

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

23 February 2026

Dear Sir Geoffrey,

Thank you again for the opportunity to provide evidence to your Committee on the administration of the Civil Service Pension Scheme (CSPS).

Firstly, I want to restate my sincere apology to those impacted by delays as we work to clear the backlog and roll out the new service. I also wish to express my appreciation for the Committee's constructive challenge as we strive to restore the standard of service that members rightly expect.

During the session, the Committee asked Capita to provide further information in some key areas of the service. Specifically, this related to: 1) timelines for returning the service to contracted performance levels, 2) the "contact us" function of the website, 3) when Capita became aware of inherited backlogs and 4) Capita's handling of hardship cases. I have set these out below:

1) Timelines for returning the service to contracted performance levels

Capita will return all aspects of the service to standard contractual levels by June 2026. Below, I have outlined the targets for key priority areas for the Committee:

Lump sum payments and retirements where a retirement quotation has already been provided

By the end of February Capita expects all outstanding lump sum cases to either be in payment or to have undertaken all activity that it can, whilst waiting for members/employers to respond. For those members going into retirement, taking into account both the original dataset and additional historic cases identified post-transition, Capita expects to have placed members into retirement, or undertaken all activity that it can, whilst waiting for the members' to respond, by the end of April 2026. Capita will then operate within service standard going forward.

Death-in-service cases

For death-in-service cases, taking into account both the original dataset (and additional historic cases identified post-transition), Capita expect to have either made payment or undertaken all activity that it can, whilst waiting for the members' representatives to respond, by the end of February 2026. Capita will then operate within service standards going forward.

Ill-health retirement

Capita expects all outstanding ill-health retirement cases to either be in payment or to have undertaken all activity that it can where we have received sufficient data, whilst waiting for members to respond, by the end of February. Capita will then operate within service standards going forward.

Voluntary Exit Scheme programme

After joint validation with the Cabinet Office, Capita can confirm that it inherited 4,214 VES cases to be delivered by end of March 2026. After a collaborative data cleanse activity with Cabinet Office this figure is now 3,335. Of these, 2,209 require quotes. As at 20 February 2026, since Go-Live, Capita has delivered 1,219 Quotes and 577 Awards. Based on current throughput, Capita expect all Priority 1 and Priority 2 cases to be completed by mid-March 2026.

2) “Contact us” function

The Committee requested that the ‘Contact Us’ function become more visible on the CSPS website. I can confirm that Capita has relocated the “Contact Us” function to a more prominent position of the homepage on the CSPS website.

As shared during Capita’s verbal evidence, members continue to contact Capita via the contact centre. Therefore, Capita is keen to draw the Committee’s attention to its continued improvements.

As shared during Capita’s verbal evidence, members continue to contact Capita via the contact centre. Therefore, Capita is keen to draw the Committee’s attention to its continued improvements. In the week commencing 16 February 2026, Capita answered over 45% of calls within 30 seconds, and the average wait time is now half of what was noted in our verbal evidence, at around 26 minutes.

3) Capita’s understanding of backlogs during transition:

The Committee raised concerns regarding the timing and thoroughness of Capita’s requests for further details and validation of potential inherited work in progress.

From March 2025, Capita requested information and documentation including through the joint Capita/Cabinet Office transition governance.

As stated during our verbal evidence, the data available prior to the transition did not disclose the age or type of cases within the backlog. The discussions and the information acquired by Capita before ‘go live’, will be part of commercial negotiations with the Cabinet Office.

If the Committee seeks further scrutiny of these matters, Capita stands ready to provide comprehensive information on a commercially confidential basis.

4) Handling of hardship cases

The Committee asked for information regarding the number of hardship cases that we have received. Capita has received 1,804 cases. These cases comprise 798 cases from active retirees in the last 12 months and 923 cases from members deferred for longer than the last 12 months. Of those 1,804 cases, 864 have now had their benefit and/or lump sum paid. 375 are at the quote stage. 545 are still being handled, as they may require additional information, further investigation, or relate to ‘other’ matters (e.g. tax issues, voluntary exits, employer issues, or disputes regarding the amount of retirement).

Resolving remaining issues and restoring service

Capita is dedicated to resolving priority backlogs and delivering CSPS in a sustainable manner for the long term. In collaboration with the Cabinet Office, Capita aims to restore all aspects of

the service to standard contractual levels by June 2026, with incremental reductions in the backlog leading up to this target.

Moreover, Capita will work together with the Cabinet Office to progress work on the McCloud Remedy during 2026/2027.

Capita remains fully committed to reinstating service levels for scheme members who have devoted their careers to public service in the United Kingdom.

Capita is also committed to updating the Committee on the progress it makes in restoring service and will provide a further written update during the week commencing 15 March 2026.

Yours sincerely,

Chris Clements