

Pay and Conditions - Frequently Asked Questions

Who do I contact if I have a query around my pay or conditions of service?

All queries should be directed to the BCH HR Service Centre in the first instance either by emailing HREnquiries@Herts.pnn.police.uk or calling extension 7777 (01438 757777 externally). If for any reason they are unable to resolve your enquiry, they will then contact the pay and conditions team for assistance.

I have a query regarding my pension, who is the best person to discuss this with

The Police Officer and Police staff pension scheme is dealt with by an external company for Bedfordshire Police called KIER. Their contact details are:

Website - www.myownpension.co.uk

Phone – 01642 727333

Email – penmail@kier.co.uk

Who do I contact if I have a question about my tax?

Please contact the HMRC who will be able to assist. Neither the Federation, HR Pay & Conditions Team or HR Service Centre are able to discuss individual tax matters or give tax advice.