



Spring 2026, Norfolk and Suffolk Group Newsletter

Dear Member,

Welcome to the Spring, 2026, edition of the CSPA Norfolk and Suffolk Group Newsletter. I am writing this in a bit of a hurry, because I have been busy the last week or so (mainly on CSPA business), and I want to get this to you before our next Group meeting.

Firstly, I must apologise to those of you who did not get the Winter Newsletter. This was caused by a combination of issues, which led to some addresses not being included in the distribution list. We think we have taken steps to make sure this doesn't happen again.

Our next Group meeting will be on Wednesday, 27 May, 2026, at 2 pm, at Chapel Field Road Methodist Church, Norwich, NR2 1SD.

We hope our guest speaker will give information on local bus services, but this is not yet finalised. Full details of the Group meeting and agenda are shown on page 4 of this Newsletter.

On Wednesday, 15 July, 2026, at 2.00 pm, we have the long promised Group meeting in Ipswich. The address of the meeting venue is:
St Mary Stoke Church Hall, Stoke Street, Ipswich, IP2 8BX.
The entrance to the Car Park is from Stoke Street and the hall is to the left of the car park with entrance also from Stoke Street.

If you would like a lift from Ipswich rail station, please let our Secretary, Tim, know by Monday, 13 July, at the latest.

We intend that this should be an informal meeting with light refreshments, so we have opportunity to discuss the future of CSPA. Our Group delegate John and I were able to attend an area meeting to discuss the possible Incorporation of CSPA. As some of the Groups in our area have now closed, we will invite Members from Eastern Region to join us. I don't know how many will take up this invite, but I know that some have expressed interest when they knew of our plan to hold a meeting in Ipswich.

I hope that many of you will be able to come along to make this a worthwhile meeting.

Richard

Carer Poverty Coalition Open Letter – Need to reform Carers' Allowance

Sunday 12th April 2026 will mark 50 years since the introduction of Invalid Care Allowance, now known as Carer's Allowance. We want to use this milestone to call for a comprehensive review of Carer's Allowance, to ensure it provides carers with sustainable and meaningful financial support.

As well as looking at changes to the rate and eligibility criteria of Carer's Allowance that the Carer Poverty Coalition has advocated since 2024, we believe this review should examine how caring intersects with employment, social security, and poverty more broadly. There was a motion on this subject on the CSPA AGM 2024, so CSPA has signed an open letter to the Secretary of State of Work and Pensions calling for this review, which was sent on the day of the 50th anniversary.

Update on Carer's Allowance Overpayments

Following the publication of the Independent Review of Carer's Allowance overpayments, Carers UK has been working to analyse the recommendations made by the Review and monitoring Government developments in response. Their full [policy briefing](#) outlines the Review's findings and Carers UK's response. Liz Sayce OBE, Chair of the Independent Review, also gave evidence to the [Work and Pensions Select Committee](#) about her findings, along with Carers UK and Carers Trust.

Update on the Civil Service Pension Administration

The Public Accounts Committee (PAC) had senior Capita executives appear before them for a second time on 26th March, after CSPA had worked with PAC Deputy Chair, Clive Betts MP, to provide evidence based on CSPA member cases. The PAC highlighted Capita's serious failures and, whilst acknowledging that some progress had been made, they stressed that Capita's performance still remained well below expectations. Capita were asked to report back to the Chair of the Committee on a monthly basis until contractually required service levels have been achieved. Capita have said this will be by the end of June.

During the session, Clive Betts MP explicitly thanked CSPA for its work in support of members affected by the administration failures. You can read more about the PAC session and access a video clip of what Clive Betts said about CSPA here - <https://www.cspa.co.uk/news/public-accounts-committee-scrutinises-capita-over-civil-service-pensions-failures/>

Second Permanent Secretary Angela MacDonald has released her 5th Civil Service Pensions Taskforce update a week early, in response to an incident which occurred on

the 30th March, when Capita was loading the 2024/25 Annual Benefit Statements (ABS) to the member portal.

During a 35-minute window, 138 Scheme members had their ABS data inadvertently shared with other CSPA members due to a technical error. The breach was identified and shut down very quickly, and no members' data was shared externally.

Nevertheless, the incident has been taken seriously, and a full investigation is underway. The ABS functionality will not 'go live' online again until they are certain that the errors are fixed and no further breaches will occur. All members of the Scheme whose data was shared have been contacted by Capita directly, so if you haven't received a communication in this regard then you weren't impacted.

You can access a copy of the Taskforce Update here - [Member Knowledge Article](#) and read what Civil Service World had to say about it here - [Civil Service Pension Scheme: Capita confirms data breach](#) and here - [Civil Service Pension Scheme retirement modeller delayed](#) or request digital or electronic copies from CSPA HQ if needed.

One Member One Vote

Following decisions taken at last year's AGM, the CSPA has agreed to elect some Members of the EC on the basis of one member one vote. In the Pensioner and other documents, there will be details on how this will work. Please follow these new procedures to make sure that you vote for the EC members you want to represent you.

Changes Of Personal Details, etc.

If you change your address or other details, please remember to let the Group Membership Secretary, Margaret Noble, know. Please also contact Margaret in the event of the death of a CSPA member to avoid the distress of unwanted mailings.

If you have an email address to which we could send future Group Newsletters, please also let Margaret know. This would save the cost of postage.

The next meeting of the Norfolk and Suffolk Group will be held on Wednesday, 27 May, 2026, starting at 2.00pm,
at Chapel Field Road Methodist Church, Norwich, NR2 1SD

Tea/coffee will be provided

We hope to have a speaker on local bus services

AGENDA

1. Welcome and apologies
2. Minutes of the Annual General meeting held on 25 February, 2026.

3. Matters arising
 4. Secretary's Report
 5. Treasurer's Report.
 6. Nominations and motions for inclusion on the agenda of the CSPA AGM in October
 7. Arrangements for the meeting in Ipswich on 15 July, 2026.
 8. Open Forum
 9. Any other business
 10. Date and venue of next Group Meeting; Wednesday, 9 September, 2026, at Chapel Field Road Methodist Church, Norwich, NR2 1SD
- Following meetings:
Wednesday, 25 November, 2026

Our Current Committee Members Are:-

Chair:	Richard West	01603 423144	richard.west08@gmail.com
Secretary:	Tim Hartstone	07827 565758	t.hartstone@hotmail.co.uk
Treasurer:	Fred Crooks	01359 342716	fred.crooks550@gmail.com
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