



Department
for Work &
Pensions

Civil Service Appeal Board

Annual report – April 2014 to March 2015

May 2015

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Background

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

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.

This has been a transitional year which has seen our long standing Chairs (Mr J Barker CB and Mrs C Alderson) leave their posts with the Board. The Secretariat would like to thank them for their long service, dedication and professionalism when considering the appeals presented before them.

During the period of this report the CSAB Secretariat has:

- Managed the end to end recruitment of new Chairpersons and Board members. Feedback from this recruitment exercise informed discussions with National Trade Union side on the management of future recruitment exercises;
- Developed strong working relationships with the new Chairs and Board members ensuring a seamless transition of the appeal process;
- Engaged with the Chairs highlighting emerging issues, agreeing interpretation of the Civil Service Management Code and ensuring a consistent approach is adopted with all appeals.

- Assisted Departments and Agencies by issuing them with a good practice guide on managing appeals to the CSAB.
- Emphasised to Departments and Agencies the need to clearly inform staff of appeal rights to the CSAB in their decision letters.

Board members and Secretariat

Appendix 1 lists the current board members and Secretariat

Statistics for the period April 2014 to March 2015 (Appendix 2 shows statistics for the previous reporting period)

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% have been 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 award or non award of compensation;
 - 1 on the grounds of refusal to allow participation 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 and 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.

The CSAB appeal process takes a minimum of three months to complete. Therefore, a number of the 94 appeals received have been scheduled to be heard by the Board during the next quarter.

Enquiries

The CSAB Secretariat has received 32 enquiries from appellants, other Government Departments, and Non Departmental Public Bodies. In the main, the enquiries we received related to eligibility to appeal to the CSAB.

Forward Look

The Secretariat values the views of our customers and seeks to continuously improve our service. To achieve this aim we intend to issue a customer satisfaction questionnaire to survey to all parties involved in the CSAB appeal process from April 2015.

If you have any comments about this report or have any feedback for the Secretariat please contact us using the link below:

CCAS.CIVILSERVICEAPPEALBOARD@DWP.GSI.GOV.UK

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

Dianna McDowall-Palmer (Manager)

Lisa Casey

Flauriner Dickson

Des Halls

Sandhya Patel

Nicholas Worthing

Statistics for the period April 2013 to March 2014

Appeals received

The Appeal Board received 91 appeals during this period – this is an increase of 78% from the previous year. The appeals were from 31 government departments or Non Departmental Public Bodies (NDPBs) of which 39% have been from DWP and 10% from HM Revenue & Customs.

Of the appeals received

- 48 appeals 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

- 43 appeals were considered by the board :
 - 42 on the grounds of compensation
 - 1 on the grounds of refusal to participate in political activities

Appeal outcomes

- 12 decisions were considered fair / found in the departments favour
- 31 decisions were considered unfair / found in the appellants favour and an increase in the level of compensation was awarded. Only 19 of the 31 cases resulted in an uplift to 100% compensation

Types of hearings

- 36 appellants chose to have a paper hearing
- 7 appellants chose to have an oral hearing