

Acas marks major achievements on its 2021 to 2025 strategy

20 May 2025

Acas is marking the completion of its 2021 to 2025 organisational strategy, celebrating the progress made over the past 4 years in making working life better for everyone in Britain.

Launched in the wake of the covid-19 pandemic, the strategy focused on 4 ambitions: growing our reach and access, resolving disputes more quickly and effectively, forging consensus on the future of work, and embracing difference, inclusion and fairness.

As the strategy period ends, Acas's headline achievements include:

- doubling our online reach to over 20 million website visits per year
- doubling engagement with good practice advice and training to over 250,000 people annually
- resolving 95% of individual disputes without the need for an employment tribunal hearing – saving time, money and stress for all parties
- achieving a 94% resolution rate for collective disputes – supporting industrial stability and economic productivity
- increasing awareness of Acas among small and medium enterprises (SMEs) from 83% to 90%
- launching influential research on the £28.5 billion cost of workplace conflict, shaping the national debate
- delivering inclusive campaigns and guidance, including on neurodiversity and protected characteristics

Acas Chief Executive Niall Mackenzie said:

"I am delighted to lead such a strong performing organisation at a critical time for employment relations in Britain.

"I want to congratulate Acas for the delivery of the last strategy. Their achievements provide a strong foundation for the organisation as we look towards our next strategy, which we will be launching later this year."

Acas has released a short video on the organisation's key achievements from the past 4 years.

[Read the transcript for Acas – working for everyone](#)