



Ministry of
JUSTICE



HM Courts
& Tribunals
Service

Annual Tribunals Statistics, 2010-11

1 April 2010 to 31 March 2011

30 June 2011

Alternative format versions of this report are available on request from the Her Majesty's Courts and Tribunals Service by emailing tsstats@hmcts.gsi.gov.uk.

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Introduction

This report presents information on Tribunals activity for the period 1 April 2010 to 31 March 2011. This report is being published alongside quarterly statistics for the fourth quarter of the 2010-11 year and information in both reports is published as Official Statistics.

Quarterly statistics for all four quarters of 2010-11 are available at:
www.justice.gov.uk/publications/statistics-and-data/tribunals/quarterly.htm

Monthly Statistical Notices presenting management information for the Social Security and Child Support tribunal have been published for January 2011 onwards. These are available at: www.justice.gov.uk/publications/statistics-and-data/tribunals/sscs-stats.htm

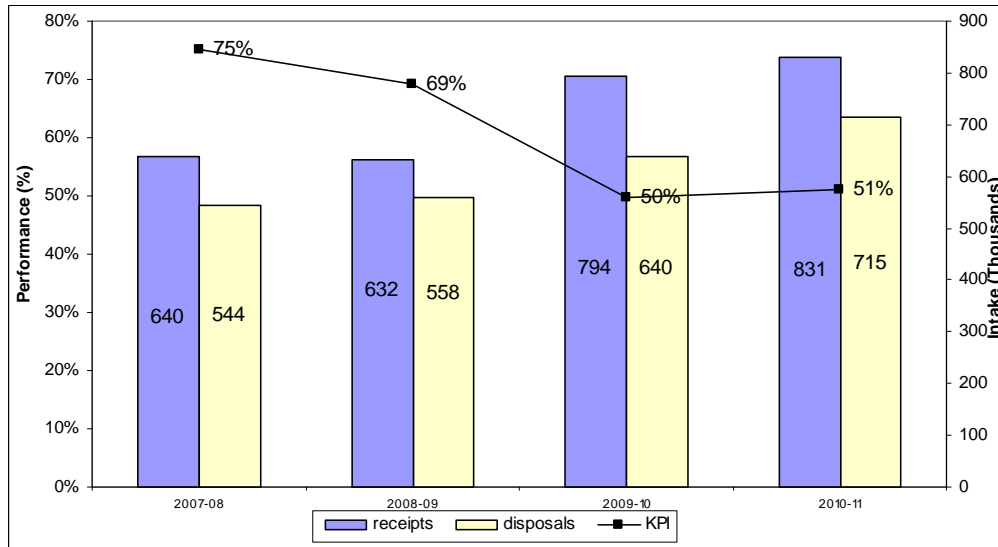
Statistics for Employment Tribunals and Employment Appeal Tribunal activity for 2009-10 were published on 3 September 2010 in "Employment Tribunal and EAT statistics 2009-10". This publication is available at :
<http://www.justice.gov.uk/publications/employment-eat-annual-stats.htm>.

Key Findings

All Tribunals combined

- There were 831,000 receipts of cases to all tribunals during 2010-11 (i.e. during the period 1 April 2010 to 31 March 2011). This was an increase of 5% compared to the previous year and 31% more than in 2008-09. If multiple claims to Employment Tribunals are excluded, the number of cases received in 2010-11 was 7% more than in the previous year.
- The increase in cases received in 2010-11 was largely due to a rise in the number of Social Security and Child Support receipts, which rose by 23% in the last year (and by 72% when compared with 2008-09). By contrast, receipts to Employment Tribunals and to Immigration and Asylum fell in 2010-11 compared to the previous year.
- There were 714,500 cases disposed of during 2010-11, an increase of 12% on 2009-10 and 28% more than in 2008-09.
- For all tribunals combined, since there were more cases received than cases disposed of during the course of 2010-11, the caseload outstanding as at the end of the year went up by around a fifth compared to the end of 2009-10 (from 628,800 on 31 March 2010 to 751,300 on 31 March 2011).
- However, for some Tribunals, the caseload outstanding has fallen in the last year - by 27% for Immigration and Asylum; by 16% for single ET claims and by 31% for Criminal Injuries Compensation and 57% for Lands.
- For those tribunals for which information was available, overall, there was a 4% increase in the number of days sat in tribunals by judges, a total of 199,600 in 2010-11 overall.
- Some 51% of all single, first instance applications were dealt with within target time (against a target of 75%).

Figure 1: Receipts, Disposals and KPI 1 performance, 2007-08 to 2010-11



Source: Tribunals quarterly and annual reconciled returns

Social Security and Child Support

The Social Security and Child Support Tribunal (SSCS) arranges and carries out independent hearings for appeals on decisions made by the Department for Work and Pensions (including Jobcentre Plus, Child Support Agency and Disability and Carers Service), as well as other government departments (HM Revenue and Customs) and local authorities.

- In 2010-11, there were 418,500 cases received by SSCS, which was a 23% increase compared to the previous year (and a 72% increase when compared with 2008-09). Receipts of cases related to Employment Support Allowance and Incapacity Benefit (ESA/IB) went up by 29% compared to the previous year; cases related to Job Seeker's Allowance increased by 51%, while cases related to Disability Living Allowance/Attendance Allowance (DLA/AA) increased by 11%.
- There was a 36% rise in the number of disposals by SSCS during the year (this is also 55% greater than in 2008-09), with 380,200 in total. Some 56% of the cases disposed of related to ESA/IB (a similar proportion to the level of receipts), and 18% were related to DLA/AA. The number of ESA/IB disposals outstripped receipts for four of the last five months of 2010-11, and reached their highest level in March 2011 (23,000 disposals in that month).
- There was a 33% increase in the number of hearing clearances in SSCS.
- The number of days sat by judges in the SSCS was 74,000 in 2010-11, a 19% increase on the 62,000 in 2009-10.

Employment Tribunals

The Employment Tribunals are independent judicial bodies who determine disputes between employers and employees over employment rights.

- Employment Tribunals (ET) received an overall total of 218,100 claims during 2010-11, an 8% fall compared to the previous year (but a 44% increase on 2008-09). Compared to 2009-10 this comprised a 15% fall in single claims and a 4% fall in multiple claims.
- There were 122,800 disposals during 2010-11, which was a 9% increase compared to the previous year and 33% more than in 2008-09. The rise in disposals was principally seen in multiple cases, which increased by 27% between 2009-10 and 2010-11.
- The number of days sat by judges in the Employment Tribunals was 36,000, a 5% increase compared to the previous year.

First Tier Immigration and Asylum Tribunal

The First-tier Tribunal (Immigration and Asylum Chamber) is an independent Tribunal dealing with appeals against decisions made by the Home Secretary and his officials in immigration, asylum and nationality matters.

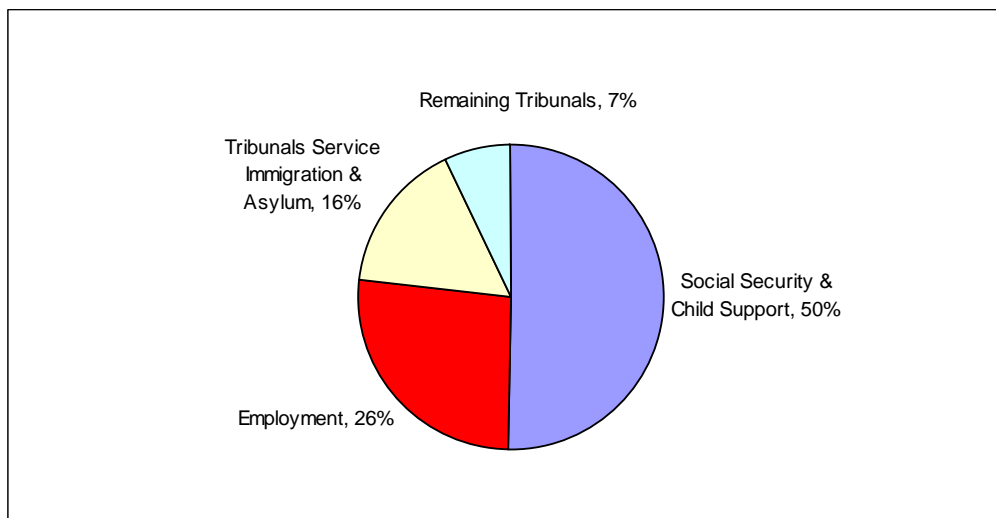
- In 2010-11, there were 136,800 receipts by the First Tier Immigration and Asylum Chamber, a drop of 14% on the previous year. All case types within this tribunal saw falls compared to 2009-10.
- Disposals fell by 22% in 2010-11, to 154,700 in total. However, despite this fall there were 13% more cases disposed of than received during the year. Despite the fall in disposals overall, for cases related to Asylum and Managed Migration, disposals were higher in 2010-11 than the previous year (by 2% and 28% respectively).
- The number of outstanding cases at the Immigration and Asylum Tribunal actually fell by 27% between 31 March 2010 and 31 March 2011.

Commentary

Receipts (Table 1.1)

1. In 2010-11 there were 831,000 Tribunals receipts, an increase of just under 5% on the 793,900 received in 2009-10, and a rise of 31% on the number in 2008-09. Excluding multiple claims¹ to Employment Tribunals (which vary from year to year and can distort the picture on workload), there was a 7% increase in receipts in the last year.
2. Although there are 29 separate Tribunals, Figure 2 shows that 93% of appeals are received by three of them: Social Security and Child Support (SSCS), Employment Tribunals (ET) and Immigration and Asylum (IA). In 2009-10 receipts to SSCS accounted for 43% of all those received, but they now make up over half of all receipts.

Figure 2: Receipts by jurisdiction, 2010-11.



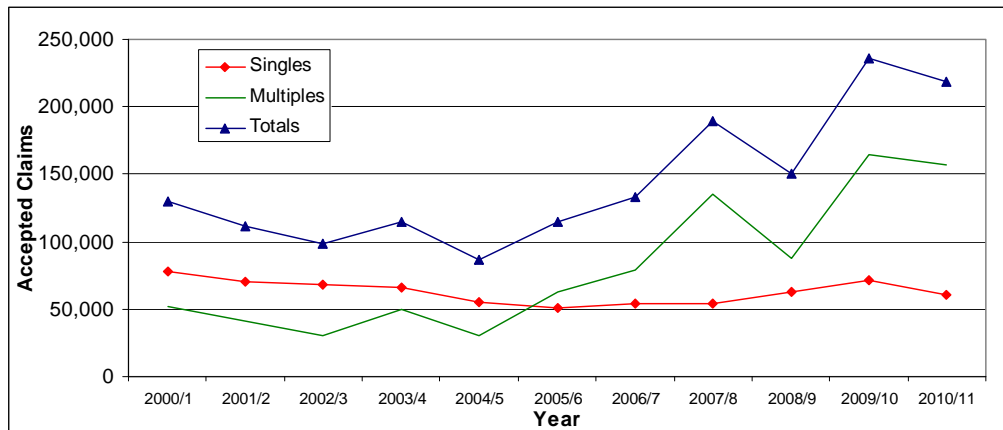
Source: Tribunals quarterly and annual reconciled return.
Figures may not add to 100% because of rounding

¹ Multiple cases are where two or more people bring cases, 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 cases are processed together.

Receipts by Jurisdiction

3. In Social Security and Child Support there were 418,500 receipts, an increase of 79,300 or 23% on the number received in 2009-10 and a rise of 72% on appeals received in 2008-09. The rise in SSCS receipts over recent years has mainly been caused by the introduction of Employment Support Allowance in October 2008 to replace Incapacity Benefit. In 2010-11, SSCS had 231,700 receipts for these two benefit types – 29% more than in 2009-10 and 167% more than 2008-09. Individually, receipts in Employment Support Allowance rose by 56% last year, whilst receipts for Incapacity Benefit fell by 34% over the same period. In the last year there has also been an increase in the number of receipts for Job Seeker’s Allowance (of 51%) and Disability Living Allowance/Attendance Allowance (of 11%).
4. Of the 418,500 SSCS cases received between April 2010 and March 2011:
 - 231,700 or 55% related to Employment Support Allowance (ESA)/Incapacity Benefit (IB);
 - 83,600 or 20% were for Disability Living Allowance/Attendance Allowance (DLA/AA);
 - 47,000 or 11% were for Job Seeker’s Allowance (JSA)
5. In Employment Tribunals, there were 218,100 receipts (claims) during 2010-11 representing an 8% fall compared to the previous year, but still an increase of 44% on those in 2008-09. When compared with 2009-10 data, there were falls both in single and multiple claims of 15% and 4% respectively. Figure 3 shows the variation in single and multiple accepted claims (receipts) since 2001-02.

Figure 3: Single and Multiple Accepted ET Claims, 2000-01 to 2010-11



Note: Figures for 2007-08 are estimated

Source: ET Reports

6. For ET, the number of jurisdictional claims² (Table 2.1) was 382,400 in 2010-11, meaning that there were on average 1.75 jurisdictional claims per case. In 2010-11, the total number of jurisdictional claims was 3% lower than in 2009-10 but 43% higher than the number in 2008-09. Of the 382,400 jurisdictional claims, 30% were concerning Working Time Directive (largely airline cases that are resubmitted every three months), 28% were for unfair dismissal, breach of contract and redundancy (lower than in previous years) and 19% were for unauthorised deductions (Wages Act).
7. Between 1 April 2010 and 31 March 2011, there were 136,800 receipts on Immigration and Asylum. Overall numbers of receipts to this tribunal have fallen over the last couple of years - the figure for 2010-11 was 14% fewer than in 2009-10 and 27% less than in the previous year. When comparing receipts for the latest year with 2009-10, all case types had a decrease in the level of receipts – Asylum by 9%; Managed migration by 5%, Entry Clearance Officer by 14% and Family Visit Visa by 22%.

Disposals (Table 1.1)

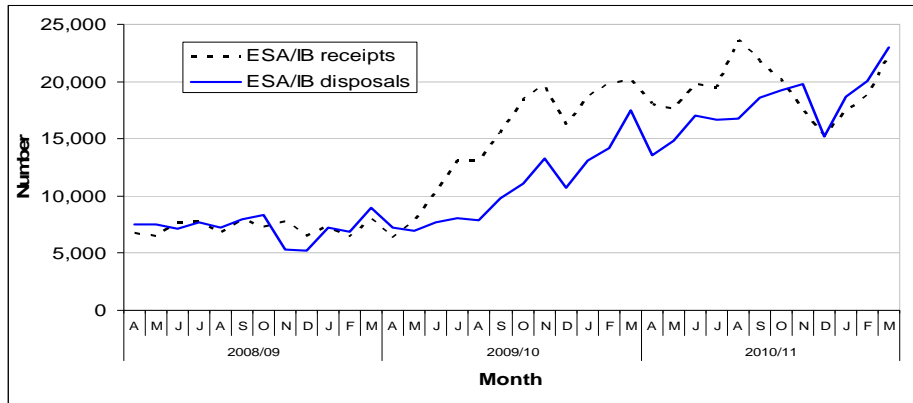
8. In 2010-11, Tribunals disposed of 714,500 disposals in all. The level of disposals has increased over the last 3 years and was 12% higher than in 2009-10 and 28% more than in 2008-09.
9. Despite the rise in disposed cases and claims, the overall number has not kept pace with the number of receipts (although disposals have outstripped receipts for some individual tribunals). In 2010-11, receipts were 16% higher than disposals and thus caseload outstanding (cases not yet concluded) has continued to rise.

Disposals by Jurisdiction

10. During 2010-11, SSCS disposed of 380,200 cases - 53% of all cases disposed by tribunals. This was 36% more than in the 2009-10 and 55% greater than in 2008-09. Of those cases disposed of in 2010-11, 56% were for Employment Support Allowance/Incapacity Benefit (a similar proportion to the level of receipts), and 18% were related to Disability Living Allowance/ Attendance Allowance.

² 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.

Figure 4: Receipts and Disposals for Employment Support Allowance and Incapacity Benefit (ESA/IB), April 2008 to March 2011



Source: SSCS GAPS reports

11. Figure 4 shows that both receipts and disposals for ESA/IB benefit types increased from June 2009 – reaching a peak in August 2010 of 23,600 receipts in that month. The number of ESA/IB disposals outstripped receipts for four of the last five months of 2010/11, and reached its highest level in March 2011 (23,000 disposals in that month).
12. Employment Tribunals disposed of 122,800 cases³ during 2010-11, 9% more than in 2009-10 and 33% more than in 2008-09. The rise in disposals was seen in multiple cases – increasing by 27% from 2009-10 to 2010-11, whilst there was a 3% fall in disposed single cases over the same period (but a reduction in the single caseload outstanding).
13. Of the 244,000 jurisdictional claims disposed of in the last year, 39% related to unfair dismissal, breach of contract and redundancy; 16% were for unauthorised deductions (Wages Act) and 11% were for Equal Pay.
14. During 2010-11, there were 154,700 disposals for Immigration and Asylum. Although this number is 22% less than in the previous year, the number of disposals outnumbered receipts by 13%. For Asylum, and Managed Migration case types, the number of disposals was higher in 2010-11 than the previous year (by 2% and 28% respectively).

³ There may be a small undercount in ET disposals because of changes to computer systems during the year.

Outcome of Hearing by Jurisdiction (Tables 2.2, 3.2, 4.2)

15. Information about the outcome of hearing is available for the three largest tribunals. Table 3.2 provides details for SSCS cases that were cleared at hearing⁴ and whether or not the decision was found in favour of the appellant, or if the original decision made by DWP is upheld. There were 276,400 hearing clearances – a 33% increase on the number during 2009-10. Of these, 35% were found in favour of the appellant. This proportion varies by type of benefit with 42% for Child Support Allowance; 40% for ESA/IB; 13% for Job Seekers Allowance and 9% for Social Fund.

16. Table 2.2 gives details of ET jurisdictional claims disposed of by type of jurisdiction and outcome. Of the 244,000 jurisdictional claims disposed of in 2010-11:

- 39% were unfair dismissal, breach of contract or redundancy;
- 16% were unauthorised deductions (Wages Act);
- 10% were Working Time Directive and 11% was associated with Equal Pay.

17. Examining the disposed jurisdictional claims by outcome:

- 32% were withdrawn; 29% were Acas Conciliated and 12% were successful at a Tribunal.

18. Between 1 April 2010 and 31 March 2011, there were 154,700 Immigration and Asylum disposals (Table 4.2), of which:

- 68,100 (44%) were dismissed;
- 62,800 (41%) were allowed;
- 23,800 (15%) were withdrawn.

Caseload Outstanding (Table 1.2)

19. At 31 March 2011, the caseload outstanding was 751,300, an increase of around a fifth⁵ on the number at 31 March 2010, and 61% (excluding Mental Health and Employment Appeal Tribunal) higher than on 31 March

⁴ These are cleared via a Tribunal (could be a panel or member of the Judiciary sitting alone with a decision/outcome).

⁵ Comparison excludes information for Employment Appeal Tribunal as this was not available for 2008-09 and 2009-10

2009. Just over three fifths of the caseload outstanding was for multiple ET claims.

20. Even though the number of disposals has been increasing, these have not kept pace with the level of receipts and thus caseload outstanding has generally continued to rise. However, for some Tribunals, it has fallen in the last year - by 27% for Immigration and Asylum; by 16% for single ET claims and by 31% for Criminal Injuries Compensation and 57% for Lands.

Adjournments and Postponements (Table 1.3)

21. The number of adjournments and postponements are not collected for each jurisdiction. Key points are:

- For Social Security and Child Support, 14% of listed cases were adjourned (a small reduction from 16% in 2009-10) and 6% were postponed (from 7% in 2009-10).
- For Immigration and Asylum, adjournment and postponement rates⁶ for 2010-11 were both 8%.
- Between 2009-10 and 2010-11, the adjournment rate for Criminal Injuries Compensation has reduced from 24% to 17%. This may be as a result of continual improvement of case management and improvements in liaison with the parent body, Criminal Injuries Compensation Authority. The postponement rate went up slightly over the same period, from 4% in 2009-10 to 6% in 2010-11.
- Continuing the trend, there have been reductions in both adjournment and postponement rates for Mental Health and this may be a result of improved case management processes. In 2010-11, the adjournment rate was 7%, whilst that for postponements was 13%.
- There was also a reduction in rates for the Special Educational Needs and Disability (SEND) tribunal – the adjournment rate was 12% and the postponement rate was 14% in 2010-11.

22. For those tribunals that recorded them, the main reason for an adjournment was the Tribunal not being ready to proceed (57% of adjournments).

Judicial Sitting Days (Table 1.4)

23. The number of judicial sitting days for those jurisdictions where information was available, was 199,600 – a 4% increase on the number in the

⁶ 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.

previous year. 37% of all jurisdictional sitting days recorded were for SSCS. The number of sitting days in that jurisdiction has gone up by 19%, from 62,000 in 2009-10 to 74,000 in 2010-11. There were also increases in total sitting days for ET (up 5%) and for the Information tribunal (from 175 in 2009-10 to 488 in 2010-11).

24. Of the 199,600 number of total jurisdictional sitting days, 72% were for fee-paid judiciary and 28% were for salaried judiciary. The ratio of paid to salaried judiciary varies by jurisdiction. In 2010-11, 66% of judicial sitting days for Employment were for salaried judiciary, whilst this was 2% for the Information tribunal.

Performance (Table 5.1)

25. Tribunals have 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).”

26. In 2010-11, 51% of applications were dealt with within target time – a similar percentage to the previous year (although on a slightly different basis). From April 2010, changes were made 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 been an effect on 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.

27. When examined by jurisdiction, performance for 2010-11, was as follows:

- 46% in Social Security and Child Support;
- 57% overall in Immigration and Asylum (but with Entry Clearance Officer (70%) and Family Visit Visa (69%) close to meeting the 75% target.
- 59% in Employment Tribunals;
- 74% in Employment Appeal Tribunal;
- 99% in Mental Health (section 2).

28. Many of the Special Tribunals met or exceeded their targets and performance was as follows:

- 100% in Charities;
- 100% in First Tier Immigration;

- 100% in Pensions Regulator;
- 100% in Reserve Forces Appeals;
- 90% in Lands (Category 1);
- 88% in Transport;
- 84% in Special Educational Needs and Education ;
- 81% in Care Standards;
- 77% in Local Government Standards in England;
- 76% in Gender Recognition.

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 was developed (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 31 March 2010), the resource required to maintain duplicated entry onto the old ETHOS system was simply not sustainable. There was 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 24 May 2010. Data for Leicester was available from ETHOS up until that point.

The Caseflow system has now ceased and a reversion has taken place to the former ETHOS system. In some cases complete data has not been available for Nottingham and Leicester. Whilst there is robust data on receipts of claims, disposals (although likely to be a small undercount) and caseload outstanding, with regard to Nottingham and Leicester, jurisdictional claims and performance data is incomplete.

Changes to Performance Indicators for 2010-11

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

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

This 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:

- IA – 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);
- IA – new indicator for Entry Clearance, measuring the percentage of cases where the time taken from receipt in TSIA 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 measuring the percentage of appeals where the final outcome is given to the appellant within 16 weeks of the receipt at SCS (16 week target). The former target measured the time from receipt to first hearing (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).
- First Tier 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 cases⁷ to be disposed of within 24 weeks of registration (75% target);
 - The percentage of Category 2 cases⁸ to be disposed of 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 of within 10 weeks of receipt (75% target).

⁷ Absent Owners and Rights of Light jurisdictions.

⁸ Leasehold Reform Appeals, Rating Appeals, Reference Cases, Housing Act Cases, Law of Property (restrictive covenants).

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'.

Change of Names of Tribunals

A number of Tribunals became part of the former Tribunals Service since it was formed, or have changed their name. Details of these changes have been published in Annex A of The Tribunals Service Annual Report and Accounts, 2009-10.

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.

Hearing clearance (SSCS) – these are cleared via a Tribunal (could be a panel or 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 necessarily 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 Tribunal 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 may 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.

IA 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 human rights appeal. Since then, a range of in-country case types raising Human Rights grounds have been recorded under this category when they would have been more appropriately recorded against another case type. The Tribunal has made a recent change to its administrative processes to record such cases more suitably, which will explain any drop 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 withheld 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 may have been involved in the process.

Postponement – Where a case is taken out of the list, **prior to** the 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 the 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 appellant. **Note:** ET records outcomes for each act (or jurisdiction), not for the hearing.

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

Table conventions

Rounding

Figures in the tables are rounded independently and thus may not add to figures 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
0	= Nil
(r)	= Revised data
(p)	= Provisional data

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:

HMCTS

Performance, Analysis and Reporting Team
4th Floor
Taylor House
88 Rosebery Avenue
London EC1R 4QU
Email: tsstats@hmcts.gsi.gov.uk

General enquiries about the statistical work of the Ministry of Justice can be e-mailed to: statistics.enquiries@justice.gsi.gov.uk

General information about the official statistics system of the UK is available from www.statistics.gov.uk

Table 1.1 Receipts and Disposals by Jurisdiction

Numbers

	Receipts			Disposals		
	2008-09	2009-10	2010-11	2008-09	2009-10	2010-11
Tribunals	631,900	793,900	831,000	558,400	639,600	714,500
First Tier Tribunal (Immigration and Asylum Chamber) ¹	188,700	159,800	136,800	171,700	197,500	154,700
Employment Appeal ²	1,800	2,000	2,000	600	580	2,000
Employment ³	151,000	236,100	218,100	92,000	112,400	122,800
Singles	62,400	71,300	60,600	..	65,000	62,900
Multiples	88,700	164,800	157,500	..	47,300	59,900
Social Security and Child Support	242,800	339,200	418,500	245,500	279,300	380,200
Mental Health	22,500	25,200	25,900	23,600	25,000	26,600
Adjudicator to HM Land Registry	1,800	2,000	1,300	2,100	2,100	1,600
Asylum Support	2,000	3,100	4,100	2,000	2,800	4,200
Care Standards	210	240	130	260	230	140
Charities	-	5	12	0	7	8
Claims Management Services	-	5	5	0	-	-
Consumer Credit Appeals	12	13	8	7	12	9
Criminal Injuries Compensation	2,500	3,800	2,700	3,100	3,300	3,600
Environmental Jurisdiction	.	.	0	.	.	0
Estate Agents Appeals	-	8	0	0	6	-
Financial Services and Markets	24	25	710	19	27	23
First Tier Tribunal (Immigration Services)	9	7	10	11	8	7
Gambling Appeals	0	-	-	0	-	-
Gender Recognition Panel	280	290	300	290	270 ^r	320
Information Rights	84	160	220	120	130	200
Lands	1,100	1,100	750	950	1,000	1,800
Local Government Standards in England	.	72	49	.	70	57
Pensions Regulator	-	-	8	6	0	-
Primary Health Lists	.	140	130	.	78	110
Reserve Forces Appeals	.	11	9	.	13	11
Special Commissioners (Income Tax)	420	.	.	280	.	.
Special Educational Needs and Disability	3,100	3,400	3,400	3,300	2,900	2,900
Tax first tier	.	10,400	8,900	.	5,600	6,100
Transport	860	640	520	910	670	540
Upper Tribunal (Administrative Appeals Chamber)	4,800	3,700	4,100	5,600	3,600	4,400
VAT and Duties	5,400	.	.	3,500	.	.
War Pensions and Armed Forces Compensation	2,500	2,600	2,200	2,600	2,200	2,200

Source: Tribunals Quarterly and Annual Reconciled Returns

Figures may not add to totals because of rounding

- . Not applicable
- .. Not available
- Small Value

- 0 Nil
- (r) Revised data
- (p) Provisional data

¹ The Tribunals Service Immigration and Asylum (IA), 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 15 February 2010. Figures for 2010-11 relate to appeals dealt with by Immigration Judges at the FTTIAC. Figures for 2009-10 relate to appeals dealt with by Immigration Judges at the AIT or FTTIAC. Figures for 2008-09 relate to appeals dealt with by Immigration Judges in AIT.

² Prior to 2010-11 Employment Appeal Tribunal disposals exclude appeals rejected, struck out or withdrawn prior to registration.

³ Employment Tribunal disposals may include a small undercount due to a change of computer system during the year.

⁴ The new MARTHA database was introduced in September 2008 and thus information for 2008-09 may not be directly comparable.

Table 1.2 Cases Outstanding by Jurisdiction ¹

	Numbers		
	Caseload outstanding		
	2008-09	2009-10	2010-11
Tribunals	462,500	628,800	751,300
First Tier Tribunal (Immigration and Asylum Chamber)	88,400	58,000	42,400
Employment Appeal	370
Employment	290,200	404,800	484,300
Singles	29,800	33,800	28,500
Multiples	260,400	371,000	455,800
Social Security and Child Support	66,400	138,800	194,200
Mental Health	..	4,800	4,500
Adjudicator to HM Land Registry	1,600	1,500	1,200
Asylum Support	43	320	140
Care Standards	96	110	45
Charities	-	0	-
Claims Management Services	0	-	5
Consumer Credit Appeals	5	0	8
Criminal Injuries Compensation	1,700	2,800	1,900
Environmental Jurisdiction	.	.	0
Estate Agents Appeals	-	-	0
Financial Services and Markets	18	19	710
First Tier Tribunal (Immigration Services)	-	-	-
Gambling Appeals	0	0	-
Gender Recognition Panel	65	93	80
Information Rights	150	94	130
Lands	1,400	1,500	640
Local Government Standards in England	.	14	6
Pensions Regulator	0	-	8
Primary Health Lists	.	57	42
Reserve Forces Appeals	.	-	-
Special Commissioners (Income Tax)	540	.	.
Special Educational Needs and Disability	940	..	1,000
Tax first tier	.	13,500	17,600
Transport	150	120	120
Upper Tribunal (Administrative Appeals Chamber)	920	1,100	1,100
VAT and Duties	9,000	.	.
War Pensions and Armed Forces Compensation	850	1,200	950

Source: Tribunals Quarterly and Annual Reconciled Returns

Figures may not add to totals because of rounding

. Not applicable

.. Not available

- Small Value

0 Nil

(r) Revised data

(p) Provisional data

¹ As on the last day of the period

Table 1.3 Adjournments and Postponements by Jurisdiction

	Adjournments						Postponements					
	2008-09		2009-10		2010-11		2008-09		2009-10		2010-11	
	Number	% of listed hearings	Number	% of listed hearings	Number	% of listed hearings	Number	% of listed hearings	Number	% of listed hearings	Number	% of listed hearings
First Tier Tribunal (Immigration and Asylum Chamber)	8,600	7	8,400	7	9,600	8	9,300	8	9,200	7	8,600	8
Social Security and Child Support	42,000	16	41,000	16	47,100	14	16,000	6	18,900	7	21,400	6
Criminal Injuries Compensation	420	16	670	24	530	17	110	4	190	6
Mental Health	1,300	29	3,000	19	2,100	7	3,100	18	3,800	13
Special Educational Needs and Disability	220	8 ^r	180	4 ^r	130	12	720	17 ^r	630	14

Numbers/Percentages

Source: Tribunals Quarterly and Annual Reconciled Returns

Figures may not add to totals because of rounding

. Not applicable

.. Not available

- Small Value

0 Nil

(r) Revised data

(p) Provisional data

Table 1.4 Judicial salaried and fee paid judicial sitting days by Jurisdiction

Numbers

	2008-09			2009-10			2010-11		
	Salaried	Fee Paid	Total	Salaried	Fee Paid	Total	Salaried	Fee Paid	Total
Tribunals¹	49,900	79,200	129,300^r	54,500^r	138,000^r	192,700^r	56,400	142,900	199,600
First Tier and Upper Tribunal (Immigration and Asylum Chamber)	14,900	21,600	36,500	14,800	23,400	38,100	13,900	20,200	34,100
Employment Appeal	600	330	930	590	330	920	520	320	840
Employment ²	21,200	11,200	32,400	22,000	12,300	34,300	23,900	12,100	36,000
Social Security and Child Support	12,000	35,900	47,900	11,900	50,000	62,000	13,500	60,500	74,000
Mental Health	2,500	40,800	43,400	3,100	38,400	41,500
Adjudicator to HM Lands Registry	190	250	450	190	330	510	140	350	480
Asylum Support	270	290	560	810	610	1,400	400	670	1,100
Care Standards	24	470	500	140	310	440	48	490	540
Charities	-	7	11	13	26	39	-	7	8
Claims Management Services	0	0	0	-	-	6	-	-	-
Consumer Credit Appeals	-	-	-	-	13	14	11	30	41
Criminal Injuries Compensation	0	2,100	2,100	22	2,600	2,700	0	2,000	2,000
Environmental Jurisdiction	0	0	0
Estate Agents Appeals	-	0	-	0	-	-	0	-	-
Financial Services and Markets	6	21	27	17	53	70	19	42	61
First Tier Tribunal (Immigration Services)	0	19	19	-	46	48	0	33	33
Gambling Appeals	0	0	0	0	-	-	-	0	-
Gender Recognition Panel	0	57	57	0	54	54	54	12	66
Information Rights	0	260	260	0	180	180	9	480	490
Lands	230	0	230	980	0	980	180	0	180
Local Government Standards in England	.	.	.	0	62	62	-	140	140
Pensions Regulator	0	0	0	0	-	-	0	0	0
Primary Health Lists	.	.	.	0	140	140	-	330	340
Reserve Forces Appeals	.	.	.	-	0	-	-	0	-
Special Commissioners (Income Tax)	95	110	210
Special Educational Needs and Disability	0	4,000	4,000	0	3,500	3,500	91	2,800	2,900
Tax first tier	.	.	.	430	1,400	1,800	470	2,500	3,000
Transport	0	100	100	0	260	260	0	85	85
Upper Tribunal (Administrative Appeals Chamber)	190 ^r	180 ^r	290
VAT and Duties	260	760	1,000
War Pensions and Armed Forces Compensation	74	1,700	1,800	14	1,600	1,600	43	1,500	1,500

Source: Tribunals Monthly and Quarterly and Annual Reconciled Returns

Figures may not add to totals because of rounding

. Not applicable (data was not collected)

.. Not available

- Small Value

0 Nil

(r) Revised data

(p) Provisional data

¹ 2008-09 and 2009-10 total figures have been up-dated to include Upper Tribunal (Administrative Appeals Chamber). A breakdown of salaried and fee paid is not available for Upper Tribunal (Administrative Appeals Chamber), therefore the salaried and fee paid sitting days will not add up to the totals.

² Employment Tribunal sitting days for 2010-11 may exclude a small number of sittings due to a change of computer system during the year

Table 2.1 Employment Tribunal Receipts by Jurisdiction

	Numbers		
	2008-09	2009-10	2010-11
	Total	Total	Total
Total Claims Accepted¹	151,000	236,100	218,100
Jurisdiction			
Unfair dismissal	52,700	57,400	47,900
Unauthorised deductions (Formerly Wages Act)	33,800	75,500	71,300
Breach of contract	32,800	42,400	34,600
Sex discrimination	18,600	18,200	18,300
Working Time Directive	24,000	95,200	114,100
Redundancy pay	10,800	19,000	16,000
Disability discrimination	6,600	7,500	7,200
Redundancy – failure to inform and consult	11,400	7,500	7,400
Equal pay	45,700	37,400	34,600
Race discrimination	5,000	5,700	5,000
Written statement of terms and conditions	3,900	4,700	4,000
Written statement of reasons for dismissal	1,100	1,100	930
Written pay statement	1,100	1,400	1,300
Transfer of an undertaking - failure to inform and consult	1,300	1,800	1,900
Suffer a detriment / unfair dismissal - pregnancy	1,800	1,900	1,900
Part Time Workers Regulations	660	530	1,600
National minimum wage	600	500	520
Discrimination on grounds of Religion or Belief	830	1,000	880
Discrimination on grounds of Sexual Orientation	600	710	640
Age Discrimination	3,800	5,200	6,800
Others	9,300	8,100	5,500
Total	266,500	392,800^r	382,400

Source: ET Quarterly and Annual Reconciled Returns

Figures may not add to totals because of rounding

. Not applicable (data was not collected)

.. Not available

- Small Value

0 Nil

(r) Revised data

(p) Provisional data

[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.

Table 2.2 Employment Tribunal Disposals by Jurisdiction 2010-11

Numbers	
Jurisdictions	JURISDICTIONS DISPOSED
	TOTAL
Unfair dismissal	49,600
Wages Act	38,200
Breach of contract	31,800
Redundancy pay	14,100
Sex discrimination	15,600
Race discrimination	4,900
Disability discrimination	6,800
Religious belief discrimination	850
Sexual orientation discrimination	660
Age discrimination	3,700
Working time	24,100
Equal pay	25,600
National minimum wage	600
Others	27,400
All	244,000

Source: ET Reconciled Annual Returns

Jurisdictions	Numbers/Percentage													
	WITHDRAWN		ACAS CONCILIATED		STRUCK OUT (NOT AT A HEARING)		SUCCESSFUL AT TRIBUNAL		DISMISSED AT A PRELIMINARY HEARING		UNSUCCESSFUL AT HEARING		DEFAULT JUDGMENT	
	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%
Unfair dismissal	12,300	25	20,500	41	5,400	11	4,200	8	1,400	3	4,800	10	1,200	2
Wages Act	12,600	33	10,400	27	3,400	9	5,400	14	670	2	2,100	6	3,600	9
Breach of contract	7,300	23	10,300	32	2,700	8	5,400	17	770	2	2,300	7	3,200	10
Redundancy pay	3,700	27	2,600	18	1,400	10	3,200	23	200	1	680	5	2,200	16
Sex discrimination	7,600	49	4,300	28	2,500	16	290	2	200	1	590	4	87	1
Race discrimination	1,400	28	1,700	36	500	10	150	3	260	5	800	16	48	1
Disability discrimination	2,100	31	3,100	46	510	7	190	3	200	3	640	9	48	1
Religious belief discrimination	250	29	290	34	93	11	27	3	53	6	120	15	12	1
Sexual orientation discrimination	210	31	270	41	70	11	22	3	22	3	62	9	9	1
Age discrimination	1,500	40	1,300	35	350	10	90	2	120	3	320	9	21	1
Working time	6,300	26	7,100	29	1,900	8	4,400	18	530	2	1,400	6	2,600	11
Equal pay	15,300	60	3,000	12	5,300	21	280	1	36	0	1,700	7	7	0
National minimum wage	120	20	200	33	37	6	75	13	11	2	130	22	30	5
Others	7,700	28	6,300	23	1,400	5	4,400	16	520	2	5,700	21	1,400	5
All	78,300	32	71,400	29	25,500	10	28,100	12	5,000	2	21,200	9	14,400	6

Source: ET Quarterly and Annual Reconciled Returns

Figures may not add to totals because of rounding

. Not applicable (data was not collected)

.. Not available

- Small Value

0 Nil

(r) Revised data

(p) Provisional data

Table 3.1 Social Security and Child Support Receipts and Disposals by Benefit Type 2010-11

Numbers

Benefit	Receipts	Disposals
Attendance Allowance	4,200	3,600
Disability Living Allowance	79,400	65,100
Bereavement Benefit	500	480
Carer's Allowance	1,600	1,300
Child Benefit Lone Parent	1,900	1,800
Child Support Allowance	3,700	3,600
Tax Credits	3,000	2,800
Credits (Other)	5	-
COEG	-	-
Compensation Recovery Unit	370	340
Housing/Council Tax	12,300	12,300
Disability Working Allowance	-	-
Employment Support Allowance	197,400	176,600
Health in Pregnancy Grant	390	480
Home Responsibilities Protection	25	30
Incapacity Benefit	34,300	37,400
Income Support	15,100	15,700
Industrial Death Benefit	-	-
Industrial Injuries Disablement Benefit	9,200	8,100
Job Seekers Allowance	47,000	43,100
Lookalikes	8	6
Maternity Benefit/Allowances	230	230
Others (Extinct/rare Benefits)	140	79
Penalty Proceedings	-	-
Pensions credit	1,600	1,700
Retirement Pension	960	870
Severe Disablement Benefit/Allowance	130	120
Social Fund	4,800	4,500
Vaccine Damage Appeals	7	8
Total	418,500	380,200

Source: SSCS Quarterly and Annual Reconciled Returns

Figures may not add to totals because of rounding

. Not applicable (data was not collected)

.. Not available

- Small Value

0 Nil

(r) Revised data

(p) Provisional data

Table 3.2 Social Security and Child Support Outcomes by Benefit Type 2010-11

Benefit	Numbers/Percentages				
	Cleared at Hearing ¹	Decision in Favour ²		Decision Upheld ³	
		No.	% of cleared at hearing	No.	% of cleared at hearing
Attendance Allowance	2,400	580	24	1,800	74
Disability Living Allowance	50,900	19,400	38	30,800	60
Bereavement Benefit	340	34	10	300	90
Carer's Allowance	850	94	11	750	88
Child Benefit Lone Parent	1,100	94	8	1,000	91
Child Support Allowance	2,600	1,100	42	1,400	55
Credits (Other)	-	0	0	-	100
Tax Credits	1,600	160	10	1,400	89
COEG	-	0	0	-	100
Compensation Recovery Unit	190	72	38	120	62
Housing/Council Tax	8,300	1,900	23	6,300	76
Disability Working Allowance	-	-	50	-	50
Employment Support Allowance	127,100	47,600	37	78,400	62
Health in Pregnancy Grant	290	21	7	270	93
Home Responsibilities Protection	21	0	0	21	100
Incapacity Benefit	31,200	15,600	50	15,500	50
Income Support	10,500	3,000	28	7,400	71
Industrial Death Benefit	-	-	33	-	67
Industrial Injuries Disablement Benefit	6,300	2,200	35	3,900	62
Job Seekers Allowance	27,500	3,600	13	23,800	86
Lookalikes	5	-	40	-	60
Maternity Benefit/Allowances	150	17	11	130	89
Others (Extinct/rare Benefits)	54	19	35	32	59
Penalty Proceedings	-	-	100	0	0
Pensions credit	1,000	250	23	790	75
Retirement Pension	600	44	7	550	92
Severe Disablement Benefit/Allowance	88	32	36	55	63
Social Fund	3,300	300	9	3,000	91
Vaccine Damage Appeals	6	-	17	5	83
Total	276,400	96,000	35	177,700	64

Source: SSCS Quarterly and Annual Reconciled Returns

Figures may not add to totals because of rounding

. Not applicable (data was not collected)

.. Not available

- Small Value

0 Nil

(r) Revised data

(p) Provisional data

¹ 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.

² Decision in favour of the appellant

³ Decision made by 1st Tier Agency upheld by the Tribunal

Table 4.1 Immigration and Asylum Receipts and Disposals by case type

	Numbers					
	Receipts			Disposals		
	2008-09	2009-10	2010-11	2008-09	2009-10	2010-11
First Tier Tribunal (Immigration and Asylum Chamber)						
Total	188,700	159,800	136,800	171,700	197,500	154,700
Asylum	11,000	17,300	15,800	11,000	16,700	17,100
Managed Migration	22,600	39,700	37,600	20,700	35,200	45,200
Entry Clearance	92,700	38,400	33,200	79,600	79,000	32,700
Family Visit Visa	62,100	63,400	49,400	60,000	65,600	58,600
Deport and others	410	940	940	330	930	1,100

Source: Immigration and Asylum Quarterly and Annual Reconciled Returns

Figures may not add to totals because of rounding

. Not applicable (data was not collected)

.. Not available

- Small Value

0 Nil

(r) Revised data

(p) Provisional data

Table 4.2 Immigration and Asylum Outcomes by case type 2010-11

Numbers/Percentages

	Annual Total					
	Allowed		Dismissed		Withdrawn	
	No.	% of total No. of outcomes	No.	% of total No. of outcomes	No.	% of total No. of outcomes
First Tier Tribunal (Immigration and Asylum Chamber)	62,800	41	68,100	44	23,800	15
Asylum	4,600	27	11,400	67	1,100	6
Managed Migration	22,800	50	17,800	39	4,600	10
Entry Clearance	12,700	39	12,300	38	7,700	23
Family Visit Visa	22,400	38	25,900	44	10,400	18
Deport and others	280	27	680	64	97	9

Source: Immigration and Asylum Quarterly and Annual Reconciled Returns

Figures may not add to totals because of rounding

. Not applicable (data was not collected)

.. Not available

- Small Value

0 Nil

(r) Revised data

(p) Provisional data

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

Table 5.1 Tribunals Performance Indicators by Jurisdiction

Percentages

	Performance Indicator Description	Period	Target	2008-09	2009-10	2010-11
TRIBUNALS OVERALL PI	The percentage of applications dealt with in target time	Pre 04/2010	75%	69	50	.
TRIBUNALS OVERALL PI	The percentage of applications dealt with in target time	Post 04/2010	75%	.	.	51
First Tier Tribunal (Immigration and Asylum Chamber)	Receipt/Bundle Receipt in AIT/IA to promulgation ¹ by an immigration judge (all cases)	Pre 04/2010	75%	56	34	.
First Tier Tribunal (Immigration and Asylum Chamber)	Receipt in AIT/IA to promulgation ¹ by an immigration judge (all cases)	Post 04/2010	75%	.	.	57
Asylum	Asylum cases, percentage promulgated in 6 weeks	No Change	75%	68	64	58
Managed Migration	Managed migration cases, percentage promulgated within 8 weeks	No Change	75%	71	49	33
Entry Clearance	Entry clearance cases, percentage promulgated within 10 weeks from receipt of the respondent's bundle	Pre 04/2010	75%	52	23	.
Family Visit Visa	Family visitor cases, percentage promulgated within 10 weeks from receipt of the respondent's bundle	Pre 04/2010	75%	53	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%	.	.	69
Employment Appeal	The percentage of appeals where the first substantive hearing takes place within 26 weeks of registration.	No Change	75%	89	87	74
Employment ²	The percentage of single accepted cases where hearing begins within 26 weeks of receipt	No Change	75%	74	65	59
Social Security and Child Support	The percentage of appeals where the first hearing takes place within 14 weeks of the receipt at SSCS	Pre 04/2010	75%	78	59	.
	The percentage of appeals where the final outcome is promulgated within 16 weeks of the receipt at SSCS	Post 04/2010	75%	.	.	46
Mental Health	Section 2 (Mental Health Act 1983) cases that are listed for hearing within 7 days of receipt (statutory target)	No Change	100%	91	97	99
	The percentage of non-restricted cases disposed of within 9 weeks of receipt	Post 04/2010	75%	.	.	51
	The percentage of Restricted Patient cases disposed of within 17 weeks of receipt	Post 04/2010	75%	.	.	64
Adjudicator to HM Lands Registry	The percentage of cases disposed ³ of within 70 weeks of receipt	No Change	75%	66	74	69
Asylum Support	The percentage of cases to be determined ⁴ within 12 working days of receipt	No Change	100%	100	78	26
Care Standards	The percentage of cases to be determined within 40 weeks of receipt	No Change	75%	82	85	81
Charities	The percentage of cases disposed of within 30 weeks of receipt	No Change	75%	~	86	100
Claims Management Services	The percentage of cases to be disposed of within 50 weeks of receipt	No Change	75%	~	100	33
Consumer Credit Appeals	The percentage of cases to be disposed of within 25 weeks of receipt	No Change	75%	71	58	33
Criminal Injuries Compensation	The percentage of cases disposed of within 6 months of being ready to list	Pre 04/2010	75%	75	91	.
	The percentage of cases disposed of within 6 months of receipt	Post 04/2010	75%	.	.	63
Environmental Jurisdiction	The percentage of cases disposed of within 30 weeks	Post 04/2010	75%	.	.	~
Estate Agents Appeals	The percentage of cases disposed of within 27 weeks of receipt	No Change	75%	~	83	0

Table 5.1 Tribunals Performance Indicators by Jurisdiction (continued)

	PI Description	Period	Target	2008-09	2009-10	2010-11
Financial Services and Markets	The percentage of cases disposed of within 50 weeks of receipt	No Change	75%	100	52	61
First Tier Tribunal (Immigration Services)	The percentage of cases disposed of within 30 weeks of receipt	No Change	75%	91	100	100
Gambling Appeals	The percentage of cases disposed of within 30 weeks of receipt	No Change	75%	~	100	67
Gender Recognition Panel	The percentage of cases disposed of within 20 weeks of receipt	No Change	75%	63	81	76
Information Rights	The percentage of cases disposed of within 30 weeks of receipt	No Change	75%	52	67	74
Lands	The percentage of cases disposed of within 50 weeks of registration	Pre 04/2010	75%	69	71	.
	Cat 1 The percentage of cases disposed of in 24 weeks of registration	Post 04/2010	75%	.	.	90
	Cat 2 The percentage of cases disposed of in 70 weeks of registration	Post 04/2010	75%	.	.	41
Local Government Standards in England	The percentage of cases where a decision was issued within 16 weeks of receipt of the reference	Pre 04/2010	95%	.	87	.
	The percentage of appeals to be held and determined within 16 weeks of receipt	Post 04/2010	95%	.	.	77
Pensions Regulator	The percentage of cases disposed of within 50 weeks of receipt	No Change	75%	100	~	100
Primary Health Lists	The percentage of cases where the decision was issued within 16 weeks of receipt of reference	No Change	95%	.	~	74
Reserve Forces Appeals	The percentage of determinations (from hearing to judgement) issued within 4 weeks	No Change	85%	.	67	100
	The percentage of claims served (accepted) within 5 days	Post 04/2010	100%	.	.	100
Special Commissioners (Income Tax)	The percentage of cases disposed of within 50 weeks of receipt	Pre 04/2010	75%	73	.	.
Special Educational Needs and Disability	The percentage of cases disposed of within 22 weeks of receipt	No Change	75%	70	82	84
Tax first tier	The percentage of standard/complex cases disposed of within 70 weeks of receipt	No Change	75%	.	42	58
	The percentage of paper cases disposed of in 20 weeks	Post 04/2010	75%	.	.	73
	The percentage of basic cases disposed of in 20 weeks	Post 04/2010	75%	.	.	74
Transport	The percentage of cases disposed of within 16 weeks of receipt	No Change	75%	87	89	88
Upper Tribunal (Administrative Appeals Chamber)	The percentage of all work disposed of within 30 weeks of receipt	Pre 04/2010	75%	90	92	.
	The percentage of appeals disposed of within 20 weeks of receipt	Post 04/2010	75%	.	.	53
	The percentage of applications for Leave to Appeal to be disposed within 10 weeks of receipt	Post 04/2010	75%	.	.	57
VAT and Duties	The percentage of Category 1 and 3 cases disposed of within 90 weeks of receipt	Pre 04/2010	75%	54	.	.
	The percentage of Category 2 cases disposed of within 35 weeks of receipt	Pre 04/2010	75%	82	.	.
War Pensions and Armed Forces Compensation	The percentage of cases disposed of within 20 weeks of receipt	No Change	75%	77	72	53

Source: Tribunals Quarterly and Annual Reconciled Returns

Figures may not add to totals because of rounding

. Not applicable (data was not collected)

.. Not available

- Small Value

0 Nil

(r) Revised data

(p) Provisional data

¹ Promulgation is the formal publication of the decision

² A small number of cases for the Employment Tribunal may be excluded due to a change of computer system during the year

³ 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