

CITY OF LONDON POLICE PENSIONS BOARD

Wednesday, 15 October 2025

Minutes of the meeting of the City of London Police Pensions Board held at the Guildhall EC2 at 11.00 am

Present

Members:

Deputy Henry Colthurst (Chairman)	Helen Isaac
Ray Eaglesmith (Deputy Chair)	John Todd

Officers:

Graham Newman	- Chamberlain's Department
Sarah Port	- Chamberlain's Department
James Garmant	- Chamberlain's Department
Molly Carvill	- Town Clerk's Department
Alix Newbold	- City of London Police
Kelly Glazebrook	- City of London Police
Mark Paddon	- City of London Police

1. APOLOGIES

No apologies for absence were received. Deputy Madush Gupta and Alan Yau observed the meeting virtually.

2. MEMBERS DECLARATIONS UNDER THE CODE OF CONDUCT IN RESPECT OF ITEMS ON THE AGENDA

There were no declarations.

3. MINUTES

RESOLVED, - that, the minutes and non-public summary of the meeting held on 4 June 2025 were approved as an accurate record.

4. COL POLICE PENSION SCHEME - ADMINISTRATOR'S UPDATE

The Committee received a report of the Chamberlain which provided an update on the City of London Police Pension Scheme.

Attention was drawn to Appendix 4, the Annual Benefit Statement for 2025 which was a new addition since the last update and provided copies of correspondence issued by the Pensions Office that had been updated since the last review.

The Chairman queried whether the online member portal was yet available so that scheme members could register. The Officer confirmed that this portal had been available for a year but clarified that the new Payroll system was a separate piece of work, which was on-going with no anticipated problems. It was further clarified that it was the ambition of the Pensions Office to be able to provide

payslips to pensioner members via the online portal (in addition to those that are printed and posted), but that this was a work in progress that was dependent upon the new Payroll system that is currently under construction.

The Chairman posed a second question regarding McCloud and the Remedy issues caused and requested that Officers should provide a yearly summary of issues. It was also suggested that updates regarding implementation of the McCloud Remedy should now move to 'business as usual'.

The Chairman also requested that the Annual Schedule of Events should only look forward rather than include dates. The Chairman highlighted key October and November dates, including events such as the tax return for September Quarter and the upcoming statement deadlines and asked whether they were on track. The Officer confirmed that the statements had been issued, and the tax returns were being worked on and were on course to be completed by the deadlines.

RESOLVED, – that the report be noted.

5. **COL POLICE PENSION SCHEME – RISK REGISTER**

Members considered a report of the Chamberlain which outlined the Risk Register.

The Chamberlain reassured Members that the risk in relation to cyber security had been reassessed and changed to align better with the corporate risk register.

The Chairman questioned whether the legal/administration risk should be rated higher (perhaps 8) given the potential inclusion of the McCloud remedy as BAU. He also questioned whether the risk relating to cyber security was sufficiently high to reflect the rise in cyber-attacks and hacks.

The Deputy Chairman asked Officers whether McCloud would cause further challenges when it stops running. The Officer confirmed that there were no material challenges of which he was aware, but that the fallout would continue for some time.

The Officer reassured Members that there was no impact on the risk register. It was also discussed that the increased administration workload would continue until the last person to have been affected by McCloud retires.

RESOLVED, – that the risk register be approved.

6. **COL POLICE PENSION SCHEME BREACHES OF LAW POLICY**

The Committee considered a report of the Chamberlain regarding the breaches of Law Policy. Members were asked to confirm if they were content to approve the terms of the policy.

The Chairman made an observation regarding three statements which were written in bold throughout the policy. He considered the bold statements to be

the key messages and suggested that in future, they should be listed on page one for immediate and maximum impact for the reader.

RESOLVED, - that Members agree to the breaches of law policy.

7. SCHEME MANAGER UPDATE

The Committee received a report of the Commissioner of City of London Police providing an update on Scheme Manager activities over the period of 1st May 2025 – 31st August 2025.

The Officer begun the discussion by highlighting an error in the report which should have highlighted that 84 complaints had been reduced to 40.

The Chairman noted the 13 outstanding complaints and asked when they would be closed. The Officer advised that some were closed but that others were still waiting for data from other forces.

The Officer explained to the Committee that the pensions administration team have a meeting with representatives of the force every Monday morning to review the progress of queries and complaints. The team update individuals where necessary and aim to ensure that people are responded to monthly, by the most appropriate officer.

A Member queried whether complaints get answered in the order in which they get received due to a number of individuals reporting long waiting times for a response. It was confirmed that the individuals should have received an automated response. The Deputy Chair raised that a number of individuals have reported that they receive the automated responses but are still waiting for a tailored, personal response.

A Member added that he was approached by colleagues who claimed they had not received an annual pension statement or that their remedial service statement was incorrect. It was further added that the individuals had sent numerous emails to the pensions office and had not heard back. The Officer revealed that he was unaware of such issues, and the Chairman suggested that the Members send the names of the individuals to the team so that they could contact them.

An Officer highlighted that she refers individuals to the Police Complaints team who can log the complaint on their system, which was the recommended process to follow.

RESOLVED, – that the report be noted.

8. QUESTIONS ON MATTERS RELATING TO THE WORK OF THE BOARD

There were no questions.

9. ANY OTHER BUSINESS THAT THE CHAIRMAN CONSIDERS URGENT

There was no urgent business.

10. EXCLUSION OF THE PUBLIC

RESOLVED – that under Section 100(A) of the Local Government Act 1972, the public be excluded from the meeting for the following items of business on the grounds they involve the likely disclosure of exempt information as defined in Part I of Schedule 12A of the Local Government Act.

11. NON-PUBLIC MINUTES

RESOLVED, - that the non-public minutes of the meeting held on the 4 June 2025 were approved as an accurate record.

12. COL POLICE PENSION SCHEME - UPDATE - NON-PUBLIC APPENDIX

Members received a report of the Chamberlain which provided the non-public appendix of the Pensions Scheme administrators update. This item was considered in conjunction with item 4.

13. QUESTIONS ON MATTERS RELATING TO THE WORK OF THE BOARD

There were no questions.

14. ANY OTHER BUSINESS THAT THE CHAIRMAN CONSIDERS URGENT THAT THE BOARD AGREES SHOULD BE CONSIDERED WHILST THE PUBLIC ARE EXCLUDED

Questions relating to future workshops and seminars were asked.

The meeting closed at 11.37 am

Chairman

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