For awareness: Saltire News article - Update on Civil Service Pension Scheme
Redacted - Section 38(1)(b) of the Freedom of Information Act
Executive Team DLPSECPET@gov.scot
Section 38(1)(b) of the Freedom of Information Act

Please be aware that a Saltire News article about the Civil Service Pension Scheme published today.

The article features a quote from DG Corporate and acknowledge the distress and frustration colleagues are experiencing, particularly those with time-sensitive queries around retirement, ill health or bereavement. It also summarises the key points from Cat Little's letter, including what Cabinet Office and Capita are doing to address the issues and sets out clearly what we in Scottish Government are doing to escalate urgent cases.

Many thanks,

Section 38(1)(b) of the Freedom of Information Act

2ND EMAIL

Scottish Government
Riaghaltas na h-Alba

In the service of Scotland

Scottish Government
Riaghaltas na h-Alba

RE: Briefing - Ask ET - 4 December 2025
From Section 38(1)(b) of the Freedom of Information Act
To Permanent Secretary <PermanentSecretary@gov.scot>; DG Corporate <dgcorporate@gov.scot>; DG Communities DGCommunities@gov.scot
CC Andrew Bruce <Andrew.Bruce@gov.scot>; Pauline Aylesbury <Pauline.Aylesbury@gov.scot>; REDACTED Section 38(1)(b) of the Freedom of Information Act REDACTED Section 38(1)(b) of the Freedom of Information Act; REDACTED Section 38(1)(b) of the Freedom of Information Act; REDACTED Section 38(1)(b) of the Freedom of Information Act; REDACTED Section 38(1)(b) of the Freedom of Information Act; Nicola Richards <Nicola.Richards@gov.scot>; REDACTED Section 38(1)(b) of the Freedom of Information Act REDACTED Section 38(1)(b) of the Freedom of Information Act >; Jonathon Curry Jonathon.Curry@gov.scot

All,

We've got some lines about the change in pension provider. I will print paper copies of these lines and hand out at the pre-brief, rather than add to the briefing pack at this late stage.

New pensions provider - Capita

- The Civil Service pension scheme changed administrator from My Civil Service Pension (MyCSP) to Capita on Monday 1 December. This is a Cabinet Office contract that affects Scottish Government along with all other Civil Service employers.

- The previous portal and app closed on Friday 21 November. The new website and member portal launched on Monday 1 December. The retirement modeller is due to launch in January 2026. We don't have a specific time for when the app will launch, but we understand this will be in the coming year.

- We're aware colleagues are experiencing several problems with the new system, including access to the member portal and Annual Benefit Statements. We're also aware that some personal details may not be appearing correctly on individual profiles.

- This is not a system the Scottish Government control or procure. However, our pensions team is working hard to get answers from Cabinet Office about what's happening and when these issues will be resolved.

- We'll share updates with colleagues as soon as we have useful information to pass on, though this may take some time given we're dependent on Cabinet Office and Capita for responses.

- If you have an urgent need related to your pension, we recommend you contact the Pension Provider (Capita) via chat, email, or phone. We are aware that it is challenging to receive replies from Capita at the moment, due to the high volume of contacts since go live. We expect that numbers will gradually go down, which will hopefully mean shorter wait times for responses.

Kind regards,

REDACTED Section 38(1)(b) of the Freedom of Information Act

From: REDACTED Section 38(1)(b) of the Freedom of Information Act **Sent:** 03 December 2025 17:03
To: Permanent Secretary <PermanentSecretary@gov.scot>; DG Corporate <dgcorporate@gov.scot>; DG Communities DGCommunities@gov.scot
CC Andrew Bruce <Andrew.Bruce@gov.scot>; Pauline Aylesbury <Pauline.Aylesbury@gov.scot>; REDACTED Section 38(1)(b) of the Freedom of Information Act REDACTED Section 38(1)(b) of the Freedom of Information Act; REDACTED Section 38(1)(b) of the Freedom of Information Act; REDACTED Section 38(1)(b) of the Freedom of Information Act; REDACTED Section 38(1)(b) of the Freedom of Information Act; Nicola Richards <Nicola.Richards@gov.scot>; REDACTED Section 38(1)(b) of the Freedom of Information Act REDACTED Section

38(1)(b) of the Freedom of Information Act >; Jonathon Curry Jonathon.Curry@gov.scot
Subject: RE: Briefing - Ask ET - 4 December 2025

Hi all,

Updated briefing attached to include lines on workforce reduction and the Supreme Court ruling on Equalities Act 2010.

Kind regards,

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REDACTED Section 38(1)(b) of the Freedom of Information Act **Sent:** 02 December 2025 17:23
To: Permanent Secretary <PermanentSecretary@gov.scot>; DG Corporate <dgcorporate@gov.scot>; DG Communities DGCommunities@gov.scot
CC Andrew Bruce <Andrew.Bruce@gov.scot>; Pauline Aylesbury <Pauline.Aylesbury@gov.scot>; REDACTED Section 38(1)(b) of the Freedom of Information Act REDACTED Section 38(1)(b) of the Freedom of Information Act; REDACTED Section 38(1)(b) of the Freedom of Information Act; REDACTED Section 38(1)(b) of the Freedom of Information Act; REDACTED Section 38(1)(b) of the Freedom of Information Act; Nicola Richards <Nicola.Richards@gov.scot>; REDACTED Section 38(1)(b) of the Freedom of Information Act REDACTED Section 38(1)(b) of the Freedom of Information Act >; Jonathon Curry Jonathon.Curry@gov.scot
Subject: Briefing - Ask ET - 4 December 2025

Hi all,

Please find attached the briefing for Ask ET on Thursday which includes lines on hot topics which may arise.

Please note – we are currently liaising with officials to provide updated lines on workforce reduction, and the Supreme Court ruling on Equalities Act 2010. The briefing will be updated with these lines when available, and I will let you know when this happens – however, I wanted you to be able to see the rest of the lines at this stage.

Also attached is the briefing to explain the post-Ask ET networking session. I appreciate Lesley will not be attending the networking session.

Kind regards,

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