



Department
for Work &
Pensions

Civil Service Appeal Board

Annual report – April 2015 to March 2016

Published July 2016

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This annual report is produced on behalf of the Civil Service Appeal Board (CSAB).

Background

The CSAB is an independent body. Its members are retired civil servants with many years experience of dealing with human resource issues. Some of them have been senior trade union officials. They are all selected by fair and open competition.

The CSAB considers appeals on the following grounds:

- non-payment of compensation or the amount of compensation paid on dismissal from the Civil Service on inefficiency grounds for unsatisfactory attendance or poor performance.
- forfeiture of superannuation decisions.
- refusal of permission to participate in political activities.

If the Board concludes that a Department or Agency's decision is unfair, it has the power to:

- order the payment or uplift of the compensation amount awarded under the terms of the Civil Service Compensation Scheme.
- order the payment of superannuation.
- recommend the granting of permission to take part in political activities.

Administrative support is provided to the Board by the CSAB Secretariat which comprises of a manager and three caseworkers. The Secretariat is staffed by employees of the Department for Work & Pensions who carry out this function on behalf of all Civil Service Departments.

During the period of this report the CSAB Secretariat has:

- Reviewed the CSAB good practice guide for Departments and produced a good practice guide for Appellants. These products support the CSAB guidance on the GOV.UK website and are sent out when requesting a main statement of case from either the Department or Appellant.
- Worked with Departments to improve communications by agreeing central points of contact and an escalation route if issues occur.
- Introduced a Customer Satisfaction Questionnaire to obtain feedback on the services we provide.
- Renewed the contracts of existing Board members until 2019.

Board members and Secretariat

Appendix 1 lists the current board members and Secretariat.

Statistics for the period April 2015 to March 2016

Appeals received

The CSAB received 121 appeals during this period. The appeals were from 21 Government Departments or Non Departmental Public Bodies (NDPBs) of which 37% were from HM Revenue & Customs, 13% from Department for Work & Pensions and 10% from HM Prison Service.

Of the appeals received

- 52 were not heard by the Board for the following reasons:
 - Appellants had no right of appeal to the board.
 - Appellants had submitted their appeal out of time.
 - Appellants were successful on internal appeal.
 - Ill health retirement was granted retrospectively.

Of the appeals received

- 63 appeals were considered by the board :
 - 62 on the grounds of the level of compensation awarded or non award of compensation.
 - 1 on the grounds of refusal of permission to allow participation in political activities.

Appeal outcomes

- 31 decisions were considered fair / found in the Departments' favour.
- 31 decisions were considered unfair / found in the appellants favour resulting in an increase in the level of compensation awarded.
- 20 of the 31 cases resulted in an uplift to 100% compensation.
- 1 case was considered not to be within the remit of the CSAB.

Types of hearings

- 50 appellants chose to have a paper hearing.
- 10 appellants chose to have an oral hearing.
- 3 appellant chose to have their case heard by teleconference.

Appendix 2 shows statistical data for the period April 2014 to March 2015

Appendix 3 compares statistical data for the periods 2013-2014, 2014-2015 and 2015-2016.

Enquiries

The CSAB Secretariat has received 15 enquiries from appellants, other Government Departments, and Non Departmental Public Bodies. In the main the enquiries received related to eligibility to appeal to the CSAB.

Forward Look

The Secretariat is engaged in succession planning, reviewing our complement of Board members with a view to building up a reserve list of panel members.

Report prepared by CSAB Secretariat – July 2016

Appendix 1

Board members

Chairpersons

Mr Stephen Swan

Mr Charles Cochrane

Management board members

Ms Maz Frost

Mr Patrick Hughes

Mrs Yvette Long

Trade Union board members

Mr Russell Yates

Mr Paul Curtis

Ms Sheila Banks

Secretariat

Flauriner Dickson (Manager)

Lorna Buchanan

Lisa Casey

Nicholas Worthing

Appendix 2

Statistics for the period April 2014 to March 2015

Appeals received

The CSAB received 94 appeals during this period. The appeals were from 23 Government Departments or Non Departmental Public Bodies (NDPBs) of which 38% were from DWP and 29% from HM Revenue & Customs.

Of the appeals received

- 33 were not heard by the board for the following reasons:
 - Appellants had no right of appeal to the Board.
 - Appellants had submitted their appeal out of time.
 - Appellants were successful on internal appeal.
 - Ill health retirement was granted retrospectively.

Appeals heard during 2014-2015

- 50 appeals were considered by the board :
 - 49 on the grounds of the level of compensation awarded or non award of compensation.
 - 1 on the grounds of refusal to participate in political activities.

Appeal outcomes

- 19 decisions were considered fair / found in the Departments' favour;
- 31 decisions were considered unfair / found in the appellants favour resulting in an increase in the level of compensation was awarded. 18 of the 31 cases resulted in an uplift to 100% compensation;

Types of hearings

- 43 appellants chose to have a paper hearing.
- 6 appellants chose to have an oral hearing.
- 1 appellant chose to have their case heard by teleconference.

Appendix 3

Comparison of statistics for the periods 2013-2014, 2014-2015 and 2015-2016.

