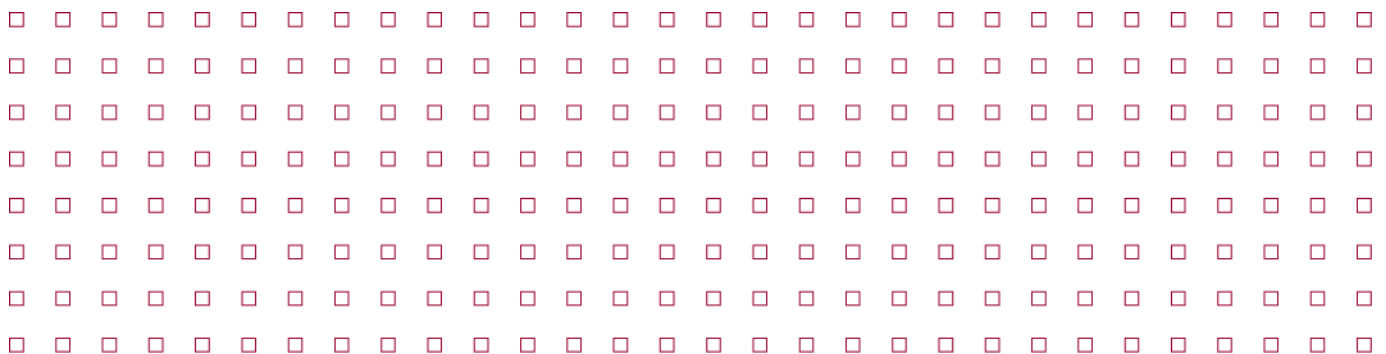




# Quarterly Statistics for the Tribunals Service, 1<sup>st</sup> quarter 2010-11

1 April 2010 to 30 June 2010

30 September 2010



Alternative format versions of this report are available on request from The Tribunals Service by emailing [TSStats@tribunals.gsi.gov.uk](mailto:TSStats@tribunals.gsi.gov.uk).

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## Introduction

This report presents information on Tribunals Service activity for the first quarter of the 2010-11 year (1 April 2010 to 30 June 2010), with the same quarter in earlier years. It is the second time that quarterly management information has been published as Official Statistics.

Annual statistics for the Tribunals Service for 2009-10 and quarterly statistics for the 4<sup>th</sup> quarter of 2009-10 were published on 30 June 2010 and are available at

<http://www.tribunals.gov.uk/Tribunals/Publications/publications.htm>

Statistics for Employment Tribunals and Employment Appeal Tribunal Activity for 2009-10 were published on 3 September 2010 in "Employment Tribunal and EAT statistics 2009-10". This publication is available at <http://www.justice.gov.uk/publications/statistics.htm>.

## Key findings

The Tribunals Service had 189,900 receipts in the first quarter of 2010-11, an increase of 20% over the same quarter of the previous year. This increase was as a result of rises in receipts to Social Security and Child Support and Employment Tribunals. There was a 13% increase in the number of disposals<sup>1</sup> from 142,600 in quarter 1 of 2009-10 to 160,800 in the same quarter of 2010-11.

## Receipts and Disposals

Examining the first quarter, between 2009-10 and 2010-11, there was:

- a 58% increase in the number of Social Security and Child Support receipts.
- a 6% rise in claims to Employment Tribunals.
- Whilst overall numbers of receipts to the first tier TS Immigration and Asylum Chamber (TSIA) fell (by 18%), there were rises for Asylum and Managed Migration case types, of 28% and 24% respectively; and falls of 55% and 10% for Entry Clearance and Family Visit Visa.
- an increase in the number of disposals by Social Security and Child Support, and Employment Tribunals rising by 31% and 24%<sup>1</sup> respectively.
- a 128% increase in ESA/IB receipts.. ESA/IB disposals have more than doubled from 21,800 in the first quarter of 2009-10, to 45,400 in the same quarter of 2010-11.

## Caseload Outstanding

- At 30 June 2010, the caseload outstanding was 657,600<sup>1</sup>, with around three fifths of this being for multiple claims to Employment

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<sup>1</sup> The Q1 2010-11 disposal figures and comparisons on disposals exclude ET cases in Nottingham and Leicester. Caseload outstanding data for Nottingham and Leicester is partially available. Further details are given in the explanatory notes. In addition, the caseload outstanding figure excludes EAT data.

Tribunals. Despite a rise in the number of disposals, these did not keep pace with receipts, accounting for an increase in caseload outstanding of 36% on the number at 30 June 2009.

### **Clearances and timeliness**

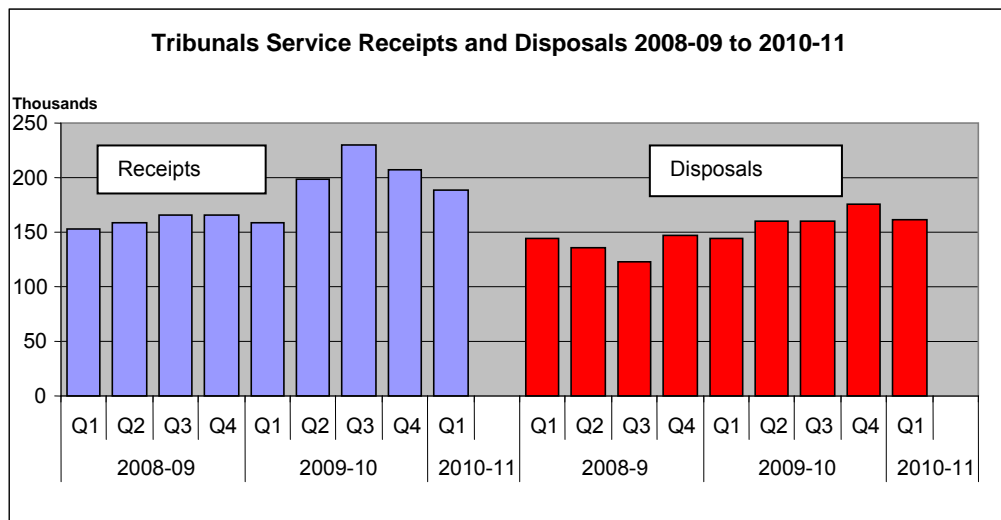
- For Social Security and Child Support, there were 60,100 hearing clearances in the first quarter of 2010-11. Of these, 38% were found in favour of the appellant.
- 51% of single cases were disposed of within target time (KPI 1) in the first quarter of 2010-11. The target was for 75% of cases to be disposed of within target time.

## Commentary

### Receipts (Table 1.1)

1. The Tribunals Service had 189,900 receipts in the first quarter of 2010-11 (1 April to 30 June 2010) - a 20% increase on the number received in the same quarter of the previous year, and a 25% increase on the 1st quarter of 2008-09. The increases were as a result of rises in receipts to Social Security and Child Support and Employment Tribunals (but a fall in TSIA receipts).

**Figure 1: Tribunals Service Receipts and Disposals for 2008-09 to 2010-11**

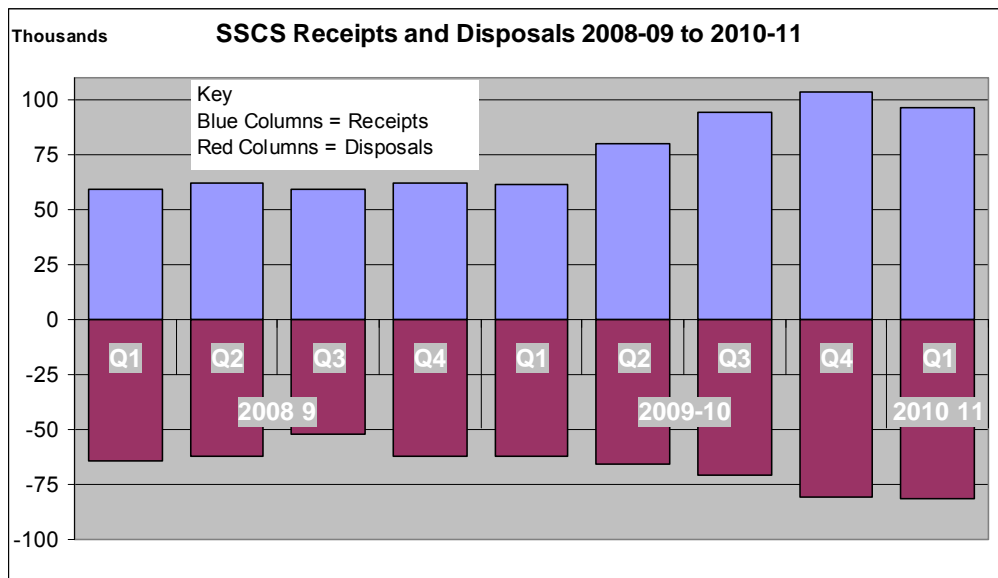


Source: TS reconciled quarterly returns

### Receipts by Jurisdiction

2. For Social Security and Child Support (SSCS), there were 96,500 receipts in the first quarter of 2010-11 – just over half of all cases received by the Tribunals Service. The number of SSCS receipts rose throughout 2009-10 and fell slightly between the last quarter of 2009-10 and quarter 1 of 2010-11 (reflecting a seasonal pattern). When compared with the same quarter in previous years, receipts to SSCS were 58% and 63% up on 2009-10 and 2008-09, respectively.

**Figure 2: Social Security and Child Support Receipts and Disposals for 2008-09 to 2010-11**



Source: TS reconciled quarterly returns

3. Of those SSCS cases received in the first quarter of 2010-11, 57% referred to Employment Support Allowance (ESA)/Incapacity Benefit (IB) with 19% for Disability Living Allowance /Attendance Allowance (DLA/AA). The distribution of receipts by benefit has varied, e.g. for the first quarter of 2009-10, ESA/IB benefits accounted for 40% of all SSCS receipts and DLA/AA for 27% (Table 1.1c). There has been a 128% increase in ESA/IB receipts from Q1 of 2009-10 to Q1 of 2010-11 and a doubling of those disposals, over the same time period.

4. In Employment Tribunals (ET), the number of receipts (claims) in Q1<sup>2</sup> of 2010-11 was 44,500. When compared with the same quarter in previous years, overall receipts to ET were 6% and 27% up on 2009-10 and 2008-9 respectively. The total number of ET claims is highly dependent upon multiple receipts which are extremely variable (they also include periodic re-submissions, for example of airline cases). There was a fall in single claims between the first quarter of 2009-10 and 2010-11 (from 17,800 to 15,800 claims) and a rise in multiple claims over the same period (from 24,400 to 28,800 claims).

5. For ET, when the jurisdictional mix<sup>3</sup> of claims is considered (Table 1.1a), there were 76,700<sup>2</sup> jurisdictional complaints in the first quarter of 2010-11 (down by 5% compared with Q1 of 2009-10). Just under a

<sup>2</sup> First quarter of the financial year, 1 April to 30 June

<sup>3</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.



quarter of these were Working Time Directive (including the airline cases that are resubmitted every three months), with 11,800 for unauthorised deductions (Wages Act). There were 28,500 jurisdictional claims associated with unfair dismissal, breach of contract and redundancy – a similar level to the past two quarters.

6. At 34,000 the number of receipts in TS Immigration and Asylum is lower in Q1 of 2010-11 than for the same period in the previous two years – 44,800 in 2008-09 and 41,600 in 2009-10. This 18% fall since Q1 of 2009-10, is not reflected in all case types (Table 1.1b). The number of receipts for both Asylum and Managed Migration case types rose by 28% and 24% respectively (comparing Q1 of 2010-11 with that of 2009-10). There was a 55% decrease in the number of Entry Clearance Officer receipts from 16,100 in the first quarter of 2009-10 to 7,300 in the same quarter of 2010-11. This has been attributed to a change in appeal rights. There was also a 10% drop in the number of Family Visit Visa receipts in the same time period.

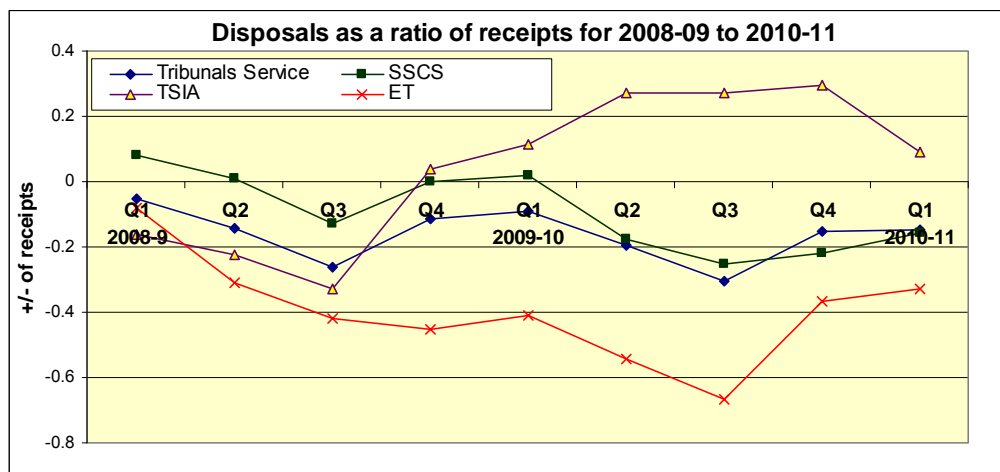
### Disposals (Table 1.2)

7. Between 1 April and 30 June 2010, the Tribunals Service disposed of 160,800<sup>1</sup> cases or claims, an increase of 13% on the same quarter in 2009-10 .

8. Despite this rise, the number of disposals has not kept pace with the number of receipts (in Q1 of 2010-11 receipts were 17% higher than disposals), meaning that the caseload outstanding (cases not yet dealt with) continued to rise.

### Disposals by Jurisdiction

**Figure 3: Disposals as a proportion of receipts (by jurisdiction) for 2008-09 to 2010-11**

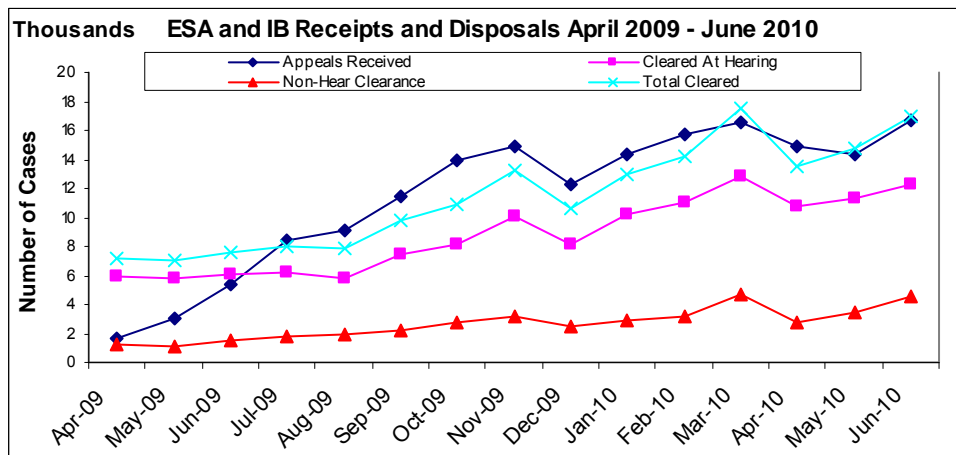


Source: TS reconciled quarterly returns

9. A total of 81,200 cases were disposed of by Social Security and Child Support (SSCS) in Q1 of 2010-11, 31% more than in the same period of 2009-10, and 27% more than the same timeframe in 2008-09. Of those cases disposed of in the first quarter of 2010-11, 56% were for Employment Support Allowance/Incapacity Benefit (ESA/IB) – as compared with 35% of total disposals in the first quarter of 2009-10. A fifth of disposals were related to Disability Living Allowance/Attendance Allowance and 9% to Job Seeker’s Allowance (Table 1.2c).

10. Figure 4 shows the change in receipts and disposals of appeals relating to ESA/IB benefits throughout 2009-10 and the first quarter of 2010-11. It also gives details of those disposals that were cleared by having a Tribunal hearing and those that were settled or struck out (clearing – other). Although ESA allowance was introduced in October 2008 (replacing Incapacity Benefit), it was not until June 2009 that substantial monthly increases in ESA/IB receipts were seen. There has been a 128% increase in receipts for ESA/IB benefits between 2009-10 and 2010-11 (comparing the first quarters) and disposals for those benefits, have more than doubled from 21,800 in the first quarter of 2009-10, to 45,400 in the same quarter of 2010-11.

**Figure 4: Receipts and Disposals for Employment Support Allowance, April 2009- June 2010**



Source: TS reconciled quarterly returns

11. Table 1.2d provides some information on the outcome of Social Security and Child Support cases that were cleared at hearing<sup>4</sup> and whether the decision was found in favour of the appellant or if the original decision by DWP was upheld. There were 60,100 hearing clearances in the first quarter of 2010-11 – a 27% increase on the same quarter in 2009-10. Of these, 38% were found in favour of the appellant. This proportion varied by type of benefit with 47% of Child Support;

<sup>4</sup> these are cleared via a Tribunal (could be a panel or a member of the Judiciary sitting alone) with a decision/outcome

43% of ESA/IB and 39% of DLA/AA in favour and 16% of Job Seeker's Allowance hearing clearances in favour of the appellant.

12. In the first quarter of 2010-11, Employment Tribunals disposed of 28,900<sup>1</sup> claims - 24% more than in the same quarter of 2009-10. 54% of ET cases disposed of in Q1 of 2010-11 were single cases.

13. Table 1.2a provides details of the jurisdictional claims for Employment Tribunals that were disposed of by type of jurisdiction, quarter and outcome. Of the 59,900 jurisdictional claims disposed of in the first quarter of 2010-11:

- 41% were unfair dismissal, breach of contract or redundancy;
- 15% were associated with the Wages Act.

Of the total jurisdictions disposed of in the first quarter of 2010-11:

- 32% were withdrawn, 32% were Acas Conciliated, 11% were successful at hearing.

14. In TS Immigration and Asylum, there were 37,100 disposals overall in the first quarter of 2010-11 – 20% lower than in Q1 of 2009-10 but a similar level to the same period in the 2008-09. Examined by case type, there were however, increases in disposals for Asylum (up 68%) and Managed Migration (up 31%); with a small fall in disposals associated with Family Visit Visa; and a 63% drop in Entry Clearance Officer disposals. The changes in disposals by case type, are associated with the corresponding trends for receipts (where there is an increase in receipts, there is also an increase in disposals).

15. Table 1.2e gives outcomes for those TSIA cases that were disposed of. Between April and June 2010, of the 37,100 cases that were disposed of: 17,900 (48%) were dismissed; 15,500 were allowed (42%); and 3,800 (10%) were withdrawn.

### **Caseload Outstanding (Table 1.3)**

16. At 30 June 2010, the caseload outstanding was 657,600, an increase of 36% on the amount at 30 June 2009 and 75% (excluding Mental Health) higher than on 30 June 2008. Around three fifths of the current caseload outstanding is multiple ET claims that are waiting to be heard.

17. 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 32,100).

## Performance (Table 1.4)

18. 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)”*

19. From April 2010, there were changes to some of the performance indicators to more fully measure the process within individual tribunals. This has meant that a number of individual indicators have changed and there has also been an affect to the calculation of the overall KPI 1 indicator. As a result, some indicators from April 2010 onwards are not directly comparable with those for earlier years.

20. In the first quarter of 2010-11, 51% of applications were dealt with within target time. High levels of receipts may have partially affected the ability to meet the performance indicator. In addition, priority has been given to older cases (unlikely to be within target waiting times) to be dealt with.

21. When examined by jurisdiction, achievement against the 75% target for the first quarter of 2010-11, was as follows:

- 48% in Social Security and Child Support ;
- 58% in Employment Tribunals;
- 79% in Employment Appeal Tribunal;
- 55% overall for TS Immigration and Asylum, but with some variation by type of case.

22. Many other Tribunals came close to meeting target and performance was as follows:

- 100% in Charity (maintaining a standard of 100% from last year);
- 100% in First Tier Immigration (same as last year, 100%)
- 97% for Section 2 target for Mental Health (from 95% ) – this is against a 100% target;
- Two new indicators of Lands – 97% and 77%;
- 90% in Transport (from 98%);
- 89% in Care Standards (from 86%);
- 85% in Information Tribunal (from 68% in 2009-10);
- 83% in Special Educational Needs and Disability (from 74%);

## Explanatory notes

### ET Information in Nottingham and Leicester

Historically, Employment Tribunals statistics have been extracted from the ETHOS case management system. However a pilot replacement system has been in development recently (Caseflow). The pilot of the Caseflow system commenced in Nottingham in November 2009; and whilst steps were taken to protect the data through to the end of the 2009-10 reporting year (i.e. to 31st March 2010) the resource required to maintain duplicated entry onto the old ETHOS database was simply not sustainable. TS had every expectation that the new system would be in a position to provide the data very early in the new reporting year. The pilot of Caseflow was extended to Leicester with effect from 24th May 2010. Data for Leicester was available from ETHOS up until that point.

Unfortunately, complete data has not been available from the new Caseflow system as anticipated. Whilst there is robust data on receipts of claims, a reliable figure for disposals, jurisdictional claims or the outstanding caseload (partial data only) in respect of Nottingham and Leicester for the first quarter of 2010-11 is not available. Thus, we have removed data for Nottingham and Leicester when making comparisons with previous years. Actions are in hand to rectify this position.

### Changes to Performance Indicators for 2010-11

The Tribunals Service's primary target on waiting times (KPI 1) is:

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

It is a composite indicator made up from individual performance indicators for separate tribunals. Recommendations for performance indicators to measure the more complete process within the tribunals were agreed by the Tribunals Service Executive Team in November 2009 and January 2010.

The Performance Indicators are the same as in 2009-10 except for:

- TSIA – new indicator for Family Visit Visa, measuring the percentage of cases where the time taken from receipt in TSIA to promulgation by Immigration Judge is within 25 weeks (75% target). The former target measured the time from the receipt of the bundle to promulgation (was a 10 week target);
- TSIA– new indicator for Entry Clearance, measuring the percentage of cases where the time taken from receipt in AIT to promulgation by Immigration Judge is within 30 weeks (75% target). The former target measured the time from the receipt of the bundle to promulgation (was a 10 week target);

- SCS - new indicator of the percentage of appeals where the final outcome is promulgated within 16 weeks of the receipt at SCS (75% target). The former target measured the time from receipt to first hearing (was a 14 week target);
- MH – 3 indicators of:
  - The percentage of section 2 cases listed for hearing within 7 days (100% target);
  - The percentage of non-restricted cases disposed of within 9 weeks of receipt (75% target);
  - The percentage of Restricted Patient cases disposed of within 17 weeks (75% target);
- Tax - existing indicator on cases disposed of within 70 weeks and two new indicators to measure the different types of cases of :
  - The percentage of paper cases disposed of in 20 weeks;
  - The percentage of basic cases disposed of in 20 weeks;
- Lands – two indicators, which better reflect the type of work done by the Tribunal :
  - The percentage of Category 1 cases<sup>5</sup> to be disposed of within 24 weeks of registration (75% target).
  - The percentage of Category 2 cases<sup>6</sup> to be disposed within 70 weeks of registration (75% target).
- Administrative Appeals Chamber - 2 new indicators have been introduced to better reflect the work of the Chamber:
  - The percentage of appeals disposed of in 20 weeks (75% target).
  - The percentage of applications for Leave to Appeal to be disposed within 10 weeks of receipt (75% target).

### **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.

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<sup>5</sup> Absent Owners and Rights of Light jurisdictions

<sup>6</sup> Leasehold Reform Appeals, Rating Appeals, Reference Cases, Housing Act Cases, Law of Property (restrictive covenants)

## Definitions

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

**Disposal** - A *disposal* 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.

### **TSIA Case types:**

**Asylum** – appeals against a refusal to grant asylum, including asylum claims which raise Human Rights grounds.

**Managed Migration** – appeals generated by people already in the UK who have been refused permission to extend their stay here (either permanently or temporarily). This appeal type will also cover occasions where an individual has their permission to be in the UK revoked.

**Family Visit Visa (FVV)** – appeals against decisions not to allow temporary visits to see family in the UK.

**Entry Clearance Officer (ECO)** – appeals generated by people who are not already in the UK, but have been refused permission to enter or stay in the UK for a fixed period of time, or live here permanently.

**Deportation** – appeals against deportation orders made against people by the Home Secretary.

**Human Rights Appeals**– A separate Human Rights appeal category was introduced in the Tribunal in 2001 following the implementation of the Human Rights Act 1998 to allow the consideration of Human Rights arguments for cases where those grounds were not considered at the original asylum appeal. Since then a range of different in country case types raising Human Rights grounds have been recorded under this category when they would have been more appropriately registered under a different case type. The Tribunal has made a recent change to its administrative processes to record such cases more suitably which will explain any drop off in numbers in the Human Rights (Other) appeal category.

**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 may have been involved in the process.

**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.

**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.

**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 customs 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 R	revised
p	Provisional
Percentages are formatted in italics	
Figures may not sum to totals due to rounding	

## Contact points for further information

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**Table 1.1 Tribunals Service Receipts by Jurisdiction**

	Number							
	2007-08 <sup>8</sup>	2008-09 <sup>8</sup>	2009-10				2010-11	
	Q1	Q1	Q1	Q2	Q3	Q4	2009-10 Total	Q1
<b>Tribunals Service</b>	<b>131,600</b>	<b>152,200</b>	<b>158,600</b>	<b>198,500</b>	<b>229,700</b>	<b>207,200</b>	<b>793,900</b>	<b>189,900</b>
TSIA- Immigration Judge <sup>1</sup>	37,200	44,800	41,600	41,600	39,800	36,900	159,800	34,000
Employment Appeal <sup>2</sup>	410	430	440	510	510	500	2,000	520
Employment	29,500	35,000	42,100	62,100	81,300	50,600	236,100	44,500
Singles	13,900	14,800	17,800	19,400	17,400	16,700	71,300	15,800
Multiples	15,600	20,200	24,400	42,700	63,800	33,900	164,800	28,800
Social Security and Child Support	52,700	59,300	61,100	79,800	94,600	103,800	339,200	96,500
Adjudicator to HM Land Registry	450	460	370	380	360	850	2,000	360
Asylum Support	490	460	520	570	680	1,300	3,100	1,400
Care Standards	75	59	69	71	63	37	240	46
Charities	.	.	.	.	.	.	5	.
Claims Management Services	0	0	.	.	.	.	5	0
Consumer Credit Appeals	.	0	.	.	.	5	13	.
Criminal Injuries Compensation	510	850	1,100	910	1,000	760	3,800	880
Environmental Jurisdiction	.	.	.	.	.	.	.	.
Estate Agents Appeals	.	0	.	.	.	.	8	0
Financial Services and Markets	9	.	.	11	5	6	25	5
First Tier Immigration <sup>3</sup>	6	.	.	.	.	.	7	.
Gambling Appeals	0	0	.	.	.	.	.	.
Gender Recognition Panel	82	70	75	70	77	63	290	83
Information	29	20	26	33	39	62	160	49
Lands	520	210	200	210	230	480	1,100	230
Local Government Standards in England	.	.	15	21	22	14	72	15
Mental Health	5,300	5,800	6,300	6,400	6,200	6,300	25,200	6,000
Pensions	.	.	.	.	.	.	.	.
Primary Health Lists <sup>4</sup>	.	.	56	32	29	18	140	23
Reserve Forces Appeals <sup>4</sup>	.	.	.	.	5	.	11	.
Special Commissioners (Income Tax) <sup>5</sup>	74	97	.	.	.	.	.	.
Special Educational Needs and Disability	910	990	1,100	740	660	860	3,400	980
Tax first tier <sup>6</sup>	.	.	1,700	3,000	2,600	3,100	10,400	2,300
Transport	130	210	220	160	140	130	640	140
Upper Tribunal (Administrative Appeals Chamber) <sup>7</sup>	1,500	1,400	930	1,100	780	900	3,700	1,100
VAT & Duties <sup>5</sup>	860	1,300	.	.	.	.	.	.
War Pensions and Armed Forces Compensation	760	590	640	790	580	560	2,600	670

Source: TS Quarterly Reconciled Tables from Q1 2009-10

Figures may not add to totals because of rounding

. Not applicable (data was not collected)

.. Not available

- Small Value

1 The Tribunals Service Immigration and Asylum (TSIA), consisting of 'First Tier Tribunal Immigration and Asylum Chamber' and 'Upper Tribunal Immigration and Asylum Chamber' (FTTIAAC and UTIAAC), 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 FTTIAAC. 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.

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.

8 Data for Q1 2007/08 and 2008/09 is the best information available, as quarterly reconciliations were not undertaken for these years.

**Table 1.1a Employment Tribunal Receipts by Jurisdiction**

Number

	2009-10					2010-11
	Q1	Q2	Q3	Q4	Total	Q1
<b>Total Claims Accepted<sup>1</sup></b>	<b>42,100</b>	<b>62,100</b>	<b>81,300</b>	<b>50,600</b>	<b>236,100</b>	<b>44,500</b>
<b>Jurisdiction<sup>2</sup></b>						
Unfair dismissal <sup>3</sup>	16,000	15,100	13,900	12,300	57,400	12,300
Unauthorised deductions (Formerly Wages Act)	11,700	16,800	30,700	16,300	75,500	11,800
Breach of contract	13,700	10,500	9,000	9,300	42,400	9,600
Sex discrimination	4,800	6,000	4,200	3,200	18,200	2,600
Working Time Directive	6,300	32,300	34,000	22,600	95,200	18,500
Redundancy pay	7,100	4,300	3,900	3,800	19,000	4,800
Disability discrimination	1,800	2,100	1,800	1,800	7,500	1,600
Redundancy – failure to inform and consult	2,300	1,800	1,300	2,000	7,500	1,800
Equal pay	8,400	7,500	13,100	8,400	37,400	7,000
Race discrimination	1,300	1,600	1,400	1,400	5,700	1,200
Written statement of terms and conditions	1,100	1,300	1,100	1,300	4,700	1,000
Written statement of reasons for dismissal	290	330	260	230	1,100	250
Written pay statement	310	370	330	350	1,400	300
Transfer of an undertaking - failure to inform and consult	430	510	350	480	1,800	410
Suffer a detriment / unfair dismissal - pregnancy <sup>4</sup>	540	570	460	380	2,000	400
Part Time Workers Regulations	180	130	120	91	530	110
National minimum wage	83	120	170	130	500	120
Discrimination on grounds of Religion or Belief	230	280	240	250	1,000	200
Discrimination on grounds of Sexual Orientation	160	200	160	190	710	140
Age Discrimination	1500	1,800	1,100	800	5,200	1,100
Others	2,500	1,400	1,700	2,500	8,100	1,400
<b>Total</b>	<b>80,800</b>	<b>105,100</b>	<b>119,300</b>	<b>87,600</b>	<b>392,800</b>	<b>76,700</b>

Source: ET Management Information Database

[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] The number of jurisdictional claims for the first quarter of 2010-11 excludes Nottingham and Leicester ET data (see Explanatory notes)

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

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

Figures may not add to totals because of rounding

. Not applicable (data was not collected)

.. Not available

- Small Value

**Table 1.1b TSIA Receipts by Case type**

	Number							
	2007-08	2008-09	2009-10				2010-11	
	Q1	Q1	Q1	Q2	Q3	Q4	2009-10 Total	Q1
<b>TSIA- Immigration Judge</b>	<b>37,200</b>	<b>44,800</b>	<b>41,600</b>	<b>41,600</b>	<b>39,800</b>	<b>36,900</b>	<b>159,800</b>	<b>34,000</b>
Asylum	3,800	2,500	3,200	5,000	4,800	4,300	17,300	4,200
Managed Migration	5,100	4,700	7,800	8,600	10,500	12,800	39,700	9,700
Entry Clearance	13,800	20,000	16,100	6,700	8,100	7,500	38,400	7,300
Family Visit Visa	14,400	17,600	14,100	21,100	16,300	12,000	63,400	12,600
Deport and others	79	82	290	200	220	240	940	190

Figures may not add to totals because of rounding

Source: ARIA database

. Not applicable (data was not collected)

.. Not available

- Small Value

**Table 1.1c SSCS Receipts by Benefit Type**

Benefit	2009-10					2010-11	Number
	Q 1	Q 2	Q 3	Q 4	Total	Q 1	
AA/DLA	16,700	18,000	19,800	21,200	75,600	18,100	
Bereavement Benefit	140	140	150	120	530	120	
Carer's Allowance	260	380	260	210	1,100	310	
Child Benefit Lone Parent	340	490	350	420	1,600	340	
Child Support Allowance	1,100	1,000	940	1,100	4,200	940	
Tax Credits	390	340	300	550	1,600	710	
COEG	-	-	-	0	-	-	
Compensation Recovery Unit	83	73	120	94	370	75	
Housing/Council Tax	3,100	3,200	3,100	3,100	12500 <sup>f</sup>	3,100	
Disability Working Allowance	-	0	0	-	-	0	
Employment Support Allowance	10,100	29,000	41,100	46,500	126,800	46,000	
Health in Pregnancy Grant	0	120	270	220	610	120	
HRP	-	-	12	10	25	7	
Incapacity Benefit	14,200	12,600	13,100	12,200	52,200	9,400	
Income Support	3,900	4,100	3,800	4,200	16,000	3,900	
Industrial Death Benefit	0	0	-	-	-	-	
Industrial Injuries Disablement Benefit	1,700	1,100	1,800	2,700	7,300	2,600	
JSA	6,900	7,300	7,600	9,300	31,100	8,800	
Lookalikes	0	-	-	-	-	-	
Maternity Benefit/Allowances	67	64	54	69	250	57	
Others (Extinct/rare Benefits)	16	19	31	14	80	17	
Penalty Proceedings	0	0	0	0	0	-	
Pensions credit	400	370	460	460	1,700	330	
Retirement Pension	250	160	190	220	810	220	
Severe Disablement Benefit/Allowance	33	32	29	36	130	26	
Social Fund	1,400	1,200	970	1,100	4,700	1,300	
Vaccine Damage Appeals	0	-	-	-	6	-	
<b>Total</b>	<b>61,100</b>	<b>79,800</b>	<b>94,600</b>	<b>103,800</b>	<b>339,200</b>	<b>96,500</b>	

Source: SSCS Gaps 2 database

Figures may not add to totals because of rounding

. Not applicable (data was not collected)

.. Not available

- Small Value

<sup>f</sup> This is a revision to previous publication.

**Table 1.2 Tribunals Service Disposals by Jurisdiction**

	Number							2010-11
	2007-08 <sup>8</sup>	2008-09 <sup>8</sup>	2009-10				2009-10 Total	
	Q1	Q1	Q1	Q2	Q3	Q4		Q1
<b>Tribunals Service<sup>1</sup></b>	<b>129,800</b>	<b>147,100</b>	<b>144,200</b>	<b>159,500</b>	<b>160,200</b>	<b>175,600</b>	<b>639,600</b>	<b>160,800</b>
TSIA- Immigration Judge	35,600	37,500	46,300	52,800	50,600	47,800	197,500	37,100
Employment Appeal <sup>2</sup>	160	160	160	130	140	150	580	470
Employment <sup>1</sup>	21,300	32,200	24,900	28,400	27,000	32,000	112,400	28,900
Singles	..	..	14,100	16,000	17,000	18,000	65,100	15,700
Multiples	..	..	10,800	12,400	10,000	14,100	47,300	13,300
Social Security and Child Support	62,200	64,100	62,100	65,600	70,500	81,000	279,300	81,200
Adjudicator to HM Land Registry	290	620	470	620	450	530	2,100	460
Asylum Support	430	490	470	620	610	1,100	2,800	1,400
Care Standards	62	80	51	50	61	65	230	37
Charities	..	..	-	0	-	-	7	-
Claims Management Services	0	0	0	-	0	-	-	-
Consumer Credit Appeals	..	0	-	-	-	-	12	-
Criminal Injuries Compensation	600	670	640	920	800	910	3,300	840
Environmental Jurisdiction	..	..	..	..	..	..	..	..
Estate Agents Appeals	..	..	-	0	0	5	6	-
Financial Services and Markets	0	5	6	-	9	8	27	13
First Tier Immigration <sup>3</sup>	-	-	-	-	-	-	8	-
Gambling Appeals	0	0	0	0	-	0	-	0
Gender Recognition Panel	220	64	71	75	80	51	280	61
Information	30	30	31	20	38	38	130	41
Lands	210	210	170	380	230	250	1,000	310
Local Government Standards in England	..	..	13	19	19	19	70	14
Mental Health	5,300	6,100	5,700	6,300	6,400	6,600	25,000	6,200
Pensions	-	-	0	0	0	0	0	-
Primary Health Lists <sup>4</sup>	..	..	16	23	18	21	78	28
Reserve Forces Appeals <sup>4</sup>	..	..	0	7	-	-	13	-
Special Commissioners (Income Tax) <sup>7</sup>	72	110	..	..	..	..	..	..
Special Educational Needs and Disability	750	890	710	710	720	730	2,900	700
Tax first tier <sup>5</sup>	..	..	810	1,100	1,000	2,600	5,600	1,500
Transport	120	240	200	160	180	130	670	150
Upper Tribunal (Administrative Appeals Chamber) <sup>6</sup>	1,200	1,900	920	960	770	930	3,600	790
VAT and Duties <sup>7</sup>	600	800	..	..	..	..	..	..
War Pensions and Armed Forces Compensation	590	760	550	570	520	560	2,200	580

Source: TS Quarterly Reconciled Tables

Figures may not add to totals because of rounding

.. Not applicable (data was not collected)

.. Not available

- Small Value

1 The number of disposals for the first quarter of 2010-11 excludes Nottingham and Leicester ET data (see Explanatory notes).

Any comparisons with previous year's data (in the text of this report) will exclude Nottingham and Leicester data.

2 Prior to Q1 2010-11 EAT disposals exclude appeals rejected, struck out or withdrawn prior to registration.

From Q1 2010-11 onwards, disposals include appeals rejected, struck out or withdrawn prior to registration

3 Formerly known as IMSET

4 Joined the TS April 2009

5 Created April 2009 as part of TCE Act

6 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.

7 Now part of Tax first tier.

8 Data for Q1 2007/08 and 2008/09 is the best information available, as quarterly reconciliations were not undertaken for these years.



**Table 1.2a Employment Tribunal Disposals by Jurisdiction**

Rounded Numbers/Percentage

	JURISDICTIONS DISPOSED			WITHDRAWN				
	2008-09	2009-10 <sup>1</sup>	2010-11	2008-09	2009-10 <sup>1</sup>		2010-11	
	Q1	Q1	Q1	Q1	Q1 <sup>1</sup>	Q1 <sup>2</sup>	Q1 <sup>2</sup>	Q1 <sup>2</sup>
Unfair dismissal	..	11,200	12,500	..	2,600	23%	3,100	25%
Wages Act	..	6,700	8,900	..	1,600	24%	2,600	29%
Breach of contract	..	7,300	8,000	..	1,600	22%	2,000	25%
Redundancy pay	..	2,600	3,800	..	590	23%	1,300	34%
Sex discrimination	..	3,600	3,600	..	1,900	51%	1,200	34%
Race discrimination	..	1,000	1,200	..	300	29%	320	27%
Disability discrimination	..	1,300	1,600	..	380	29%	500	32%
Religious belief discrimination	..	180	200	..	46	26%	66	32%
Sexual orientation discrimination	..	110	140	..	26	23%	43	30%
Age discrimination	..	690	870	..	220	32%	280	32%
Working time	..	4,000	6,000	..	780	20%	1,800	30%
Equal pay	..	4,400	6,900	..	2,500	58%	3,700	53%
National minimum wage	..	81	130	..	19	23%	18	14%
Others	..	5,300	5,900	..	1,200	22%	1,900	33%
<b>All</b>	..	<b>48,500</b>	<b>59,900</b>	..	<b>13,700</b>	<b>28%</b>	<b>19,000</b>	<b>32%</b>

Source: ET Management Information Database

Rounded Numbers/Percentage

	ACAS CONCILIATED				
	2008-09	2009-10 <sup>1</sup>		2010-11	
	Q1	Q1 <sup>1</sup>	Q1 <sup>2</sup>	Q1 <sup>2</sup>	
Unfair dismissal	..	4,900	44%	5,300	42%
Wages Act	..	2,000	29%	2,700	30%
Breach of contract	..	2,300	32%	2,600	32%
Redundancy pay	..	500	19%	660	17%
Sex discrimination	..	860	24%	1,400	39%
Race discrimination	..	360	34%	450	38%
Disability discrimination	..	620	47%	720	45%
Religious belief discrimination	..	48	27%	76	37%
Sexual orientation discrimination	..	39	35%	64	45%
Age discrimination	..	300	43%	340	39%
Working time	..	1,300	34%	1,700	28%
Equal Pay	..	980	22%	1,200	18%
National minimum wage	..	26	32%	57	46%
Others	..	1,700	31%	1,600	27%
<b>All</b>	..	<b>15,900</b>	<b>33%</b>	<b>18,900</b>	<b>32%</b>

Source: ET Management Information Database

Rounded Numbers/Percentage

	STRUCK OUT (NOT AT A HEARING)				
	2008-09	2009-10 <sup>1</sup>		2010-11	
	Q1	Q1 <sup>1</sup>	Q1 <sup>2</sup>	Q1 <sup>2</sup>	
Unfair dismissal	..	810	7%	1,200	9%
Wages Act	..	310	5%	890	10%
Breach of contract	..	430	6%	500	6%
Redundancy pay	..	140	5%	220	6%
Sex discrimination	..	620	17%	620	17%
Race discrimination	..	76	7%	110	9%
Disability discrimination	..	110	8%	120	7%
Religious belief discrimination	..	21	12%	9	4%
Sexual orientation discrimination	..	15	13%	11	8%
Age discrimination	..	51	7%	110	12%
Working time	..	220	5%	320	5%
Equal pay	..	670	15%	1,900	28%
National minimum wage	..	6	7%	11	9%
Others	..	250	5%	330	6%
<b>All</b>	..	<b>3,700</b>	<b>8%</b>	<b>6,300</b>	<b>11%</b>

Source: ET Management Information Database

Rounded Numbers/Percentage

	SUCCESSFUL AT TRIBUNAL				
	2008-09	2009-10 <sup>1</sup>		2010-11	
	Q1	Q1 <sup>1</sup>	Q1 <sup>2</sup>	Q1 <sup>2</sup>	
Unfair dismissal	..	1,400	13%	1,000	8%
Wages Act	..	1,200	18%	1,200	13%
Breach of contract	..	1,600	22%	1,200	15%
Redundancy pay	..	720	28%	750	20%
Sex discrimination	..	85	2%	88	2%
Race discrimination	..	29	3%	34	3%
Disability discrimination	..	41	3%	46	3%
Religious belief discrimination	..	-	2%	5	2%
Sexual orientation discrimination	..	5	4%	6	4%
Age discrimination	..	26	4%	31	4%
Working time	..	860	22%	990	16%
Equal pay	..	170	4%	20	0%
National minimum wage	..	17	21%	17	14%
Others	..	1,300	25%	970	16%
<b>All</b>	..	<b>7,500</b>	<b>15%</b>	<b>6,400</b>	<b>11%</b>

Source: ET Management Information Database

**Table 1.2a Employment Tribunal Disposals by Jurisdiction**

Rounded Numbers/Percentage

	DISMISSED AT A PRELIMINARY HEARING <sup>2</sup>					
	2008-09		2009-10 <sup>1</sup>		2010-11	
	Q1		Q1 <sup>1</sup>		Q1 <sup>2</sup>	
Unfair dismissal	..	..	250	2%	390	3%
Wages Act	..	..	530	8%	120	1%
Breach of contract	..	..	130	2%	190	2%
Redundancy pay	..	..	27	1%	42	1%
Sex discrimination	..	..	54	1%	59	2%
Race discrimination	..	..	71	7%	53	4%
Disability discrimination	..	..	40	3%	44	3%
Religious belief discrimination	..	..	32	18%	14	7%
Sexual orientation discrimination	..	..	12	11%	-	3%
Age discrimination	..	..	33	5%	33	4%
Working time	..	..	63	2%	140	2%
Equal pay	..	..	26	1%	11	0%
National minimum wage	..	..	-	2%	0	0%
Others	..	..	480	9%	160	3%
<b>All</b>	..	..	<b>1,700</b>	<b>4%</b>	<b>1,300</b>	<b>2%</b>

Source: ET Management Information Database

Rounded Numbers/Percentage

	UNSUCCESSFUL AT HEARING <sup>3</sup>					
	2008-09		2009-10 <sup>1</sup>		2010-11	
	Q1		Q1 <sup>1</sup>		Q1 <sup>2</sup>	
Unfair dismissal	..	..	930	8%	1,200	9%
Wages Act	..	..	350	5%	490	5%
Breach of contract	..	..	490	7%	560	7%
Redundancy pay	..	..	140	6%	170	4%
Sex discrimination	..	..	130	4%	160	4%
Race discrimination	..	..	200	19%	200	16%
Disability discrimination	..	..	120	9%	140	9%
Religious belief discrimination	..	..	28	16%	29	14%
Sexual orientation discrimination	..	..	13	12%	12	8%
Age discrimination	..	..	65	9%	77	9%
Working time	..	..	230	6%	350	6%
Equal pay	..	..	25	1%	32	0%
National minimum wage	..	..	6	7%	11	9%
Others	..	..	290	6%	330	5%
<b>All</b>	..	..	<b>3,000</b>	<b>6%</b>	<b>3,700</b>	<b>6%</b>

Source: ET Management Information Database

Rounded Numbers/Percentage

	DEFAULT JUDGMENT					
	2008-09		2009-10 <sup>1</sup>		2010-11	
	Q1		Q1 <sup>1</sup>		Q1 <sup>2</sup>	
Unfair dismissal	..	..	280	2%	370	3%
Wages Act	..	..	750	11%	980	11%
Breach of contract	..	..	730	10%	920	12%
Redundancy pay	..	..	480	19%	660	17%
Sex discrimination	..	..	17	0%	33	1%
Race discrimination	..	..	5	0%	23	2%
Disability discrimination	..	..	10	1%	19	1%
Religious belief discrimination	..	..	0	0%	5	2%
Sexual orientation discrimination	..	..	-	3%	-	1%
Age discrimination	..	..	-	0%	7	1%
Working time	..	..	500	12%	710	12%
Equal pay	..	..	-	0%	5	0%
National minimum wage	..	..	5	6%	11	9%
Others	..	..	130	2%	590	10%
<b>All</b>	..	..	<b>2,900</b>	<b>6%</b>	<b>4,300</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

- Small Value

[1] Previously described as DISPOSED OF OTHERWISE.

[2] Previously described as DISMISSED AT HEARING (OUT OF SCOPE)

[3] Previously described as DISMISSED AT HEARING (OTHER REASONS).

[4] Includes data for Nottingham and Leicester ET

<sup>5</sup> The number of jurisdictional disposals for the first quarter of 2010-11 excludes Nottingham and Leicester data (see Explanatory notes).

Any comparisons with previous year's data (in the text of this report) will exclude Nottingham and Leicester ET

**Table 1.2b TSIA Disposals by case type**

Number

	2007-08	2008-09	2009-10					2010-11
	Q1	Q1	Q1	Q2	Q3	Q4	2009-10 Total	Q1
<b>TSIA- Immigration Judge</b>	<b>35,600</b>	<b>37,500</b>	<b>46,300</b>	<b>52,800</b>	<b>50,600</b>	<b>47,800</b>	<b>197,500</b>	<b>37,100</b>
Asylum	4,000	2,300	2,800	4,400	4,700	4,900	16,700	4,700
Managed Migration	4,500	5,700	8,000	7,800	8,700	10,700	35,200	10,400
Entry Clearance	15,200	19,200	21,300	26,700	19,900	11,100	79,000	7,900
Family Visit Visa	11,800	10,200	14,000	13,700	17,100	20,900	65,700	13,900
Deport and others	74	88	260	270	200	200	930	230

Source: ARIA database

Figures may not add to totals because of rounding

. Not applicable (data was not collected)

.. Not available

- Small Value

**Table 1.2c SSCS Disposals by Benefit Type**

Rounded Number

Benefit	2009-10					2010-11
	Q 1	Q 2	Q 3	Q 4	Total	Q 1
AA/DLA	18,400	17,900	16,400	16,300	69,000	16,400
Bereavement Benefit	120	150	130	120	520	110
Carer's Allowance	320	340	280	260	1,200	220
Child Benefit Lone Parent	450	450	380	370	1,700	340
Child Support All	1,200	1,200	1,000	880	4,300	860
Tax Credits	320	430	330	350	1,400	510
COEG	0	0	-	-	-	0
Compensation Recovery Unit	96	88	89	86	360	72
Housing/Council Tax benefit	3,300	3,300	3,100	3,200	12,900	2,800
Disability Working Allowance	0	-	0	0	-	0
Employment Support Allowance	2,300	11,200	23,400	33,600	70,500	35,300
Incapacity Benefit	19,500	14,400	11,600	11,200	56,800	10,100
Health in Pregnancy Grant	0	50	140	230	420	160
HRP	-	-	-	10	16	7
Pensions Credit	430	420	370	430	1,600	360
Income Support	5,300	4,700	4,000	3,800	17,700	3,400
Industrial Death Benefit	0	0	0	0	0	-
Industrial Injuries Disablement Benefit	1,700	1,700	1,300	1,400	6,000	1,900
JSA	6,900	7,600	6,900	7,500	28,800	7,400
Lookalikes	0	0	-	-	-	-
Maternity Benefit/Allowances	65	68	54	54	240	58
Others (Extinct/rare Benefits)	23	21	14	20	78	17
Penalty Proceedings	0	0	0	0	0	0
Retirement Pension	260	220	160	200	850	190
Severe Disablement Benefit/Allowance	41	32	24	22	120	26
Social Fund	1,400	1,300	990	980	4,700	980
Vaccine Damage Appeals	-	0	-	-	-	0
<b>Total</b>	<b>62,100</b>	<b>65,600</b>	<b>70,500</b>	<b>81,000</b>	<b>279,300</b>	<b>81,200</b>

Source: SSCS Gaps 2 database

Figures may not add to totals because of rounding

. Not applicable (data was not collected)

.. Not available

- Small value

**Table 1.2d SCS Outcomes by Benefit Type**

Benefit	Rounded Number												
	2008-09 Quarter 1			2009-10 Quarter 1				2010-11 Quarter 1					
	Cleared at Hearing <sup>1</sup>	Decision In Favour <sup>2</sup>	Decision Upheld <sup>3</sup>	Cleared at Hearing <sup>1</sup>	Decision In Favour <sup>2</sup> No.	%	Decision Upheld <sup>3</sup> No.	%	Cleared at Hearing <sup>1</sup>	Decision In Favour <sup>2</sup> No.	%	Decision Upheld <sup>3</sup> No.	%
AA/DLA	..	..	..	15,000	6,400	43%	8,300	55%	13,000	5,000	39%	7,800	60%
Bereavement Benefit	..	..	..	78	9	12%	68	87%	75	7	9%	68	91%
Carer's Allowance	..	..	..	200	27	14%	170	85%	140	12	9%	130	91%
Child Benefit Lone Parent	..	..	..	310	50	16%	260	84%	200	16	8%	180	91%
Child Support All	..	..	..	900	390	43%	490	55%	610	280	47%	310	51%
Tax Credits	..	..	..	200	34	17%	170	82%	300	29	10%	270	90%
COEG	..	..	..	-	-	..	-	..	0	0	..	0	..
Compensation Recovery Unit	..	..	..	63	32	51%	31	49%	44	16	36%	27	61%
Housing/Council Tax benefit	..	..	..	2,200	560	25%	1,700	74%	1,900	500	26%	1,400	72%
Disability Working Allowance	..	..	..	-	-	..	-	..	0	0	..	0	..
Employment Support Allowance	..	..	..	1,200	330	27%	880	72%	26,100	10,300	39%	15,600	60%
Health in Pregnancy Grant	..	..	..	-	-	..	-	..	90	10	11%	80	89%
HRP	..	..	..	-	-	..	-	..	-	0	0%	-	..
Incapacity Benefit	..	..	..	16,600	8,600	52%	8,000	48%	8,400	4,400	52%	4,000	47%
Income Support	..	..	..	3,600	1,100	30%	2,400	69%	2,200	710	32%	1,500	67%
Industrial Death Benefit	..	..	..	-	-	..	-	..	-	0	0%	-	..
Industrial Injuries Disablement Benefit	..	..	..	1,400	570	41%	800	58%	1,400	530	38%	860	60%
JSA	..	..	..	4,200	840	20%	3,300	79%	4,500	710	16%	3,700	84%
Lookalikes	..	..	..	-	-	..	-	..	-	0	0%	-	..
Maternity Benefit/Allowances	..	..	..	33	5	15%	28	85%	41	6	15%	35	85%
Others (Extinct/rare Benefits)	..	..	..	13	6	46%	7	54%	8	-	..	5	63%
Penalty Proceedings	..	..	..	-	-	..	-	..	0	0	..	0	..
Pensions Credit	..	..	..	250	50	20%	200	79%	230	47	20%	180	78%
Retirement Pension	..	..	..	170	12	7%	160	93%	130	10	8%	120	92%
Severe Disablement Benefit/Allowance	..	..	..	33	15	45%	18	55%	20	8	40%	12	60%
Social Fund	..	..	..	1,000	130	13%	860	86%	680	68	10%	610	90%
Vaccine Damage Appeals	..	..	..	-	-	..	-	..	0	0	..	0	..
<b>Total</b>	..	..	..	<b>47,400</b>	<b>19,200</b>	<b>40%</b>	<b>27,800</b>	<b>59%</b>	<b>60,100</b>	<b>22,700</b>	<b>38%</b>	<b>36,800</b>	<b>61%</b>

Figures may not add to totals because of rounding

. Not applicable (data was not collected)

.. Not available

\*Small Value

<sup>1</sup> The total number of cases cleared at hearing includes some withdrawals. Thus, it is not the total of those decisions in favour and those upheld.

<sup>2</sup> Decision in favour of the appellant

<sup>3</sup> Decision made by 1st Tier Agency upheld by the Tribunal

**Table 1.2e TSIA Outcomes by case type**

	2008-09						2009-10						2010-11					
	Q1						Q1						Q1					
	Allowed		Dismissed		Withdrawn		Allowed		Dismissed		Withdrawn		Allowed		Dismissed		Withdrawn	
	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%
<b>TSIA- Immigration Judge</b>	<b>11,600</b>	<b>31%</b>	<b>22,400</b>	<b>60%</b>	<b>3,500</b>	<b>9%</b>	<b>17,500</b>	<b>38%</b>	<b>25,400</b>	<b>55%</b>	<b>3,400</b>	<b>7%</b>	<b>15,500</b>	<b>42%</b>	<b>17,900</b>	<b>48%</b>	<b>3,800</b>	<b>10%</b>
Asylum	460	20%	1,700	74%	140	6%	720	26%	1,900	69%	140	5%	1,300	27%	3,200	67%	260	6%
Managed Migration	1,800	31%	3,300	58%	600	11%	4,000	50%	3,400	42%	590	7%	4,400	42%	5,000	48%	1,000	10%
Entry Clearance	5,600	29%	11,900	62%	1,700	9%	7,400	35%	12,300	58%	1,600	8%	3,400	44%	3,300	41%	1,200	15%
Family Visit Visa	3,800	37%	5,400	53%	1,000	10%	5,300	38%	7,600	54%	1,100	8%	6,300	45%	6,300	45%	1,300	9%
Deport and others	24	27%	62	70%	-	2%	56	22%	180	69%	23	9%	60	26%	150	64%	22	10%

Source: ARIA database

Figures may not add to totals because of rounding

. Not applicable (data was not collected)

.. Not available

\*Small Value

The above figures are based upon decisions at a hearing and on papers.

**Table 1.3 Tribunals Service Caseload Outstanding<sup>1</sup> by Jurisdiction**

	Number							2010-11
	2007-08	2008-09	2009-10				2009-10 Total	Q1 <sup>7</sup>
	Q1	Q1	Q1	Q2	Q3	Q4		
<b>Tribunals Service</b>	<b>254,400</b>	<b>372,800</b>	<b>484,200</b>	<b>524,900</b>	<b>592,000</b>	<b>628,800</b>	<b>628,800</b>	<b>657,600</b>
TSIA Immigration Judge	54,100	67,300	84,400	74,700	64,500	58,000	58,000	52,300
Employment Appeal	..	..	..	..	..	..	..	..
Employment	144,900	242,000	306,900	338,300	387,500	404,800	404,800	416,600
Singles	21,500	22,900	33,100	35,800	35,500	33,800	33,800	31,600
Multiples	123,500	219,200	273,800	302,500	352,000	371,000	371,000	385,000
Social Security and Child Support	38,000	46,100	68,500	85,400	112,600	138,800	138,800	158,400
Adjudicator to HM Land Registry	2,600	1,700	1,500	1,300	1,200	1,500	1,500	1,400
Asylum Support	99	47	97	49	120	320	320	270
Care Standards	130	130	110	140	140	110	110	120
Charities	.	.	.	.	.	.	.	0
Claims Management Services	0	0	.	0	.	.	.	.
Consumer Credit Appeals	.	.	.	.	5	.	.	6
Criminal Injuries Compensation	2,400	2,500	2,600	2,700	2,900	2,800	2,800	2,800
Environmental Jurisdiction	.	.	.	.	.	.	.	.
Estate Agents Appeals	.	.	0	.	7	.	.	.
Financial Services and Markets	11	11	17	24	21	19	19	24
First Tier Immigration <sup>2</sup>	8	.	.	.	.	.	.	.
Gambling Appeals	0	0	.	.	.	.	.	.
Gender Recognition Panel	93	82	86	81	78	90	90	120
Information	73	76	39	64	70	94	94	100
Lands	1,100	1,300	1,400	1,200	1,200	1,500	1,500	1,600
Local Government Standards in England	.	.	16	17	20	14	14	15
Mental Health	..	..	5,100	5,400	5,100	4,800	4,800	4,700
Pensions	.	.	.	.	.	.	.	.
Primary Health Lists <sup>3</sup>	.	.	.	49	60	57	57	37
Reserve Forces Appeals <sup>3</sup>	.	.	.	.	.	.	.	.
Special Commissioners (Income Tax) <sup>6</sup>	410	380	.	.	.	.	.	.
Special Educational Needs and Disability	1,300	1,400	1,300	1,300	1,300	..	..	1,300
Tax first tier <sup>4</sup>	.	.	10,100	11,600	12,600	13,500	13,500	15,600
Transport	94	160	170	170	120	120	120	120
Upper Tribunal (Administrative Appeals Chamber) <sup>5</sup>	2,000	1,200	930	1,100	1,100	1,100	1,100	1,200
VAT and Duties <sup>6</sup>	5,800	7,500	.	.	.	.	.	.
War Pensions and Armed Forces Compensation	1,300	790	940	1,200	1,200	1,200	1,200	1,000

Source: TS Quarterly Reconciled Tables

Figures may not add to totals because of rounding

. Not applicable (data was not collected)

.. Not available

- Small Value

1 As on the last day of the period

2 Formerly known as IMSET

3 Joined the TS April 2009

4 Created April 2009 as part of TCE ACT

5 Upper Tribunal commenced in 2008-09

6 Now part of Tax first tier

7 The caseload outstanding for the first quarter of 2010-11 only have a partial caseload for Nottingham and Leicester (see Explanatory notes).

Any comparisons with previous year's data (in the text of this report) will exclude Nottingham and Leicester data.

Table 1.4 Tribunals Service Performance Indicators by Jurisdiction

			Percentage									
			2007-08 <sup>1</sup>	2008-09 <sup>2</sup>		2009-10					2010-11	
PI Description	Period	Target	Q1	Q1	Q1	Q2	Q3	Q4	Annual	Q1		
<b>TS OVERALL PI</b>	<b>The percentage of applications dealt with in target time</b>	Pre 04/2010	75%	81	79	61	51	47	41	50	.	
<b>TS OVERALL PI</b>	<b>The percentage of applications dealt with in target time</b>	Post 04/2010	75%	.	.	.	.	.	.	.	51	
<b>TSIA - Immigration Judge</b>	Receipt in AIT to promulgation <sup>1</sup> by an immigration judge (all cases)	Pre 04/2010	75%	67	73	51	29	28	28	34	.	
<b>TSIA - Immigration Judge</b>	Receipt in AIT to promulgation <sup>1</sup> by an immigration judge (all cases)	Post 04/2010	75%	.	.	.	.	.	.	.	55	
Asylum	Asylum cases, percentage promulgated in 6 weeks	No Change	75%	59	72	69	71	61	58	64	58	
Managed Migration	Managed migration cases, percentage promulgated within 8 weeks	No Change	75%	65	70	65	59	48	31	49	25	
Entry Clearance	Entry clearance cases, percentage promulgated within 10 weeks from receipt of the respondent's bundle	Pre 04/2010	75%	76	73	42	12	17	26	23	.	
Family Visit Visa	Family visitor cases, percentage promulgated within 10 weeks from receipt of the respondent's bundle	Pre 04/2010	75%	59	76	51	28	18	20	27	.	
Entry Clearance	Entry clearance, percentage within 30 weeks from receipt to promulgation	Post 04/2010	75%	.	.	.	.	.	.	.	70	
Family Visit Visa	Family visitor, percentage within 25 weeks from receipt to promulgation	Post 04/2010	75%	.	.	.	.	.	.	.	68	
<b>Employment Appeal</b>	The percentage of appeals listed for a first hearing within 26 weeks of registration	No Change	75%	92	87	87	91	83	87	87	79	
<b>Employment</b>	The percentage of single accepted cases where hearing begins within 26 weeks of receipt	No Change	75%	75	73	71	70	65	56	65	58	
<b>Social Security and Child Support</b>	The percentage of appeals where the first hearing takes place within 14 weeks of the receipt at SSCS	Pre 04/2010	75%	85	87	66	67	60	46	59	.	
	The percentage of appeals where the final outcome is promulgated within 16 weeks of the receipt at SSCS	Post 04/2010	75%	.	.	.	.	.	.	.	48	
<b>Adjudicator to HM Lands Registry</b>	The percentage of cases disposed of within 70 weeks of receipt	No Change	75%	56	62	74	72	74	75	74	74	
<b>Asylum Support</b>	The percentage of cases to be determined <sup>3</sup> within 12 working days of receipt	No Change	100%	100	100	100	100	100	44	78	0	
<b>Care Standards</b>	The percentage of cases to be determined within 40 weeks of receipt	No Change	75%	90	93	86	86	87	80	85	89	
<b>Charities</b>	The percentage of cases disposed of within 30 weeks of receipt	No Change	75%	.	~	100	~	67	100	86	100	
<b>Claims Management Services</b>	The percentage of cases to be disposed of within 50 weeks of receipt	No Change	75%	~	~	~	100	~	100	100	100	
<b>Consumer Credit Appeals</b>	The percentage of cases to be disposed of within 25 weeks of receipt	No Change	75%	.	~	50	33	100	75	58	33	
<b>Criminal Injuries Compensation</b>	The percentage of cases resolved within 6 months of receipt	No Change	75%	72	68	88	92	89	94	91	69	
<b>Environmental Jurisdiction</b>	<b>The percentage of cases disposed of within 30 weeks</b>		75%	.	.	.	.	.	.	.	~	
<b>Estate Agents Appeals</b>	The percentage of cases disposed of within 27 weeks of receipt	No Change	75%	.	.	-	~	~	100	83	0	
<b>Financial Services and Markets</b>	The percentage of cases disposed of within 50 weeks of receipt	No Change	75%	~	100	33	75	44	63	52	54	
<b>First Tier Immigration<sup>5</sup></b>	The percentage of cases disposed of within 30 weeks of receipt	No Change	75%	100	50	100	100	100	100	100	100	
<b>Gambling Appeals</b>	The percentage of cases disposed of within 30 weeks of receipt	No Change	75%	~	~	~	~	100	~	100	~	
<b>Gender Recognition</b>	The percentage of cases disposed of within 20 weeks of receipt	No Change	75%	94	81	82	81	84	75	81	77	



<b>Information</b>	The percentage of cases disposed of within 30 weeks of receipt	No Change	75%	37	63	68	65	68	66	67	85
<b>Lands</b>	The percentage of cases disposed of within 50 weeks of registration	Pre 04/2010	75%	72	72	75	73	68	68	71	.
	Cat 1 The percentage of cases disposed of in 24 weeks of registration	Post 04/2010	75%	.	.	.	.	.	.	.	97
	Cat 2 The percentage of cases disposed of in 70 weeks of registration	Post 04/2010	75%	.	.	.	.	.	.	.	77
<b>Local Government Standards in England<sup>4</sup></b>	The percentage of Appeals Tribunals to be held and determined within 16 weeks of receipt of appeal	No Change	95%	.	.	100	95	68	89	87	89
<b>Mental Health</b>	Section 2 (Mental Health Act 1983) cases that are listed for hearing within 7 days of receipt (statutory target)	No Change	100%	..	..	95	96	98	98	97	97
	The percentage of non-restricted cases disposed of within 9 weeks of receipt	Post 04/2010	75%	.	.	.	.	.	.	.	53
	The percentage of Restricted Patient cases disposed of within 17 weeks of receipt	Post 04/2010	75%	.	.	.	.	.	.	.	63
<b>Pensions</b>	The percentage of cases disposed of within 50 weeks of receipt	No Change	75%	100	100	~	~	~	~	~	100
<b>Primary Health Lists<sup>6</sup></b>	The percentage of cases where the decision was issued within 16 weeks of receipt of reference	No Change	95%	.	.	-	-	-	-	-	79
<b>Reserve Forces Appeals<sup>5</sup></b>	The percentage of determinations (from hearing to judgement) issued within 4 weeks	No Change	85%	.	.	~	71	100	100	67	100
	The percentage of claims served (accepted) within 5 days	Post 04/2010	100%	.	.	.	.	.	.	.	100
<b>Special Commissioners (Income Tax)</b>	The percentage of cases disposed of within 50 weeks of receipt		75%	69	75	.	.	.	.	.	.
<b>Special Educational Needs and Disability</b>	The percentage of cases disposed of within 22 weeks of receipt	No Change	75%	90	80	74	88	85	82	82	83
<b>Tax first tier<sup>7</sup></b>	The percentage of standard/complex cases disposed of within 70 weeks of receipt	No Change	75%	.	.	40	52	55	33	42	56
	The percentage of paper cases disposed of in 20 weeks	Post 04/2010	75%	.	.	.	.	.	.	.	67
	The percentage of basic cases disposed of in 20 weeks	Post 04/2010	75%	.	.	.	.	.	.	.	62
<b>Transport</b>	The percentage of cases disposed of within 16 weeks of receipt	No Change	75%	92	76	98	97	74	87	89	90
<b>Upper Tribunal (Administrative Appeals Chamber)<sup>8</sup></b>	The percentage of all work disposed of within 30 weeks of receipt	Pre 04/2010	75%	88	89	91	93	91	91	92	.
	The percentage of all work disposed of within 20 weeks of receipt	Post 04/2010	75%	.	.	.	.	.	.	.	49
	The percentage of applications for Leave to Appeal to be disposed within 10 weeks of receipt	Post 04/2010	75%	.	.	.	.	.	.	.	62
<b>VAT and Duties<sup>9</sup></b>	The percentage of Category 1 and 3 cases disposed of within 90 weeks of receipt		75%	74	73	.	.	.	.	.	.
	The percentage of Category 2 cases disposed of within 35 weeks of receipt		75%	87	86	.	.	.	.	.	.
<b>War Pensions and Armed Forces Compensation</b>	The percentage of cases disposed of within 20 weeks of receipt	No Change	75%	80	75	77	72	70	68	72	56

Data for Q1 2007-08 and 2008-09 is the best information available, as quarterly reconciliations were not undertaken for these years

Source: TS Quarterly Reconciled Tables

. 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 Now part of the Upper Tribunal

5 Formerly known as IMSET

6 Joined the TS April 2009

7 Created April 2009 as part of TCE ACT

8 Upper Tribunal commenced in 2008-09

9 Now part of Tax first tier

10 Data for Q1 2007/08 and 2008/09 is the best information available, as quarterly reconciliations were not undertaken for these years.