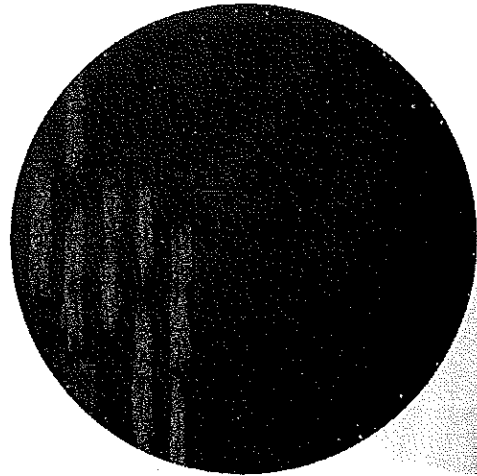


Who are we?

acas

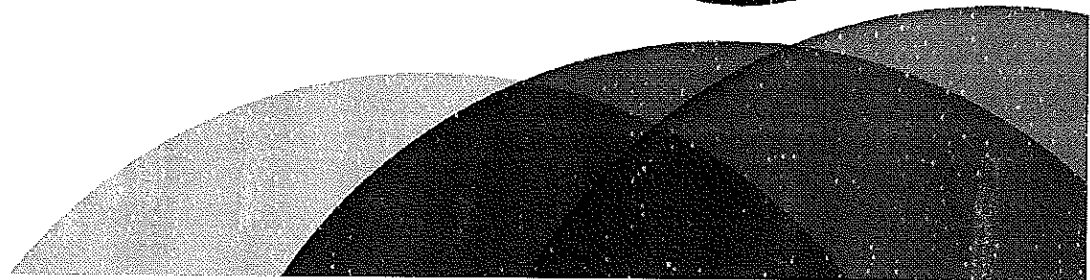


Settle
complaints
about
employee
rights

Reliable
acas

Provide
information
and
advice

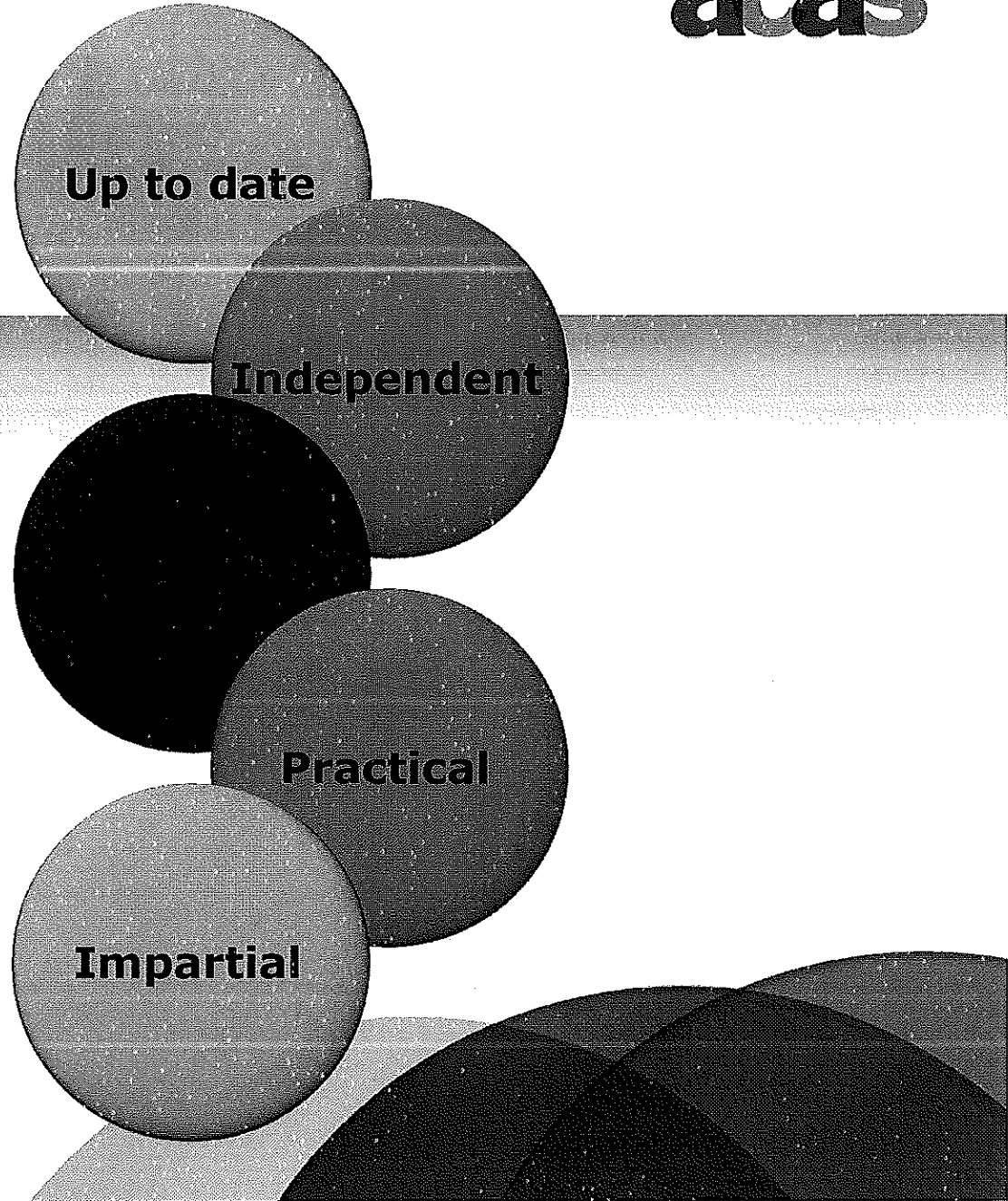
Encourage
people to work
together more
effectively



Who are we?

acas

Our aim is to improve organisations and working life through better employment relations



Who we are

acas

- To achieve it

We provide up-to-date information, independent advice, high-quality training and a range of services to help employers and employees solve problems and work together effectively

Up to date

Independent

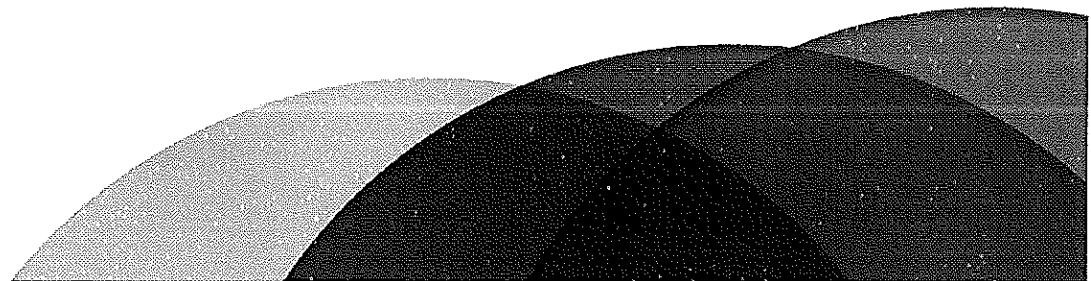
Practical

Impartial

Helpline: General



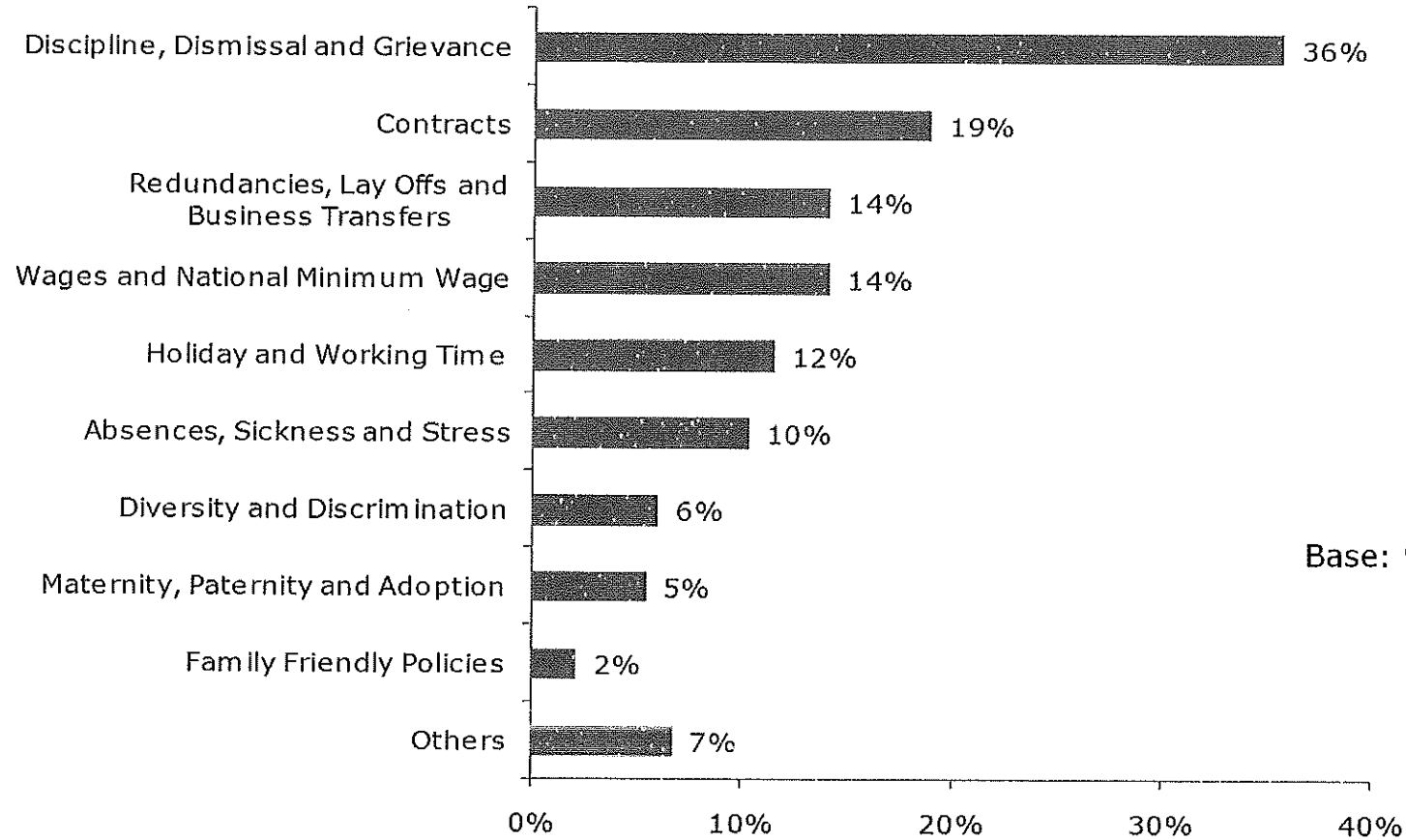
- **Approximately 940,000 calls answered by the Acas Helpline in 2015/16**
- **The most common call topic was 'discipline, dismissals and grievances' accounting for 36% of enquiries**
- **Over half a million Helpline Online sessions**
- **93% of callers satisfied with the overall service received from the Acas Helpline in the last evaluation**



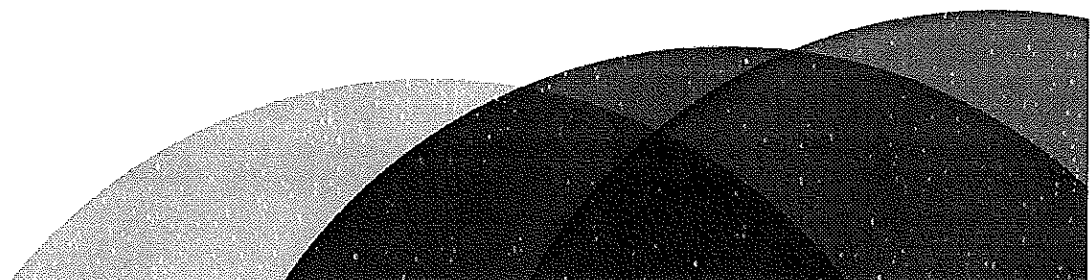
Helpline



Top volume subjects 2015/16



Base: 943,610 calls



Conciliation



Collective conciliation helps parties in dispute to reach or make progress towards agreed settlements which they all find acceptable

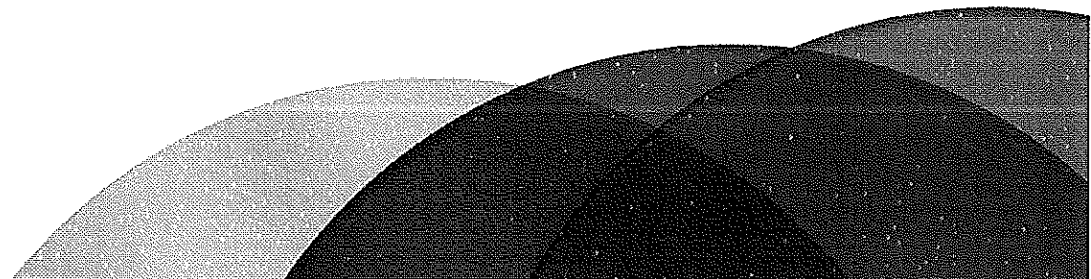
Individual conciliation helps settle complaints about employee rights. From May 2014 an employee must notify Acas before making a tribunal claim.

Early Conciliation builds on the success of Pre Claim Conciliation. A notification to Acas first offers the benefit of a protected period where parties can concentrate on settling their difference rather than preparing for tribunal.

Maternity related Individual Conciliation Cases: Scotland 12 months to December'16



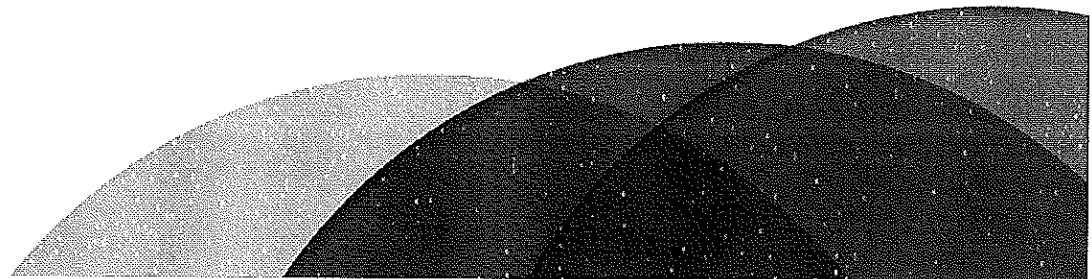
	Early Conciliation	Employment Tribunal
Cases received	243	88
Cases cleared or withdrawn	55 (COT3)	47 (COT3) 3 Withdrawn



Website



- We continue to see high volumes of traffic to our website with 9.9 million visits and 1.1 million guidance downloads during 2015/16
- During 2015/16 we continued to produce Acas guidance videos, with number of views doubling over a twelve month period
- We saw a further increase in followers on Twitter who are engaging in conversations by re-tweeting our messages, and mentioning Acas' services in their own tweets.

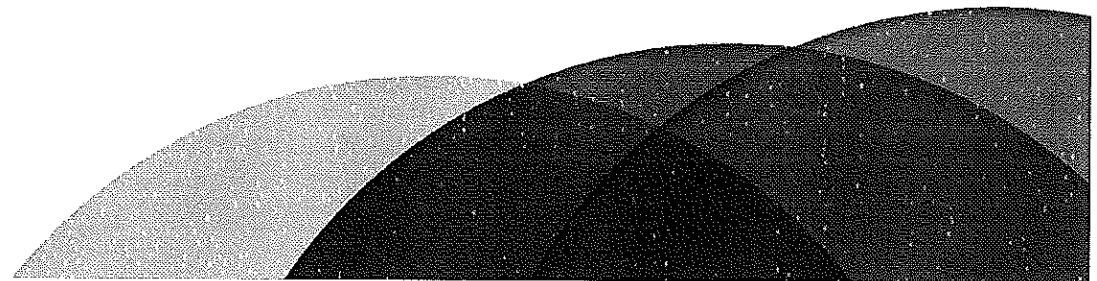


Acas Maternity messaging

Scotland 12 months to December'16



- **3 e-connects to 35749 recipients**
- **30 tweets to 12426 people**



Acas Joint Problem Solving

improving employee relations

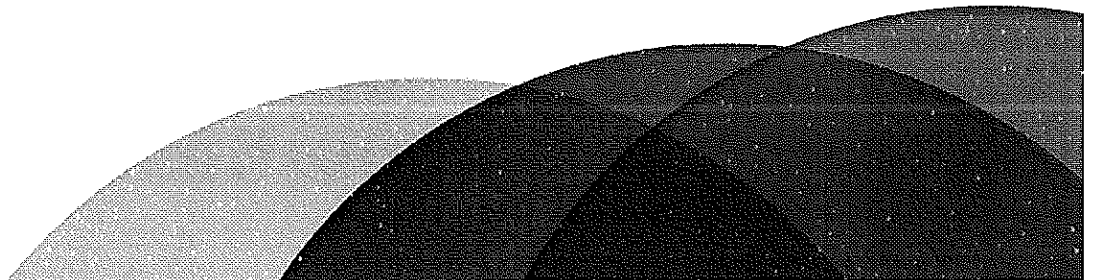
skills for supervisors

stress management

job evaluation

change management

communication, consultation & negotiation



Training solutions



in-depth sessions on employment issues

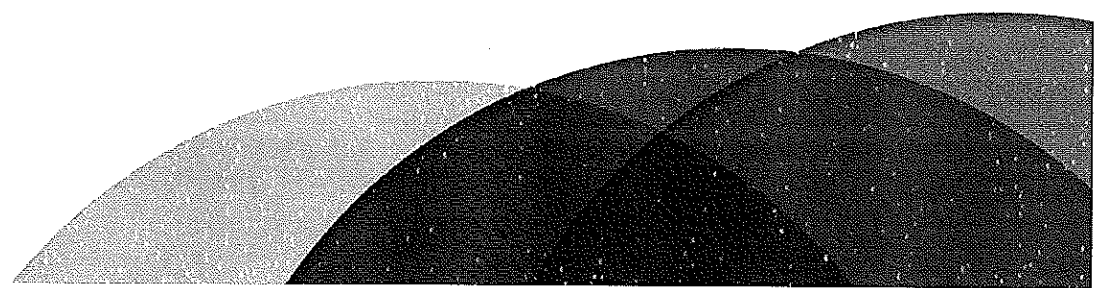
flexible and adaptable individual workplaces

key-point sessions for small businesses

chargeable fee

workplace projects

hands on practical sessions



Acas contact information

acas

Acas helpline

0300 123 1100

Acas website

www.acas.org.uk

[REDACTED]

[REDACTED]

[REDACTED]@acas.org.uk



Acas Training

www.acas.org.uk/training

acas

Employment
law update

Discipline &
grievance at
work

Managing
absence at
work

Conducting
investigations

Contracts of
employment

Recruitment,
selection and
induction

Essential skills
for
supervisors

Equality and
diversity

Redundancy
and
restructuring

Having
difficult
conversations

