

The Police Pension Scheme

City of London Police Pension Scheme Communication Working Practices

The Police Pension Scheme Regulations do not require a formal policy in respect of communications. However, this document sets out the working practices of the Pensions Office regarding the aims, target audiences and the method of delivery (application) of communication.

Aims

- Accuracy and Timeliness Information needs to be compliant with legislation and supplied at an appropriate time.
- Effective Information Messages need to be clear and understood by the target audience.
- Accessible Communication should be available to all and should meet the needs of a wide range of recipients.

Audiences

- Scheme Members & Potential Members
- Pensioners & Deferred Members
- City of London Police Personnel & Administration
- Police Committee
- Staff

Application

Scheme Members and Potential Members

- Scheme Guides Available to all eligible employees via the Home Office website, direct mail or e-mail.
- Forms and Leaflets Available via direct mail or e-mail.
- Annual Benefit Statements Pension Statements supplied to those Scheme members who are active at year end (31st March) as soon as possible after year end.
- Presentations New recruit presentation, pre-retirement courses and 'general' Scheme presentations provided upon request.
- Intranet & Internet The Home Office website provides numerous Scheme guides and calculators. The City's intranet page provides a link to this site.

Pensioners and Deferred Pensioners

Pensioners should be supplied with monthly payslips as appropriate, Newsletters and annual pensions increase letters. Pensioners and Deferred Pensions will be supplied with information on scheme changes as they affect the appropriate category of ex-scheme member.

City of London Personnel and Payroll

Guides on technical, legislative and general day-to-day administration requirements and responsibilities issued as and when required and as scheme changes affect procedures, including links to centrally produced guides.

- Presentations Personnel Group meeting updates and individual departmental sessions as appropriate.

Police Committee

- Reports Update Committee on scheme changes and developments and provide reports in a clear and accurate manner in order that appropriate responses and actions follow.
- Presentations Provide Committee with updates where appropriate.

Pensions Team Staff

Provide updates and information on scheme and legislative changes.

- Team Meetings Maintain staff's awareness and knowledge via monthly meetings and one-off sessions as appropriate.

General Communication

Letters, emails and phone calls answered clearly, accurately and timely.

If you wish to contact the City of London Pensions Office:
Write: Pensions Office, City Of London, PO Box 270, Guildhall, London EC2P 2EJ
Telephone: 020 7332 1132
Email: Policepensions@cityoflondon.gov.uk