



CABINET OFFICE

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,

Early Update on Civil Service Pension Scheme Rectification Plan and Remedial Adviser

Further to our joint Committee evidence session on 8 July 2026, we are writing to provide an early update regarding the formal contractual interventions currently underway for the Civil Service Pension Scheme.

In line with the requirements set out by the Cabinet Office and as stated in the Committee, Capita submitted its draft Rectification Plan on 14 July 2026. The Cabinet Office has received this submission and is currently working through a detailed process to review and evaluate its contents. We are subjecting the plan to rigorous internal scrutiny to properly assess its credibility, baseline assumptions, and delivery confidence across all operational and technical domains.

As part of this process and as announced in the House, an Intervention Notice was issued to Capita instructing them to appoint an independent, third-party assurance partner. We have approved their proposal to appoint Grant Thornton UK LLP to fill the role of Remedial Adviser. Taking instruction from the Cabinet Office entirely at Capita's expense, Grant Thornton will provide independent oversight, test the adequacy of the recovery workstreams, and monitor delivery progress against milestones.

The Cabinet Office is currently in the process of setting out our clear expectations to ensure the finalised plan contains enforceable parameters and a sustainable operating model fit for the scheme's membership. Further updates will follow once our formal assurance process is complete, with the Remedial Adviser's terms of reference finalised by the end of the month. We, as the Minister for the Cabinet Office and Cabinet Office Permanent Secretary, are taking the necessary steps to ensure a firm commitment from Capita to rectify ongoing issues experienced by scheme members.

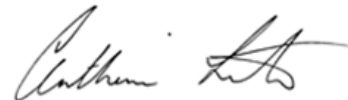
Furthermore, we are in the process of appointing an independent external auditor to conduct a comprehensive technical audit of the scheme's operating systems and platform. This audit will run concurrently with the remedial process and will act as a complementary measure to the Rectification Plan, focusing specifically on verifying data integrity and confirming compliance with our required technical and security standards.

We are acutely aware that scheme members and this Committee rightly deserve to have a firm commitment from Capita of restoration of service levels. The Government is doing everything in its power to hold Capita to account and use every commercial lever to ensure speedy progress is made. We stand ready to provide further updates as and when required.

Yours sincerely,

A handwritten signature in dark ink, appearing to read 'N. Thomas-Symonds', with a long horizontal flourish extending to the right.

**RT HON NICK THOMAS-SYMONDS MP
MINISTER FOR THE CABINET OFFICE
HIS MAJESTY'S PAYMASTER GENERAL**

A handwritten signature in dark ink, appearing to read 'Catherine Little', with a stylized, looped end.

**CATHERINE LITTLE
CHIEF OPERATING OFFICER FOR THE CIVIL
SERVICE AND PERMANENT SECRETARY TO
THE CABINET OFFICE**