

The University of Law
Employment Tribunal Support Service

Name of project	Employment Tribunal Support Service (ETSS)
Delivered by	The University of Law
Type of work / opportunity	1-hour generic legal advice sessions for Litigants in Person actively involved in Employment Tribunal claims. No specific case advice or casework but procedural advice on the Employment Tribunal process and general advice on how to prepare cases and what to expect.
Topic area	Employment Tribunal procedures
What is it	Information sessions about the Tribunal Process (no specific case legal advice)
Where is it	Virtual or at a local Tribunal in person depending on supporting lawyer preference and availability
Duration	One hour
Frequency	Twice per month – but up to you how often you volunteer
Who is the opportunity open to?	As no legal advice on a case is provided at these sessions – it is procedural guidance only – this scheme is suitable for paralegals, trainees, and qualified lawyers (including non-practicing) with current Employment Tribunal expertise
What expertise does the lawyer need to have	If you have Employment Tribunal expertise and would be interested in supporting this scheme – even 1 day per year – we would be grateful to hear from you.
What do the pro bono volunteers do	Provide procedural guidance, e.g. ➤ the Tribunal process, ➤ the language of the Tribunal ➤ how to prepare a case most effectively Attendees are the provided with an information hand-out & FAQ. If further advice is required effective signposting for tailored advice is offered; notably to ELIPS.
Insurance position	As no legal advice on a case is provided at these sessions – it is procedural guidance only – this scheme is suitable for paralegals, trainees, and qualified lawyers (including non-practicing) with current Employment Tribunal expertise The University of Law offers full insurance and indemnity to volunteer lawyers and conducts all administration.
Other support from organisation/charity	The University of Law conducts all administration including triage, marketing, liaison with the Judiciary regarding the scheme's impact.
Fee/cost	None

The University of Law
Employment Tribunal Support Service

Contact	Please contact NPBC In House Pro Bono lead mary@dobsonsmith.consulting for a direct introduction
Background to project/scheme	Aware of the huge rise in numbers of Litigants in Person struggling to navigate the Employment Tribunal procedure, the Employment Tribunal Support Service (ETSS) was launched to provide LiPs with an understanding of the requirements of a Tribunal hearing, how to effectively prepare their case and an understanding of legal terminology. Many Litigants in Person are overwhelmed by the prospect of conducting their case without support and these sessions are designed to offer initial vital guidance and re-assurance. In 2022 there were discussions between the Judiciary, staff at the Employment Tribunal and The University of Law to ascertain whether any assistance could be offered to Litigants In Person who were increasingly appearing before the Tribunal unprepared for the process and its demands. The sessions provide LiPs with generic advice regarding the tribunal process and how best to present cases. Whilst specific case advice can't be given, these sessions afford Litigants an opportunity to ask questions about how to best prepare their case and to understand what the Tribunal will require. Advice agencies can refer their service users and those service users can be provided with an introduction to proceedings. Sessions run on average bi-monthly and can largely suit the LiPs availability. This ensures that all LiPs commencing or thinking of commencing cases can access support and information immediately and efficiently. This scheme has also aimed to create of a Pro Bono "pathway" for LiPs needing access to justice. At the start of issuing a claim a LiP can access immediate information to build confidence and understanding of tribunal proceedings and requirements and then they are made aware of the ELIPS advice scheme; that appointment being hopefully more effective due to the initial information provided by ETSS scheme. Sessions are run with support for a supporting lawyer, either: ➤ as a specific Q & A session on specific aspects about the tribunal process (e.g. what should they do if the respondent fails to comply with a deadline) with law students observing or, ➤ as full information sessions (via a slide deck) delivered by law students with legal supervision and support from the lawyers in the follow-up Q & As. The benefit of two distinct types of sessions (Q & A or information) allows session to be tailored to specific need as some LiPs have only specific concerns on procedures whereas others are requiring full support and information; especially those with additional needs. This ensures sessions are inclusive.

The University of Law
Employment Tribunal Support Service

	We receive approximately 5-10 requests for support per week. Clients are extremely grateful for the support and explanations of what to expect from the Tribunal process. The scheme is currently being supported by Guildhall Chambers, lawyers from The University of Law and Ashfords, and an in-house lawyer from Thermo Fisher.
--	---