

DERBYSHIRE COUNTY COUNCIL
PENSIONS AND INVESTMENTS COMMITTEE

25 April 2018

Report of the Director of Finance and ICT
Derbyshire Pension Fund Identity and Website

1 Purpose of the Report

To update the Pensions and Investments Committee (the Committee) on the development of Derbyshire Pension Fund's (the Fund) distinct identity and the implementation of the Fund's standalone website.

2 Background

The aspiration to develop a distinct livery and standalone website for the Fund has been supported by the Committee for some time and was part of the Communications Strategy approved by Committee in January 2018.

The Committee approved the purchase of the domain name, www.DerbyshirePensionFund.org.uk for the proposed standalone website at its meeting of 7th February 2017.

The development of the standalone livery and website for the Fund is expected to generate the following benefits:

- Clarity for Fund members around the appropriate organisation to approach depending on their requirements. Currently the Fund receives numerous queries from members that only the County Council's HR Department or Shared Service Centre can deal with, and vice versa. It is time-consuming and frustrating for Fund members to be redirected. It is therefore expected that the improved clarity around the respective roles of the Fund, and of the County Council as an employing authority, will reduce the number of times Fund members' queries have to be redirected;
- Currently the website is housed within the County Council's 'Working for Us' webpages, and feedback has confirmed that many Fund members do not therefore use the facility. More than 80% of Fund members are

not actively working for the County Council, so it is expected that the new arrangements will be more inclusive;

- The Scheme Advisory Board (SAB) and The Pensions Regulator use LGPS Pension Funds' websites as their initial source of reference when, in their scrutiny and assurance roles, they access Fund information such as Valuation Reports and Annual Reports. The standalone website will provide ease of access to the these bodies in their oversight of the administration of Derbyshire Pension Fund; and
- The new site will act as the base for on-line member services planned to come on stream before the end of 2019. These services will include the provision of 24 hour information, the facility to register address and other personal detail changes, and the facility to model different pension benefit outcomes based on the latest pay data. It should also enable the generation of efficiency and cost savings via the on-line provision of Annual Benefit Statements, as well as improved data security.

3. Progress

In conjunction with the County Council's Communications and E-Content Teams, the Fund has commissioned a graphic design company called 'Fluid' to design the new livery and the website pages. Fluid initially provided three potential designs which were considered by senior managers in consultation with the Chair and Vice-Chair of the Committee, and one design was selected. This design will be used on Fund letterheads, business cards, reports, newsletters, emails and web pages, and the target date for the completion of this development work was 18th April. A pack will be provided at the Committee meeting on 25th April showing how the selected design is to be applied to Fund communications and to how the website pages will look.

It is intended that this first phase of the project, including the testing and handover of the site by Fluid to the E-Content Team, will be completed on 3rd May 2018. The second phase will involve the development and implementation of new content and forms for the website with a view to the site 'going live' at the end of June 2018.

Thereafter, the current site will run in parallel with the new site whilst it is publicised to employing authorities and Fund members. Ultimately, the Derbyshire Pension Fund pages on the County Council's 'Working for Us' area will be taken down and replaced by a page that directs County Council employees to either the Teachers Pensions site, the NHS Pension Service site or to the new Derbyshire Pension Fund site for LGPS members.

4. Financial Considerations

The cost of maintaining the website domain address will be £20 per annum and Fluid's design costs will total £5,600. All costs incurred will be met from the Pension Fund.

5. Other Considerations

In preparing this report the relevance of the following factors has been considered – equality and diversity, legal, health, environmental, transport, property, human rights and prevention of crime and disorder considerations.

6. Officer's Recommendation

That the Committee:-

Notes the progress made on the development of Derbyshire Pension Fund's distinct identity and standalone website.

Peter Handford
Director of Finance and ICT