

Appendix 2 - Acas IDR Data Set

Description of the IDR Data

The data for Acas conciliation (known as Individual Dispute Resolution or IDR) is stored and managed on an MS Dynamics platform which has been developed for the purpose.

Initial records are typically submitted as “notifications” via a Web Form located here:

<https://tell.acas.org.uk/>

These will generally be from members of the public (or their representatives) experiencing employment difficulties (such as dismissal, unpaid wages, discrimination etc.)

In addition, records can be entered manually to account for accessibility adjustments or allow employers to pre-emptively notify Acas of disputes.

Notifications contain minimal information (some of it mandatory) which can be corrected or added to later. Once a notification has been input into the system it forms the basis of a “case”.

Notification Data:

No. of fields 119

Mandatory Fields 15

Mandatory Fields	Description
acas_addressline1	Claimant street address
acas_citytown	Claimant town
acas_claimantisanoorganisation	Flag to indicate claimant is not an individual
acas_firstname	Claimant first name
acas_flaginsolvency	Flag to indicate claimant thinks employer insolvent
acas_flaginternalprocessnotcomplete	Flag to indicate ongoing dispute process
acas_flaglessthan2yearsemployment	Flag to indicate claimant has <2yrs service
acas_flagnoconciliation	Flag to indicate claimant declines conciliation
acas_flagoneofseveralemployees	Flag to indicate claimant is one of a group
acas_respaddressline1	Respondent (employer) street address
acas_respcitytown	Respondent (employer) city or town
acas_respororganisationname	Respondent (employer) company name
acas_resppermission	Flag to indicate Acas may contact employer
acas_surname	Claimant surname

System Completed Fields 30

Acas officers including support officers (ECsOs), allocators and conciliators can then add additional information such as case notes and finer detail about the nature of the case as it emerges.

The system can record a lot of further information about cases including whether they progress to Employment Tribunal or any resolutions or outcomes that are reached along the way. There is a full audit trail and all inputs are date-stamped. Many further data points are captured on the "incident table".

Incident Table

No. of Fields 312

The incident (or case) table draws much of the data from the Notification form where it is augmented by additional data either input by Acas officers or by the system.

Other Key Tables

NB There are currently 381 tables in the Acas Dynamics system but fewer than half of these are in use. Below of some of those regarded as most useful.

Allocation History Table – records the movement of cases between Acas teams or officers

Contact Table – Full details of parties involved in the dispute – contact details etc. It does not include information about the profession of the claimant or the nature of their work which are not currently collected.

User Table – References all Acas Officers

Jurisdictions Tables – References the areas of law (jurisdictions) pertinent to the case

Account Table – Holds company information for respondent organisations. This does include information about the whereabouts of the organisation but not the size or industry sector which is not currently collected.

ET1 Table – Holds information taken from the Employment Tribunal Claim form

Email Table – Holds information about emails sent and received on a given case

Task Table – Holds information about activities carried out by Acas officers pertinent to a case

PhoneCall Table – Holds information about in and outbound telephone calls on cases

The last three tables allow activities to be logged. These may include phone calls, emails or other activity which associates both with the individual officer and the case they are working on.

Cases which receive a lot of attention tend to accumulate the most data and conversely cases which do not progress tend to have little more than is contained in the initial notification.

Accumulated data is used in various reports – notably the Acas Annual Report.

<https://www.gov.uk/government/publications/acas-annual-report-and-accounts-2019-to-2020>