



Tribunals Service

# **Annual Statistics for the Tribunals Service, 2009-10**

**Published 30 June, 2010**

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## **Introduction**

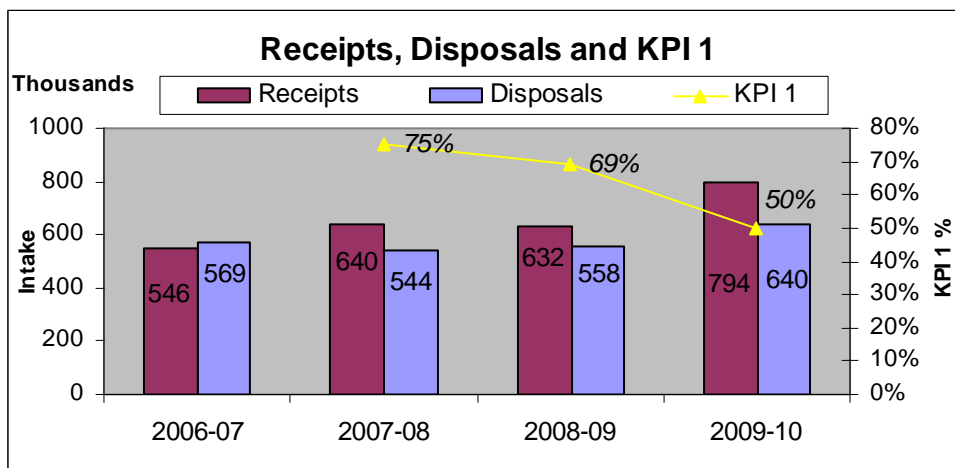
This report presents information on Tribunals Service activity for the period 1 April 2009 to 31 March 2010. It is the first time that annual management information has been published as Official Statistics, and it is proposed that regular annual reports be published in the future.

Statistics for the fourth quarter of 2009- 10 year are published in “Quarterly Statistics for the Tribunals Service, 4<sup>th</sup> quarter, 2009-10” which is available at <http://www.tribunals.gov.uk> .

## Key findings

- The Tribunals Service had 793,900 receipts in 2009-10, an increase of 26% over the previous year. There was a 15% increase in the number of disposals from 558,400 in 2008-09 to 639,600 in 2009-10.
- Between 2008-09 and 2009-10 there was a 40% increase in the number of Social Security and Child Support Agency receipts and 56% rise in claims to Employment Tribunals. Whilst overall receipts to the first tier Tribunals Service Immigration and Asylum Chamber (TSIA) fell, there were rises for Asylum and Managed Migration cases.
- In 2009-10, there were 197,500 disposals by TSIA, up 15% on 2008-09. This was 24% higher than the number of receipts. The number of disposals by Social Security and Child Support, and Employment Tribunals also rose by 14% and 22% respectively.
- At 31 March 2010, the caseload outstanding was 628,800, with three fifths of this being for multiple claims to the Employment Tribunals. Despite a rise in the number of disposals, these did not keep pace with receipts accounting for an increase in caseload outstanding (up 35% (excluding Mental Health)<sup>1</sup> on the number at 31 March 2009).
- 50% of single cases were disposed of within target time (KPI 1). The 75% target was not met against a climate of increasing workloads.
- In 2009-10, 71.4%<sup>2</sup> of customers said that they were satisfied with the overall service from the Tribunals Service (KPI 2).

**Figure 1: Receipts, Disposals and KPI 1 2007-08 to 2009-10**



<sup>1</sup> Details of caseload outstanding were not available for Mental Health for 2008-09. Thus information for other years has been removed when making comparisons.

<sup>2</sup> The sampling tolerance around the overall satisfaction score of 71.4% is +/- 1.5%. We are 95% confident that the true score will fall somewhere between 69.5% and 72.5%.

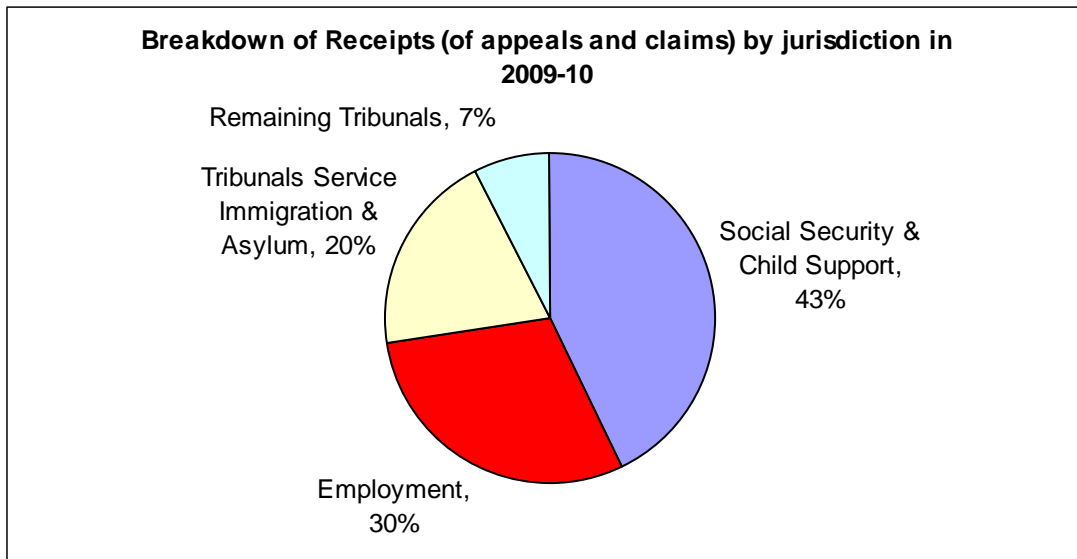
## Commentary

### Receipts (Table 1.2)

1. In 2009-10, the Tribunals Service received 793,900 appeals, an increase of 26% on the 631,900 received in the previous year. Excluding multiple claims<sup>3</sup> to Employment Tribunals (which are variable each year and can distort the picture on workload), there was a 16% increase in receipts over the year.

2. Although the Tribunals Service consists of 36 separate jurisdictions, over 90% of appeals are received by three of them: Social Security and Child Support, Employment Tribunals and TS Immigration and Asylum.

**Figure 2: Receipts by jurisdiction, 2009-10**



Source: TS reconciled quarterly returns

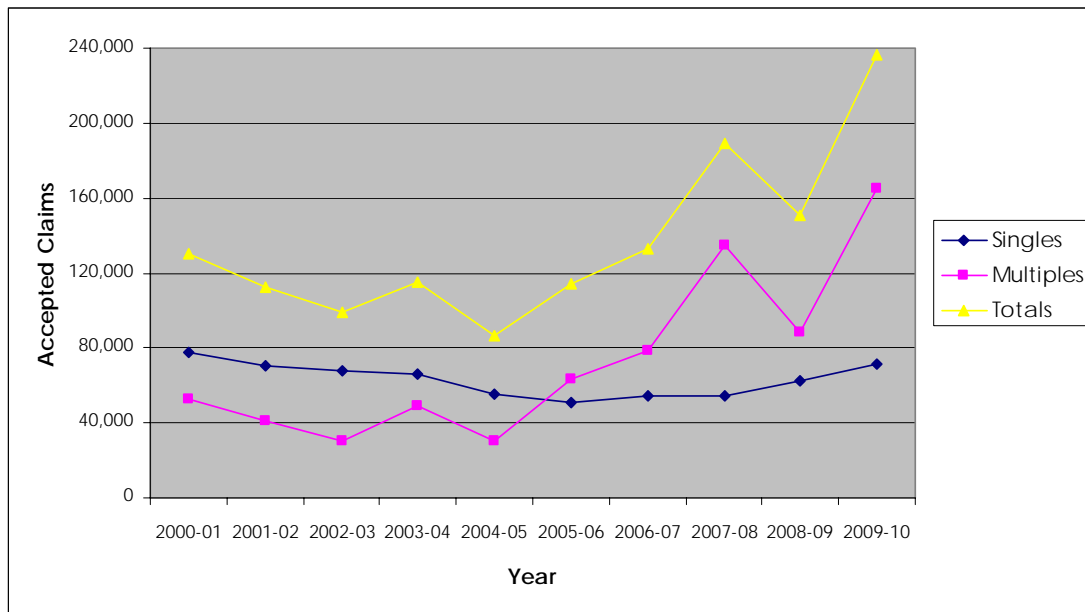
### Receipts by jurisdiction

3. In Social Security and Child Support, there were 339,200 receipts during 2009-10, an increase of 40% on 2008-09 and 48% on the 2007-08 figure. A large amount of the increase was for appeals associated with Incapacity Benefit (IB) and Employment Support Allowance (ESA), with numbers of receipts for those types doubling in the last year. IB/ESA now account for just over half of all receipts.

4. In Employment Tribunals (ET), the number of receipts (claims) was 236,100 in 2009-10, representing an increase of 56% on 2008-09. This increase is largely as a result of the rise in multiple claims – these rose by nearly 90% on 2008-09, but also partly as a result of the changing economic climate. There was an increase of 14% in single claims over the year. Figure 3 shows the variation in the number of single and multiple accepted claims (receipts) since 2001-02 and shows that accepted claims are at their highest levels.

<sup>3</sup>Multiple cases are where two or more people bring cases, involving one or more jurisdiction(s) usually against a single employer but not necessary so, for instance in TUPE cases, and always arising out of the same or very similar circumstances. As a multiple, the cases are processed together

**Figure 3: Single and Multiple Accepted ET Claims, 2000-01 to 2009-10**



Note – figures for 2007-08 are estimated

Source: ET Annual Reports and quarterly reconciled data

5. For ET, when the jurisdictional mix<sup>4</sup> of claims is considered (Table 2.1), there were 392,800 jurisdictional complaints - up 47% on 2008-09 and reflecting the overall increase in ET receipts). Of these, 95,200 were Working Time Directive (largely the 10,600 airline cases that are resubmitted every three months), and 75,500 were unauthorised deductions (Wages Act). There were 126,300 jurisdictional claims associated with unfair dismissal, breach of contract and redundancy which is 17% higher than for 2008-09 and likely to be a result of the Economic recession.

6. Although there was a fall of 15% in the total number of receipts for Immigration and Asylum between 2008-09 and 2009-10, this is not reflected in all case types (Table 4.1). The number of receipts for “Out of Country<sup>5</sup>” work went down in the last year, but receipts for both Asylum and Managed Migration rose by 57% and 76% respectively. There was a substantial decrease in the number of Entry Clearance Officer receipts from 92,700 in 2008-09 to 38,400. This has been attributed to a change in appeal rights.

7. When compared with 2008-09, there were also sizeable increases in receipts for Asylum Support (up 56%) and Mental Health (up 12%).

**Disposals (Table 1.2)**

8. In 2009-10, the Tribunals Service disposed of 639,600 cases or claims, an increase of 15% on the 2008-09 figure of 558,400. Between 2007-08 and 2008-09, there was an increase of 3% in the number of disposals.

9. Despite these increases, the number of disposals has not kept pace with the number of receipts (in 2009-10 receipts were 24% higher than disposals) and thus caseload outstanding (cases not yet dealt with) have continued to rise.

<sup>4</sup> A claim can contain a number of grounds, known as jurisdictional complaints. In any hearing, the tribunal has to decide upon the merits of the claim made under each jurisdiction.

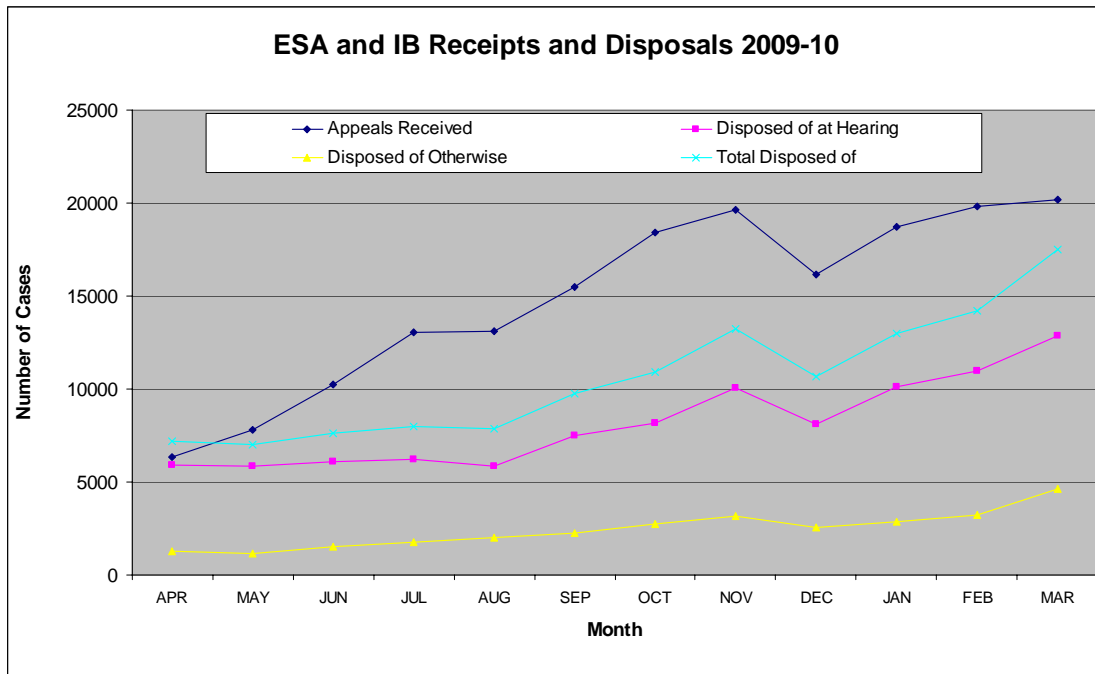
<sup>5</sup> Entry Clearance Officer and Family Visit Visas

## Disposals by Jurisdiction

10. A total of 279,300 cases were disposed of in Social Security and Child Support Appeals in 2009-10, 14% more than in 2008-09. Of those cases disposed of in 2009-10, 46% were for Employment Support Allowance/Incapacity Benefit (as compared with 53% of receipts). A quarter of disposals were related to Attendance Allowance/ Disability Living Allowance.

11. Figure 4 shows the change in receipts and disposals for ESA/IB allowances throughout 2009-10. It also gives details of those disposals that were cleared by having a Tribunal hearing and those that were settled/withdrawn or struck out (clearing – other). Although ESA allowance was introduced in October 2008, it was not until June 2009 that substantial monthly increases in appeals were seen.

**Figure 4: Receipts and Disposals for Employment Support Allowance, 2009-10**



Source: TS reconciled quarterly returns

12. In 2009-10, the Employment Tribunals disposed of 112,400 claims, an increase of 22% on the number in 2008-09. Almost three fifths of cases disposed of in 2009-10 were single cases.

13. In TS Immigration and Asylum, there were 197,500 disposals in 2009-10, 15% up on the number in the previous year. This is due to higher levels of tribunal activity including a special exercise to clear paper cases. Disposals outstripped receipts – by 24%.

## Caseload Outstanding (Table 1.3)

14. At 31 March 2010, the caseload outstanding was 628,800, an increase of 35% (excluding Mental Health) on the amount at 31 March 2009 and 71% (excluding Mental Health) higher than on 31 March 2008. Almost three fifths

of the current caseload outstanding was multiple ET claims that were waiting to be heard.

15. Generally, the size of the caseload has been increasing as disposals fail to keep pace with receipts. However, during the last year, the caseload outstanding has fallen for: TS Immigration and Asylum (by 30,400).

### **Adjournments and Postponements (Tables 1.4 and 1.5)**

16. The number of adjournments and postponements are not collected for each jurisdiction within the Tribunals Service. However, key features are as follows:

- For TS Immigration and Asylum, adjournment and postponement rates<sup>6</sup> have stayed fairly constant over time at around 8%;
- For Social Security and Child Support, 16% of listed hearings were adjourned and 7% were postponed.
- There was an increase in the adjournment rate for Criminal Injuries Compensation from 16% in 2008-09 to 24% in 2009-10. It should be noted that adjournments form a part of the process of dealing with a case, as time is taken to receive the necessary evidence. .
- There was an apparent reduction in the adjournment rate for Mental Health (from 29% in 2008-09 to 19% in 2009-10). Part of this reduction may be as a result of the introduction of a new computer system and data cleansing.

17. Reasons for adjournment or postponement are collected in varying levels of detail by jurisdiction. In 2009-10, more than half of the adjourned cases, were adjourned because the Tribunal was not ready to proceed (e.g. more medical evidence needed), with 29% as a result of the applicant, claimant or representative not able to proceed. Two thirds of postponements (which occur prior to the planned hearing date) were for “Other reasons” (examples include non-appearance of the witness and lack of court time).

### **Judicial Sitting Days (Table 1.6)**

18. The number of judicial sitting days for those jurisdictions where information was available, was 192,500 in 2009-10. 72% of these were for fee-paid judiciary, as compared with 61% in 2008-09 (excluding Mental Health).

19. The ratio of fee-paid to salaried judicial sitting days varies by jurisdiction. In 2009-10, for Employment Tribunals, 64% of sitting days were for salaried judiciary, whereas this was just 6% for Mental Health.

20. For many jurisdictions there was an increase in judicial sitting days between 2008-09 and 2009-10. For Social Security and Child Support, there was a 29% rise (up 39% for fee-paid sitting days and a small fall in salaried sitting days).

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<sup>6</sup> The definition of the rates varies slightly by jurisdiction but is generally the number of adjournments (or postponements) divided by the number of listed hearings and expressed as a percentage.



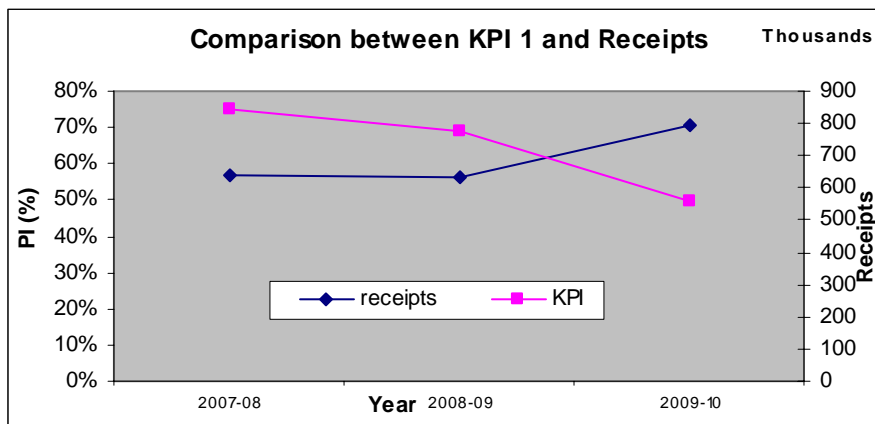
## Performance (Table 1.1)

21. The Tribunals Service has a set of Primary Performance Indicators for each jurisdiction which are largely based upon waiting times from receipt to disposal. Most of these are 75% targets, but the waiting times themselves vary. The indicators are consolidated to form KPI 1 which is:

*“The percentage of single, first instance applications that are dealt with within target time (75% target)”*

22. In 2009-10, 50% of applications were dealt with within target time, as compared with 69% achieved in 2008-09 and 75% in 2007-08. High levels of receipts may have partially affected the ability to meet the performance indicator. In addition, guidance was issued for older cases (unlikely to be within target waiting times) to take priority for disposal.

**Figure 5: KPI 1 Performance and Receipts, 2007-08 to 2009-10**



Source: TS reconciled quarterly returns

23. When examined by jurisdiction, performance for 2009-10, was as follows:

- 59% in Social Security and Child Support (from 78% in 2008-09);
- 65% in Employment Tribunals (from 74%);
- 87% in Employment Appeal Tribunal (from 89%);
- 34% overall for Asylum and Immigration (from 56%), but with some variation by type of case.

24. Many of the Special Tribunals met or came close to meeting target and performance was as follows:

- 91% in Criminal Injuries Compensation (from 75% in 2008-09);
- 97% in Mental Health (from 91%) – this is against a 100% target;
- 82% in Special Educational Needs and Disability (from 70%);
- 92% in Upper Tribunal (Administrative Appeals Chamber), from 90% in 2008-09.

## Quality of Service Provided

25. The quality of service provided by the Tribunals Service is measured through the use of a Customer Satisfaction Survey, where those attending hearings or who have their appeal withdrawn or settled are asked:

*“Now thinking about the administrative process and procedures involved in your case and not the final outcome, how satisfied are you with the overall service you received from the Tribunals Service?”*

26. The question was asked early on in the questionnaire, directly after a question on the outcome of the hearing (giving a spontaneous but possibly biased response) and later (to give a considered response). The response to the considered question forms the basis of KPI 2 which is

*‘The percentage of our customers who are satisfied with the service they receive.’* and has a 72% target.

27. In 2009-10, 71.4%<sup>7</sup> of customers said that they were satisfied with the overall service from the Tribunals Service. The Survey also showed that:

- 80% of those contacting their tribunal by telephone thought that the call was answered quickly;
- 87% of those surveyed about their telephone contact said that the call was dealt with quickly;
- 78% described the staff dealing with their call as knowledgeable; and
- 94% felt the staff they spoke to on the phone were polite and respectful, with 85% also perceiving them as fair and sensitive.

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<sup>7</sup> The sampling tolerance around the overall satisfaction score of 71.4% is +/- 1.5%. We are 95% confident that the true score will fall somewhere between 69.5% and 72.5%.

# Explanatory notes

## Data quality and sources

Information presented in this report is Management Information drawn from a number of administrative sources. Although care is taken when processing and analysing the data, the detail is subject to the inaccuracies inherent in any large-scale recording system. The Tribunals Service is examining the quality of information. Thus it is possible that some revisions may be issued.

## Definitions

**Receipt** - Volumetric term covering the acceptance of a case within the Tribunals Service.

**Disposal** - A *disposal* or clearance is the closure of a case when work has ceased to be done. This can be through a claim being withdrawn, settled, dismissed or being decided at a hearing.

**Hearing clearance** (SSCS) - these are cleared via a Tribunal (could be a panel or a member of the Judiciary sitting alone) with a decision/outcome.

**Non-hearing clearance** (SSCS) – these are cases withdrawn prior to a hearing, struck out or superseded. There is no Tribunal judgement.

**Caseload outstanding** - The number of cases outstanding at the end of the period and still waiting to be dealt with to completion.

**ET Claim** - A claim may be brought under more than one jurisdiction or subsequently amended or clarified in the course of proceedings but will be counted only once.

**ET Single and multiple claims** - Claims to the Employment Tribunal may be classified into two broad categories, singles and multiples. Multiple cases are where two or more people bring cases, involving one or more jurisdiction(s) usually against a single employer but not necessary so, for instance in TUPE cases, and always arising out of the same or very similar circumstances. As a multiple, the cases are processed together

**ET Jurisdiction** - the Employment Tribunals powers to hear a claim are determined by legislation, with statutory provisions defining the ambit of the jurisdiction that can be covered by a claim to an Employment Tribunal.

**ET Jurisdictional mix** - A claim can contain a number of grounds, known as jurisdictional cases. In any hearing, the tribunal has to decide upon the merits of the claim made under each jurisdiction e.g. unfair dismissal and sex discrimination. The total number of jurisdictions covered by each case gives a truer measure of workload than the number of claims. The jurisdictions covered by ET are wide ranging from discrimination and unfair dismissals to issues around salary and working conditions.

**Hearing** - The hearing is a meeting at which the tribunal panel considers evidence (either orally or paper based) and reaches a decision (where the decision may be to adjourn or to agree a final outcome). If the hearing is adjourned, and restarted, it counts as one hearing.

Examples of hearings include:

- Paper hearings;
- Oral hearings;
- Case Management Discussions
- Decision on eligibility

**Oral Hearing** – A hearing where the party(ies) and/or their representative(s) attend (this can be by telephone or by video conference).

**Paper Hearing** - Consideration of the case using documents, and not requiring any physical appearance by the parties.

**Decision in favour** (SSCS) – Decision in favour of the appellant

**Decision upheld** (SSCS) – Decision made by the First Tier Agency and upheld by the Tribunal

**Withdrawal** - The applicant/claimant/appellant ceases action either before or at the hearing.

**Settlement** - Cases settled without the need for a hearing. A third party, such as ACAS (for Employment Tribunal claims) may have been involved in the process.

**Adjournment** - Where, on the day of the hearing, the Panel decides that, for whatever reason, the appeal/case cannot be finalised and has to put off making a final decision to another date, for example, because further evidence is required.

**Postponement** - Where a case is taken out of the list, **prior to** commencement of the hearing—can be done by the applicant or any other party.

**Outcome of hearing** - The outcome of the hearing is a final determination of the proceedings or of a particular issue in those proceedings; it may include an award of compensation, a declaration or recommendation and it may also include orders for costs, preparation time or wasted costs either in favour or against an applicant. **Note:** ET records outcomes for each act (or jurisdiction), not for the hearing.

**Decision Upheld** – This is the outcome of the appeal where the original decision by the First Tier Agency is maintained.

**Tax and Chancery** - Established 1 April 2009 covering: Income Tax, Corporation Tax, Capital gains Tax, Inheritance Tax, Stamp Duty Land Tax, PAYE coding notices, National Insurance Contributions, Statutory Payments, VAT or duties such as custom duties, excise duties or landfill tax, aggregates or climate change levies. The amounts of tax or duty to be paid, against penalties imposed upon them and against certain other decisions.

**Lands** - From June 2009 covering :Rating appeals, Appeals against decisions of Valuation Tribunals concerning the rateable, values or rateability of commercial, industrial and other non-domestic properties, Compulsory purchase, Disputed valuations of compulsorily purchased land or properties and compensation. Claims for compensation for loss of value arising from public works, such as noise nuisance from new roads, or from coal mining subsidence, Restrictive covenants, Applications to discharge or modify restrictive covenants on land, Appeals from Leasehold Valuation Tribunals. Appeals against decisions concerning the price payable for enfranchisement (the purchase of the freehold by residential tenants), the renewal of leases, service charges, the management of leasehold property and other matters, Appeals from Residential Property Tribunals. Appeals against decisions concerning emergency action taken by local housing authorities; demolition orders or declarations of a clearance area; homes in multiple occupancy and other house licences; and additional matters.

## Rounding

Figures in the tables are rounded independently and thus may not add to totals. The following conventions have been used:

- Values less than 100 remain as unit values;
- Values from 100 to 999 are rounded to the nearest ten;
- Values of 1,000 and over are rounded to the nearest hundred.

## Table Conventions

The following conventions are used throughout this report:

.	Not applicable
..	Not available
-	Small value
~	Rate can not be calculated
r	Revised
p	Provisional
Percentages are formatted in italics	
Figures may not sum to totals due to rounding	

## Contact points for further information

This publication is available for download at <http://www.tribunals.gov.uk>

Press enquiries should be directed to the Tribunals Service press office:

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Table 1.1 Performance Indicators by Jurisdiction

		Percentage			
	Performance Indicator Description	Target	2007-08	2008-09	2009-10
<b>TS OVERALL PI</b>	The percentage of applications dealt with in target time	75%	75	69	50
<b>TSIA - Immigration Judge</b>	Receipt in AIT to promulgation <sup>1</sup> by an immigration judge (all cases)	75%	59	56	34
Asylum	Asylum cases, percentage promulgated in 6 weeks	75%	61	68	64
Managed Migration	Managed migration cases, percentage promulgated within 8 weeks	75%	66	71	49
Entry Clearance	Entry clearance cases, percentage promulgated within 10 weeks from receipt of the respondent's bundle	75%	49	52	23
Family Visit Visa	Family visitor cases, percentage promulgated within 10 weeks from receipt of the respondent's bundle	75%	66	53	27
<b>Employment Appeal</b>	The percentage of appeals listed for a first hearing within 26 weeks of registration	75%	89	89	87
<b>Employment</b>	The percentage of single accepted cases where hearing begins within 26 weeks of receipt	75%	74	74	65
<b>Social Security and Child Support</b>	The percentage of appeals where the first hearing takes place within 14 weeks of the receipt at SSSC	75%	87	78	59
<b>Adjudicator to HM Lands Registry</b>	The percentage of cases disposed <sup>2</sup> of within 70 weeks of receipt	75%	53	66	74
<b>Asylum Support</b>	The percentage of cases to be determined <sup>3</sup> within 12 working days of receipt	100%	100	100	78
<b>Care Standards</b>	The percentage of cases to be determined within 40 weeks of receipt	75%	87	82	85
<b>Charities</b>	The percentage of cases disposed of within 30 weeks of receipt	75%	-	-	86
<b>Claims Management Services</b>	The percentage of cases to be disposed of within 50 weeks of receipt	75%	100	-	100
<b>Consumer Credit Appeals</b>	The percentage of cases to be disposed of within 25 weeks of receipt	75%	.	71	58
<b>Criminal Injuries Compensation</b>	The percentage of cases disposed of within 6 months of being ready to list	75%	75	75	91
<b>Estate Agents Appeals</b>	The percentage of cases disposed of within 27 weeks of receipt	75%	.	.	83
<b>Financial Services and Markets</b>	The percentage of cases disposed of within 50 weeks of receipt	75%	94	100	52
<b>First Tier Immigration<sup>4</sup></b>	The percentage of cases disposed of within 30 weeks of receipt	75%	89	91	100
<b>Gambling Appeals</b>	The percentage of cases disposed of within 30 weeks of receipt	75%	100	-	100
<b>Gender Recognition</b>	The percentage of cases disposed of within 20 weeks of receipt	75%	91	63	81
<b>Information</b>	The percentage of cases disposed of within 30 weeks of receipt	75%	49	52	67
<b>Lands</b>	The percentage of cases disposed of within 50 weeks of registration	75%	70	69	71
<b>Local Government Standards in England<sup>5</sup></b>	The percentage of cases where the decision was issued within 16 weeks of receipt of reference	95%	.	.	87
<b>Mental Health</b>	Section 2 (Mental Health Act 1983) cases that are listed for hearing within 7 days of receipt (statutory target)	100%	..	91	97
<b>Pensions</b>	The percentage of cases disposed of within 50 weeks of receipt	75%	100	100	-
<b>Primary Health Lists<sup>5</sup></b>	The percentage of cases where the decision was issued within 16 weeks of receipt of reference	75%	.	.	-
<b>Reserve Forces Appeals<sup>5</sup></b>	The percentage of determinations (from hearing to judgement) issued within 4 weeks	75%	.	.	67
<b>Special Commissioners (Income Tax)<sup>6</sup></b>	The percentage of cases disposed of within 50 weeks of receipt	75%	60	73	.
<b>Special Educational Needs and Disability</b>	The percentage of cases disposed of within 22 weeks of receipt	75%	85	70	82
<b>Tax first tier<sup>6</sup></b>	The percentage of cases disposed of within 50 weeks of receipt	75%	.	.	42
<b>Transport</b>	The percentage of cases disposed of within 16 weeks of receipt	75%	91	87	89
<b>Upper Tribunal (Administrative Appeals Chamber)<sup>7</sup></b>	The percentage of all work disposed of within 30 weeks of receipt	75%	88	90	92
<b>VAT &amp; Duties<sup>8</sup></b>	The percentage of Category 1 and 3 cases disposed of within 90 weeks of receipt	75%	71	54	.
	The percentage of Category 2 cases disposed of within 35 weeks of receipt	75%	87	82	.
<b>War Pensions and Armed Forces Compensation</b>	The percentage of cases disposed of within 20 weeks of receipt	75%	76	77	72

. Not applicable (data was not collected)

.. Not available

- no cases dealt with so KPI could not be calculated

1 Promulgation is the formal publication of the decision

2 A case is considered to be disposed of when a decision has been made on the case and all work on the case has been completed

3 A case is considered to be determined when a decision has been made on the case

4 Formerly known as IMSET

5 Joined the TS April 2009

6 Created April 2009 as part of TCE ACT

7 The Upper Tribunal (Administrative Appeals Chamber) came into effect in November 2008, replacing The Commissioners Office.

Information presented for 2007-08 refers to TCO only, and for November 2008 onwards to the Upper Tribunal.

8 Now part of Tax first tier

**Table 1.2 Receipts and Disposals by Jurisdiction**

Rounded Numbers

	Receipts			Disposals		
	2007-08	2008-09	2009-10	2007-08	2008-09	2009-10
<b>Tribunals Service</b>	<b>639,600</b>	<b>631,900</b>	<b>793,900</b>	<b>544,000</b>	<b>558,400</b>	<b>639,600</b>
<b>TSIA - Immigration Judge<sup>1</sup></b>	172,100	188,700	159,800	161,600	171,700	197,500
<b>Employment Appeal<sup>2</sup></b>	1,800	1,800	2,000	670	600	580
<b>Employment</b>	189,300	151,000	236,100	81,600	92,000	112,400
Singles	..	62,400	71,300	..	..	65,000
Multiples	..	88,700	164,800	..	..	47,300
<b>Social Security and Child Support</b>	229,100	242,800	339,200	256,600	245,500	279,300
<b>Adjudicator to HM Land Registry</b>	1,700	1,800	2,000	2,200	2,100	2,100
<b>Asylum Support</b>	2,400	2,000	3,100	2,400	2,000	2,800
<b>Care Standards</b>	290	210	240	260	260	230
<b>Charities</b>	-	3	5	-	-	7
<b>Claims Management Services</b>	2	1	5	2	-	4
<b>Consumer Credit Appeals</b>	.	12	13	.	7	12
<b>Criminal Injuries Compensation</b>	2,300	2,500	3,800	2,600	3,100	3,300
<b>Estate Agents Appeals</b>	-	1	8	-	-	6
<b>Financial Services and Markets</b>	29	24	25	18	19	27
<b>First Tier Immigration<sup>3</sup></b>	12	9	7	18	11	8
<b>Gambling Appeals</b>	1	-	1	1	-	1
<b>Gender Recognition Panel</b>	300	280	290	460	290	280
<b>Information</b>	140	84	160	120	120	130
<b>Lands</b>	1,400	1,100	1,100	1,000	950	1,000
<b>Local Government Standards in England<sup>4</sup></b>	.	.	72	.	.	70
<b>Mental Health</b>	21,800	22,500	25,200	19,500	23,600	25,000
<b>Pensions</b>	5	2	1	2	6	-
<b>Primary Health Lists<sup>3</sup></b>	.	.	140	.	.	78
<b>Reserve Forces Appeals<sup>4</sup></b>	.	.	11	.	.	13
<b>Special Commissioners (Income Tax)<sup>7</sup></b>	260	420	.	260	280	.
<b>Special Educational Needs and Disability</b>	3,400	3,100	3,400	3,100	3,300	2,900
<b>Tax first tier<sup>5</sup></b>	.	.	10,400	.	.	5,600
<b>Transport</b>	640	860	640	530	910	670
<b>Upper Tribunal (Administrative Appeals Chamber)<sup>7</sup></b>	5,800	4,800	3,700	5,800	5,600	3,600
<b>VAT &amp; Duties<sup>5</sup></b>	3,900	5,400	.	2,400	3,500	.
<b>War Pensions and Armed Forces Compensation</b>	2,800	2,500	2,600	2,900	2,600	2,200

Source: TS Monthly Returns

Figures may not add to totals because of rounding

. Not applicable (data was not collected)

.. Not available

- nil

1 The Tribunals Service Immigration and Asylum (TSIA), consisting of 'First Tier Tribunal Immigration and Asylum Chamber' and 'Upper Tribunal Immigration and Asylum Chamber' (FTTIAC and UTIAC), replaced the Asylum and Immigration Tribunal (AIT) on 15th February 2010. Figures for 2009/10 relate to appeals dealt with by Immigration Judges at the AIT or FTIAC. Figures for 2007/08 and 2008/09 relate to appeals dealt with by Immigration Judges in AIT. Previously published figures were provisional.

2 EAT Receipts includes appeals rejected, struck out or withdrawn prior to registration. EAT Disposals exclude appeals rejected, struck out or withdrawn prior to registration.

3 Formerly known as IMSET

4 Joined the TS April 2009

5 Now part of Tax first tier

6 Created April 2009 as part of TCE ACT

7 The Upper Tribunal (Administrative Appeals Chamber) came into effect in November 2008, replacing The Commissioners Office. Information presented for 2007-08 refers to TCO only, and for November 2008 onwards to the Upper Tribunal.



**Table 1.3 Cases Outstanding by Jurisdiction**

Rounded Numbers

	Caseload outstanding		
	2007-08	2008-09	2009-10
<b>Tribunals Service</b>	<b>364,600</b>	<b>462,500</b>	<b>628,800</b>
TSIA - Immigration Judge	63,400	88,400	58,000
Employment Appeal	..	..	..
Employment	239,300	290,200	404,800
Singles	22,500	29,800	33,800
Multiples	216,800	260,400	371,000
<b>Social Security and Child Support</b>	<b>44,500</b>	<b>66,400</b>	<b>138,800</b>
Adjudicator to HM Land Registry	2,000	1,600	1,500
Asylum Support	80	43	320
Care Standards	150	96	110
Charity Appeals, Reviews and References	-	3	-
Claims Management Services	-	-	2
Consumer Credit Appeals	.	5	-
Criminal Injuries Compensation	2,100	1,700	2,800
Estate Agents Appeal Panel	.	1	3
Financial Services Markets	13	18	19
First Tier Immigration <sup>1</sup>	1	1	1
Gambling Appeals	-	-	-
Gender Recognition Panel	76	65	90
Information	86	150	94
Lands	1,200	1,400	1,500
Local Government Standards in England <sup>2</sup>	.	.	14
Mental Health <sup>3</sup>	..	..	4,800
Pensions Regulator	4	-	1
Primary Health Lists <sup>2</sup>	.	.	57
Reserve Forces Appeals <sup>2</sup>	.	.	3
Special Commissioners (Income Tax) <sup>6</sup>	400	540	.
Special Educational Needs and Disability	1,400	940	-
Tax first tier <sup>4</sup>	.	.	13,500
Transport	190	150	120
Upper Tribunal (Administrative Appeals Chamber) <sup>5</sup>	1,700	920	1,100
VAT & Duties <sup>6</sup>	7,000	9,000	.
War Pensions and Armed Forces Compensation (formally Pensions Appeals Tribunal)	1,000	850	1,200

Figures may not add to totals because of rounding

. Not applicable (data was not collected)

.. Not available

- nil

<sup>1</sup> Formerly known as IMSET

<sup>2</sup> Joined the TS April 2009

<sup>3</sup> Accurate figures not available pre April 2009

<sup>4</sup> Created April 2009 as part of TCE ACT

<sup>5</sup> The Upper Tribunal (Administrative Appeals Chamber) came into effect in November 2008, replacing The Commissioners Office. Information presented for 2007/8 refers to TCO only, and for November 2008 onwards to the Upper Tribunal.

<sup>6</sup> Now part of Tax first tier

**Table 1.4 Adjournments and Postponements by Jurisdiction**

Rounded Numbers/percentages

	Adjournments						Postponements					
	2007-08		2008-09		2009-10		2007-08		2008-09		2009-10	
	Number	%	Number	%	Number	%	Number	%	Number	%	Number	%
<b>TSIA- Immigration Judge</b>	7,900	8	8,600	7	8,400	7	790	10	9,300	8	9,200	7
<b>Social Security and Child Support</b>	30,100	13	42,000	16	41,000	16	13,200	6	16,000	6	18,900	7
<b>Criminal Injuries Compensation</b>	320	15	420	16	670	24	.	.	.	.	110	4
<b>Mental Health</b>	.	.	1,300	29	3,000	19	.	.	.	.	3,100	18
<b>Special Educational Needs and Disability</b>	160	15	220	22	180	17	.	.	.	.	720	71

Source: TS Monthly Returns

Figures may not add to totals because of rounding

. Not applicable (data was not collected)

.. Not available

**Table 1.5 Adjudgments and Postponements by reason**

Rounded Numbers/percentages

	Adjudgments						Postponements					
	2007-08		2008-09		2009-10		2007-08		2008-09		2009-10	
	Number	%	Number	%	Number	%	Number	%	Number	%	Number	%
<b>Tribunal not ready to proceed</b>	..	..	20,400	59	21,600	53	..	..	..	..	740	3
<b>Applicant, claimant or rep. not ready to proceed</b>	..	..	9,600	28	11,900	29	..	..	..	..	6,400	27
<b>First Tier Agency not ready to proceed</b>	..	..	2,300	7	1,800	4	..	..	..	..	880	4
<b>Other</b>	..	..	2,300	7	5,400	13	..	..	..	..	15,500	66
<b>Other planned adjournment</b>	..	..	67	0	-	-	..	..	..	..	-	-

Source: TS Monthly Returns

Figures may not add to totals because of rounding

. Not applicable (data was not collected)

.. Not available

Table 1.6 Judicial salaried and fee paid judicial sitting days by Jurisdiction

Rounded Numbers/percentages

	2007-08			2008-09			2009-10		
	Salaried	Fee Paid	Total	Salaried	Fee Paid	Total	Salaried	Fee paid	Total
<b>Tribunals Service</b>	<b>35,300</b>	<b>34,600</b>	<b>69,900</b>	<b>49,900</b>	<b>79,200</b>	<b>129,100</b>	<b>54,600</b>	<b>137,900</b>	<b>192,500</b>
TSIA	15,300	22,200	37,500	14,900	21,600	36,500	14,800	23,400	38,100
Employment Appeals	590	350	940	600	330	930	590	330	920
Employment	19,400	12,000	31,500	21,200	11,200	32,400	22,000	12,300	34,300
Social Security and Child Support	.	.	.	12,000	35,900	47,900	11,900	50,000	62,000
Adjudicator to HM Lands Registry	.	.	.	190	250	450	190	330	510
Asylum Support	.	.	.	270	290	560	810	610	1,400
Care Standards	.	.	.	24	470	500	140	310	440
Charities	.	.	.	4	7	11	13	26	39
Claims Management Services	.	.	.	-	-	-	3	3	6
Consumer Credit Appeals	.	.	.	1	2	3	1	13	14
Criminal Injuries Compensation	.	.	.	-	2,100	2,100	22	2,600	2,700
Estate Agents Appeals	.	.	.	1	-	1	-	2	2
Financial Services and Markets	.	.	.	6	21	27	17	53	70
First Tier Immigration <sup>1</sup>	.	.	.	-	19	19	2	46	48
Gambling Appeals	.	.	.	-	-	-	-	1	1
Gender Recognition Panel	.	.	.	-	57	57	-	54	54
Information	.	.	.	-	260	260	-	180	180
Lands	.	.	.	230	-	230	980	-	980
Local Government Standards in England <sup>2</sup>	.	.	.	.	.	.	-	62	62
Mental Health	.	.	.	..	..	..	2,500	40,800	43,400
Pensions Regulator	.	.	.	.	.	.	-	1	1
Primary Health Lists <sup>2</sup>	.	.	.	.	.	.	-	140	140
Reserve Forces Appeals <sup>2</sup>	.	.	.	.	.	.	3	-	3
Special Commissioners (Income Tax) <sup>5</sup>	.	.	.	95	110	210	.	.	.
Special Educational Needs and Disability	.	.	.	-	4,000	4,000	-	3,500	3,500
Tax first tier <sup>3</sup>	.	.	.	.	.	.	430	1,400	1,800
Transport	.	.	.	-	100	100	-	260	260
Upper Tribunal (Administrative Appeals Chamber) <sup>4</sup>	.	.	.	.	.	.	.	.	.
VAT & Duties <sup>5</sup>	.	.	.	260	760	1,000	.	.	.
War Pensions and Armed Forces Compensation (formally Pensions Appeals Tribunal)	.	.	.	74	1,700	1,800	14	1,600	1,600

Source: TS Monthly Returns

Figures may not add to totals because of rounding

. Not applicable (data was not collected)

.. Not available

- nil

1 Formerly known as IMSET

2 Joined the TS April 2009

3 Created April 2009 as part of TCE ACT

4 The Upper Tribunal (Administrative Appeals Chamber) came into effect in November 2008, replacing The Commissioners Office.

Information presented for 2007-08 refers to TCO only, and for November 2008 onwards to the Upper Tribunal.

5 Now part of Tax first tier

**Table 2.1 Employment Tribunal Receipts by Jurisdiction 2009-10**

	Rounded Number		
	2007-08	2008-09	2009-10
	<b>Total</b>	<b>Total</b>	<b>Total</b>
<b>Total Claims Accepted<sup>1</sup></b>	<b>189,300</b>	<b>151,000</b>	<b>236,100</b>
<b>Jurisdiction</b>			
Unfair dismissal <sup>2</sup>	40,900	52,700	57,400
Unauthorised deductions (Formerly Wages Act)	34,600	33,800	75,500
Breach of contract	25,100	32,800	42,400
Sex discrimination	26,900	18,600	18,200
Working Time Directive	55,700	24,000	95,200
Redundancy pay	7,300	10,800	19,000
Disability discrimination	5,800	6,600	7,500
Redundancy – failure to inform and consult	4,500	11,400	7,500
Equal pay	62,700	45,700	37,400
Race discrimination	4,100	5,000	5,700
Written statement of terms and conditions	5,000	3,900	4,700
Written statement of reasons for dismissal	1,100	1,100	1,100
Written pay statement	1,100	1,100	1,400
Transfer of an undertaking - failure to inform and consult	1,400	1,300	1,800
Suffer a detriment / unfair dismissal - pregnancy <sup>3</sup>	1,600	1,800	1,900
Part Time Workers Regulations	600	660	530
National minimum wage	430	600	500
Discrimination on grounds of Religion or Belief	710	830	1,000
Discrimination on grounds of Sexual Orientation	580	600	710
Age Discrimination	2,900	3,800	5,200
Others	13,900	9,300	8,100
<b>Total</b>	<b>297,000</b>	<b>266,500</b>	<b>392,700</b>

Source: ET Management Information Database

Figures may not add to totals because of rounding

. Not applicable (data was not collected)

.. Not available

[1] A claim may be brought under more than one jurisdiction or subsequently amended or clarified in the course of proceedings but will be counted only once.

[2] This now includes the jurisdiction for unfair dismissal as a result of a transfer of an undertaking, which was previously shown separately.

[3] This now includes 3 jurisdictions relating to pregnancy that were previously recorded under 'Other'.

**Table 2.2 Employment Tribunal Disposals by Jurisdiction 2009-10**

Rounded Number	
	JURISDICTIONS DISPOSED
	TOTAL
<b>Total Claims Disposed</b>	<b>112,400</b>
Unfair dismissal	50,900
Wages Act	35,200
Breach of contract	32,100
Redundancy pay	12,400
Sex discrimination	17,500
Race discrimination	4,500
Disability discrimination	6,100
Religious belief discrimination	760
Sexual orientation discrimination	540
Age discrimination	3,900
Working time	20,500
Equal pay	20,100
National minimum wage	410
Others	21,900
<b>All</b>	<b>227,000</b>

Source: ET Management Information Database

Rounded Number/Percentage														
	Withdrawals		ACAS CONCILIATED		STRUCK OUT (NOT AT A HEARING) <sup>1</sup>		SUCCESSFUL AT TRIBUNAL		PRELIMINARY HEARING <sup>2</sup>		UNSUCCESSFUL AT HEARING <sup>3</sup>		DEFAULT JUDGMENT	
													TOTAL	
Unfair dismissal	12,200	24	22,400	44	3,900	8	5,200	10	1,200	2	4,500	9	1,500	3
Wages Act	11,100	31	9,300	26	3,200	9	5,000	14	860	2	1,900	5	3,800	11
Breach of contract	7,100	22	10,400	32	2,200	7	5,800	18	520	2	2,300	7	3,700	12
Redundancy pay	2,700	22	2,300	19	930	8	3,000	24	140	1	690	6	2,600	21
Sex discrimination	10,100	57	3,600	20	2,700	15	340	2	180	1	560	3	110	1
Race discrimination	1,400	30	1,700	38	330	7	130	3	240	5	700	15	60	1
Disability discrimination	2,000	32	2,800	45	430	7	170	3	170	3	530	9	60	1
Religious belief discrimination	250	32	250	33	83	11	19	2	64	8	89	12	9	1
Sexual orientation discrimination	160	30	210	40	49	9	27	5	26	5	47	9	10	2
Age discrimination	1,500	39	1,500	39	270	7	95	2	110	3	330	9	31	1
Working time	4,500	22	6,700	33	1,300	6	3,600	18	300	1	1,200	6	2,900	14
Equal pay	14,300	71	2,300	11	3,100	16	200	1	110	1	77	0	10	0
National minimum wage	100	25	160	37	25	6	49	12	10	2	47	11	26	6
Others	5,600	25	6,900	31	1,500	7	4,900	22	670	3	1,300	6	1,100	5
<b>All</b>	<b>73,000</b>	<b>32</b>	<b>70,600</b>	<b>31</b>	<b>20,100</b>	<b>9</b>	<b>28,500</b>	<b>13</b>	<b>4,600</b>	<b>2</b>	<b>14,300</b>	<b>6</b>	<b>16,000</b>	<b>7</b>

Source: ET Management Information Database

Figures may not add to totals because of rounding

. Not applicable (data was not collected)

.. Not available

**Table 3.1 SSCS Receipts and Disposals by Benefit**

Rounded Number

<b>Benefit</b>	<b>Receipts</b>	<b>Disposals</b>
AA/DLA	75,600	69,000
Bereavement Benefit	530	520
Carer's Allowance	1,100	1,200
Child Benefit Lone Parent	1,600	1,700
Child Support All	4,200	4,300
Tax Credits	1,600	1,400
COEG	3	3
Compensation Recovery Unit	370	360
Housing/Council Tax benefit	12,500	12,900
Disability Working Allowance	2	1
Employment Support Allowance	126,800	70,500
Incapacity Benefit	52,200	56,800
Health in Pregnancy Grant	610	420
HRP	25	16
Pensions credit	1,700	1,600
Income Support	16,000	17,700
Industrial Death Benefit	2	-
Industrial Injuries Disablement Benefit	7,300	6,000
JSA	31,100	28,800
Lookalikes	3	2
Maternity Benefit/Allowances	250	240
Others (Extinct/rare Benefits)	80	78
Penalty Proceedings	-	-
Retirement Pension	810	850
Severe Disablement Benefit/Allowance	130	120
Social Fund	4,700	4,700
Vaccine Damage Appeals	6	3
<b>Total</b>	<b>339,200</b>	<b>279,300</b>

Source: SSCS G2 database

Figures may not add to totals because of rounding

. Not applicable (data was not collected)

.. Not available

- nil

**Table 4.1 TSIA Receipts and Disposals by case type**

Rounded Number

	Receipts			Disposals		
	2007-08	2008-09	2009-10	2007-08	2008-09	2009-10
<b>TSIA - Immigration Judge</b>	<b>172,100</b>	<b>188,700</b>	<b>159,800</b>	<b>161,600</b>	<b>171,700</b>	<b>197,500</b>
Asylum	12,300	11,000	17,300	13,700	11,000	16,700
Managed Migration	22,000	22,600	39,700	21,500	20,700	35,200
Entry Clearance	72,600	92,700	38,400	64,400	79,600	79,000
Family Visit Visa	64,700	62,100	63,400	61,500	60,000	65,600
Deport and others	460	410	940	450	330	930

Figures may not add to totals because of rounding

Source: ARIA database

. Not applicable (data was not collected)

.. Not available