National Audit Office

The UK's independent public spending watchdog

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ADMINISTRATION OF THE CIVIL SERVICE PENSION SCHEME

Thank you for your correspondence to the National Audit Office (NAO) dated 25 November. You asked whether concerns have previously been raised with us in relation to the operation of the Civil Service Pension Scheme, how many concerns have been raised, and whether we were aware of the claims made by former employees or MyCSP. We have handled these questions as requests for recorded information under the under the Freedom of Information Act 2000.

We have checked our records and can confirm that we hold some information in scope of your request. Our records show that since 2018 we have received correspondence from 9 individuals about the administration of the Civil Service Pension Scheme. We are not aware of any correspondence having been received from current or former employees of MyCSP.

We do not hold any correspondence about the administration of the Scheme prior to 2018. To put this statement in context, we operate standard retention periods and dispose of information in accordance with these. NAO correspondence records are retained for 6 years unless there is a particular reason to continue to hold specific documents.

I hope you are happy with the way we have handled your request. If you are not happy with this response, you can ask for an internal review within 40 working days by writing to the NAO FOI Team at FOI@nao.org.uk. If you are not content with the outcome of the internal review, you have the right to apply directly to the Information Commissioner for a decision. The primary way of escalating your concerns to the Information Commissioner is at: https://ico.org.uk/foicomplaints.

As you know, we are currently reviewing your correspondence and the information you have provided and will provide a response as soon as possible.

Yours sincerely,

NAO FOI Team

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