



CABINET OFFICE

Catherine Little CB
Civil Service Chief Operating Officer
and Cabinet Office Permanent Secretary

17 July 2026

Sir Geoffrey Clifton-Brown MP
Chair, Public Accounts Committee

Simon Hoare MP
Chair, Public Administration and Constitutional Affairs Committee

Dispatched via email

Dear Chairs,

Follow-up to Oral Evidence on Civil Service Pension Scheme

Thank you for giving us the opportunity to provide evidence to your Committees on 8 July 2026. Firstly, following the case highlighted by the Deputy Chair of the Public Accounts Committee regarding an individual retiring from the Capita Fire and Rescue service, I can confirm that Capita is now prioritising the final processing of their pension benefits. This member's lump sum and arrears are scheduled for an immediate BACS payment. As raised during the session, this case brought to light the problematic scenario where ex-civil servants outsourced to private New Fair Deal employers like Capita Fire and Rescue are denied a loan under the Transitional Support Loan Scheme due to their employer's non-participation. To safeguard vulnerable members who are caught in these gaps, the Pensions Recovery Taskforce continues to instruct Capita to prioritise the processing of cases for any individual facing financial difficulties who cannot access a Transitional Support Loan.

Regarding the joint Committee's query on data ownership, I can confirm there are no technical or contractual barriers to data extraction under the contract. The initial data transfer was completed via standard format comma-separated values files, and the government retains unfettered access rights. The challenge relates entirely to historical membership records that are or were incomplete prior to the transition, a legacy issue spanning previous provider iterations.

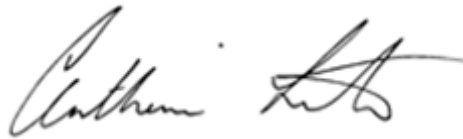
Capita was contractually required to submit its detailed service Rectification Plan on 14 July 2026. We are currently subjecting this plan to rigorous scrutiny and stress-testing, and we will provide a summary of this plan to your Committees as soon as this assurance process is complete.

Finally, I would like to clarify one aspect of my evidence in relation to the scheme's McCloud obligations. The relevant statement is recorded in the oral evidence transcript at Q397. It is correct that we have a statutory obligation to provide remediable service statements. However, the specific

date of 31 March 2027 is not in legislation. The statutory date is either 1 April 2025 or "such later day as the scheme manager considers reasonable in all the circumstances" in relation to particular classes of member and/or particular individual members. We duly exercised that statutory discretion in relation to the immediate choice members in question, and determined that statements should be provided to them by 31 March 2027. As I stated in my evidence, there is an ongoing discussion with Capita about this.

I stand ready to provide further evidence as and when required.

Yours sincerely,

A handwritten signature in black ink, appearing to read 'Catherine Little' followed by a stylized monogram or initials.

Catherine Little CB
Civil Service Chief Operating Officer & Cabinet Office Permanent Secretary