

Paper E: SAB website, communications and engagement

Key points to note

This paper provides an update on Board communication activities and progress on the project to upgrade the Board's website. It outlines planned engagement events and developments in the Board's digital presence.

Recommendation

That the Board notes this update.

Background

At its November 2025 meeting, the Board approved the Communications Strategy. This report sets out the activities now planned or underway in line with the approved strategy and provides an update on the project to upgrade the Board's website.

Communications update

As part of the Board's commitment to increasing opportunities for engagement with different stakeholders across the Scheme, the secretariat is organising the following events during the year.

The Board Chair will host a virtual event on 17 March 2026 with Pension Committee Chairs to discuss the strategic direction of the Scheme. The agenda includes an update from the Ministry of Housing, Communities and Local Government (MHCLG) on regulatory and policy developments, a session on the 2025 valuation outcomes and forward outlook, and an update on the Scheme from the Board Secretary. The MHCLG Director General for Local Government, Growth and Communities, Will Garton, has been invited to attend. Due to publication deadlines of this report, a verbal update on the session will be provided to the Board during this meeting.

The secretariat is also organising an inaugural Pension Board Chairs meeting on 12 May 2026. This virtual event will bring together Pension Board Chairs from across the LGPS to better understand the priorities of Local Pension Boards and how they would like to engage with Board. The agenda is currently being developed and the

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Minister for Local Government has been invited to attend. Further details will be planned in the coming weeks.

Following the success of the inaugural Annual Assembly in October 2025, the secretariat will host a further assembly event on 22 October 2026. The event will take place in Bevin Hall at the Local Government Association offices in Smith Square and will bring together Pension Committee and Local Pension Board Chairs to receive updates on key LGPS developments. It will also provide an opportunity for chairs to network and share experiences. The agenda is currently being developed and the Minister for Local Government has been invited to attend.

The secretariat launched the Board's LinkedIn page earlier this year and has since seen increased engagement with followers. The page shares updates on Board projects and Scheme developments across the LGPS, supporting communication with the sector and raising the Board's visibility across the LGPS and the wider pensions industry.

The Secretariat is also considering options for hosting its own webinar series and has been exploring suitable options to support this. This would help increase direct visibility of the Board's work and provide an additional channel for sharing updates with the LGPS community. Further details, including proposed format and delivery arrangements, will be developed and shared with the Board in due course.

New SAB website update

The new website went live on 26 January 2026. The launch went smoothly and the site was delivered with minimal down time during transfer. The secretariat have received positive feedback from users who have indicated that the site is easier to navigate and information can be more readily available.

The secretariat continues to work with Landscape to finalise accessibility testing and certification. Landscape advised this process would be better undertaken after the website launch so that testing could be done on the live version of the site. Arrangements for this testing are underway and we expect that the certification will be issued after the resolution of any identified issues.

The secretariat is also continuing to engage with Landscape on the content management system training and are considering the need for ongoing maintenance of the website. Over time, a pattern of data on the usage of the new site will be available and the secretariat will bring an overview of this to a future meeting.

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New branding has also been rolled out including new templates for formal reports, Board statements and letter and presentations in line with the guidelines provided by Landscape and the LGA's internal guidelines.

Checks on accessibility are being done via the Microsoft Accessibility checker prior to publication or presentation. The secretariat will continue to review the templates to ensure they remain usable and up to date with identified requirements.

An updated project plan can be found at **annex A**.

Annex A - Board website project plan

Project timetable

The timetable below sets out the updated key decision points and proposed timescales. The timetable for the project will remain agile to respond to developments as they emerge.

Project stage	Timescale	Required input	Status
Meeting with LGA Digital Team	First meeting on 8 April 2024, subsequent meetings may follow		COMPLETE
Discussion with National LGPS Framework Team	July - August 2024	Correspondence with team to determine whether use of the frameworks could be suitable for delivery of new SAB website. Secretariat review of framework and provider catalogues	COMPLETE
Informal discussions with potential suppliers	Summer/Autumn 2024	Secretariat meetings with potential suppliers to understand what is needed to develop sound specification of requirements.	COMPLETE
Website audit	Summer/Autumn 2024	Secretariat audit of pages on website. Accessibility audit conducted on sample of website pages, along with audit of pages on the website to be kept, archived or discontinued. Usage stats obtained from Google Analytics and Google Search Console. To be turned over to provider to inform scope of work.	COMPLETE
Board decision	25 November 2024	Secretariat to write and present paper to the Board on findings of research and planned	COMPLETE

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		work towards new website for Board approval.	
Spec design	January – March 2025	Various – Secretariat, LGA Digital/Cybersecurity teams, LGA Procurement team	COMPLETE
Process to award contract through National LGPS Framework	March 2025 – April 2025	Various – Secretariat, LGA Legal team, LGA Cybersecurity and IT teams	COMPLETE
Redesign and transfer of content to new content management system	May 2025 – December 2025	Web designer to redesign website according to specification. Secretariat to meet provider periodically for progress updates and testing.	COMPLETE
New website and new branding launched	December 2025 – January 2026	Go live date in December 2025 but with a possibility of a short extension to January 2026. Rollout of new website and communications to support launch in the new year.	COMPLETE
Final accessibility testing and content management system training	February 2026 – Summer 2026	Landscape have provided the secretariat with training and a written guide to support content creation and management. Landscape to arrange final accessibility testing with Shaw Trust (interim assessment completed prior to website launch).	IN PROGRESS - Landscape to arrange final accessibility testing with Shaw Trust. Final certification to be issued after identified issues (if any) are resolved.

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