

## Helpline Online

ACAS does not regionalise web traffic to Helpline online, as such we cannot provide any insight into how many hits have been generated by Scottish based users. Helpline provides a number of FAQ's in response to input from users, some of which relate directly to pregnancy/maternity discrimination, and some of which cover discrimination in more broad terms. The below table highlights the estimated number of hits each FAQ received, and the number of users who accessed the FAQ in operational year 2017-18 across the UK (and potentially abroad):

FAQ	Hits	Users
What options are available to a worker who believes they are being discriminated against at work?	4,015	3,506
Can a worker be disciplined or dismissed as a result of pregnancy related sickness?	388	346
What is the 'protected period' in relation to pregnancy and maternity discrimination?	99	93
What is direct discrimination?	179	164
When does a pregnant employee need to inform her employer about her pregnancy?	119	107
What should be paid if an employee is absent from work due to a pregnancy-related illness?	564	441
Are pregnant employees entitled to a health and safety risk assessment?	526	418
Can an employee who is pregnant or on maternity leave be made redundant?	1,114	968
What is the procedure if there is a dispute about Statutory Maternity Pay (SMP)?	181	159
What are protected characteristics?	2,386	2,115
Is an employee still entitled to receive Statutory Maternity Pay (SMP) if they are made redundant whilst pregnant or whilst on maternity leave?	937	800

## Helpline

Caller location is derived from the area codes captured by DCS. As such it's worth noting that approx. 5% of all calls received do not have a DCS record. Of the calls we capture a DCS record for, DCS partially stores the phone number of the caller and attributes a location based on the area dialling code. As such it cannot attribute calls from Mobiles to a location, instead referring to them as location "Mobile". If a call comes in from a non-local number (premium or national numbers such as 03/08) or a withheld number then again DCS cannot attribute a location to a caller, instead referring to them as location "Unknown".

This means that we only know caller locations for: Total DCS Records – (Mobile + Unknown). In operational year 2017-18, 22% of calls recorded came from Unknown location, and 50% of calls recorded came from location Mobile. This

leaves us with **199,141** calls for which we captured a record with a location. Of those calls 1,531 (0.8%) were flagged as discussing either Pregnancy/Maternity Discrimination and/or Maternity Detriment. And from that figure we know that **92** calls came from Scotland. For reference we recorded 7,826 calls in total that related to either Pregnancy/Maternity Discrimination and/or Maternity Detriment.

## Early Conciliation

There are a number of differing methods for attributing where a dispute stems from geographically. To sort where disputes relate to I have firstly looked at the Claimant address listed, and in absence of that I have then looked at the Claimant Representative address listed. I have then based the dispute location on this principal.

Just a note on the calculations. I have combined ECA notifications and ECX notifications together under the EC heading. I have also counted Multiple notifications as one instance as opposed to +1 for each claimant listed as a child to the parent notification.

In 2017-18 we received **2,696** notifications for which ECSO advisers recorded the MAT indicative jurisdiction against (i.e. the claim may have related solely to MAT, or to a number of jurisdictions of which MAT was one). Of the 2,696 notifications received, using the above approach I have attributed **134** notifications (**5%**) as being Scottish disputes.