



Protecting what you've earned since 1952

www.cspa.co.uk

Mr Alan Pickering

Chair, Civil Service Pension Board

cspbboard@cabinetoffice.gov.uk

CC: alan.pickering@besttrustees.co.uk

17 February 2025

Dear Alan,

CSPA member concerns about the transition from MyCSP to Capita and delays to Remedy Choice communications

I trust my letter finds you well. It seems a long time since our helpful introductory meeting on the 20 October 2023.

I am getting in touch once again on behalf of the Civil Service Pensioners Alliance (CSPA), which as you many remember was established over 70 years ago to represent Civil Service Pensioners and protect the value of the Civil Service Pension.

When we met, you were kind enough to outline your three primary areas of concern as being:

- 1) Future service provision
- 2) Remediation
- 3) Cyber and all forms of data security

As you can imagine, all these issues are of prime importance for our members and many of the communications we receive from the membership address concerns related to these things.

CSPA values its longstanding working relationship with the Board, which complements our positive work with Cabinet Office Pension Officials and the current Pension Administrator, MyCSP. We have been promised an introductory meeting with the new CSP team at Capita, and hope this can be arranged for us by the Cabinet Office for us soon.

I thought it would be helpful to attach a copy of a recent digital communication with CSPA members for your information, as it illustrates our collaborative approach to the issues it addresses quite well.

Civil Service Pensioners Alliance □ Sally Tsoukaris General Secretary
160 Falcon Road, London, SW11 2LN

Tel: 020 8688 8418 □ Email: sally.tsoukaris@cspa.co.uk □ Website: www.cspa.co.uk

We were disappointed to learn recently that many retired scheme members are likely to have to wait for up to 2 more years for their Remedy choice letters, although we do appreciate that the scheme manager has the discretion to issue the RSS after the legislative deadline for specific groups, including those with more complex individual situations. The Cabinet Office have explained that this is due to additional work being undertaken in the background to ensure that nobody loses out. You will see from our member communication that we have endeavoured to pass this on, however, we are nevertheless being contacted by CSPA members who are unhappy about the delays.

We were previously assured that all the RSS letters would be issued well in advance of the transition to Capita, but alas, this is now not the case and this also makes the transfer of undertakings to the new scheme administrators more complex than anticipated. We would be grateful for any words of re-assurance you may be able to provide in this respect.

We are also, inevitably perhaps, dealing with members' ongoing concerns about Capita's reputation, with frequent references being made to their track record in administering teachers' pensions and high-profile data breaches the company have been penalised for in recent years. Despite our having sought, and relayed, Cabinet Office assurances in this regard there are underlying concerns that remain, and it would be most helpful to have your views on the matter.

My predecessor, Lisa Ray, had regular catch-up meetings with your predecessor, Margaret Edwards, and CSPA has also presented to the Pension Board on members' experience in drawing their pension in the past. When we met, you kindly indicated that I might be able to sit in on a future meeting of the Board as an observer, but unfortunately my attempts to follow up on this have thus far been unsuccessful. I would still very much appreciate such an opportunity.

With Best Regards,

Sally T.

Sally Tsoukaris
General Secretary, Civil Service Pensioners' Alliance