

City of London Corporation Committee Report

Committee(s): Police Pensions Board	Dated: 15 October 2025
Subject: Scheme Manager Update	Public Report: For Information
This proposal: <ul style="list-style-type: none"> • delivers Corporate Plan 2024-29 outcomes • provides statutory duties • provides business enabling functions 	CoLP impact the following Corp Plan outcomes: Vibrant Thriving Destination- (Community Safety/ CT) Dynamic Economic Growth- (National Lead Force)
Does this proposal require extra revenue and/or capital spending?	N/A
If so, how much?	£0
What is the source of Funding?	N/A
Has this Funding Source been agreed with the Chamberlain's Department?	N/A
Report of:	Commissioner of Police
Report author:	Kelly Glazebrook, Director of People Services

Summary

This report provides an update on Scheme Manager activities over the period of 1st May 2025 – 31st August 2025. 40 complaints were received of which 27 have now been resolved.

Recommendation(s)

Members are asked to:

- Note the report.

Main Report

Complaints

1. In the period 1 May 2025 – 31 August 2025 City of London Police received 40 complaints. This is a significant decrease from the previous period which reported 40 queries/complaints in the same time period. These are themed as below:

Theme	Number received	Resolved	Outstanding
No remedial service statement (RSS) received	20	12	8
Independent Dispute Resolution Procedure complaints	2	1	1
Interforce transfer data included in RSS is incorrect	9	6	3
Issues with Pensions portal access	3	2	1
Other queries (not complaints)	6	6	0

2. Overall there are currently 13 complaints/queries unresolved, 3 of these are from the previous period. These relate to outstanding figures and the non-receipt of RSS.
3. There have been two IDRPs submitted in this period, one directly to CoLP and the other to the Pension Administrators. One related to the McCloud Remedy and the other provision of a deferred pensions statement. The outstanding one will be resolved imminently.
4. Whilst the queries/complaints are less than the previous period the themes are similar with issues with Pension Portal access, non-receipt of RSS and Data transfer being the main reasons the team are contacted.
5. All of the open complaints relate to interforce data. This is either where our Pensions Administrators are awaiting information from other forces in order to resolve the complaint or where our Pensions Administrators have not provided data to other forces.
6. Currently a weekly meeting takes place between CoLP HR and the Pension Administration Team to discuss the queries and complaints and resolve these as quickly as possible.

7. This report does not refer to specific complaints in relation to the Pension Office not contacting the officers who have raised a concern and the delay in this, as the weekly meeting is ensuring that regular contact is made.

National Updates

8. National Police Chiefs' Council (NPCC) has commenced redevelopment of the policepensioninfo website. The website will be more intuitive and user friendly and its information will be broadened to cover all things police pension related with remedy being just a part of that information. In addition to all the member content, there will also be secure areas, for scheme managers and pension administrators and a separate area for governance for local pension boards. This is a significant development which will greatly enhance the information available to members and other stakeholders. NPCC hope to go live with the new website in April 2026.

Kelly Glazebrook
Director of People Services
City of London Police