Public Accounts Committee

Duncan Watson
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5 March 2026

Follow-up – Administration of the Civil Service Pension Scheme

Dear Mr Watson

Thank you again for the evidence that you gave to the Public Accounts Committee on 7 July 2025 regarding the administration of the Civil Service Pension scheme. Arrangements were supposed to be in place between MyCSP, Capita and Cabinet Office to try and ensure a smooth transition and mitigate the risk that members would experience disruption following Capita taking on the role of scheme administrator. During our evidence session in July you confirmed that you were working with Capita to ensure a seamless handover of the service. Capita confirmed in written evidence that its transition approach was designed to ensure continuity of service and operational readiness and assured the Committee that it was firmly on track to assume full administration of the scheme from 1 December 2025.

However, the risk of disruption to hard working civil servants has materialised and members are now experiencing an unacceptable level of service. Both Capita and the Cabinet Office have written to the Committee to provide an explanation for these failings, and on 12 February the Committee heard evidence from Capita on what it regards as the reasons for service failures and what it is doing to rectify the situation. Capita stated that some of its difficulties were due to the situation it inherited from MyCSP, and that it was given incomplete information about the scale of the casework backlog at handover. For example, Capita told the Committee that it had been handed a much larger backlog of work than it had been anticipating, consisting of around 90,000 work-in-progress cases, instead of what it referred to in correspondence as the "agreed figure" of 37,000 cases. It stated that 12,000 of these cases regarded members who were due payments. Additionally, it claimed there were 16,000 unread emails handed over at transition. Capita also stated that its difficulties were compounded by 20 million lines of corrupt data which it had received, which were hindering the resolution of outstanding cases. Could you please write back to me to confirm whether the numbers Capita told my Committee, as quoted above, are correct?

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The Permanent Secretary of the Cabinet Office, Cat Little, wrote to the Committee on 22 January 2026 to explain why the scheme is currently underperforming. The letter is published on the inquiry page of our website.[1] She refers to the dispute between PCS and MyCSP and cites the related strike action as contributing to the backlog. What is your assessment of the impact of the strike action on the service MyCSP was able to deliver up to the point on transition on 1 December 2025 and how this impacted on the transition of the service?

I would also be interested to hear if you have any reflections as to why this transition has gone so badly, and if there is anything in hindsight that MyCSP, in conjunction with Capita and the Cabinet Office, could have done differently to avoid this situation arising.

I would be grateful if you could write back on these points by Tuesday 7 April 2026.

Yours Sincerely

Sir Geoffrey Clifton-Brown MP
Chair of the Committee of Public Accounts

[1] https://committees.parliament.uk/work/9098/civil-service-pensions/publications/

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