

Welcome to our CSPS monthly bulletin.



This November update will keep you up to date with the key steps and support available leading up to 1 December 2025.

Transitional Website

We've added resources to help you understand the changes from 1 December and explain some of the tasks you need to do before then. These include

- [Employer Process](#) – SOW update and process map
- [Employer Portal](#)– Registration update
- [Employer Process](#) – Interface update
- [October Employer bulletin](#)
- [Update regarding URL requirements](#)
- [Process map for registering to the Employer Portal.](#)

Employer Portal

- We're busy working with you to ensure that each employer has the correct person set up as the super user for their organisation. If you've not confirmed who the super user is, please get in touch at cspsevents@capita.com
- It's important you [read our latest news story](#) to update you on
- Timescales for accessing the Employer Portal
- How we're managing to setting up your payroll and shared service providers
- What to expect on 1 December

Thank you to all those who have attended our Employer Portal training sessions. For those who couldn't attend, you can request a link to a session by emailing us at cspsevents@capita.com.

Payroll Provider / Shared service access

Thank you to those of you who met the deadline for sending in information on your third-party organisations so we could link you together on our systems before 1 December. If you haven't supplied the details, you'll be able to do this on the Employer Portal after you have registered.

Further information on this can be found in the [Employer Portal training video](#).

Member toolkit

We know from feedback that some members are asking about the change of administration from 1 December. To help you answer their questions, we've created content for you to share with them. This covers:

- What the Member Portal will look like
- Frequently asked questions
- CS Live member feedback.

Data validation

We'd like to remind you that following the transition, there will be a 'grace period' for six months until 30 June 2026 on the Compliance Model. This will enable time for the changes to be embedded into your processes.

Employer helpline telephone number

We can confirm that the current Employer Line (0300 123 1040) will not be available from 1 December 2025. We'll be introducing a new number, which will no longer require an access code. The new number has been shared with pension leads. It will also be available on the Employer Portal.

Training

We can confirm our commitment to supporting employers and members through education and training as the Scheme moves on 1 December.

[Find out more about the training](#) that will be available from 1 December for employers and members.

Regional Employer Forums – November 2025

Thanks to everyone who were able to take time out of their busy days to attend the Regional Employer Forum (REF) events in Cardiff, London and Edinburgh.

It was great to see such positive attendance and interactions, we hope everyone found the sessions as informative as we did.

During the day we covered:

- Capita Support
- Readiness Overview
- Blackout
- Day 1
- Employer Portal.
- If you weren't able to attend or you want a recap, here are the [REF presentation slides](#).
- If you have any questions, please contact us at cspsevents@capita.com.