



# Education Tribunal for Wales Annual Report 2021 – 2022

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# Foreword



This is my 19th Annual Report for the Tribunal and my first Annual Report as President of the renamed Education Tribunal for Wales. The report covers the period from September 2021 to August 2022.

During this period, we have continued with our virtual hearings and held 62 virtual hearings. Although we have not as yet returned in full to oral hearings, we did have an in person hearing during this reporting period, which was due to a specific request from the Appellant. We were able to arrange the hearing in a way that all parties were comfortable with and in the coming few months, I intend to move forward to hold oral hearings for our more complex cases. We will continue to hear cases remotely and to hold management directions hearings virtually in most situations. As I reported last year, the virtual hearings have worked well with many of our participants, especially some litigants in person, preferring this type of hearing.

We have also received a small number of cases made in the young person's own right during this reporting period and with the increase of the age range of young people being able to access the Tribunal up to 25 years of age, we anticipate that this is a trend that may well increase in the future.

Training has again been difficult this year, but I have been very conscious of the need to continue to train our members. Although, training virtually for a large number of participants can be very difficult, I did not feel that we should delay training until we could all meet face to face, especially in view of the commencement order for the new ALN legislation starting in September 2021. Consequently, we held training events in November 2021 on our new Regulations, the new Additional Learning Needs Code of Practice, the implications of the Additional Learning Needs system for Further Education and hearing introductions. In December further training events were held on expert evidence in hearings, the evidence-based healthcare provision in Wales and developmental language disorders. The training was very well received and lively discussions were had on all topics.

In order to prepare for any increase to our workload resulting from the new Additional Learning Needs legislation, three new Chairs were appointed in August 2022. We extend a very warm welcome to our new Chairs and wish them all the best in their careers with the Tribunal. Whilst talking about the composition of the Tribunal, our Chair Dylan Jones resigned in March 2022. Whilst we were sad to see him go, we also had cause to congratulate him upon his appointment as a full time District Judge sitting in North Wales. We thank him for his contribution to the Tribunal. I also have to report the retirement in May 2022 of Gwyn Griffiths, one of our longest serving specialist members. Gwyn Griffiths will be well known to many of you, as he has been with the Tribunal since its inception in 2003 and his knowledge, expertise and passion for additional learning needs will be sorely missed by the Tribunal. The Tribunal wishes him a very happy retirement.

There were 21 claims of disability discrimination during the last year. Disability claims, while still continuing to represent a small fraction of our work are gradually increasing in their numbers.

We do not yet know how the impact of the Additional Learning Needs legislation will affect the Tribunal, but we have tried to prepare by conducting training and ensuring that we have additional capacity to hear matters. We, as with all practitioners and users of the Tribunal, will have to cope with a dual system for some time with the staggered implementation of the system. We have had a table compiled showing the various dates of the commencement orders and I thought that it would be helpful to share this with you here. I have therefore added the 2021-2022 Additional Learning Needs Commencement Table at the end of this foreword and hope that you find it useful. The table will also be available on our website, but I would remind our users that the table is the position at this point in time. There may be further amendments from the Welsh Government in the future, which will change the table. I would also like to remind Appellants that there are different forms to be completed, depending upon whether or not you are bringing a claim under the Special Educational Needs or the Additional Learning Needs regime. This is detailed on our web site.

We are still case managing more complex applications and we have found, over the last twelve months, that a very large percentage of them now need to be case managed to avoid hearings having to be adjourned. Generally, these case management conferences are held by telephone or virtually. We have also found that in many instances more than one case management conference has had to be held, which gives some indication of the increasing complexities of the cases that we are dealing with.

Whilst dealing with Case Management, I would remind our users of the Practice Direction relating to Tribunal bundles for hearings. The Practice Direction, as you will be aware, was initially issued in June 2021. With the new regime relating to Additional Learning Needs now in place, the Practice Direction has been reviewed and updated to include the Additional Learning Needs cases and the Tribunal's new name.

We have also held two virtual user group meetings during this reporting period and these were well attended. I hope in the next twelve months that we can return to face to face meeting, but appreciate that some users may still prefer to attend virtually, rather than travelling. We will make provision to accommodate such needs.

It has been my privilege to hold the position of President of the Tribunal since its inception in 2003. I will be retiring next year from the position and this will therefore be my last annual report. I have had the pleasure of combining my interest in education with my legal training and effectively the role has given me the best of both worlds. During my time as President, I have always had the unstinting support of the Chairs, specialist members and the Secretariat to the Tribunal. Without their hard work, loyalty and commitment to the Tribunal, my role would have been a lot harder. I give my thanks to them all and whoever is appointed to my position as President, will be extremely lucky to have such an experienced and knowledgeable cohort of people to work with. I hope that my successor has as much enjoyment and fulfilment from the work as I have had and wish them every success in their new role.

**Rhiannon Walker**

President of the Education Tribunal for Wales

# 2021-2022 ALN commencement orders

Group 1	Children who are new to the system
September 2021 & 01 January 2022	<ul style="list-style-type: none"> <li>The ALN system commenced on 1 September 2021 for newly identified children up to and including year 10 via <b>Commencement Order 2</b>.</li> <li>Children up to and including year 10 who are receiving special educational provision on 1 September 2021, but cease to receive that provision by 31 December 2021, will be provided for in <b>Commencement Order 7</b> on 1 January 2022.</li> </ul>
Group 2	Children who are detained
September 2021	<ul style="list-style-type: none"> <li>The ALN provisions in relation to detention commenced on 1 September 2021 for children of compulsory school age who are detained, or for children detained after 1 September 2021.</li> </ul> <p>The arrangements for children who are detained in youth accommodation are provided for in <b>Commencement Order 2</b> and in The Additional Learning Needs (Wales) Regulations 2021 for children who are detained under Part 3 of the Mental Health Act 1983.</p>
Group 3	Children who attend a maintained school or PRU and who are not looked after or who do not attend more than one setting
January 2022	<ul style="list-style-type: none"> <li>Children in one of the following mandated years in academic year 2021-22 will move to the ALN system between 1 January 2022 and 31 August 2022: Nursery 1 and 2, Year 1, Year 3, Year 5, Year 7 and Year 10.</li> <li>Any child in this group who has not moved over to the ALN system by 31 August 2022 will move automatically thereafter.</li> </ul> <p>The arrangements for children who are in group three are provided for in <b>Commencement Order 5</b>.</p>
Group 4	Children who attend a maintained school or PRU and who are looked after or who are registered at more than one setting
January 2022	<ul style="list-style-type: none"> <li>Children in one of the following mandated years in academic year 2021-22 will move to the ALN system between 1 January 2022 and 31 August 2022: Nursery 1 and 2, Year 1, Year 3, Year 5, Year 7 and Year 10.</li> <li>Any child in this group who has not moved over to the ALN system by 31 August 2022 will move automatically thereafter.</li> </ul> <p>The arrangements for children who are in group four are provided for in <b>Commencement Order 6</b>.<sup>1</sup></p>

<sup>1</sup> The information contained in the Commencement Order Table is accurate as of August 2022.

# Section 1 – About Us

In this section, our:

- Basis for the ETW
- The ETW's Function
- The ETW Regulations 2021
- The ETW's Process
- Members of the ETW
- Appointments
- Training
- Contacting the SENTW
- Accessing the SENTW

## Basis for the ETW

The Special Educational Needs Tribunal for Wales (SENTW) is an independent tribunal established in 2003, by Section 333 (1ZA) of the Education Act 1996. The SENTW was renamed the Education Tribunal for Wales (ETW) by Section 91 of the Additional Learning Needs and Education Tribunal (Wales) Act 2018.

The ETW, its tribunal members and decisions, are independent of the Welsh Government and local authority's (LAs) and our decisions are legally binding. Funding for the ETW and its administrative support is provided by the Welsh Government.

## The ETW's Function

The ETW hears and decides appeals relating to children and young people with additional learning needs. Appeals are made by parents, children and young people and are against certain decisions made by a LA or Further Education Institution (FEI) about a child's or young person's education. The ETW also hears claims of alleged disability discrimination in Welsh schools and FEIs.

## The ETW's Regulations 2021

The ETW operates in accordance with its procedural regulations and other associated legislation. The regulations ensure that all cases heard by the ETW are treated fairly, consistently, promptly and justly. They ensure that everyone who comes before the ETW clearly understands the steps they must take so that the facts of the dispute and the relevant arguments can be presented effectively to the ETW. They also ensure that every party to a case understands the arguments of the other party and can respond to them.

ETW's procedures are governed by the following legislation:

- The Education Tribunal for Wales Regulations 2021
- The Special Educational Needs Tribunal for Wales Regulations 2012
- Additional Learning Needs and Education Tribunal (Wales) Act 2018
- Education Act 1996
- The Equality Act 2010
- The Education (Wales) Measure 2009.

## ETW's Process

Anyone wishing to make an appeal or claim to the ETW must complete and send the relevant application form to the ETW.

At a ETW hearing the panel is composed of a legally qualified Chairperson and two Education Panel Members. Education Panel Members have been appointed for their expertise and knowledge in the field of education.

ETW hearings will normally be held in private and take place near to the applicant's home or remotely by using a Virtual Hearing system.

## Members of the ETW

The Lord Chancellor is responsible for the appointment and re appointment of the President and Chairpersons. Education Panel Members are appointed by the Welsh Ministers.

<b>President</b>	The President has responsibility for the overall judicial management of the Tribunal.
<b>Deputy President</b>	The Deputy President supports the President and fulfils the duties of President if the President is unable to carry out her duties, either temporarily or permanently.
<b>Chairpersons</b>	Tribunal hearings are managed by a chairperson, who must have a legal qualification. They will write and sign decisions, advise of adjournments and set directions where necessary.
<b>Education Panel Members</b>	Education Panel Members have a wide range of relevant knowledge and experience which they bring to each Hearing. They sit on Additional Learning Needs Appeals, Special Educational Needs Appeals and on Disability Discrimination Claims.
<b>Secretariat</b>	The day-to-day administration is delegated to the Secretariat which deals with all the preliminary paperwork and the processing of applications to the Tribunal. The Secretariat consults the President on any legal points arising during appeals or claims processes and passes on the President's Directions in writing to the parties. The Secretariat is a point of contact for the President, Members and parties and a clerk attends hearings in order to ensure that proceedings run smoothly.



## Appointments

Three new legal chairs were appointed to the Education Tribunal for Wales during the reporting period. One legal chair resigned and one specialist lay member retired during the reporting period.

## Training

The tribunal held virtual training sessions for its members during November and December 2021.

## Contacting the ETW

To contact the ETW Secretariat:

ETW Address: Education Tribunal for Wales  
PO Box 100  
Llandrindod Wells  
LD1 9BW

ETW Helpline: 03000 259800

ETW E-mail: [educationtribunal@gov.wales](mailto:educationtribunal@gov.wales)



## Accessing the ETW

The ETW is happy to communicate with you in English or Welsh. If a Welsh speaker is not immediately available then we will arrange for a Welsh-speaking member of staff to phone you back.

You can choose to have your hearing conducted in Welsh or English. If your first language is not Welsh or English and you wish to speak in your first language during the hearing, we can arrange for an interpreter to be present. If you need a sign language interpreter to attend the hearing we will arrange this.

If you or anyone you are bringing to the hearing has any other access requirements that may affect our arrangements for the hearing, provision will be made.

To enable arrangements for interpreters or to make provision for any additional needs of attendees, sufficient notice must be given to the secretariat.

## Section 2 – Performance and Progress

In this section:

- Numbers and statistics
- Hearings Data
- Reviews and onward appeals
- Achievement against key performance indicators
- Complaints

### Numbers and Statistics

A Tribunal year runs on an academic year from September to August. The Tribunal collects the following data for statistics:

Types of ALN appeals received 2021-22	Table 2.0	Page 9
Types of SEN appeals 2021-22, compared with 2020-21	Table 2.1	Page 9
SEN appeals received and discharged in 2021-22, compared with 2020-21	Chart 2.2	Page 10
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SEN appeals by local authority and type 2021-22	Table 2.4	Page 12
SEN appeals per 10,000 of school population in each local authority 2021-22, compared with 2020-21	Chart 2.5	Page 14
SEN appeals by school age and type of appeal 2021-22	Table 2.6	Page 15
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SEN appeals by special educational need 2021-22, compared with 2020-21	Chart 2.8	Page 17
SEN appeals by gender 2021-22	Chart 2.9	Page 18
SEN appeals by ethnic origin 2021-22	Chart 2.10	Page 18
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Table 2.0 Types of ALN appeals received 2021-22

Type of Appeal	2021-2022
Need, Provision and School	1
Does the child have ALN	2
LA take over maintenance	1
Need, Provision & LA take over maintenance	1
Refusal to decide matter	1
<b>Total</b>	<b>6</b>

Table 2.1 Types of SEN appeals 2021-22 compared with 2020-21

Type of Appeal	2021-2022	2020-2021
Refusal to Assess	24	63
Refusal to Statement	13	20
Refusal to Re-assess	2	0
Contents of Statement Parts 2 & 3	10	7
Contents of Statement Parts 2, 3 & 4	25	28
Contents of Statement Part 3 only	4	5
Contents of Statement Parts 3 & 4	3	6
Contents of Statement Part 4 only	8	9
Cease to Maintain	1	1
Not recorded	0	0
<b>Total</b>	<b>90</b>	<b>139</b>

Chart 2.2 SEN Appeals received and discharged in 2021-22, compared with 2020-21 including carried forward

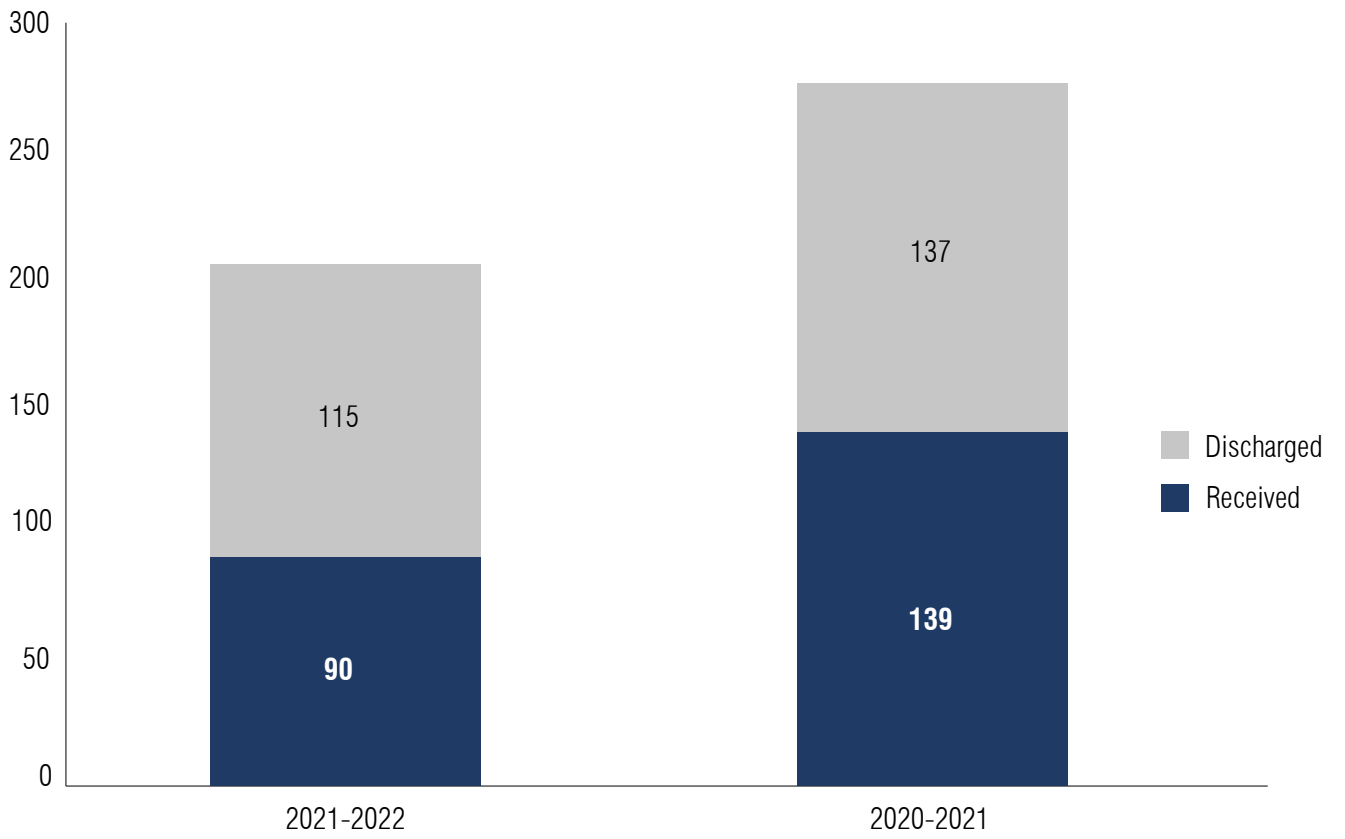


Table 2.3 SEN Appeals by local authority 2021-22, compared with 2020-21

	2021-2022		2020-2021	
	Number of Appeals	Percentage of Appeals %	Number of Appeals	Percentage of Appeals %
Blaenau Gwent	0	0	1	1
Bridgend	1	1	3	2
Caerphilly	0	0	3	2
Cardiff	12	13	18	13
Carmarthenshire	4	4	7	5
Ceredigion	2	2	2	1
Conwy	6	7	7	5
Denbighshire	2	2	6	4
Flintshire	0	0	2	1
Gwynedd	1	1	2	1
Merthyr Tydfil	2	2	1	1
Monmouthshire	1	1	3	2
Neath Port Talbot	3	3	0	0
Newport	18	20	16	12
Pembrokeshire	7	8	4	3
Powys	8	9	16	12
Rhondda Cynon Taf	5	6	16	12
Swansea	3	3	10	7
Torfaen	1	1	4	3
Vale of Glamorgan	10	11	15	11
Wrexham	2	2	3	2
Ynys Mon	2	2	0	0
<b>Total</b>	<b>90</b>	<b>98</b>	<b>139</b>	<b>100</b>

Table 2.4 SEN Appeals by local authority and type (Part 1) 2021-2022

	Refusal to Assess	Refusal to Statement	Refusal to Re-assess	Cease to Maintain
Blaenau Gwent	0	0	0	0
Bridgend	0	0	0	0
Caerphilly	0	0	0	0
Cardiff	2	4	0	0
Carmarthenshire	0	0	0	0
Ceredigion	0	1	0	0
Conwy	1	1	0	0
Denbighshire	0	0	0	0
Flintshire	0	0	0	0
Gwynedd	0	0	0	0
Merthyr Tydfil	1	0	0	0
Monmouthshire	0	0	0	0
Neath Port Talbot	2	0	0	0
Newport	9	1	1	0
Pembrokeshire	0	3	0	0
Powys	2	2	0	0
Rhondda Cynon Taf	2	0	0	0
Swansea	1	0	0	0
Torfaen	1	0	0	0
Vale of Glamorgan	3	0	0	0
Wrexham	0	0	1	0
Ynys Mon	0	1	0	0
<b>Total</b>	<b>24</b>	<b>13</b>	<b>2</b>	<b>1</b>

Table 2.4 SEN Appeals by local authority and type (Part 2) 2021-2022

	Contents of Parts 2 & 3	Contents of Parts 2, 3 & 4	Contents of Part 3	Contents of Parts 3 & 4	Contents of Part 4
Blaenau Gwent	0	0	0	0	0
Bridgend	0	1	0	0	0
Caerphilly	0	0	0	0	0
Cardiff	0	2	0	2	2
Carmarthenshire	0	3	1	0	0
Ceredigion	1	0	0	0	0
Conwy	2	1	0	0	1
Denbighshire	0	2	0	0	0
Flintshire	0	0	0	0	0
Gwynedd	1	0	0	0	0
Merthyr Tydfil	0	1	0	0	0
Monmouthshire	1	0	0	0	0
Neath Port Talbot	0	1	0	0	0
Newport	3	2	1	1	0
Pembrokeshire	0	3	1	0	0
Powys	1	1	1	0	1
Rhondda Cynon Taf	1	1	0	0	1
Swansea	0	1	0	0	0
Torfaen	0	0	0	0	0
Vale of Glamorgan	0	4	0	0	3
Wrexham	0	1	0	0	0
Ynys Mon	0	1	0	0	0
<b>Total</b>	<b>10</b>	<b>25</b>	<b>4</b>	<b>3</b>	<b>8</b>

Chart 2.5 SEN Appeals per 10,000 of school population in each local authority 2021-22, compared with 2020-21

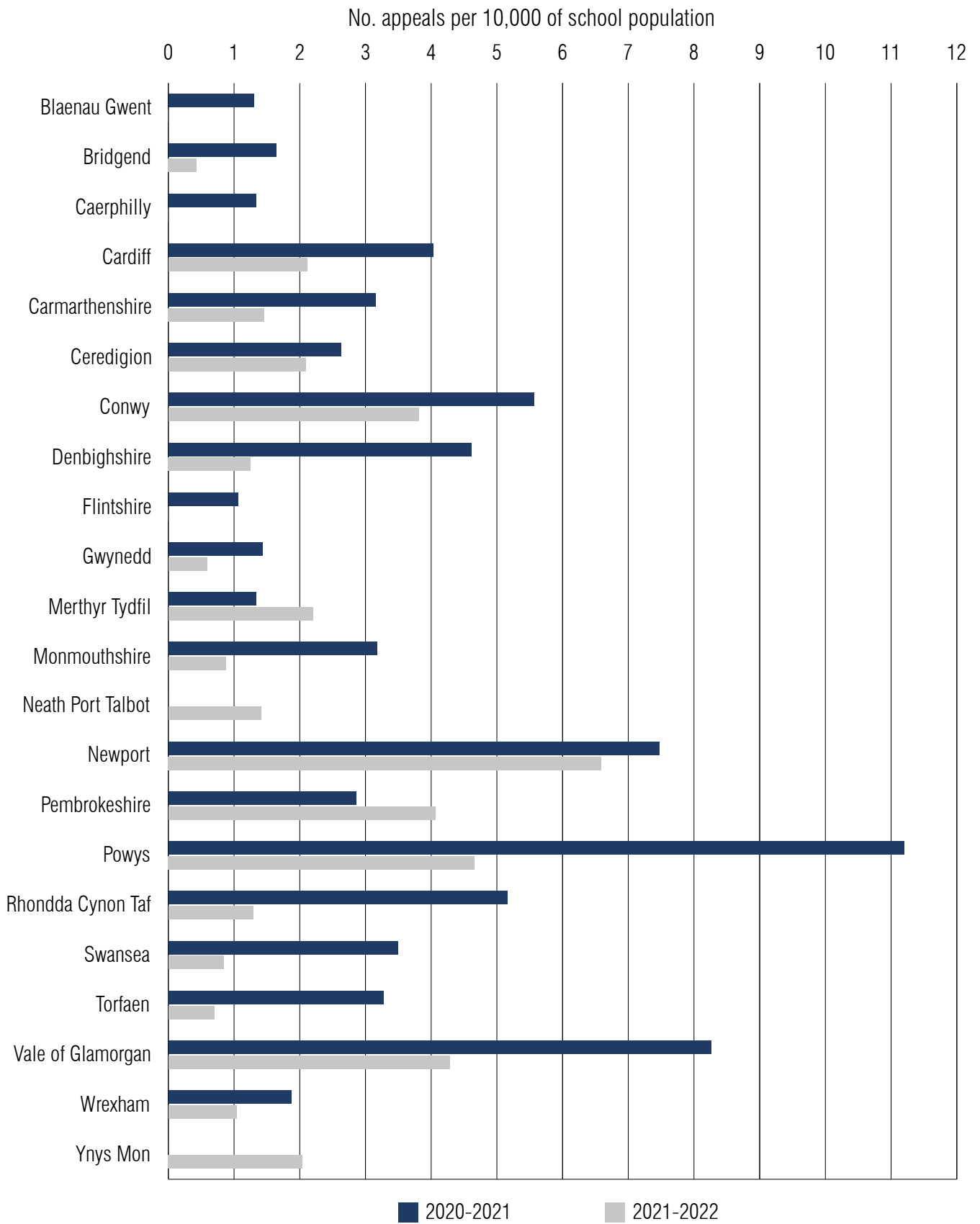




Table 2.6 SEN Appeals by school age and type of appeal 2021-2022

	Number of appeals				
	Nursery	Primary	Primary Transition <sup>2</sup>	Secondary	Secondary Transition
Refusal to Assess	1	16	0	7	0
Refusal to Statement	0	9	0	4	0
Contents of Statement Parts 2 & 3	0	7	0	3	0
Contents of Statement Parts 2, 3 & 4	0	11	2	12	0
Contents of Statement Part 3	0	2	0	2	0
Contents of Statement Parts 3 & 4	0	3	0	0	0
Contents of Statement Part 4	0	8	0	0	0
Refusal to Re-assess	0	2	0	0	0
Cease to Maintain	0	0	0	1	0
<b>Total</b>	<b>1</b>	<b>58</b>	<b>2</b>	<b>29</b>	<b>0</b>

2 Primary transition – the final year of primary education before starting secondary school.

Table 2.7 SEN Appeals by school age and local authority 202-2022

	Number of appeals				
	Nursery	Primary	Primary Transition	Secondary	Secondary Transition
Blaenau Gwent	0	0	0	0	0
Bridgend	0	0	0	1	0
Caerphilly	0	0	0	0	0
Cardiff	0	9	0	3	0
Carmarthenshire	0	3	0	1	0
Ceredigion	0	0	0	2	0
Conwy	0	1	0	5	0
Denbighshire	0	1	0	1	0
Flintshire	0	0	0	0	0
Gwynedd	0	1	0	0	0
Merthyr Tydfil	0	1	0	1	0
Monmouthshire	0	1	0	0	0
Neath Port Talbot	0	3	0	0	0
Newport	0	15	0	3	0
Pembrokeshire	0	4	0	3	0
Powys	0	4	0	4	0
Rhondda Cynon Taf	1	4	0	0	0
Swansea	0	2	0	1	0
Torfaen	0	0	0	1	0
Vale of Glamorgan	0	7	0	3	0
Wrexham	0	1	1	0	0
Ynys Mon	0	1	1	0	0
<b>Total</b>	<b>1</b>	<b>58</b>	<b>2</b>	<b>29</b>	<b>0</b>

Chart 2.8 SEN Appeals by special educational need 2021-22, compared with 2020-21

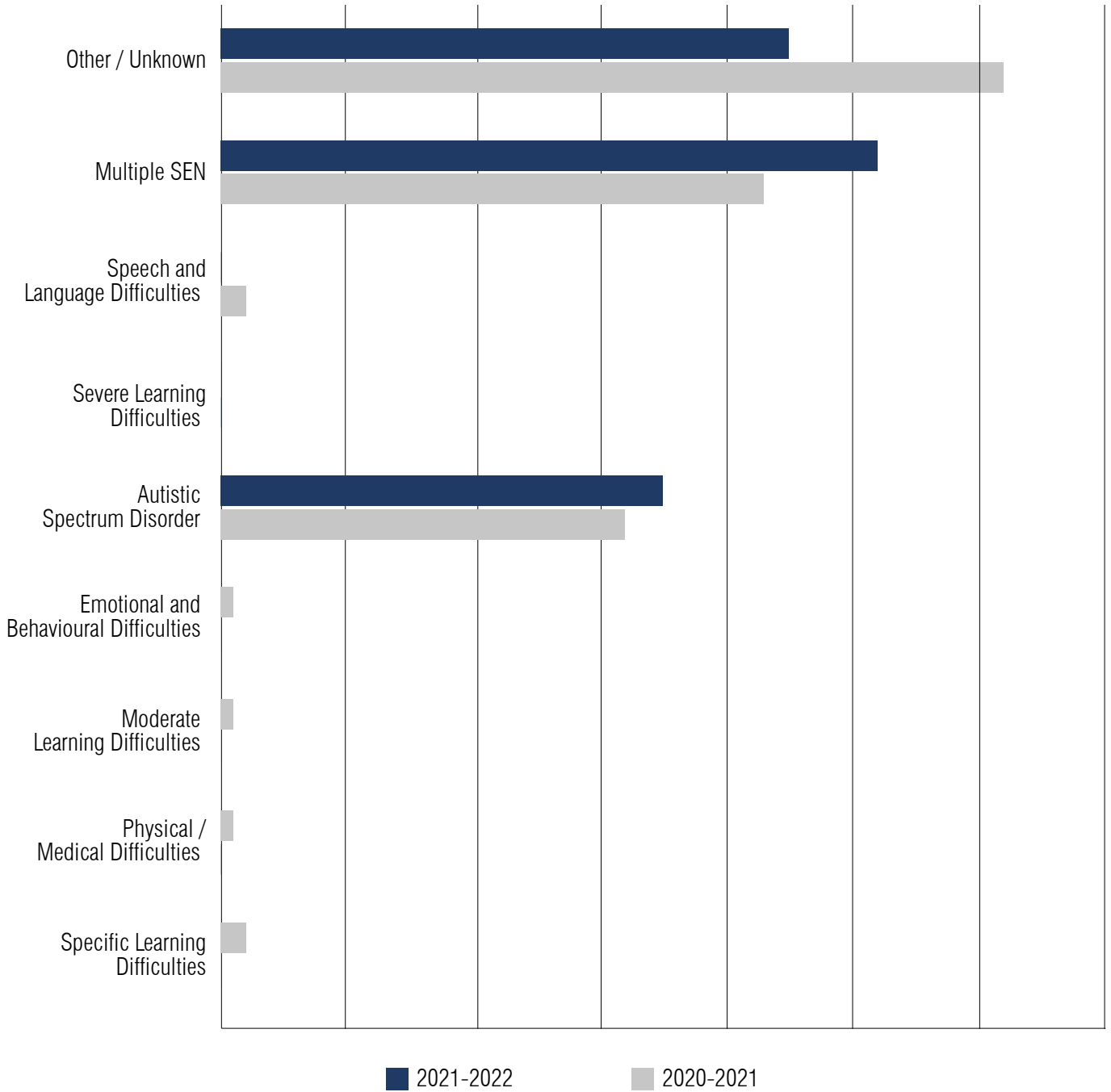


Chart 2.9 SEN Appeals by gender 2021-22

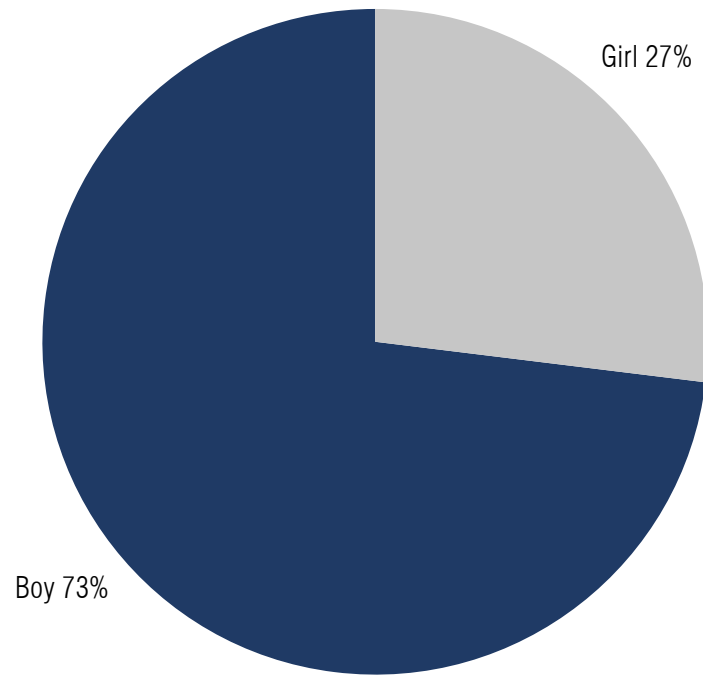


Chart 2.10 SEN Appeals registered during 2021-22 by ethnic origin

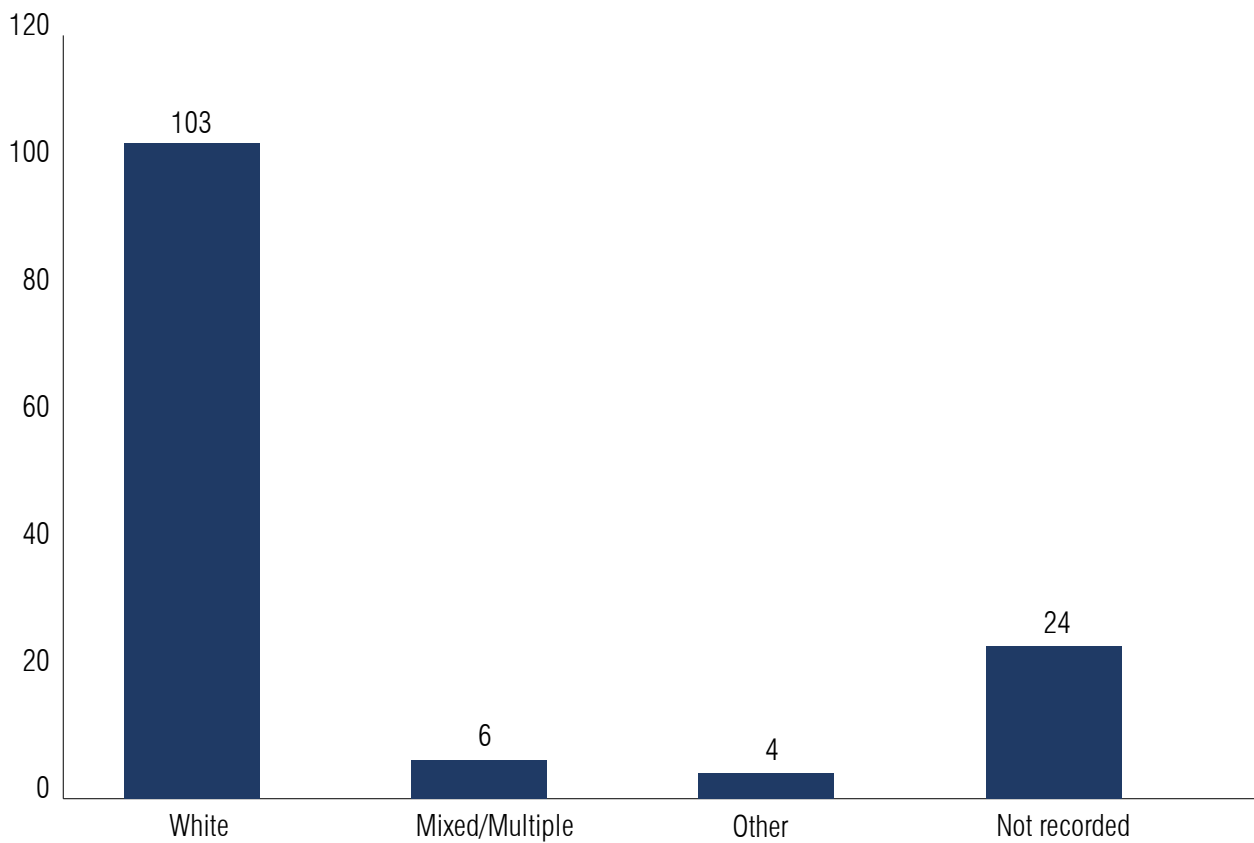


Table 2.11 SEN Applications by outcome 2021-22 (including carried over appeals), compared with 2020-21

	2021-2022		2020-2021	
	Actual	Percentage	Actual	Percentage
Conceded <sup>3</sup>	39	28	49	26
Withdrawn <sup>4</sup>	43	31	47	25
Upheld in Full	5	4	8	4
Upheld in Part	16	12	10	5
Dismissed/struck out	12	9	23	12
Pending <sup>5</sup>	22	16	49	26
<b>Total</b>	<b>137</b>	<b>100</b>	<b>186</b>	<b>100</b>

3 Conceded – a case is conceded when a LA notifies the Tribunal that they no longer oppose the appeal and have agreed to do what the appellant requested in their appeal.

4 Withdrawn – a case is withdrawn when the applicant no longer wishes to continue with their appeal.  
An appeal is withdrawn by consent when the parties have reached agreement and the parent agrees to withdraw their appeal on the basis of agreed amendments.

5 Pending – a case is on going with the tribunal.

Table 2.12 SEN Appeals by outcome and type 2021-22

	Conceded	Withdrawn	Upheld in Full	Upheld in Part	Dismissed/ struck out	Pending
Refusal to Assess	32	4	3	0	3	0
Refusal to Statement	6	4	0	0	6	1
Refusal to Re-assess	0	1	0	0	0	1
Cease to Maintain	0	1	0	0	0	1
Contents of Statement Parts 2 & 3	0	7	0	3	0	3
Contents of Statement Parts 2, 3 & 4	0	15	1	12	2	9
Contents of Statement Part 3	0	1	0	0	0	3
Contents of Statement Parts 3 & 4	0	5	1	1	0	0
Contents of Statement Part 4	1	5	0	0	1	4
<b>Total</b>	<b>39</b>	<b>43</b>	<b>5</b>	<b>16</b>	<b>12</b>	<b>22</b>

Table 2.13 SEN Appeals by outcome and local authority 2021-22

	Conceded	Withdrawn	Upheld in Full	Upheld in Part	Dismissed/ struck out	Pending
Blaenau Gwent	0	0	0	1	0	0
Bridgend	0	0	0	1	0	1
Caerphilly	1	0	0	0	0	0
Cardiff	5	8	1	3	4	2
Carmarthenshire	2	2	1	1	0	1
Ceredigion	1	1	0	1	0	0
Conwy	0	4	0	0	3	1
Denbighshire	1	0	1	1	1	1
Flintshire	0	0	0	0	0	0
Gwynedd	0	0	0	0	0	1
Merthyr Tydfil	1	1	0	0	0	0
Monmouthshire	0	1	0	2	0	0
Neath Port Talbot	2	1	0	0	0	0
Newport	10	7	0	0	2	3
Pembrokeshire	0	3	0	3	2	1
Powys	6	3	1	0	0	3
Rhondda Cynon Taf	3	3	1	1	0	2
Swansea	0	4	0	0	0	0
Torfaen	2	0	0	0	0	1
Vale of Glamorgan	4	4	0	0	0	4
Wrexham	0	0	0	2	0	1
Ynys Mon	1	1	0	0	0	0
<b>Total</b>	<b>39</b>	<b>43</b>	<b>5</b>	<b>16</b>	<b>12</b>	<b>22</b>

Chart 2.14 Claims of alleged disability discrimination received and discharged including carried forward in 2021-22, compared with 2020-21

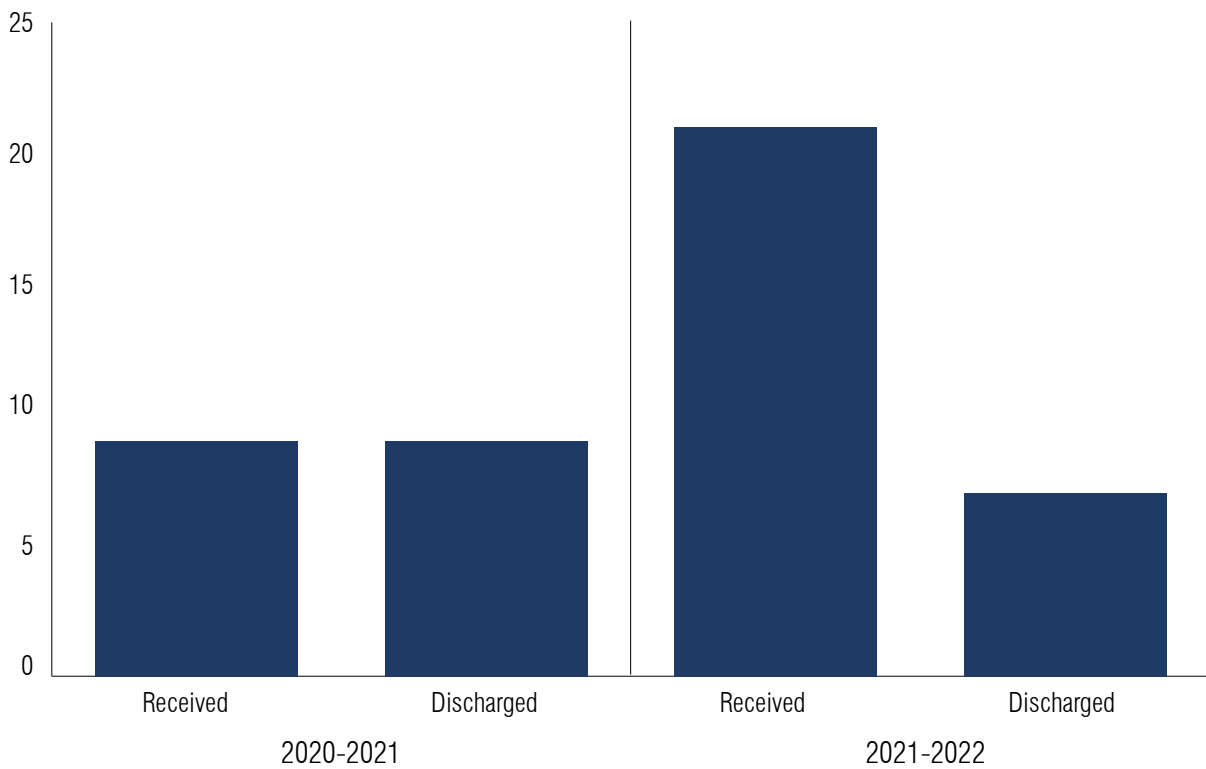
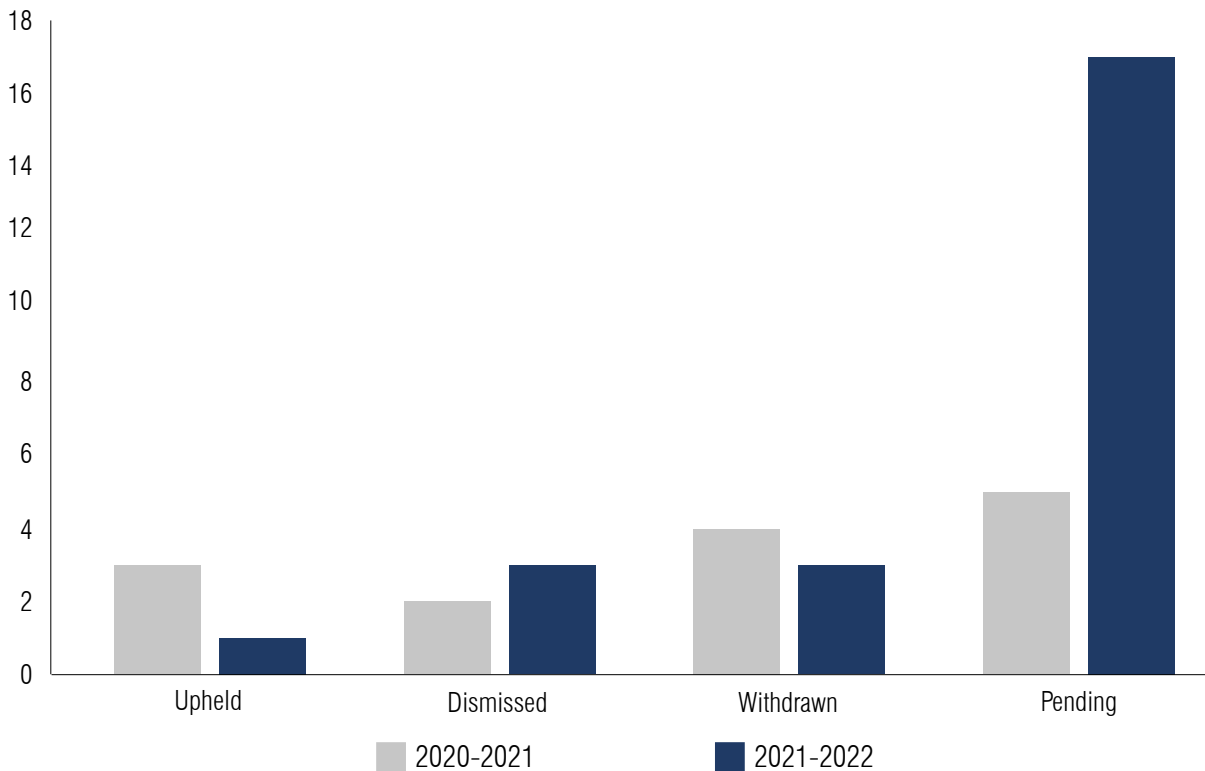


Table 2.15 Types of claims received during 2021-22, compared with 2020-21

Type of Claim	2021-2022		2020-2021	
	Count	Percentage	Count	Percentage
Admissions	0	0%	0	0%
Education	14	67%	7	78%
Exclusions	7	33%	1	11%
Not recorded	0	0%	1	11%



Chart 2.16 Claims of alleged disability discrimination by outcome 2021-22 including carried forward, compared with 2020-21



## Hearings Data

During 2021-2022 the Tribunal held 69 hearings, of those 6 hearings were held on the basis of the papers only, 62 held as virtual hearings and 1 hearing was held in person.

Type	Number of days
Appeal	51
Claim	12
Paper	6 (Appeals)

## Reviews and onward appeals

Applications for a review of a Tribunal decision can be made by parties on limited grounds and parties may also request permission of the Tribunal to make an application to the Upper Tribunal if they think that the Tribunal's decision is wrong on a point of law.

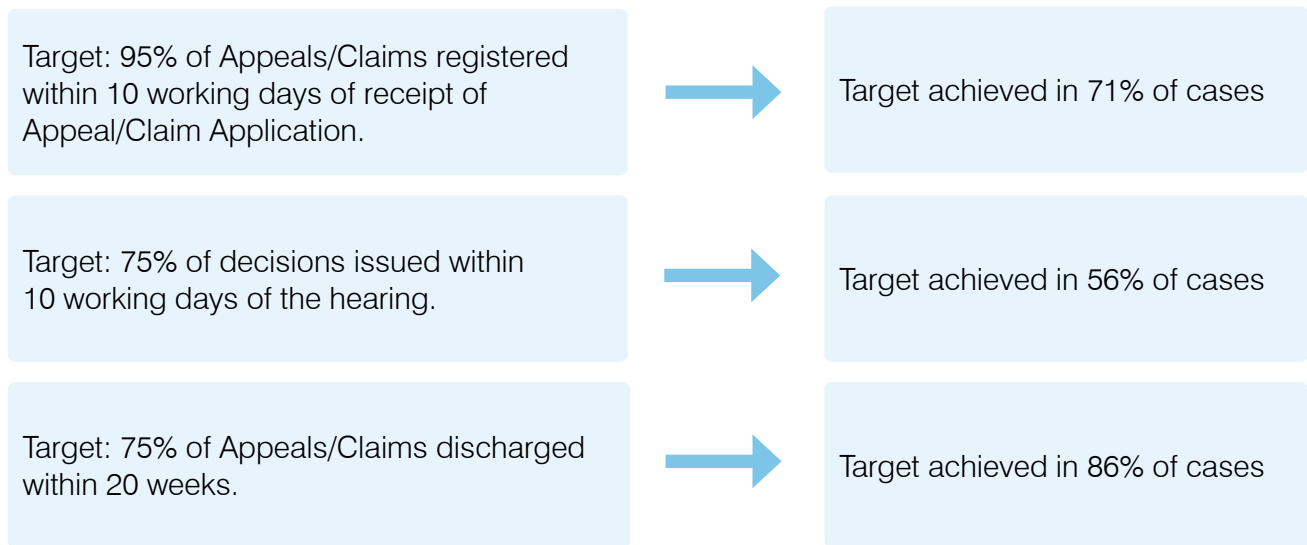
Over the period of this report, 2 applications for review were received and 6 applications for Permission to Appeal to the Upper Tribunal were received. 1 review application was dismissed and 1 was still pending at the end the reporting period. 5 applications for Permission were refused including refusal to Review them, including 1 carried over from the previous reporting period and 2 applications for Permission to Appeal to the Upper Tribunal were still pending at the end of the reporting period.

## Achievement against key performance indicators

To monitor how effectively services are delivered, we have key performance indicators aimed at measuring two key aspects of our business; the speed of our service and the quality of service through customer satisfaction.

To measure the speed of our service, we have a series of primary performance indicators based on the time taken to process an application – from receipt to the hearing or disposal (see below). To measure customer satisfaction, we used an indicator that is derived from periodic customer surveys issued at the conclusion of a case (see section 3).

### Speed of our service



### Complaints

The Tribunal received 2 complaints during the year which were not upheld.

## Section 3 – Our Customers

In this section:

- Customer satisfaction survey

### Customer satisfaction survey

The Tribunal strives to improve customer service delivery and aims to put our customers at the heart of everything we do.

Customer satisfaction surveys are issued at the conclusion of a case. The survey results enable us to gain a better understanding of our customers' needs and give us a valuable insight into what the Tribunal is doing well, as well as highlighting those areas where the Tribunal needs to improve.

We collate information in respect of communication and service, satisfaction with the hearing venue, staff assistance and the tribunal's website.

## Section 4 – Business Priorities

In this section:

- Business priorities for 2021-2022

It is important that the ETW continues to develop in order to deliver the best possible service for our customers. This section is about how the ETW will build on its achievements through focusing on business priorities and our commitment to our users.

- Plan and deliver an all-members training event.
- Plan and deliver User Group meetings in North and South Wales.
- Organise and conduct appraisals for all members.
- Continue to monitor and update the Education Tribunal for Wales and Special Educational Need Tribunal for Wales' websites.
- Continue to implement changes to the tribunal and its processes following the change to the Education Tribunal for Wales.
- Deliver an effective and efficient service, meeting key performance indicators and responding to feedback on customer satisfaction surveys.

## Section 5 – Expenditure

In this section, our:

- Expenditure for the financial year April 2021 to March 2022

### Expenditure for the financial year April 2021 to March 2022

Content	Amount
Members Fees and Expenses for tribunal proceedings	£214,000
Other Tribunal costs	£8,000
<b>Total</b>	<b>£222,000</b>

\* rounded to the nearest £1,000