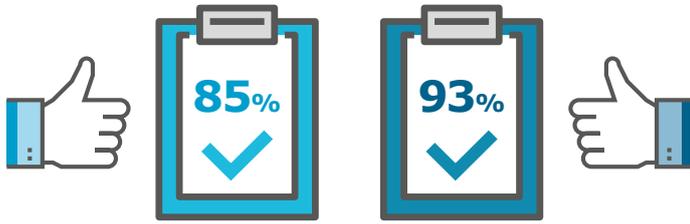


# Acas collective conciliation: Evidence of success and impacts



## Views of the service overall

### Satisfaction with the conciliation service<sup>1</sup>



Employer Satisfaction

Trade Union Satisfaction

### Likelihood of using Acas in the future<sup>2</sup>



Employer likely to reuse

Trade Union likely to reuse

### Movement required from initial position to reach a settlement<sup>3</sup>



Employers who moved from their initial position

Trade unions who moved from their initial position

## Views of the conciliator

### Top three conciliator skills identified as being the key drivers of settlements<sup>4</sup>

#### Trustworthiness



#### Impartiality



#### Proactivity



### Conciliator rated as good at... ...remaining impartial<sup>5</sup>



### ...establishing a rapport with you<sup>6</sup>

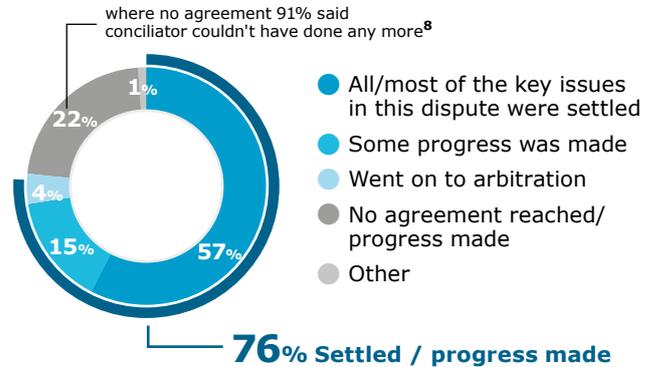


Employer 'good'

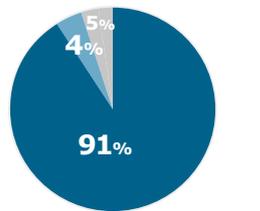
Trade Union 'good'

## Views of conciliation outcomes

### Parties' assessment of conciliation outcome<sup>7</sup>

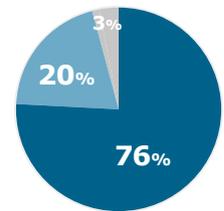


### Implementation of the settlement agreement<sup>9</sup>



- Implemented in full
- Implemented in part
- Not implemented / other

### Effects of the settlement agreement<sup>10</sup>



- Resolved in the long-term
- Resolved in the short-term
- Did not resolve the dispute / other

## Further benefits of conciliation

### Long-term impacts of conciliation<sup>11</sup>



**Ipsos MORI conducted 342 interviews with trade union and employer representatives who had recently taken part in collective conciliation (181 employer and 161 trade union representatives). Interviews were conducted over the telephone between 8th February and 24th March 2016. Data has been weighted to reflect the views of both sides equally.**

<sup>1</sup>“On a scale from 1-7 where 7 is the highest level of satisfaction and 1 the lowest level of satisfaction, overall, how satisfied were you with the conciliation service (as separate from the agreement) you received from Acas?” (Base: all service users; satisfied is counted as a score between 5 and 7)

<sup>2</sup>“And on a scale of 1-5 where 5 is very likely and 1 is not at all likely... If you were involved in another employment dispute how likely are you to use Acas collective conciliation?” (Base: all service users; likely is counted as a score of 4 or 5)

<sup>3</sup>“Which of the following best describes the outcome of the settlement?” (Base: service users who said they reached a settlement during conciliation; the percentage given is the proportion who said that the settlement involved a little/moderate/significant movement from their original position)

<sup>4</sup>A binary logistic key driver analysis was conducted with the survey data to understand which particular elements of the Acas collective conciliation service are especially important to a successful resolution – defined as those who reported that all or most of the key issues of the dispute were resolved during conciliation.

<sup>5</sup>“On a scale of 1-5 where 5 is very good and 1 is very poor, how would you rate the conciliator at... remaining impartial?” (Base: all service users; good is counted as a score of 4 or 5)

<sup>6</sup>“On a scale of 1-5 where 5 is very good and 1 is very poor, how would you rate the conciliator at... establishing a rapport with you?” (Base: all service users; good is counted as a score of 4 or 5)

<sup>7</sup>“As you left the conciliation, which of the following best describes the outcome?” (Base: all service users)

<sup>8</sup>“Could the conciliator have done anything more to bring about a settlement?” (Base: service users who reported no agreement being reached during conciliation; figure is proportion saying no)

<sup>9</sup>“What happened when you took the agreement back to the organisation?” (Base: service users who said they reached a settlement during conciliation)

<sup>10</sup>“Which of the following best describes the effect of the agreement?” (Base: service users who said they reached a settlement during conciliation)

<sup>11</sup>“As a result of Acas collective conciliation, were there any improvements in terms of..”

- The organisation’s ability to deal with disputes more effectively (Base: all service users)
- Employment relations within the organisation (Base: all service users)
- Trust between management and workers (Base: all service users)
- Productivity (Base: employers only)”