

acas working
for everyone

IDR Discovery Project's User Needs



Appendix E: User needs captured



Notification & ECSO

Ref No:	Topic Area	As a....	I would like.....	So that....	Overall need theme	Additional notes
EX001	Self Help	Claimant	Accessible and findable information about how to resolve my dispute	I can quickly understand the options available to me and next steps to help me towards a resolution.	Claimants understand process	Anxious Claimant
EX002	Self Help	Claimant	to understand what Acas can and can't do for me	My expectations are managed	Manage parties' expectations	Uninformed claimant
EX003	Self Help	Claimant	to understand how conciliation & tribunals work	My expectations are managed and I can be prepared for meaningful conciliation	Manage parties' expectations	Uninformed claimant
EX004	Notification	Claimant	to contact an Acas representative who knows how to handle group claims (i.e. not ECSO)	I don't have to explain it every time	Manage multiples more easily	
EX005	Notification	Claimant rep	Acas representatives (ECSO) to be fully trained in all Acas' processes	I can progress claims and resolve matters quickly?	Training & consistency of process	rep who is "hands-on"

EX006	Self Help	Claimant/Respondent	Fully accessible, up to date information on employment law and the role/processes of Acas with regards to this	I can be accurately informed as to how I want to proceed	Manage parties' expectations	
EX008	Resolution	Claimant rep	an efficient method to obtain the Acas certificate, whenever I need it.	I can submit my clients claims without any unnecessary delay.	Claimants can get quick certificate	rep who is "hands-on"
EX009	Resolution	Claimant rep	to access a certificate straightaway	cases I know will not settle are not delayed	Claimants can get quick certificate	
EX010	Notification	Claimant rep	a more efficient way to notify Acas of multiple claimants	I can avoid laboriously inputting every individual's details	Manage multiples more easily	
EX011	Self Help	Respondent	to know if I can put forward a premeditated offer before a claimant potentially raising a claim	I don't have to spend time on processes and fees to resolve a raised claim	Claimants understand process	time-restricted respondent
EX012	Notification	Claimant rep	to link multiple cases together immediately myself	I can progress the case more quickly and sync certificate dates	Manage multiples more easily	

IN001	Clarification	ECSO	a clear account of the basis of the claim (eg how the dispute is related to a breach of legislation, contract, custom & practice)	I can flag to the conciliator if there is a potential claim.	Capture right information up-front	
IN002	Notification	ECSO	relevant and concise information on form 2	I can get through forms quicker saving more time.	Capture right information up-front	
IN003	Notification	ECSO	to have details of the case that are specific to the dispute	I don't have to spend so much time sifting for this valuable information.	Capture right information up-front	
IN004	Notification	ECSO	complete notification forms	I can prepare the claim for the conciliator for allocation.	Capture right information up-front	
IN005	Clarification	ECSO	clear instructions and an efficient system through which I can record necessary case information.	I can send the CAT team the info they need to allocate cases to the right people first time	Capture right information up-front	
IN006	Notification	ECSO	claimants to be aware of the process that they are starting	we can avoid repetition and duplication of work for conciliators.	Manage parties' expectations	

IN007	Notification	ECSO	claimants to provide the full details of their representatives	I can pass full and correct information to the conciliator and avoid wasting both their time.	Capture right information up-front	
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Allocation to initial contact

Ref No:	Topic Area	As a....	I would like.....	So that....	Overall need theme	Additional notes
EX013	Allocation	Respondent/Rep	a dedicated conciliator"	I can build better rapport, ensure familiarity with my case and prevent repetition	Better allocation process	
EX014	Allocation	Respondent/HR Rep	the conciliator to respond quickly when i make initial contact about dispute	resolve the dispute before it escalates.	Communication with fewer delays	
EX015	Initial Contact	HR/Respondent Rep	the conciliator to have spoken to the claimant and have full details about claim, including what the claimant wants, before contacting me	I can decide whether to engage with conciliation or not	Capture right information up-front	

EX016	Initial contact	Claimant	understand the deadlines and time limits associated with my case	manage my case without unnecessary pressure.	Claimants understand process	
EX017	Initial Contact	Union Rep	be confident I receive the same level of service from conciliators	be certain my case is dealt with appropriately	Training & consistency of process	
EX018	Initial Contact	Respondent/Rep	to have a conciliator that is familiar with my sector	they can better understand the concerns I face about my case and I can relate to them better	Better allocation process	
IN008	Allocation	Conciliator	to receive cases in line with my hours, leave holidays, reasonable adjustments and ability	I can deliver a high quality service and get a better work/life balance	Better allocation process	
IN009	Allocation	CAT member	a more efficient, high quality process for allocating cases	we can speed up contact with parties and I can focus my / conciliator time where it is most needed	Better allocation process	
IN010	Allocation	CAT member	conciliators to be able to reallocate cases between each other	I am not a bottleneck dealing with 200 emails a day	Better Allocation Process	

IN011	Allocation	G9 Conciliator	I would like a good balance of work	I am not overwhelmed by complex cases and can spread my skills	Better allocation process	
IN012	Hand-off	DCT Conciliators	CM's to complete their tasks correctly around allocation	DCT team are not overwhelmed with new cases	Better allocation process	
IN013	Hand Off	Conciliator	parties to provide correct legal and representation details (e.g. legal identity of employer, own details, representation details)	I can avoid jeopardising their case, progress their case swiftly and reduce risk of running out of time	Capture right information up-front	
IN014	Hand Off	Conciliator	to have all the relevant documentation when conciliating (for example, payslips, contracts, grievance or dismissal letters)	I can influence the parties better	Capture right information up-front	
IN015	Hand Off	Conciliator/ECISO	to be aware of an agreed and standardised way of using summary and comments	myself and colleagues can easily understand each case based on each other's notes	Training & consistency of process	
IN016	Initial Contact	New Conciliator	instruction and training on the 'art' of making initial contact with the parties	I can be confident I'm making the right kind of impact.	Training & consistency of process	
IN017	Allocation	Conciliator	to have the opportunity to use local and specialised knowledge on a case	I can be more efficient in conciliation	Better allocation process	

Working through to resolution



Ref No:	Topic Area	As a....	I would like.....	So that....	Overall need theme	Additional notes
EX019	Initial Contact	Claimant/Respondent	to engage with a knowledgeable conciliator (eg understands the law, can bounce ideas off, will challenge)	I can best understand the case from the other side and so I can decide whether to settle or break deadlock	Training & consistency of process	
EX020	Initial Contact	Party in a dispute	a helpful first conversation with Acas (e.g. adds value, gives relevant information about the case and what will happen next)	my time isn't wasted and I understand roles and next steps (i.e. each call needs to move the case along)	Understand process?	
EX021	Negotiation	Claimant/Respondent with little knowledge of employment law	to access clear information to help me understand the rules and processes and what happens next	I can make relevant choices about what to do and feel less stressed by the process	Claimants understand process	
EX022	Negotiation	Party in dispute	to be able to contact a conciliator when I am able to speak	I can move my case on, understand what happens next, and make the right decisions	Communication with fewer delays	
EX023	Negotiation	Claimant	to settle within 6 weeks to avoid the need to submit a tribunal claim (eg ET1)	I can reach a resolution more quickly and not suffer emotional distress.	Communication with fewer delays	

EX024	Negotiation	Respondent	to settle within 6 weeks to avoid the need to engage in defending the case	I do not incur costs and am not distracted from settlement discussions because of legal time limits and paperwork.	Communication with fewer delays	
IN018	Initial Contact	Conciliator/ECSO	to ensure both claimants, respondents and their representatives understand what conciliation is, what to expect in the process, and the options for resolution available to them as soon as possible	it will be easier for me to facilitate negotiations down the line.	Expectation management	
IN019	Initial Contact	Conciliator/ECSO	customers to be well informed on the role of Acas	I don't have to repeat this information every time I speak with them	Expectation management	
IN020	Initial Contact	Conciliator/ECSO	I need to be confident that I have the correct contact details of the parties involved in the dispute or trustworthy representatives	myself / my colleagues can have a more direct conversation about resolutions that work for both parties, not wasting time dealing with those who are not directly involved in a dispute	Right information up-front	
IN021	Negotiation	Conciliator	to have a process/ techniques in place to deal with parties who are not willing or unable to engage in conciliation	I can progress a case and use my time most effectively	Opt Out	
IN022	Initial Contact	Conciliator/ECSO	I need the first conversation with the customer to be consistent	there is a level of trust and alignment between myself and my colleagues in the way we deliver the IDR service	Training & consistency of process	

IN023	Initial contact	Conciliator	to protect my time and workload	I can start cases with the careful attention and tact needed to make the most out of the initial contact	Time management	
IN024	Negotiation	(New?) Conciliator	the conciliation process to be more transparent and understandable	I can clearly see the boundaries within which I can operate	Training & consistency of process	
IN025	Negotiation	Conciliator	to know what is best mode of communication for conciliation	conciliation is most efficient and effective	Training & consistency of process	
IN026	Case management	Conciliator	a way to better align availability with the parties	there are less backs and forwards of communication and the parties can get easier access to my service.	Communication with fewer delays	
IN027	Resolution	Conciliator	my performance to also be measured against informal resolution	my work to achieve a positive outcome quickly is acknowledged.	Performance management	
IN028	Case management	Conciliator	my multiple cases easily linked and displayed	I don't use more admin time on those cases than a single case	Multiples	
IN029	Case management	DCT Conciliator	to automatically be able have access to all the linked cases	So that I don't miss any cases which should had been actioned	Multiples	
IN030	Initial Contact	Conciliator	to be able to get to the parties quickly and engage them in the value of the service	I can persuade the parties of the value of early resolution and avoid additional costs.	Communication with fewer delays	
IN031	Negotiation	Conciliator	I need to know how to move the conversation forward and convince parties to make compromises	I can get the parties to start thinking realistically to resolve their dispute within reasonable rounds of negotiation.	Training & consistency of process	

IN032	Negotiation	(less experienced) Conciliator	to have the confidence to handle the emotional complexity and grey areas of discrimination cases	I will not shy away from it and can work towards quicker settlement.	Training & consistency of process	
IN033	Negotiation	G9 Conciliator	to know how and have time to effectively handle emotional and complex cases.	I can be confident in moving the parties quicker to a resolution.	Training & consistency of process	
IN034	Case Management	Conciliator/ECSO	I need to be able to maximise and leverage local / regional / sector knowledge	it is easier to build trust and rapport with the parties and reach resolution.	Specialism	
IN035	Case Management	Conciliator	to know and understand the fixed performance expectations	I can understand and work towards meeting those performance indicators.	Training & consistency of process	
IN036	Case Management	Conciliation Manager	to know the important key performance which acas needs to measure	So that I can guide my team to focus on the important areas of conciliation	Training & consistency of process	
EX007		Claimant/Respondent	Acas to influence the other side to reach resolution.	So that I don't have to deal with the cost of dealing with an unnecessary employment tribunal claim.	Expectation Management	