

Branch Briefing BB-66-26

To: Branch Chairs, Secretaries and Workplace Representatives

28 September 2026

Civil Service Pensions Crisis Update

The pensions crisis affecting thousands of civil servants waiting for their pensions or unable to retire because of Capita's mismanagement of the Civil Service Pension Scheme has become a national public scandal. The issue has featured prominently on our TV screens including on the ONE Show and Watchdog (September 23). The worst examples you tell us about are being passed to our Press Officer so we can continue to make them known via press outlets.

The October parliamentary statement promised by Sally Jameson, Parliamentary Secretary at the Cabinet Office during the [Westminster Hall debate](#) (September 15) is now critical.

Pension scheme members and their families will want to hear evidence of genuine progress towards the resumption of a **normal** service. We should not forget that pension benefits fall due at the point of retirement. A lower standard of pension scheme administration to suit the preferences of a contractor is not acceptable.

Scheme members, MPs with inboxes flooded with emails from desperate constituents and now the wider media and public will be waiting for evidence that the huge backlog of quotes to enable full or partial retirement has been cleared.

They will want to know that bereaved families waiting for more than 100 days for pension benefits can grieve for their loved ones without the stress of repeatedly contacting Capita to find out what's happened to their pensions. Many hundreds of people who retired months, and some over a year ago, want to know when they will receive their retirement income after years of loyal service to the government.

We all await an explanation of why Capita's self-set target of September 1 was not met, and whether the September 30 milestone for more complex cases has been achieved. Scheme members, unions and MP's want a clear plan focused on obtaining the third-party information required to clear outstanding complex cases. All are expecting a detailed update on the remediation plan including the analysis of consultants Grant Thornton.

Trade union escalations – Potential Progress

Along with MPs, the unions have an escalation process which is meant to enable us to assist members who are in distress and hardship due to serious delay in receiving their pension benefits. Initially this tended to focus on those affected by the total breakdown in service from last December into the early months of this year. The response from Capita to our escalated cases, and those from MPs, has been unsatisfactory to say the least. Last week our Pensions Team attended an additional meeting with Capita to discuss escalations. We

want to ensure that the cases we raise are being reviewed and that we will receive updates on action taken.

We will meet them to start going through unresolved cases on October 6, we are hoping that this will mean a better process for escalation. Initially we will focus on clearing the oldest cases in the backlog as well as priority categories acknowledged by the Cabinet office such as bereavement and severe hardship. At this point we won't be able to escalate all overdue quotes or delayed payments as there will have to be a degree of prioritisation involved in the escalation process. Please watch for further updates on the union escalations process.

Advice for members

- Complaints about ABS either non-receipt or incorrect information should be made through via the [Contact Us](#) and [complaints procedure](#)
- The IDR process is the route to compensation for distress and inconvenience
- Retiring members should [join PCS ARMs](#)
- Ask your MP to demand the Synergy payroll and HR contract is [paused](#)
- Contact pensions@pcs.org.uk if a member has asked you to escalate their case.

Like many other Union General secretaries I am attending Labour Party conference this week, I have already had several meetings with MPs, I have used these meetings to ensure that the chaos with Civil Service Pensions remains high on the government agenda. I will continue do this with every other meeting I have with back and front bench MPs.

Fran Heathcote
PCS General Secretary



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