



Teesside Group

NOTICE OF ANNUAL MEETING 2026

The 29th Annual Meeting of the Teesside Group will be held on Thursday 12th March 2026 at the Costa Café, Morrisons car park, Newmarket Avenue, Teesside Park TS17 7BP at 2pm. We aim to finish by 3.30 pm.

If you want to put forward items for discussion at the AGM or if you want to nominate someone for an elected position at Group and/or at National level, please put them in writing to reach me at the address on this notice by the 23rd February 2026. This also applies to any motions for submission to the national Annual General Meeting in October. The Agenda for the AGM is below.

Once again, we are not asking for a contribution to our local group funds this year. We have enough on hand to cover the group's short to medium term needs.

We appreciate that most members are happy with their membership and the knowledge that the CSPA continues to defend their pensions and to campaign on key issues. And also, of course the Alliance is there for support if any issues arise regarding payment of individual pensions. We do though still have many members in the TS area. However, we need people to do the key jobs and keep the show on the road. It would be nice to see some new faces. We really do need help to keep the group going.

You will be aware that on 1st December, administration of the Civil Service Pension Scheme returned to Capita after 10 years under the management of MyCSP.

The scheme – which was already troubled by performance issues under MyCSP – has however been beset with issues since its move to Capita. On 4 December, Capita said it had fixed “teething problems” with its new website and portal.

However, pensioners have continued to report issues, including difficulties logging in, missing data, difficulty getting through to the customer service helpline, and late payments: similar themes to the problems the scheme had when MyCSP took over the contract from Capita in 2014.

In response to the volume of telephone complaints to the CSPA office from members about difficulties in contacting the new Civil Service pensions administrator Capita, HQ have written directly to the Cabinet Office and separately to Capita detailing the concerns raised by members.

Common complaints reported to CSPA include:

- Excessive long waiting times, sometimes over 3 hours, with some calls being cut off while in the queue, and no information regarding anticipated waiting.
- Difficulties in setting up portal access through the civil service pensions website, and insufficient support when access is locked out after numerous attempts.

- Members retiring or partially retiring have faced long delays with no information and no payments causing distress and financial worries.
- Some members have reported missed pension payments or delayed payments over the Christmas period, causing financial problems.
- Lack of response to pension requests and partial retirement pension applications that were in process before the transition to Capita from 1 December 2025.

CSPA has established contacts with the senior Capita team and are seeking a follow up meeting to go through member's concerns.

HQ have also raised the concerns with the Deputy Director of Pensions at the Cabinet Office who have responsibility for service delivery of pensions and the management of the contract with Capita.

CSPA General Secretary Sally Tsoukaris and Pensions Manager David Luxton have a meeting scheduled with the Cabinet Office pensions team and will report back following that meeting.

HQ has been working with Capita and the Cabinet Office to try to assist CSPA members experiencing issues with their pensions or difficulties contacting the administrators in recent months. It has been escalating their concerns as necessary and offering reassurance and support where it can.

"Nevertheless, we have been inundated with calls and emails from concerned members, especially since the transition to Capita on 1 December went ahead," said Sally Tsoukaris, our general secretary.

"Many continue to experience issues with the new portal, excessively long call waiting times, and delays in the processing of their pension claims in the case of recent retirees."

Sally said the organisation is also concerned that Capita's "overriding focus on smart technology such as AI to administer the scheme risks leaving behind pensioners who do not have access to the internet, or who may not be confident using IT".

One good thing appears to be that existing pensioners are being paid the correct amount on time.

I would also like to remind you that there are many benefits to our members and details of these benefits including our travel insurance scheme are available on the CSPA website.

So there we are.

We look forward to seeing you at the meeting if possible, but if not, we extend our good wishes and appreciation for your continued support.

Yours sincerely,

JOHN BUTLER

Group Secretary.

AGENDA FOR 28th AGM on 12th March 2026

- **Welcome from the Chair**
- **Apologies for absence**
- **Minutes of 2025 AGM**
- **Matters arising**
- **Annual Report**
- **Financial Report and Financial Statement to 31 December 2025**
- **Membership Report**
- **Election of Group Officers, Committee members, Auditor and delegate to National AGM**
- **Nominations to the National Executive Council and other National posts (if any)**
- **Motions and any other business**

Minutes of the 27th Annual General Meeting of the Teesside Group held on Thursday 20th March 2025 at Costa Teesside Park at 2pm.

Present

John Butler, Christine Foxton, Keith Yallop, Marj Bellamy and David Barry.

Apologies

Ken Bellamy.

Welcome

The meeting opened with John welcoming the members to the AGM, and also Eileen Allen, the former St. Mary's manager as our guest.

Minutes of the AGM 2024

These were accepted as a true record.

Matters arising

There were no matters arising.

Annual Report

John Butler gave a verbal report. John said the main thing from his point of view was that the group was still active and providing a service to members. He was distributing group circulars electronically to those members who provided email details.

John had completed the questionnaire about group activities and forwarded it to HQ. David Luxton had devised a simplified instruction manual for groups to follow. However, the group agreed to leave its formal constitution in place.

The meeting thanked John for his report.

Financial report

Keith Yallop had provided a balance sheet and report for the year up to 31 December 2024, showing items of income and expenditure. The report had been audited by Marjorie.

Members had contributed £55 to Group funds. Added to the brought forward balance on 01/01/2024 of £942.61 this gave a total of £997.61. Expenditure amounted to £126 leaving a balance of £871.61.

Following acceptance at this AGM a copy of the report would be forwarded to HQ Treasurer Mike Sparham.

In the current year 8 members have contributed £19. The latest statement this year showed a balance of £866.14.

The meeting thanked Keith for his report and his hard work as Treasurer.

Membership Secretary's report

Keith reported that the most recent figure was 126 members. There had been three resignations, eight deaths and one new member.

Election of Group Officers and Committee members.

John reported that he had received no nominations from the general membership, the officers themselves had proposed that John be Chairman and Secretary and Keith as Treasurer and Membership Secretary. These being the only nominations they were declared elected. Also elected were committee members David Barry and Christine Foxton. John Butler was nominated as national AGM Delegate. The group accepted the nominations of Les Priestley as Chair of the Alliance, and Mike Buckley and Linda Ridgers-Waite as EC members. Keith Yallop was nominated for the Standing Orders Committee and Andy Aitchison as regional Executive Committee representative. It was agreed to appoint Marj as auditor.

It was confirmed that Christine had agree to continue as an authorized signatory on the group's account at Barclays.

Motions

No motions for debate at the national AGM had been received this year, so far.

Any Other Business

Marj raised the issue of Powers of Attorney which had featured in an article in the Pensioner magazine. Marj indicated a number of factual errors which could result in members being misled. Marj indicated she would contact HQ with her concerns.

It was understood that the regional meeting in Darlington would be on the 12th June. Accordingly, it was agreed that the group's June meeting would be on the 19th.

John closed the meeting at 3pm.