

<b>Committee(s):</b> Police Pensions Board	<b>Dated:</b> November 2024
<b>Subject:</b> Scheme Manager Update	<b>Public</b>
<b>Which outcomes in the City Corporation's Corporate Plan does this proposal aim to impact directly?</b>	CoLP impact the following Corp Plan outcomes: Vibrant Thriving Destination- (Community Safety/ CT) Dynamic Economic Growth- (National Lead Force)
<b>Does this proposal require extra revenue and/or capital spending?</b>	<b>N/A</b>
<b>If so, how much?</b>	<b>N/A</b>
<b>What is the source of Funding?</b>	<b>N/A</b>
<b>Has this Funding Source been agreed with the Chamberlain's Department?</b>	<b>N/A</b>
<b>Report of:</b> Commissioner of Police	<b>For Information</b>
<b>Report author:</b> Kelly Glazebrook, Director of People Services	

### Summary

This report provides an update on Scheme Manager activities over the last quarter including development of a process for assessment of non-automatic compensation claims, communications to service and retired officers and complaints received.

### Recommendation(s)

Members are asked to note the report.

### Main Report

#### BACKGROUND

1. This report provides an update on Scheme Manager activities over the last quarter.

#### MAIN REPORT

##### McCloud communications

2. Internal communications have been shared with serving officers signposting them to a range of guidance on McCloud developed by National Police Chiefs' Council (NPCC).

3. A letter from the Commissioner was sent to retired officers to signpost them to NPCC guidance on McCloud and advise them when unprotected and tapered protection pensioner members would receive their remedial service statements.
4. Serving officers were regularly updated on the delay in issuing remedial service statements and annual benefits statements. Chief officers and members of the Pensions Administration team also met with representatives from the Police Federation and Superintendents Association to discuss.

### **Compensation process**

5. The changes to Police Pensions introduced from 1 October 2023 aim to give all members the same choice of benefits for the remedy period (1 April 2015 to 31 March 2022). As part of the decision-making process, or because of choice made, there may be some loss which may be compensated for. Some of this is automatic (eg contribution adjustments) and some is non-automatic.
6. Whilst there is no definitive list, the below provides examples of what falls into the category for non-automatic.
  - Accountancy Services
  - Legal Services
  - Financial Loss
  - Part 4 Tax Loss
7. Further information is contained in NPCC guidance which also provides details of what cannot be claimed against: [NPCC-Member-Remedy-factsheet-Compensation.pdf \(policepensioninfo.co.uk\)](https://www.policepensioninfo.co.uk/NPCC-Member-Remedy-factsheet-Compensation.pdf)
8. A process for managing and assessing compensation claims has now been developed and will be communicated to serving and retired officers. It is based on NPCC guidance. A decision on whether or not to accept the claim will be made following a review of the evidence by a monthly panel chaired by the Director of HR comprising representatives from Finance and the Pensions Office.

### **Complaints**

9. Five complaints have been received through the complaints process. Four complaints related to not receiving a response from the Pensions Administrators about when they would receive their contribution adjustment payment. One complaint was from another force relating to non-receipt of pension information for an officer who had transferred to them.

**Kelly Glazebrook**  
**Director of HR**  
**City of London Police**