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Sir Geoffrey Clifton-Brown FRICS MP
Chair of the Public Accounts Committee
House of Commons
London SW1A 0AA

Via email: cliftonbrowng@parliament.uk
Cc: pubaccom@parliament.uk

Tuesday 27 January 2026

Dear Sir Geoffrey,

I am writing to raise concerns about the administration of the Civil Service Pension Scheme (CSPS) following the transfer of responsibility from MyCSP to Capita on 1 December 2025.

The Civil Service Pensioners' Alliance (CSPA) is an independent, non-political, member-led organisation that works to protect the value of civil service pensions for around 40,000 members across the United Kingdom. The CSPA is recognised by the Cabinet Office as a stakeholder for the purposes of consultation on behalf of civil service pensioners.

In June 2025, ahead of the transition, the CSPA submitted written evidence to the Public Accounts Committee setting out persistent service failings experienced by our members under the previous administrator and highlighting the risks these posed if not adequately addressed during the handover.

Since the transfer to Capita on 1 December 2025, those risks have crystallised. More than a month on, the CSPA, along with civil service trade unions, has been inundated by concerned members. Pensioners have reported experiencing difficulties accessing the new portal, missing or inaccurate records, excessive call waiting times, and delays in the processing and payment of pensions.

The Cabinet Office has already acknowledged that a system issue has resulted in inaccurate service records and missing beneficiary data and has confirmed that the backlog of cases has reached approximately 86,000. While Capita has stated that additional staff have been recruited and that significant payments have been made since 1 December 2025, the lived experience of scheme members suggests that service performance remains a serious cause for concern.

The CSPA is thus raising these issues to invite the Public Accounts Committee to consider whether the governance, financial oversight and risk management arrangements surrounding this transition – and the subsequent recovery plan – are providing sufficient assurance on value for money and the effective stewardship of public funds. Given the scale of the scheme,

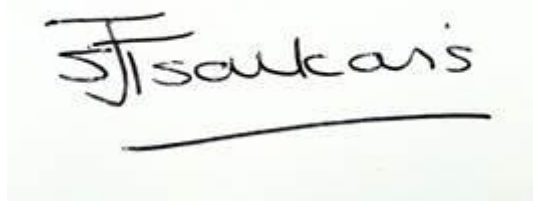
the vulnerability of many pensioners who depend on timely and accurate payments, and the clear evidence of disruption following the transition, the CSPA believes there is a strong case for Public Accounts Committee scrutiny of how risks were assessed, mitigated and are now being managed.

CSPA members are particularly concerned about the impact of these failures on older pensioners and those who are digitally excluded, and about the absence of transparent, published performance data against which progress can be assessed. There is also anxiety about whether lessons from previous outsourcing failures have been fully learned, and whether current arrangements adequately protect scheme members from further detriment.

The CSPA would welcome the opportunity to meet with you to discuss these matters in more detail and to share the lived experience of our members, which we believe would be of value to the Public Accounts Committee's ongoing scrutiny of CSPA administration and major public service contracts. I will ask Matthew Boyd at Connect to follow up with your office to see if this can be arranged.

Thank you for taking the time to consider this letter.

Yours sincerely,

A handwritten signature in black ink, reading "S Tsoukaris", with a horizontal line underneath.

Sally Tsoukaris
General Secretary
Civil Service Pensioners' Alliance