CSPA
CIVIL SERVICE PENSIONERS' ALLIANCE

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GROUP CIRCULAR 993 / 26

To: Branches and Groups **22 September 2026**
Members of the Executive Council

Dear Colleagues,

UPDATE ON THE CIVIL SERVICE PENSION SCHEME

Following the joint PAC/PACAC hearing on 8 July 2026, where CSPA submitted member casework evidence and briefed the Chair and Deputy Chair, we continue to engage with MPs, the Cabinet Office and Capita regarding the ongoing administration difficulties in the Civil Service Pension Scheme. As part of its recovery programme, Capita committed to clearing outstanding backlog cases by 1 September 2026 and returning to contractual service levels by 30 September 2026.

At the end of July 2026, CSPA wrote to:

- Louise Haigh MP, First Secretary of State, Chancellor of the Duchy of Lancaster and Minister for the Cabinet Office
- Richard Vianello, Director, Civil Service and Royal Mail Pensions
- Mark Ferguson MP, Parliamentary Secretary (Cabinet Office)
- Sally Jameson MP, Parliamentary Secretary and Parliamentary Under-Secretary of State (Cabinet Office)
- Baroness Twycross, Parliamentary Secretary (Cabinet Office)

In mid-August CSPA wrote to:

- Adolfo Hernandez, Group Chief Executive Officer, Capita plc
- Richard Holroyd, Chief Executive Officer, Capita Public Services
- Chris Clements, Managing Director (Pensions), Capita Pension Solutions

Engagement with Capita and Cabinet Office

The purpose of the correspondence to Capita was to seek to establish a constructive and effective relationship between CSPA and Capita, to ensure that the concerns and experiences of members, and those of the wider Civil Service Pension Scheme membership, are properly represented, heard and addressed.

Civil Service Pensioners Alliance □ Jonathan Safir □ Deputy General Secretary
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Our efforts were successful, resulting in joint weekly meetings between CSPA Capita and the Cabinet Office, and an interim escalation process for raising member casework has been established. A formal escalation route is also being developed.

However, there are complexities associated with both the interim escalation arrangements and any future formal escalation process, particularly in relation to the secure exchange of information and compliance with data protection and information security requirements.

Alongside this, separate weekly meetings with Cabinet Office officials have continued. During these discussions, CSPA has consistently raised concerns regarding the quality and consistency of the management information provided. Data relating to the backlog and the number of cases being processed continues to be presented in different ways, making it extremely difficult to form either a detailed or an overall picture of progress. It remains unclear whether these inconsistencies result from poor reporting practices or reflect more fundamental issues regarding the quality of the data itself.

Ministerial Statement – 09 September 2026

“I am providing the House with an update on the administration of the civil service pension scheme. Following Capita’s failure to meet its commitment to fully restore the scheme to contractual levels by the end of June, Capita’s executive leadership set itself two targets: clearing stock cases by 1 September 2026, and processing cases within key performance indicators from 30 September 2026.

Capita has reported meeting its self-imposed 1 September target across five priority areas: bereavement, death in service, ill health retirement, retirement payments, and retirement quotes, for cases it categorises as workable stock. Although this step is noted, meeting a milestone on workable stock alone is not sufficient progress and does not constitute full service recovery. Overall performance remains unacceptable, and far too many scheme members continue to face uncertainty while waiting for their cases to be resolved. The Government continue to hold Capita firmly to account using all commercial levers available to it. I will also continue work on actively shaping a long-term strategy to bring this pension scheme back in-house.

I intend to provide the House with a substantive update in October following the conclusion of the technical audit and report from the remedial adviser.”

Sally Jameson, The Parliamentary Secretary, Cabinet Office

CSPA meeting with the Minister – 14 September 2026

CSPA General Secretary, Josie Irwin and Deputy General Secretary, Jonathan Safir, met with Sally Jameson MP, Parliamentary Secretary and Parliamentary Under-Secretary of State in the Cabinet Office, to discuss the continuing challenges affecting the administration of the Civil Service Pension Scheme and the impact these issues are having on members and their families.

The meeting provided an opportunity to discuss the Ministerial Statement issued on 9 September 2026 and to seek greater clarity regarding the Government's assessment of Capita's performance and progress towards service recovery.

CSPA highlighted ongoing concerns about delays in bereavement cases, quote processing and member communications, emphasising the real impact these failures continue to have on members and bereaved families.

Discussions also covered escalation arrangements, complaints handling (Internal Dispute Resolution Process), with CSPA stressing the need for members to have clear and effective routes for raising concerns and securing timely resolutions.

CSPA raised concerns about the quality and consistency of management information provided by Capita and published in the Taskforce updates, noting that changes in reporting methodology make it difficult to assess accurately whether service standards are improving. The need for clearer performance measures and more consistent reporting was emphasised.

Poor member communications were discussed, as was the Government's longer-term ambition to bring services back in-house. CSPA reiterated that while many members support the principle of insourcing, the immediate priority must be stabilising current service delivery, clearing backlogs and resolving longstanding cases.

The meeting was open, frank and constructive, providing an important opportunity to ensure that members' concerns were conveyed directly to the Minister.

Westminster Hall Debate – 15 September 2026

A Westminster Hall debate on the administration of the Civil Service Pension Scheme highlighted continuing concerns about service performance. During the debate, MPs raised constituency casework involving delays to retirement benefits, bereavement payments and other pension services, demonstrating

the ongoing impact that administration failures are having on scheme members and their families. The debate also reflected the continued parliamentary scrutiny of both Capita and the Cabinet Office.

You can view the debate on: Parliamentlive.tv - Westminster Hall

The Pensions Ombudsman – 16 September 2026

Katrina Hicks, Membership Co-ordinator and David Luxton, Pensions Manager met with representatives of The Pensions Ombudsman to discuss ongoing member concerns and complaint resolution processes.

Taskforce Update #17 - 17 September 2026

The full Taskforce update is available on: **Member Knowledge Article**

Information on cases over 100 days old in the categories shown below. All data quoted was supplied by Capita as of 15 September. The figures in brackets indicate the difference since the last update:

Case Type	Total Affected Members	Workable and Payable Within 15 Days	Non-Workable Requiring Third-Party Information
Bereavement	1,423 (+353)	384 (+118)	1,039 (+236)
Death in Service	323 (+15)	37 (-4)	285 (+18)
Ill Health Retirement	13 (+1)	2 (+1)	11 (=)
Payments	511 (+223)	264 (+198)	511 (+289)

Richard Vianello, Director, Civil Service Pensions

Upcoming Milestones

End of September - The Remedial Advisers, Grant Thornton, together with the independent auditors, are expected to conclude their work at the end of September. They will then submit reports on their findings soon after.

Mid-Late October - A further Ministerial Statement is anticipated during mid to late October, providing an update on progress and recovery.

Late October - There is the possibility of a further joint PAC/PACAC hearing to examine developments and continue parliamentary scrutiny of both Capita and the Cabinet Office.

CSPA View

While Civil Service Pensions Taskforce updates suggest some progress, it remains unclear whether there is a meaningful recovery. CSPA does not

believe that Capita met its 1 September target for clearing workable backlog cases.

Assessing performance remains difficult due to inconsistent reporting. Different updates have used varying measures, including total caseloads, backlogs, cases over four months old, cases over 100 days old and cases awaiting third-party information, making meaningful comparisons challenging.

CSPA welcomes the increased oversight provided by remedial advisers, auditors and surge team support. However, stronger governance is not evidence of service recovery. Recovery must be demonstrated through consistent reporting and measurable improvements in outcomes for members.

CSPA continues to advocate on behalf of members through engagement with Ministers, MPs, Cabinet Office officials and Capita. This has resulted in improved access, enhanced escalation arrangements and direct engagement with decision-makers.

Nevertheless, we remain concerned about service levels, backlogs and member experience. Behind the statistics are individuals facing uncertainty in retirement and bereaved families awaiting benefits to which they are entitled. CSPA will continue to press for greater accountability, transparency and lasting improvements until members receive the standard of service they deserve.

Jonathan Safir
Deputy General Secretary
Civil Service Pensioners' Alliance