



Government
People Group



7 March 2025

Sally Tsoukaris
General Secretary, Civil Service Pensioners' Alliance (CSPA)
sally.tsoukaris@cspa.co.uk

Dear Sally

I am writing further to my email of 18 February, and I am sorry it has taken me a bit longer to reply than expected. I would like to take this opportunity to thank you again for raising your members' concerns. I have taken this time to discuss these concerns with the Cabinet Office (CO) Pensions Team.

I understand your members are concerned about the possible wait of up to two years to receive their Remedy choice letters, and in some cases, this may be longer. Whilst the regulatory timeline for delivery of all the Immediate Choice Remediable Service Statements (ICRSS) is by 31 March 2025, there are a variety of factors which make some pension calculations more complex, and as you say, the scheme does have discretion to extend beyond the delivery date. However, I am sure you will be pleased to know that MyCSP have already issued c.40,000 ICRSS and are continuing to send many of these statements by the legislative deadline; although, I am unable to comment about the transfer of undertakings to the new scheme administrator, Capita, as these conversations remain ongoing.

Your members are also concerned about Capita as the incoming CSP administrator. Whilst CO has already sought to reassure you, I can confirm that Capita were awarded the contract to manage the Civil Service Pension Scheme following a fair and impartial procurement process following the public sector procurement legislation. During this process and within the contract, the CO has outlined contractual requirements across a number of areas that Capita will adhere to, to deliver the service. I can reassure you that the CO Pensions Team will work closely with Capita to monitor and analyse all aspects of service delivery and performance across a number of metrics and these metrics are reviewed at regular intervals via various governance and management groups, which of course I and the CSPB will take a great interest in.

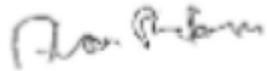
I would like to thank you again Sally for raising your members' concerns, which I hope I have been able to answer for you. However, I would strongly suggest that if you would like to discuss any of these matters further, including the opportunity to



meet the new CSP administrator, that you raise these in the next quarterly meeting with the Cabinet Office. If you would like me to add any topics to the agenda, please do let me know.

Finally, I remain happy for you to attend a future Board meeting as an observer. I will arrange to contact you again in due course with some suggested Board dates.

Yours sincerely

A handwritten signature in dark ink, appearing to read "Alan Pickering". The signature is written in a cursive style with some loops and flourishes.

Alan Pickering
Chair, Civil Service Pension Board (CSPB)