

Reference: 2026-001

Thank you for your email in which you requested the following information under the Freedom of Information Act 2000 (FOIA):

My request centres on the transfer of the MyCSP to the new provider and who in SFO knew what and when based on information coming out of either the providers or the Cabinet Office. I am looking for all dates and contents of correspondence and the advice provided to SFO at each stage of the process to help them prepare for the change.

Response

The transition from MyCSP to Capita was a centrally managed programme led by the Cabinet Office. The contract change was publicly announced in November 2023, with details available at: [Capita selected to administer the Civil Service Pension Scheme | Capita](#).

The SFO received the following communications and took the following actions in relation to this transition:

- September 2024: The SFO received basic preparatory instructions, including guidance on whitelisting website URLs and completing a readiness survey. At this stage, communications focused on employer processes rather than employee impacts.
- 29 September 2025: SFO People and Culture (P&C) staff attended training on the new employer portal.
- 12 November 2025: P&C staff met with our MyCSP employer relationship manager, who verbally confirmed that the transition to Capita would proceed on 1 December 2025. This confirmation had been received by MyCSP on 11 November 2025.
- 19 November 2025: P&C staff attended a transition call hosted by Capita. During this call, Capita confirmed that no central communications would be provided for departments to share with their staff. Key dates were discussed and subsequently confirmed in writing on 20 November 2025. This was the first occasion on which the SFO received written confirmation of dates.
- 21 November 2025: An internal update was published to SFO staff.

Individual government departments, including the SFO, do not own or manage the contract with Capita. The contract is held centrally by the Cabinet Office, which was responsible for managing the transition programme and determining the timing and content of communications.

If you require more detailed information about the central management of this transition, including correspondence between the Cabinet Office and Capita, you may wish to submit a separate request to the Cabinet Office.