

<b>Committee:</b> Resources, Risk & Estates Committee (RREC)	<b>Dated:</b> 19 May 2025
<b>Subject:</b> Chief Finance Officer (CFO) and Chief Operating Officer (COO) update	<b>Public</b>
<b>Which outcomes in the City Corporation's Corporate Plan does this proposal aim to impact directly?</b>	1
<b>Does this proposal require extra revenue and/or capital spending?</b>	N/A
<b>If so, how much?</b>	N/A
<b>What is the source of Funding?</b>	N/A
<b>Has this Funding Source been agreed with the Chamberlain's Department?</b>	N/A
<b>Report of:</b> Commissioner of Police & Police Authority (PA) Treasurer	<b>For Information</b>
<b>Report author:</b> Chief Finance Officer & Chief Operating Officer & Service Delivery Director	

### Summary

This report provides RREC with a brief update on the main corporate services issues and areas of development from the last quarter.

### Recommendations

Members are asked to note the report.

### Main Report

#### Finances

1. **24/25 outturn** - a separate paper has been submitted to this meeting on 24/25 outturn for revenue and capital.
2. **25/26 budget** (approved by PAB in February 2025) - has provided increased central, local and national funding to support delivery of Policing Plan priorities in the context of Pay Award, National Insurance and London Allowance increases, the Neighbourhood Policing Guarantee, loss of TfL funding and pressures arising from the Fraud and Cyber Crime Reporting and Analysis Service (FCCRAS) programme. Cyber funding was confirmed at end-March. The core settlement included increases in Precept Grant and National & International Capital City (NICC) Grant. Increased capital and extension costs for FCCRAS, as well as being significantly funded by Home Office, are likely to require some recourse to the Corporation internal loan facility during 25/26.
3. Most financial risks and uncertainties (and opportunities) now relate to the period for Spending Review phase two, which will create a multi-year settlement from 26/27. Sustaining and increasing funding for CoLP's local and national policing priorities, in the context of the Government financial position and

reprioritisation to defence spending, will be critical. Discussions are in progress with Home Office, particularly on the National Lead Force elements.

### **Neighbourhood Policing Uplift**

4. The Labour government has committed to an increase of 13,000 neighbourhood police and PCSOs in communities over the next four years, with the intention of providing every neighbourhood with a named, contactable police officer in their local community to deal with local issues.
5. As part of the uplift programme for Neighbourhood Policing, CoLP have been allocated £1.5m for 2025/26 (14 FTE). This funding will be used to increase the number of DWOs from 18 to 27, the cycle team from 8 to 10 and provide 3 additional sergeants across neighbourhood policing and the partnership and prevention hub.
6. Each of the 6 wards will get at least one more DWO with Bank, Liverpool Street and Fleet getting two more based on analysis of demand including acquisitive crime, violent crime, VAWG and ASB.
7. We have recruited internally to fill the NHP posts with a mixture of experienced and newly qualified PCs within Local Policing with the majority posted on 12 May. To ensure we maintain our headcount and fill the NHP posts, we are onboarding 14 external officers from our detective and firearms pipeline, employing the redeployed (backfill) funding option provided by the Home Office.
8. These roles have been added to our establishment increasing it to 997 from April 2025, however our overall headcount target of 996 has not increased. We will report separately to the Home Office on the recruitment into the 14 NHP posts.

### **Freedom of Information Act 2000 (Section 52) Enforcement Notice to City of London Police**

9. The City of London Police received an Enforcement Notice from the ICO on 20 November 2024 pertaining to an ongoing non-compliance of its response rates to FOI requests over a sustained period during 2024.
10. The statistics provided to the Information Commissioner revealed that CoLP has a backlog of older requests that it has yet to respond to. The backlog by the end of 2023/24 was 366 requests, and it has risen further, to 469, in the six months to the end of September 2024. As of the end of September 2024, CoLP said it had 309 requests that were over six months old (from the date of receipt) and five over twelve months old. It said the oldest open request was 467 days old.

11. The Enforcement notice set the following targets for CoLP in relation to the ongoing issues:

**a. By 20 May 2025, CoLP shall:**

(i) in respect of each information request where the response is outside of 20 working days as at the date of this Notice, and where a permitted extension has not been applied, comply with section 1(1)(a) of FOIA and, if information of the description specified in the request is held, either:

(ii) communicate that information pursuant to section 1(1)(b) FOIA; or issue a valid refusal notice under section 17 FOIA, unless section 17(6) FOIA applies.

**b. Within thirty calendar days of this Notice, CoLP shall:**

(iii) Devise and publish an action plan formalising the measures it will take to ensure it complies with its legal duties under Part 1 of FOIA to respond information requests in a timely manner, whilst also clearing its backlog of overdue requests within six months as required by this Notice.

12. In response to the Enforcement Notice, CoLP had 30 days to submit a formal strategic action plan on how it would remove the backlog of casework and mitigate issues to return it to a position of complying with the legislative requirements and performance standards set out in the Act.

13. The CoLP Action Plan was submitted formally to the ICO on 12 December 2024, in summary it outlines CoLP's actions under the following areas of intervention:

**a. Establishment of an Enforcement Task and Finish Group.**

**b. An improved case management system to be introduced.**

**c. Recruitment of additional officers to work on caseload, including using overtime and restricted duty officers.**

**d. Prioritisation of older casework.**

**e. Introduction of Internal Monthly Performance Audits**

14. As of 8 April 2025 the backlog has now been fully eradicated in advance of our target date of 20 May 2025 for acting and it being reviewed by the ICO. We are presently about to publish our plan publicly and the results to date, which will show the situation being resolved.

15. Now we are back in normal tolerance with a case load of approx. 100 per month to manage, The Service Delivery Director is working with the Information Management leadership team to build a sustainable capacity within the IMS division to manage this ongoing workload within tolerance.

16. It has been a fantastic effort, supported by members of staff throughout the organisation as well as the dedication of Gary Brailsford-Hart and others to remove this issue in line with the ICO targets.

17. Due to this progress, that we planning to reduce the risk rating from red to amber.

## **CoLP IT and DITS OLA**

18. An independent review of the CoLP IT maturity and operating model was completed by PWC in January 2025, with its findings presented to the CoLP and Chamberlain's leadership in February 2025. The findings were considered and actions taken to develop the following outputs:

- a. A new Partnership Charter which outlines how the parties will work together to enhance the working relationship, ownership and outputs of shared responsibilities.
- b. A newly revised Service Catalogue, which documents all IT, Digital and Telecoms service requirements of CoLP. It will outline services specifications, response requirements, service levels and the RACI on who leads on each service elements. This is being revised as it reflects the full current operational requirements across National Policing, National Lead force as well as local requirements, including those delivered via DITS.
- c. Finally, a revised OLA, which is built from the detail of the service catalogue, and reflects the services and standards of delivery required from DITS for the elements delivered via the Shared Service.

19. The outputs are in flight, as well as a transformation project to ensure all aspects of the service delivery within the Service Catalogue are resourced across the shared service, within CoLP locally and through national policing channels.

## **Pensions**

20. The statutory deadline for issuing Remedial Service Statements for the McCloud Remedy<sup>1</sup> was 31 March.

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<sup>1</sup> In April 2015, a new pension scheme called the police pension scheme 2015 (PPS 2015) was introduced. As part of the roll out of the new scheme, members closest to pension age as at April 2012 were given 'protection' and remained in their legacy scheme after April 2015. Members within 10 years of normal pension age as at April 2012 – stayed in their existing schemes (known as "transitional protection") and members between 10 and 13.5 or 14 years of normal pension age as at April 2012 stayed in their existing schemes for a period ranging from a few months to several years after 2015 (known as tapered protection). The period from 1 April 2015 to 31 March 2022 is now known as the 'Remedy period'.

After a legal challenge, the courts determined that these protections were age discriminatory and not fair to all members of the pension scheme i.e. younger members in the scheme were missing out on additional years of benefits from the original pension schemes.

The changes introduced from 1 October 2023 aim to give all members the same choice of benefits for the 'Remedy period'. We refer to this as Remedy. Remedy means that all eligible active members will be considered to have accrued benefits in the legacy scheme (either PPS 1987 or PPS 2006) during the remedy period. This is referred to as 'roll back' and all eligible active members will roll back on 1 October 2023 to the scheme to which they would have belonged had the PPS 2015 not been introduced on 1 April 2015. These members will subsequently be offered a choice when they retire of legacy or PPS 2015 benefits in respect of their pensionable service during the remedy period.

21. 97% (1,014) of statements were issued by the deadline. The remaining statements were primarily related to missing inter-force transfer information preventing a correct RSS being issued and a small number due to problems with the software not generating the RSS or not recognising previous service as eligible for McCloud.
22. The deadline was extended for a majority of these cases (19) under Section 29(10)(b) of the Public Service and Judicial Offices Act 2022 with a commitment to provide the RSS within 1 month of receipt of the outstanding information, or a commitment to resolve the software issues by end of April. The deadline was not extended for 9 statements which is a breach of the statutory deadline. A report has been made to The Pensions Regulator and will be discussed at the next Police Pensions Board.
23. The production of these statements required collection and review of large amounts of data and navigation of delayed and often evolving guidance and tools from government and software providers, which shortened the window for implementation. While policing as a sector has not achieved 100% compliance with the remedy deadline, it has significantly out performed the majority of other public sector services.

**Alistair Cook**

Chief Financial Officer

[alistair.cook@cityoflondon.police.uk](mailto:alistair.cook@cityoflondon.police.uk)

**Alix Newbold**

Chief Operating Officer

[alix.newbold@cityoflondon.police.uk](mailto:alix.newbold@cityoflondon.police.uk)

**Chris Bell**

Service Delivery Director

[chris.bell@cityoflondon.police.uk](mailto:chris.bell@cityoflondon.police.uk)