

# Modernisation of employment tribunals: what do claimants want and need?

Judge Brian Doyle

**Institute of Employment Rights  
Employment Law Update 2019**

**Liverpool 21 November 2019  
London 4 December 2019**

# Original objectives

- Open
- Fair
- Impartial
- Expert
- Speedy
- Informal
- Accessible
- Tripartite

# And now?

- Open
- Fair
- Impartial
- Expert
- Not so speedy
- Not so informal
- Not so accessible
- Relatively tripartite still

# Reform

- 2 threads
- HMCTS reform
  - all courts and tribunals
  - £1.1bn
  - in progress
- ET Reform Project
  - commencing November 2019
  - no particular budget
  - likely to need some legislation

# Issues and problems

- Fees?
- Resources
  - Judges and members
  - Sitting days
  - Staff
- Buildings
  - Courts and tribunals service centres
  - Multi-jurisdiction hearing centres
  - Online hearings

# Issues and problems

- Case management database
  - Ethos degradation
  - Employment Case Management (ECM) replacement
- Digitalisation
  - Claims
  - Responses
  - Applications
  - Orders and directions
  - Hearing documents
- Use of smartphone technology

# Issues and problems

- Online dispute resolution
- Triage
- ADR (alternative dispute resolution)
- Delegation to legal officers
- Remote hearings
  - Telephone conferences
  - Skype
  - Video hearings
- Online decisions

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