

<b>Committee(s):</b> Police Pensions Board	<b>Dated:</b> 04 June 2025
<b>Subject:</b> Scheme Manager Update	<b>Public</b> For Information
<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>Report author:</b> Kelly Glazebrook, Director of People Services	

### Summary

This report provides an update on Scheme Manager activities over the period of 1<sup>st</sup> January 2025 – 30<sup>th</sup> April 2025. 4 applications under the compensation scheme were approved. 84 complaints and 9 queries were received of which 73 have now been resolved. A new internal governance board has been established to oversee pensions services and a number of areas for service improvement are in development.

### Recommendation(s)

Members are asked to note the report.

### Main Report

#### Compensation

1. A compensation scheme is available for officers who have incurred a specific financial loss linked to McCloud Remedy which is clearly identifiable and is not subject to automatic reimbursement (eg contribution adjustments). Non-automatic compensation may include expenditure such as financial advice or part 4 tax losses for example.
2. In this period we received 4 applications for compensation of which all were eligible under the scheme rules and were approved. The cost of compensation is funded by government.

## Complaints

3. In the period 1 January 2025 – 30 April 2025 City of London Police received 84 complaints and 9 queries. These are themed as below:

Theme	Received	Resolved	Outstanding
No remedial service statement (RSS) received	11	9	2
Interforce transfer data included in RSS is incorrect	24	16	8
Issues with Pensions portal access	12	7	5
Lack of response from Pensions Office	28	26	2
Overpayment of contribution adjustments	9	9	0
Other queries (not complaints)	9	5	4
<b>Total Complaints and Queries</b>	<b>93</b>	<b>72</b>	<b>21</b>

4. Currently 72 of the complaints/queries have been resolved. Those remaining are being worked through and other forces are being contacted to provide the data required.
5. We are reviewing and updating the complaints process to ensure it is meeting the needs of the police officers and those resolving the complaints and an updated complaints policy is being drafted.

## Extension of statutory deadline

6. Under Section 29(10)(b) of the Public Service and Judicial Offices Act 2022<sup>1</sup> the scheme manager can extend the statutory deadline for a remedial service statement beyond 31 March 2025.
7. The deadline was extended for 20 officers in advance of the 31 March deadline. 15 were due to missing inter-force transfer data and 5 were due to issues with the IT system not generating an RSS or generating an incorrect RSS. As at 20 May, 9 of these have been resolved and had their RSS issued. The Pensions Office continues to work through the systems issue and liaise with other forces about provision of outstanding information.

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<sup>1</sup> [Public Service Pensions and Judicial Offices Act 2022](#)

## **Governance**

8. A new internal Pension Service Delivery Board has been established to monitor delivery of pension services and respond to national changes that impact both scheme manager and pension administrator responsibilities. This is attended by departments that support the delivery of pension services and representatives from the Police Federation and Superintendents Association.
9. The following have been identified as areas where service improvements could be made and work is underway to develop plans to achieve this:
  - a. Communications about pensions related issues and retirement
  - b. Managing and responding to queries
  - c. Managing and resolving complaints
  - d. Clarity on roles and responsibilities across scheme manager, administrator and employer and knowledge of pensions across relevant functions
  - e. Preventing future payment errors
  - f. Delivering against annual requirements linked to remedy

## **National Updates**

10. The NPCC is moving to a regular national meeting for scheme managers to ensure consistency of approach where possible as well as transfer of information. The move to a national scheme manager for policing is expected to align with work on national police reform and has a time frame of 1-2 years.

**Kelly Glazebrook**  
**Director of People Services**  
**City of London Police**