.

Feedback generally was that 9/10 times can easily find what is needed. Tools and guidance are really useful.

Ruth advised the main sections of the website she uses regularly are both the Employer Forms section and Employer manual. Uses the Employer Forms on website as opposed to

the Hub as need to keep a copy. Patricia advised that it was the same for her and that she had also reverted to using forms outside of the Employer Hub.

In summary the feedback was that the employer area of the website was accessible and useful, with everyone being able to find the information that they needed to support them in their role.

Matt Trodd gave a reminder of the 2 main ways we communicate with employers. Pensions Matters, which is sent to all contacts and authorities registered and Stop Presses which can be sent to targeted contact types at a Scheme Employer.

Ruth shared that she found them really useful, gave a good reminder and recap and highlighted further research that might be needed.

Patricia advised that some of the communications can be quite technical and can be too complicated.

Sian advised that she can't remember receiving these. Amanda advised that as Sian is on the contacts and authorities list should get Pensions Matters as this is sent to all contacts, however Stop Presses are sometimes sent to targeted contact types only (e.g. high level contact, Finance)

Matt showed a couple of examples of other Pensions newsletters (Teachers Pensions and NHS). Ruth said she preferred the Teachers Pensions; however Rhoda preferred the NHS. This showed how difficult it was to engage in a way that suited everyone. We agreed that Pensions Matters probably sat somewhere between the two.

We discussed whether it would be useful to have a summary at the start including key actions, which we agreed would be a good idea, and to perhaps also include some of the key actions in the covering email.

Alison Ells fed back that her manager doesn't like 'STOP PRESS' across the top of the stop press emails and finds it frustrating. Amanda confirmed that we had, had similar feedback from other employers in the last few months and would look to remove this for future communications.

Matt advised he would be putting together 2 or 3 mock ups of Pensions Matters as example templates and would send out to everyone that attended today for feedback, which would be appreciated.

Matt/Amanda confirmed over the next 3-6 months we will be refreshing the Employer area of the website and Pensions Matters as discussed and will use feedback to input to this work. As always if any feedback is thought of after, please email [pensions.employer@hants.gov.uk](mailto:pensions.employer@hants.gov.uk)

Steph advised that it was possible to save a copy of forms out of the Employer Hub. We agreed some notes would be sent round to advise Employers how to do this.

