



Equality Impact Assessment (EIA)

Title of policy/process under consideration

Decision Review Policy

Lead department

Corporate Affairs

Is this policy/process? (Please tick)

New Existing Revised

Is this a full EIA? (Please tick)

Yes No

Please state the reasons for the above decision.

We have not identified any negative impacts of the revised policy.

What are the policy/process objectives and aims?

The policy aims and objectives are to provide users, ILF staff, Independent Assessors and third parties with information and guidance to confirm the process if someone wishes a decision to be reviewed.

The policy explains how a decision review request can be made and the timescales that someone can expect to receive a response to a decision review request.

The policy advises the appeals process in respect of 2nd tier decision review requests and that the ILF falls under the jurisdiction of the Parliamentary and Health Service Ombudsman.

The policy also confirms that the ILF has the power to make ex-gratia payments to compensate for financial loss, gross inconvenience or gross embarrassment in line with the "Ex-gratia Payments" policy.

Please state the reasons why the changes are taking place.

The Parliamentary and Health Service Ombudsman advocate that an appeals process be simple, clear, involving as few steps as possible. Having too many decision review handling stages may unnecessarily complicate the process and deter user's from pursuing their concerns.

The Department of Work and Pensions have adopted a 2-tier appeals process to improve their complaint and decision review handling and the changes to the policy will align the ILF process with that of the Department of Work and Pensions.

Within the current decision review policy there can be 2 or 3 appeal stages depending on who are the first line decision makers. The number of stages in the revised policy has been reduced from 3 to 2 in order to provide users with a consistent number of appeal stages irrespective of who completes the first level decision review.

The change to the process will also improve the service provided to users. A user may find that it can be a lengthy process to currently exhaust the internal decision review stages before their case can be considered externally by the Ombudsman. The reduced number of stages will enable the user to receive a final decision from the ILF within a shorter timescale.

Key			
-2	Significant negative impact	+1	Mild/moderate positive impact
-1	Mild/moderate negative impact	+2	Significant positive impact
0	Neutral impact		
Protected Characteristic	Impact	Notes	
Age	0	The policy will be universally applied to all ILF users and it is not expected to have an impact relating to age.	
Disability	0	The policy will be universally applied to all ILF users and it is not expected to have an impact relating to disability.	
Gender	0	The policy will be universally applied to all ILF users and it is not expected to have an impact relating to gender.	
Gender reassignment	0	The policy will be universally applied to all ILF users and it is not expected to have an impact relating to gender reassignment.	
Marriage and civil partnership	0	The policy will be universally applied to all ILF users and it is not expected to have an impact relating to marriage and civil partnership.	
Pregnancy and maternity	0	The policy will be universally applied to all ILF users and it is not expected to have an impact relating to pregnancy and maternity.	
Race	0	The policy will be universally applied to all ILF users and it is not expected to have an impact relating to race.	
Religion or belief	0	The policy will be universally applied to all ILF users and it is not expected to have an impact relating to religion or belief.	
Sexual orientation	0	The policy will be universally applied to all ILF users and it is not expected to have an impact relating to sexual orientation.	

What alternative policy/process options have been considered to reduce or alleviate any identified impact?

There has not been any identified negative impact as a result of this assessment. The policy has been revised with a view to making the Decision Review process simple, clear and involving as few steps as possible.

What research has been gathered/considered when making decisions regarding the Protected Characteristics?

Department for Work and Pensions internal 'guidance to support the 2 tier complaint resolution process'.

Parliamentary and Health Service Ombudsman 'Principles of Good Complaint Handling' document.

The Equality Act has been considered to ensure that the policy does not directly or indirectly discriminate against any of the Protected Characteristics.

The members of the EIAB also provide experience relating to the protected characteristics when reviewing the equality impact assessments.

Are any future actions required for example monitoring or review?

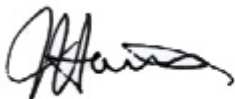
The policy is not due to be reviewed again as standard before the ILF closes on 31 March 2015.

EIAB comments/recommendations

The EIAB reviewed the EIA on 25 April 2013 and agreed to the EIA as presented with no suggestions for amendments.

Date form completed 5 April 2013

Signature of EIAB chair



Date 26 April 2013

Subsequent amendments to policy/process

Date of amendment	15 August 2013
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Details of amendment

The policy has been slightly amended and the target to provide an answer to all queries within 21 days from the date all information has been received has been changed to 15 working days. The policy now includes a timescale of 1 month from a decision taking place to make a decision review request. If a user is not satisfied with the response to their initial request for a decision review a second tier request can be made within one month of the date of the response.

Reason why a new EIA is not required

The changes made are minimal and the change from 21 days to 15 working days will not affect the level of service provided to users. It is important to note that discretionary decisions on the timescales introduced will be made during the implementation of the policy and therefore this change is not intended to have any negative impact on a user.

Date of amendment	
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Details of amendment

Reason why a new EIA is not required