

Online workshops

Transitional Website

Thursday 20 and Wednesday 26 February

Highlights:

- Most employers were aware of the Transitional Website and had visited
- Majority were happy with the content for now but didn't think it provided enough detail
- Feedback suggested it was easy to use, navigation is clear and site is consistent.

Ideas for improvements

- Could we have a 'what's new' at the top of the page or on a banner or move latest news to the top of the website?
- I would agree with that, we don't always have time to review every area but a quick headline of what has changed or been updated would be really helpful
- I think it's great having the slides, but would it be possible to have a webinar style recording as that would really bridge the information gap for people /employers unable to attend the REFs
- FAQs organised via topic would be helpful
- Timeline would be useful for members and employers
- Add resource tab
- Add section for member FAQs
- Changes to expect – I wouldn't expect resources to be in there
- Add search bar to the website when more content is available
- More detail in the FAQs about specific questions we are getting asked (ie who employers should contact for members impacted (i.e. going through a process)
- Once the member side launches there needs to be a back button to take employers back to member and employer main homepage as employers would use both
- 'BETA' to be removed as implies it's in test
- Would the employer side have restricted access just for employers?
- Could we do a visual timeline for employers to bring it to life.

Promotion

- When will members be informed?
- When will information be available for members through MyCSP?
- July deemed to be too late for microsite
- How are you communicating changes to the site?
- Not everyone is receiving communications from the distribution list.

Other comments

- I was surprised to see a Transitional Website at all - so already exceeded my expectations
- Having attended the workshop in October, it was really interesting to see in that presentation what you as service providers took from our feedback
- Will it be possible to get notifications of changes as opposed to relying on us looking?
- Will all members have to re-sign up for the new portal?
- Will any other systems be needed or will everything run through the Employer Portal including messages?
- When people Transfer in and out, can we check contracts on the portal (including Added Pension and EPA contracts)
- When can we see more and use the Portal to train the team?
- Has the website been through the relevant accessibility requirements? (confirmed on the call that it has).

What have we done since the sessions?

- Removed BETA from the site so employers know it's live
- Created news story to ask for appropriate member FAQs
- Created news story for timeline
- Looking at creating a resources page to house documents
- Spoke to UX team about creating back button/home page to send employers back to the original homepage (this will be in place when the member side launches later this year)
- Spoken to MyCSP and Cabinet Office about distribution list and confirmed it's pension leads only but that employers can sign up for Capita distribution list
- Continued to issue notifications via MyCSP when updates/changes apply to the site
- Looked into restricted access for employers and decided at this point not to do that as will create more barriers. To be reviewed when more content is uploaded.