

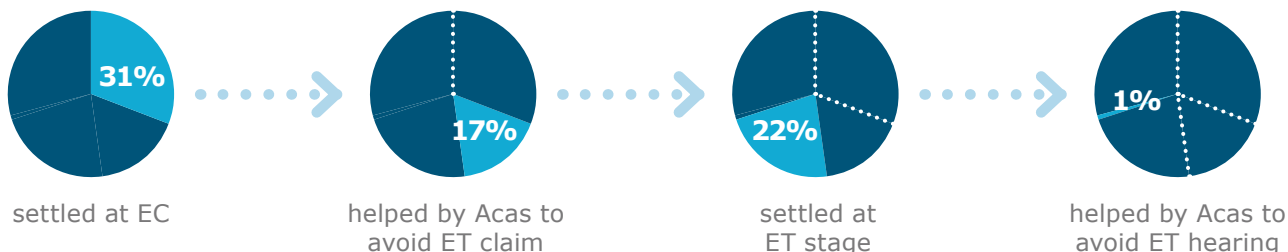
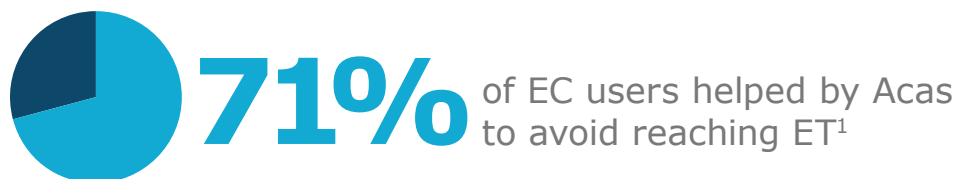
Acas conciliation

Evidence of success and impacts



EC – Early Conciliation
ET – Employment Tribunal

Resolving disputes

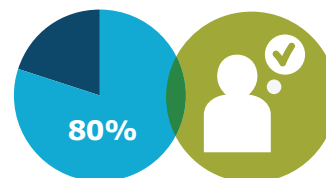


Easier settlements

Prior use of EC made settlement at ET stage more likely⁴:



Satisfied with service



Users satisfied with Acas conciliation in ET applications³

Quicker settlements

Prior use of EC helped resolve ET claims quicker²:

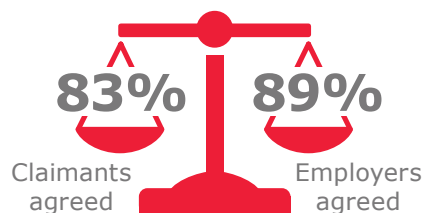


Claimants agreed

Employers agreed

Impartial

Acas seen as even-handed⁵:



Future use

Would use Acas conciliation again in the future⁶:



Further benefits for employers

Advice/guidance from conciliators to employers meant that...



¹ EC(923), ET1(636) – Acas conciliation achieves a settlement or is deemed important in the claimant’s decision to not take further action in 71 per cent of early conciliation cases – Survey 1 post-ET1(336), ET(103) – Survey 2

² “The service I received from Acas before [I/{claimant}] submitted an ET application made it quicker to resolve my case once the claim was submitted” Q91 (claimants=109, employers=58)

³ “How satisfied or dissatisfied were you with service you received from Acas in this case after the tribunal claim was submitted?” Q84 (all=1,002)

⁴ Derived (claimants=334) (employers=218)

⁵ “Overall, did you feel that Acas was more on your side, more on the other side, or even handed between you?” Q77 (claimants=512, employers=490)

⁶ “If you were involved in a similar situation in the future, would you make use of conciliation services from Acas?” Q93 (claimants=512, employers=490)

⁷ “Did the Acas conciliator provide you with any information or advice which you believe will help you avoid having to deal with another case of this type in the future?” Q86 (employers=99)

⁸ “Have you updated or implemented an new policies, procedures or practices as a consequence of guidance you received from the conciliator?” Q87 (employers=99)

Research conducted by TNS BMRB on behalf of Acas. Surveys were conducted between November 2014 and March 2015 and between September 2015 and January 2016 over the phone. A total of 2,592 interviews were completed in survey 1 and 1,002 in survey 2.

The most recent report Evaluation of Acas Conciliation in Employment Tribunal applications 2016 (Ref. 04/16) is available to download at www.acas.org.uk/researchpapers



TNS BMRB

