

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

20th March 2026

Dear Sir Geoffrey,

Further to my letter on 23rd February 2026, I am writing to update the Committee on Capita's progress in clearing inherited backlogs and delivering a new Civil Service Pension Scheme (CSPS) for members.

In close partnership with the Cabinet Office, Capita has reached the milestones it outlined to the Committee during our evidence on 12th February 2026, these include: implementing additional technology and portal features, reading and indexing the backlog of 15,000 inherited unread emails and restoring priority cases to normalised service levels.

I have outlined progress in the key areas from our evidence below:

Technology and Portal

Since the launch of the portal on 1st December, over 250,000 members have now registered their accounts.

Below I have provided an update for the committee on the key features being added to the portal and concerns raised by members:

- **Track My Case:** On 18th March 2026, Capita started rolling out the Track My Case feature, enabling members to view the status of their cases/query online. This service provides greater transparency, allowing members to see the progress of cases currently being worked on. This is currently visible for cases generated after 1st December, with further iterations planned.
- **Annual Benefit Statement:** The members portal now includes access to Annual Benefit Statements, offering members a clear summary of pension benefits. Capita began rolling these out W/C 16th March with the final tranche of members receiving these on the portal across W/C 23rd March 2026. This functionality supports members in understanding their entitlement.
- **Member Chatbot:** From 20th March 2026, members have been able to use the chatbot to raise queries and be pointed in the right direction. Capita will continue to iterate and develop improvements to enhance the chatbot's features.
- **Multistinters:** Concerns have been raised by members with multiple service periods ("multistinters") in the civil service around access the portal. I can confirm that a solution to this has been found and access will be rolled out during W/C 23rd March. This means, for the first time, members who have multiple periods of service in the civil service will have access all information about their pension digitally.
- **Member Phone App:** Capita has built a new CSPS mobile application, and this will now be subject to Cabinet Office approval and security testing in the coming weeks.

Contact centre

The contact centre continues to provide direct support for members who need it. In W/C 16th March, more than 70% of calls were answered within 30 seconds. The average speed of answer is 1 minute 28 seconds (24% improvement week on week). The longest average wait time was 3 minutes 12 seconds on 9th March 2026 when call volumes were highest. Moreover, I can share that all call volumes are beginning to reduce to more normalised levels of around 1,500-2,200 calls per day.

Priority Cases

I can update the committee that outstanding death-in-service cases where Capita can progress the case reached normalised service levels by 28th February 2026. Capita achieved the same milestone for ill-health retirement cases by 6th March 2026. Service standards in these areas continue to be upheld, and any older cases identified receive prompt attention.

In relation to the backlog of retirement cases, of the 8,063 inherited cases, 6,078 involved associated lump sums. These were paid by 8th March 2026.

Therefore, Capita's current priority is to: 1) commence payment of the remaining regular monthly pensions for members who have received their lump sums, 2) assess and progress 20,585 pension quotations and 3) handle cases where members request statements for divorce.

Restoring service and reducing backlogs

Capita remains fully committed to restoring all aspects of the Civil Service Pension Scheme administration to normal service levels by the end of June.

The combination of targeted reduction of the inherited backlog, strengthened contact centre performance, and improved member-facing digital services will deliver a sustainable return to the level of service members rightly expect.

Yours sincerely,

Chris Clements

Managing Director, Capita Pension Solutions