

# **Employment Tribunals and EAT Statistics, 2011-12**

1 April 2011 to 31 March 2012

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## Introduction

This report presents information on Employment Tribunals (ET) and Employment Appeal Tribunal (EAT) activity for the period 1 April 2011 to 31 March 2012. It is the third time that this information has been published as Official Statistics. Key Findings are on page 4 with definitions and background information on page 11.

Historic copies of this report are available on the Ministry of Justice website at www.justice.gov.uk/statistics/tribunals/employment-tribunal-and-eat-statistics-gb

Annual Tribunal Statistics for 2011-12 and Quarterly Tribunal Statistics for all four quarters of 2010-11 and 2011-12 are available at:

www.justice.gov.uk/statistics/tribunals/annual-stats

and www.justice.gov.uk/statistics/tribunals/quarterly

## **Key Findings**

The employment tribunals are independent judicial bodies which determine disputes between employers and employees over employment rights.

#### Claims Received

There were 186,300 claims accepted by employment tribunals (ETs) during 2011-12 (1 April 2011 to 31 March 2012), a 15% fall on the number received in the previous year, and 21% lower than the number in 2009-10.

Single claims are those brought by an individual against an employer (the respondent). Each single claim is processed administratively, and managed and heard judicially on its own. Multiple claims are those where two or more people bring claims usually against a single employer (but not necessarily so) arising from the same or similar circumstances. Importantly, multiple claims are processed, managed and heard together in their multiple grouping.

In 2011-12 there were 59,200 single claims accepted (down by 2% on the previous year) and 127,100 multiple claims accepted (a fall of 19% on the number in 2010-11). The multiple claims were grouped into 5,200 actions, or 'multiple claim cases<sup>1</sup>'. This is a reduction on the 5,900 in 2010-11 and continues a recent downward trend.

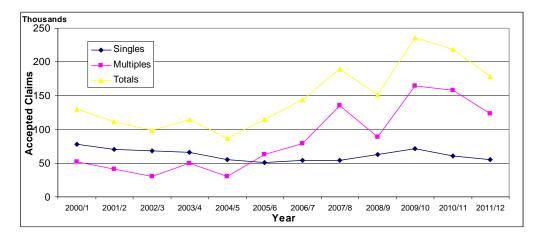


Figure 1: Single and Multiple Accepted Claims, 2001-2 to 2011-12

Note: Figures for 2007-08 are estimated

Source: ET Reports

Figure 1 shows the variation in single and multiple accepted claims (receipts) since 2000-01. It shows that the trend for multiple claims is erratic in nature and is affected by the large number of claims for specific jurisdictions. There has been a general upward trend, but since 2009-10 there has been a year-on-year decline. The number of single claims has been more steady and has been showing a downward trend over recent years.

## **Claims Disposed of**

Employment tribunals disposed of 110,800 claims during 2011-12, a fall of 10% when compared with the previous year, but in-line with the number of claims disposed of in 2009-10. The recent fall in disposals was seen in both single and multiple claims, with decreases of 6% and 14% respectively.

<sup>&</sup>lt;sup>1</sup> The number of grouped collective disputes being litigated before Employment Tribunals.

## **Jurisdictional Complaints Received**

A claim to an employment tribunal can contain a number of different types of complaint, known as jurisdictional complaints. When deciding any claim, the tribunal has to make determinations under each jurisdiction. The total number of jurisdictional complaints accepted in 2011-12 was 321,800, 16% fewer than in 2010-11. Between 1 April 2011 and 31 March 2012, there were, on average, 1.73 jurisdictional complaints per claim. The ratio has varied since 2006-7, but generally increased.

Of the 321,800 jurisdictional claims received in 2011-12, 31% were for Unfair dismissal, breach of contract and redundancy; 29% were concerning Working Time Regulations (largely airline cases that are resubmitted every three months), and 16% were for unauthorised deductions (Wages Act).

## **Jurisdictional Complaints Disposed of**

In 2011-12, employment tribunals disposed of 230,000 jurisdictional complaints, 6% fewer than in 2010-11. This fall was reflected in all jurisdictions except Disability Discrimination, Age Discrimination and Breach of Contract which had increases of 7%, 5% and 1% respectively.

Of the 230,000 jurisdictional complaints disposed of in 2011-12:

- 33% were Acas conciliated (an increase of 4 percentage points on the proportion, when compared with last year);
- 27% were withdrawn (5 percentage points lower than in 2010-11);
- 13% were struck out;
- and 27% were disposed of at hearing (with 12% successful at a tribunal, 7% unsuccessful, 2% dismissed at a preliminary hearing and 6% disposed of via a Default judgment).

#### **Workload Outstanding**

At 31 March 2012, the workload outstanding for employment tribunals (i.e. claims awaiting resolution) was 540,800, as compared with 484,300 at 31 March 2011. The vast majority of those were multiple claims – 514,300 in all. Multiple claims are often legally and factually complex and it is common for action on such claims to be deferred (or 'stayed'), for example pending the outcome of proceedings in appellate courts/tribunals on case management or other interim matters. This means that such claims are not yet ready to have a final Hearing in the employment tribunal, and so the claim cannot be progressed to disposal.

The outstanding workload at 31 March 2012 includes more than 200,000 resubmitted airline Working Time Regulations claims with approximately 15% of these claims also having a Wages Act component. It also includes a number of Equal Pay claims (brought primarily against Local Authorities and the NHS).

Between 2010-11 and 2011-12, there was a decrease in the number of single claims outstanding of 7%, continuing a downward trend seen since 2009-10.

## **Employment Appeal Tribunal**

The main function of the Employment Appeal Tribunal (EAT) is to hear appeals from decisions made by employment tribunals. An appeal must be on a point of law, i.e. it must identify flaws in the legal reasoning of the original decision.

In 2011-12, the Employment Appeal Tribunal (EAT) received 2,170 appeals and disposed of 2,220 appeals. This compares with 2,050 receipts and 2,000 disposals in 2010-11.

In EAT, 510 appeals were disposed of at a full hearing, as compared with 360 in 2010-11.

# **Tables**

**Table 1: Claims Accepted by Employment Tribunals** 

		April to Marc			
	2009-10	2010-11	2011-12		
Total Claims Accepted <sup>2</sup>	236,100	218,100	186,300 <sup>3</sup>		
Total Claims Initially Rejected	4,100	1,400	1,300		
Of the total, those that were resubmitted and	1,300	210	230		
subsequently accepted	0.000	1 100	4 400		
Of the total, those that were resubmitted and not accepted or never resubmitted	2,800	1,100	1,100		
Jurisdiction Mix of claims accepted <sup>2</sup>					
Surisaiotien mix or diamis accepted					
NATURE OF CLAIM	2009-10	2010-11	2011-12		
Unfair dismissal <sup>4</sup>	57,400	47,900	46,300		
Unauthorised deductions (Formerly Wages Act)	75,500	71,300	51,200		
Breach of contract	42,400	34,600	32,100		
Sex discrimination	18,200	18,300	10,800		
Working Time Directive <sup>5</sup>	95,200	114,100	94,700		
Redundancy pay	19,000	16,000	14,700		
Disability discrimination	7,500	7,200	7,700		
Redundancy – failure to inform and consult	7,500	7,400	8,000		
Equal pay	37,400	34,600	28,800		
Race discrimination	5,700	5,000	4,800		
Written statement of terms and conditions	4,700	4,000	3,600		
Written statement of reasons for dismissal	1,100	930	960		
Written pay statement	1,400	1,300	1,300		
Transfer of an undertaking - failure to inform and consult	1,800	1,900	2,600		
Suffer a detriment / unfair dismissal - pregnancy <sup>6</sup>	1,900	1,900	1,900		
Part Time Workers Regulations	530	1600	770		
National minimum wage	500	520	510		
Discrimination on grounds of Religion or Belief	1,000	880	940		
Discrimination on grounds of Sexual Orientation	710	640	610		
Age Discrimination	5,200	6,800	3,700		
Others	8,100	5,500	5,900		
Total	392,800	382,400	321,800		

<sup>&</sup>lt;sup>2</sup> 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.

3 Includes details of claims /jurisdictional complaints that were not entered onto the IT system (see Explanatory

Notes). 

This now includes the jurisdiction for unfair dismissal as a result of a transfer of an undertaking, which was

previously shown separately. <sup>5</sup> Since 2007/8 the figure includes around 10,000 claims from airline employees that have been resubmitted a

number of times. <sup>6</sup> This now includes 3 jurisdictions relating to pregnancy that were previously recorded under "Other".

Table 2: Employment Tribunal Cases disposed and outcomes of jurisdictions in 2011-12<sup>7</sup>

				2009-10		2010-11		2011-12
Total Claims Disposed				112,400		122,800		110,800
JURISDIC	TIONAL MI	X OF TOTAL	CLAIMS I	DISPOSED	April 2011 t	o March 20	12	
NATURE OF CLAIM		CTIONS OSED	WITHE	DRAWN	ACAS CON SETTLE			UT(NOT AT A RING) <sup>8</sup>
		No.	No.	%	No.	%	No.	%
Unfair dismissal		46,100	11,300	24	19,500	42	4,000	9
Wages Act		36,200	9,500	26	9,900	28	5,200	14
Breach of contract		32,200	6,600	20	10,100	<i>32</i>	4,500	14
Redundancy pay		13,200	2,700	21	2,300	18	2,100	16
Sex discrimination		14,700	4,900	33	4,500	30	4,200	29
Race discrimination		4,700	1,400	<i>30</i>	1,700	<i>36</i>	400	8
Disability discrimination		7,300	2,300	31	3,300	<i>45</i>	490	7
Religious belief discrimination		850	260	31	290	34	85	10
Sexual orientation discrimination		590	170	29	250	42	56	9
Age discrimination		3,800	1,600	43	1,200	31	500	14
Working time		23,600	5,400	23	7,500	32	2,200	9
Equal pay		23,800	10,300	44	8,800	37	4,500	19
National minimum wage		520	140	28	170	31	44	9
Others		22,300	5,400	24	6,500	29	2,200	9
AII		230,000	62,000	27	76,200	33	30,500	13
NATURE OF CLAIM		SFUL AT RING	DISMISSED AT A PRELIMINARY HEARING <sup>9</sup>		UNSUCCES HEARI		DEFAULT	JUDGEMENT
•		%	No.	%	No.	%	No.	%
Unfair dismissal	3,900	8	1,300	3	4,800	10	1,200	3
Wages Act	5,100	14	960	3	2,300	6	3,300	9
Breach of contract	5,000	16	730	2	2,300	7	2,900	9
Redundancy pay	2,900	22	300	2	660	5	2,200	16
Sex discrimination	290	2	190	1	590	4	53	0
Race discrimination	140	3	240	5	810	17	24	0
Disability discrimination	220	3	250	3	750	11	34	1
Religious belief discrimination	24	3	45	5	140	16	-	1
Sexual orientation discrimination	20	3	29	5	60	10	-	1
Age discrimination	48	1	100	3	290	8	26	1
Working time	4,100	17	470	2	1,400	6	2,600	11
Equal pay	32	0	41	0	35	0	-	0
National minimum wage	77	13	12	2	55	11	27	6
Others	5,000	23	520	2	1,600	7	1,100	5
AII	26,900	12	5,200	2	15,900	7	13,400	6

Percentages may not add to 100, due to rounding.
 Previously described as "Disposed of Otherwise".
 Previously described as "Dismissed at Hearing (Out of Scope)".
 Previously described as "Dismissed at Hearing (Other Reasons)".

Table 3: All Unfair Dismissal Jurisdictional Complaints Disposed of at a Hearing 11

	Number	Percentage of unfair dismissal cases proceeding to a hearing	Percentage of all unfair dismissal cases disposed of <sup>12</sup>
Cases dismissed			
At a Preliminary Hearing	1,300	12	3
Unsuccessful at hearing	4,800	43	10
All cases dismissed	6,200	<i>55</i>	13
Cases upheld Reinstatement or	5	0	0
reengagement Remedy left to parties	120	1	0
Compensation	2,300	21	5
No award made	2,600	23	6
All cases upheld	5,100	45	11
All cases proceeding to a hearing	11,200	100	27

Table 4: Representation of Claimants at Employment Tribunals 13

	2009-10	2010-11	2011-12
Represented by:			
Trade Union	12,500	10,000	5,500
Lawyers <sup>14</sup>	161,900	142,700	72,600
No rep information provided 15	44,900	40,400	34,900
Other	16,700	25,000	46,100
Total Claims	236,100	218,100	159,000 <sup>16</sup>

<sup>11</sup> All cases proceeding to a hearing are: SUCCESSFUL AT HEARING; DISMISSED AT A PRELIMINARY HEARING, UNSUCCESSFUL AT HEARING & DEFAULT JUDGMENT 12 Percentages may not sum due to rounding 13 This is the information provided by claimants in year and therefore does not add up to jurisdictions disposed.

<sup>&</sup>lt;sup>14</sup> Includes: represented by solicitors, Law Centres and Trade Associations.

<sup>&</sup>lt;sup>15</sup> For those individuals representing themselves, there is no need to provide information on representatives. Therefore all cases where the representative information was left blank are included here. <sup>16</sup> Excludes those claims that were not included on IT system

Table 5: Compensation awarded by Tribunals – cases with Unfair Dismissal jurisdictions 17

	No.	%		No.	%
<£500	227	10%	£10,000-£12,499	130	6%
£500-£999	178	8%	£12,500-£14,999	100	4%
			£15,000-£19,999	125	5%
£1,000-£1,999	292	13%			
£2,000-£2,999	199	9%	£20,000-£29,999	140	6%
£3,000-£3,999	177	8%	£30,000-£39,999	65	3%
£4,000-£4,999	132	6%	£40,000-£49,999	34	1%
			£50,000+	49	2%
£5,000-£5,999	103	4%	All	2,309	100%
£6,000-£6,999	108	5%			
			Maximum		
£7,000-£7,999	93	4%	award <sup>18</sup>		£173,408
£8,000-£8,999	75	3%	Median award		£4,560
£9,000-£9,999	82	4%	Average award		£9,133

Table 6: Compensation awarded by Tribunals – cases with Race Discrimination jurisdictions, <sup>19</sup>

_	No.	%		No.	%
<£500	1	2%	£10,000-£12,499	5	9%
£500-£999	2	3%	£12,500-£14,999	5	9%
			£15,000-£19,999	1	2%
£1,000-£1,999	6	10%			
£2,000-£2,999	8	14%	£20,000-£29,999	0	0%
£3,000-£3,999	5	9%	£30,000-£39,999	1	2%
£4,000-£4,999	5	9%	£40,000-£49,999	0	0%
			£50,000+	5	9%
£5,000-£5,999	3	5%	All	58	100%
£6,000-£6,999	6	10%			
			Maximum		
£7,000-£7,999	2	3%	award		£4,445,023
£8,000-£8,999	3	5%	Median award		£5,256
£9,000-£9,999	0	0%	Average award		£102,259

To Compensation awarded is that of which the tribunal is aware.

18 The maximum award for compensation is limited to £72,300 from 1/02/2012. Awards may be above the maximum where they include a basic award element.

19 Compensation awarded is that of which the tribunal is aware. For awards in cases of Discrimination there is no

statutory cap.

Table 7: Compensation awarded in Tribunals – cases with Sex Discrimination jurisdictions  $^{\rm 19}$ 

	No.	%		No.	%
<£500	0	0%	£10,000-£12,499	18	11%
£500-£999	6	4%	£12,500-£14,999	9	5%
			£15,000-£19,999	11	7%
£1,000-£1,999	15	9%			
£2,000-£2,999	11	7%	£20,000-£29,999	15	9%
£3,000-£3,999	12	7%	£30,000-£39,999	0	0%
£4,000-£4,999	6	4%	£40,000-£49,999	0	0%
			£50,000+	4	2%
£5,000-£5,999	15	9%	All	166	100%
£6,000-£6,999	21	13%			
£7,000-£7,999	11	7%	Maximum award		£89,700
£8,000-£8,999	7	4%	Median award		£6,746
£9,000-£9,999	5	3%	Average award		£9,940

Table 8: Compensation awarded by Tribunals – cases with Disability Discrimination jurisdictions<sup>19</sup>

_	No.	%	_	No.	%
<£500	1	1%	£10,000-£12,499	5	6%
£500-£999	2	3%	£12,500-£14,999	5	6%
			£15,000-£19,999	10	13%
£1,000-£1,999	5	6%			
£2,000-£2,999	5	6%	£20,000-£29,999	0	0%
£3,000-£3,999	7	9%	£30,000-£39,999	5	6%
£4,000-£4,999	4	5%	£40,000-£49,999	2	3%
			£50,000+	8	10%
£5,000-£5,999	4	5%	All	78	100%
£6,000-£6,999	2	3%			
			Maximum		
£7000-£7999	5	6%	award		£390,871
£8000-£8999	4	5%	Median award		£8,928
£9000-£9999	4	5%	Average award		£22,183

Table 9 Compensation awarded by Tribunals – case with Religious Discrimination jurisdictions  $^{\rm 19}$ 

	No.	%	_	No.	%
<£500	0	0%	£10,000-£12,499	0	0%
£500-£999	1	10%	£12,500-£14,999	0	0%
			£15,000-£19,999	0	0%
£1,000-£1,999	2	20%			
£2,000-£2,999	1	10%	£20,000-£29,999	0	0%
£3,000-£3,999	1	10%	£30,000-£39,999	1	10%
£4,000-£4,999	0	0%	£40,000-£49,999	0	0%
			£50,000+	2	20%
£5,000-£5,999	2	20%	AII	10	100%
£6,000-£6,999	0	0%			
			Maximum		
£7,000-£7,999	0	0%	award		£59,522
£8,000-£8,999	0	0%	Median award		£4,267
£9,000-£9,999	0	0%	Average award		£16,725

Table 10 Compensation awarded by Tribunals – case with Sexual Orientation Discrimination jurisdictions  $^{\rm 19}$ 

_	No.	%		No.	%
<£500	0	0%	£10,000-£12,499	2	20%
£500-£999	0	0%	£12,500-£14,999	1	10%
			£15,000-£19,999	0	0%
£1,000-£1,999	0	0%			
£2,000-£2,999	0	0%	£20,000-£29,999	4	40%
£3,000-£3,999	0	0%	£30,000-£39,999	0	0%
£4,000-£4,999	0	0%	£40,000-£49,999	0	0%
			£50,000+	0	0%
£5,000-£5,999	1	10%	All	10	100%
£6,000-£6,999	1	10%			
£7,000-£7,999	0	0%	Maximum award		£27,473
£8,000-£8,999	1	10%	Median award		£13,505
£9,000-£9,999	0	0%	Average award		£14,623

Table 11: Compensation awarded by tribunals – cases with Age Discrimination<sup>19</sup>

	No.	%		No.	%
<£500	1	4%	£10,000-£12,499	1	4%
£500-£999	1	4%	£12,500-£14,999	1	4%
			£15,000-£19,999	1	4%
£1,000-£1,999	2	9%			
£2,000-£2,999	0	0%	£20,000-£29,999	1	4%
£3,000-£3,999	3	13%	£30,000-£39,999	1	4%
£4,000-£4,999	1	4%	£40,000-£49,999	1	4%
			£50,000+	3	13%
£5,000-£5,999	1	4%	All	23	100%
£6,000-£6,999	3	13%			
			Maximum		
£7,000-£7,999	1	4%	award		£144,100
£8,000-£8,999	1	4%	Median award		£6,065
£9,000-£9,999	0	0%	Average award		£19,327

Table 12: Costs awarded in Employment Tribunals cases<sup>20</sup>

COSTS TO	No. OF CASES		COSTS TO	NO. OF CASES	
	Awarded to	Awarded to		Awarded to	Awarded to
	Claimant	Respondent		Claimant	Respondent
< £200 <sup>21</sup>	9	829	£6,001-£8,000	6	23
£201-£400	6	40	£8,001-£10,000	3	3
£401-£600	8	77	£10,000+	10	38
£601-£800	8	21	All	116	1,295
£801-£1000	10	39			
£1,001-£2,000			Maximum		£36,466
	24	72	award <sup>22</sup>		
£2,001-£4,000	22	98	Median award <sup>23</sup>		£5
£4,001-£6,000			Average		£1,292
	10	54	award <sup>24</sup>		

Table 13: Summary of Receipts and Disposals at EAT

Appeals Received	2,172
Appeals Disposed	
Rejected – out of time	283
Rejected – no reasonable prospect of success	1,040
Withdrawn prior to registration	179
Withdrawn after registration <sup>25</sup>	128
Struck out	26
Dismissed at preliminary hearing <sup>26</sup>	55
Disposed at full hearing <sup>27</sup>	506
Total disposed	2,217

This does not include costs awarded for waste or preparation.
 There is a multiple case consisting of 800 claimants where they have all been made liable for a costs award of £4,000 to the respondent. This works out at £5.00 per claimant, all cases have a unique case number and have had their portion of the cost award entered onto the MI system.

22 The maximum award was made subject to a detailed assessment by the County Court in accordance with the Civil

Procedure Rules 1998.  $^{23}$  The median award is skewed by the multiple awards of £5.00. The median value excluding the 800 awards and substituting them with one award of £4,000 is £1,730.

 $<sup>^{24}</sup>$  Excluding the 800 £5.00 awards and substituting with one of £4,000 gives an average of £2,973.

<sup>&</sup>lt;sup>25</sup> See Table 16 <sup>26</sup> See Table 14

<sup>&</sup>lt;sup>27</sup> See Table 15

Table 14: Cases dealt with at preliminary hearings by EAT

	Brought by employers	Brought by employees	All
Dismissed at hearing	8	47	55
Allowed to full hearing	29	71	100
All	37	118	155

# Table 15: Appeals disposed of by EAT at a full hearing

	Brought by employers	Brought by employees	All
Dismissed at hearing	85	154	239
Allowed	59	49	108
Allowed & remitted	58	101	159
All	202	304	506

# Table 16: Appeals withdrawn

	Brought by employers	Brought by employees	All
Withdrawn before Preliminary hearing	11	11	22
Withdrawn before Full hearing	54	52	106
All	65	63	128

# **Explanatory Notes**

### **Cases not on Employment Tribunals IT System**

Multiple Airline cases are resubmitted every three months and are included in the counts of receipts and caseload outstanding. These cases include the jurisdictions Working Time Directive (Annual Leave) and Unauthorised Deductions (Formerly Wages Act). During 2011-12, 27,300 claims (12,900 for Quarter 3 and 14,400 for Quarter 4) for this jurisdiction were not input to the Employment Tribunals IT system at the time of receipt. They have however been recorded within the overall number of receipts, received jurisdictional complaints and caseload outstanding figures for 2011-12.

# **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 details are subject to inaccuracies inherent in any large-scale recording system and it is the best data that is available at the time of publication. HMCTS is examining the quality of management information. Thus, it is possible that some revisions may be issued.

#### **Revisions**

Some statistics were correct at the time of publication but have been revised following data quality checks or reconciliation. These values have been marked as 'r'.

## **Definitions**

**Receipt** – Volumetric term covering the acceptance of a case by a HMCTS Tribunal.

**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.

**Workload outstanding** – The number of claims outstanding at the end of the period and still waiting to be dealt with to completion.

Employment Appeal Tribunal - The main function of the Employment Appeal Tribunal (EAT) is to hear appeals from decisions made by employment tribunals. An appeal must be on a point of law, i.e. it must identify flaws in the legal reasoning of the original decision. The Employment Appeal Tribunal will not normally re-examine issues of fact. It also hears appeals from (and applications relating to) decisions made by the Certification Officer or by the Central Arbitration Committee, however these are infrequent. The EAT may allow an appeal and substitute its own decision for that of the Employment Tribunal, or may remit it back to an employment tribunal for reconsideration.

Appeals from EAT decisions may be made to the Court of Appeal (in England & Wales) or Court of Session (in Scotland).

**ET Claim** – A claim presented to an employment tribunal by a claimant. It may be brought under one or more jurisdictions or subsequently amended or clarified in the course of proceedings, but will be counted only once.

ET Single and Multiple Claims – Claims to an employment tribunal may be classified into two broad categories – singles and multiples. Multiples are where two or more people bring claims, involving one or more jurisdiction(s) usually against a single employer but not necessarily so, for instance in TUPE cases, and always arising out of the same or very similar circumstances. As a multiple, the component claims are processed administratively, and managed and heard judicially together.

ET Multiple Claim Cases - the number of combined groupings or actions formed by component multiple claims. This will essentially equate to the number of grouped collective actions being litigated before the employment tribunals.

**ET Jurisdiction** – The employment tribunal powers to hear complaints 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 may contain a number of grounds, known as jurisdictional complaints. When deciding any claim, the tribunal has to make determinations under each jurisdiction, e.g. unfair dismissal and sex discrimination. The number of jurisdictional complaints within a claim can affect the true workload represented by that claim: the higher the ratio of complaints to a claim, the more complicated the work will generally be. 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).

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

**Settlement** – Cases settled by Acas without the need for a hearing. A third party may have been involved in the process.

## **TABLE CONVENTIONS**

## Rounding

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

- Values less than 100 remain as unit values.
- Values from 100 to 999 are rounded to the nearest 10.
- Values of 1,000 and over are rounded to the nearest hundred.

## **Notation**

The following symbols have been used throughout the tables in this bulletin:

- = Not applicable
- = Not available
- = Small Value
- = Nil
- 0 (r) = Revised data
- = Provisional data (p)

## **Contact points for further information**

Spreadsheet files of the tables and graphs contained in this document are also available for download from this address.

Press enquiries should be directed to the Ministry of Justice press office:

Email: press.office@justice.gsi.gov.uk

Other enquiries about these statistics should be directed to:

## **Ministry of Justice**

Judicial Statistics Analytical Services 7<sup>th</sup> Floor 102 Petty France London SW1H 9AJ

Email: statistics.enquiries@justice.gsi.gov.uk.

General enquiries about the statistical work of the Ministry of Justice can be emailed to: <a href="maileostatistics.enquiries@justice.gsi.gov.uk">statistics.enquiries@justice.gsi.gov.uk</a>
General information about the official statistics system of the UK is available from <a href="maileostatistics.gov.uk">www.statistics.gov.uk</a>