



Department
for Work &
Pensions

THE RT HON LIZ KENDALL MP
Secretary of State for Work & Pensions

Caxton House
Tothill Street
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Dear Debbie

Parliamentary and Health Service Ombudsman's investigation on State Pension age communications and associated issues.

The Parliamentary and Health Service Ombudsman (PHSO) published their findings on State Pension age maladministration in July 2021 [Women's State Pension age: July 2021](#) and a final report covering the remaining issues in March 2024 [Women's State Pension age: March 2024](#).

Today I made an Oral Statement outlining the Government's response to the investigation. Our detailed response to the Ombudsman's findings has been placed in the Libraries of both Houses and it includes the equality analyses.

The Committee provided valuable input to the case through the evidence sessions held in May and subsequent letter suggesting approaches to remedy. For which I sincerely thank them.

I have set out that my Department will learn from the PHSO's findings. First, we intend to work with the PHSO to develop a detailed Action Plan, so all lessons are learnt. Second, we are committed to setting clear and sufficient notice of any changes in the State Pension age so people have the notice they need to plan for their retirement. And third, I have asked officials to develop a strategy for effective, timely and modern communication on State Pensions that uses the most up to date methods instead of being rooted in the past.

I would be happy to discuss any aspects of the case with the Committee.

Yours sincerely,

RT HON LIZ KENDALL MP