



# Performance and Insight Report

**Period Covered:  
1 April 2017 to 30 June 2017**

## EXTERNAL PUBLICATION

### Contents

1.	Business Plan Targets	4
2.	Intelligence and Information sharing	5
3.	Tasking Process	8
4.	Licensing Process	10
5.	Inspection & Enforcement	12
6.	GLA Website	14

### Glossary

NRM	National Referral Mechanism
OCGM	Organised Crime Group Mapping
PAWR	Pay and Worker Rights helpline
NBCI	New Business Compliance Inspection
CPA	Change of Principal Authority
MG3	National forms report for advice to Crown Prosecution Service

Please note that some of the data contained in this report has been taken from live systems and is therefore subject to minor fluctuations

## Strategic Priorities

- Preventing worker exploitation
- Protecting vulnerable people
- Pursuing those who exploit others for their work either financially, physically and or through coercion and control

## Strategic Objectives

- One Disrupt criminal activity within the labour market
- Two Engage with stakeholders to minimise and manage risk
- Three Support compliant business
- Four Work in partnership to protect workers' rights
- Five Maintain a credible licensing scheme, creating a level playing field and promoting growth
- Six Identify and support victims of labour exploitation

## 1. Delivery Plan – Operational Impact

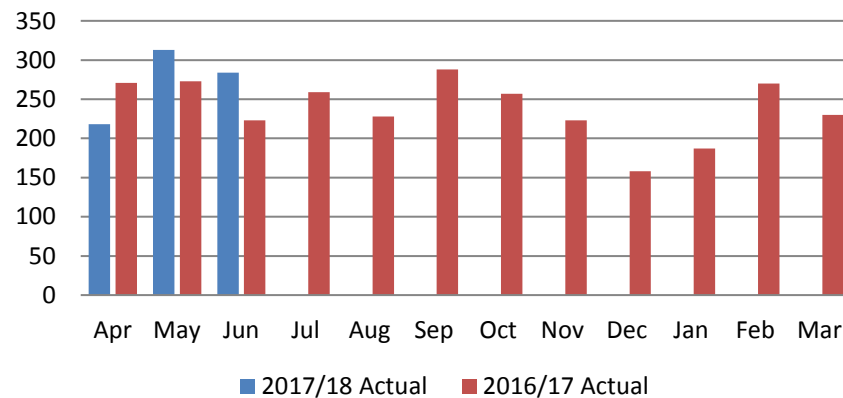
- ❖ KPQ 1 - How comprehensive is the GLAA's understanding of the scale and threat of labour exploitation in the UK?
- ❖ KPQ 2 - How effective is the GLAA's response to the identified threats of labour exploitation and modern slavery?
- ❖ KPQ3 - How effective is the GLAA at working with partners to tackle labour exploitation and modern slavery?
- ❖ KPQ4 - How effective is the GLAA at working with business, labour users and providers to drive up standards, preventing and tackling labour exploitation and modern slavery?
- ❖ KPQ 5 - How effective is the GLAA at managing its resources?

## 2. Intelligence and Information Sharing

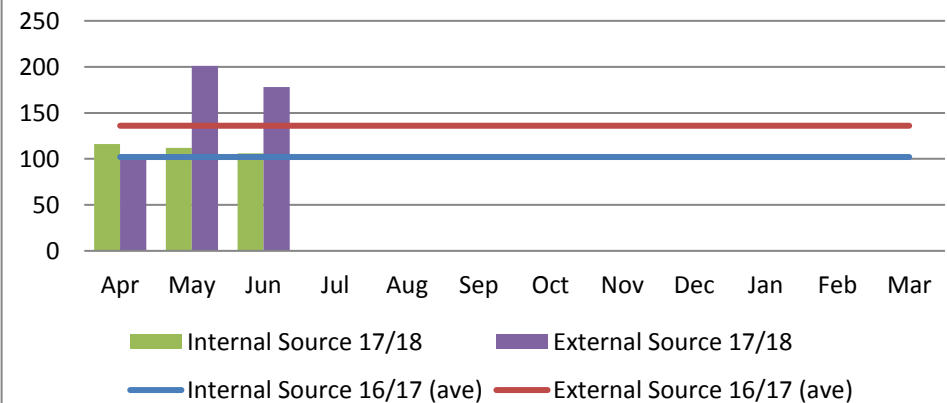
### Key Points:

- Intelligence reports created increased significantly in May and June attributable to a large uplift in reports received from external sources
- Intelligence dissemination from the GLA is also strong in the first two months of the year compared to the corresponding period in the previous year
- Police and HMRC remain the most significant source and receiver of intelligence material. Labour providers are consistent contributors.
- Requests for information to partner agencies is notably higher – reflecting the wider operational scope of the GLAA

### Intelligence Reports Created 2017/18



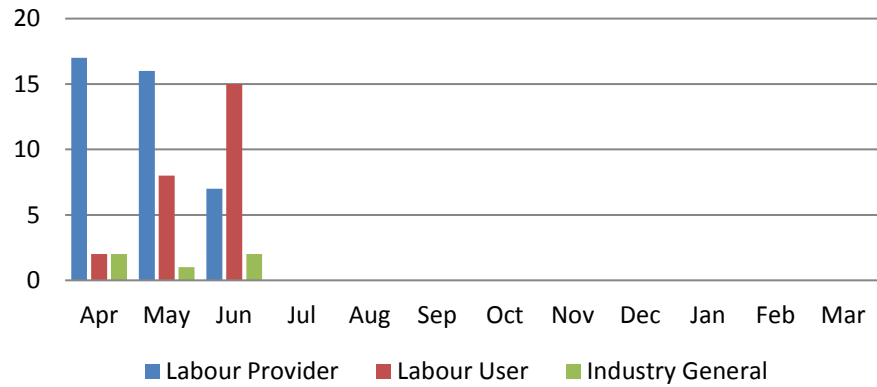
### Intelligence Reports Created - All Sources 2017/18



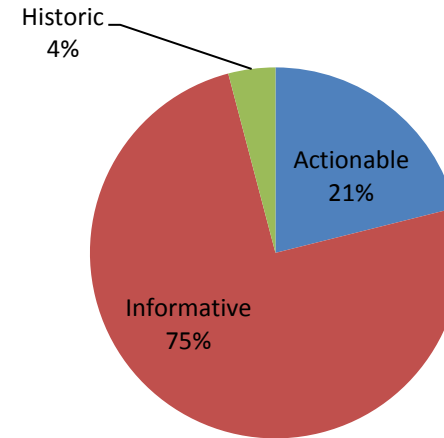
### Explanatory Notes:

- Intelligence 'reports' are individual information 'logs' created on the GLA Intelligence database. The information can relate to any aspect of licensing, compliance or enforcement activity and may contain a single strand or a combination of information that is either **Informative**, **Actionable** or **Historic**.
- Intelligence reports are generated in response to a variety of circumstances which include information received from external sources (e.g victims, industry sources or partner agencies) and also Internal sources that includes Licensing, Enforcement Officers and Intelligence Unit personnel, This information can be derived from a range of activity including victim/witness contacts, observations during covert or overt compliance/enforcement activity, open source research or detailed analysis.
- Intelligence reports or 'logs' are disseminated to and from partner agencies either as a proactive/dynamic response to events or to inform potential regulatory/compliance activity by that agency; or as part of joint operational activity.

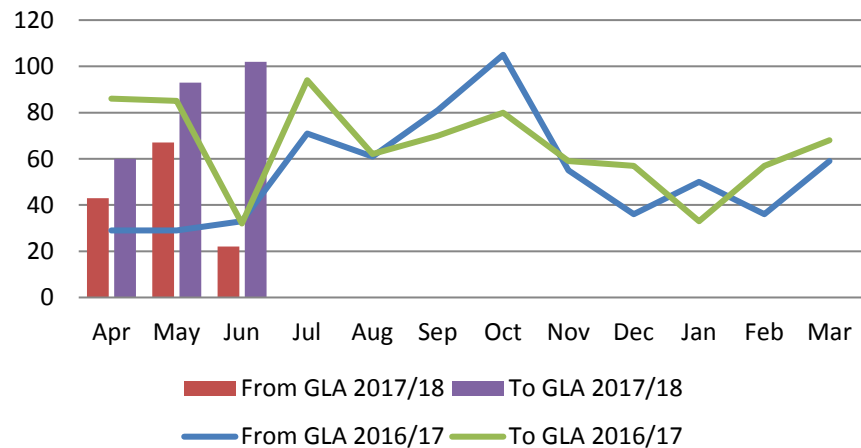
### Intelligence Created Industry Source 2017/18



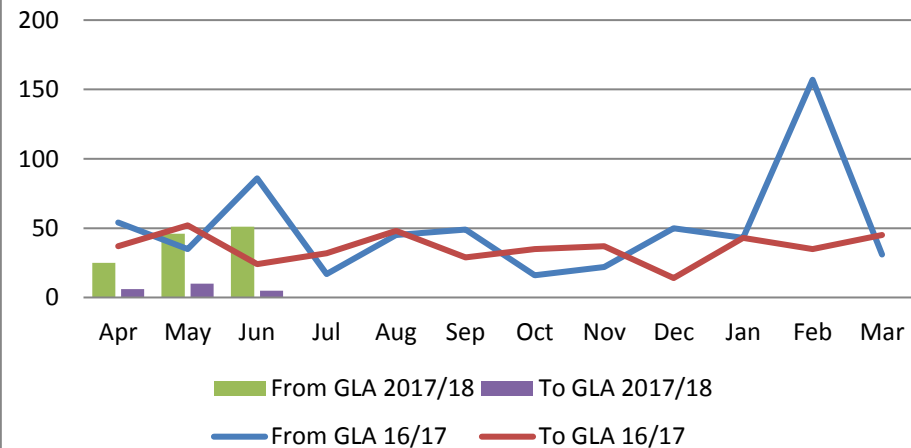
### Intelligence Value 2017/18



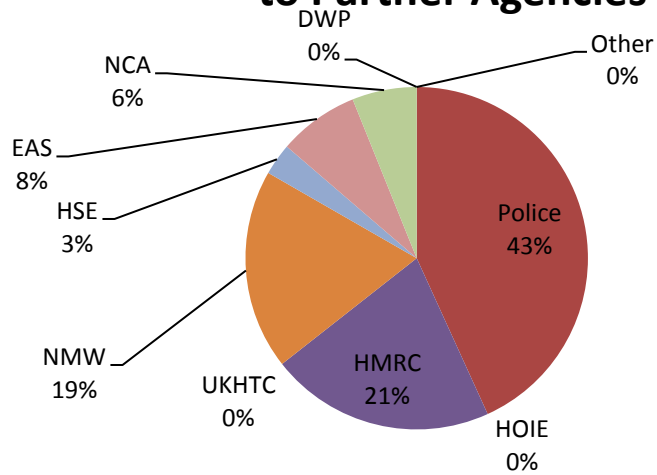
### Intelligence Disseminated to and from Partner Agencies



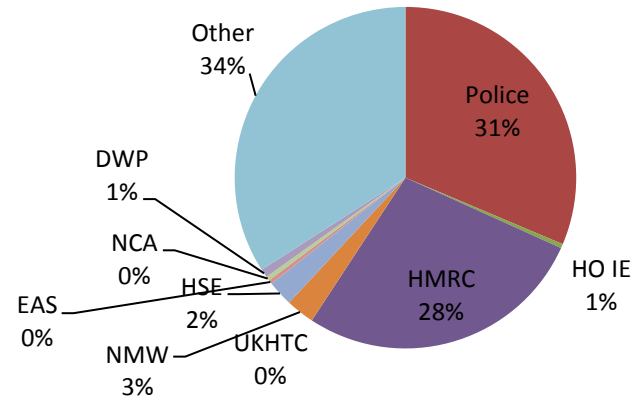
### Requests for Information to & from Partner Agencies



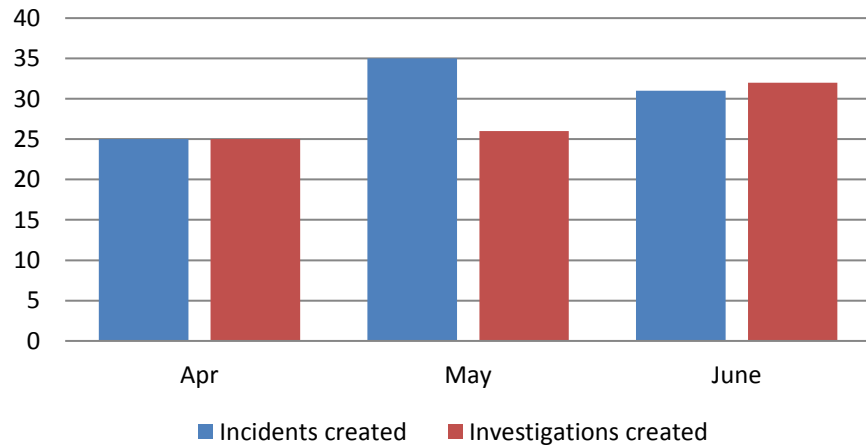
### Intelligence Disseminated from GLAA to Partner Agencies



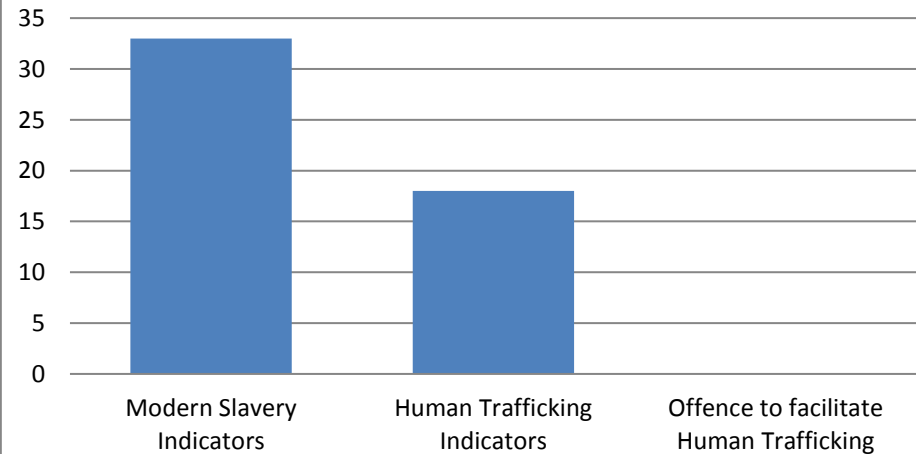
### Intelligence Disseminated to GLAA from Partner Agencies



### Crimson Incidents and Investigations Created



### Intelligence Reports with Modern Slavery Indicators 2017/18

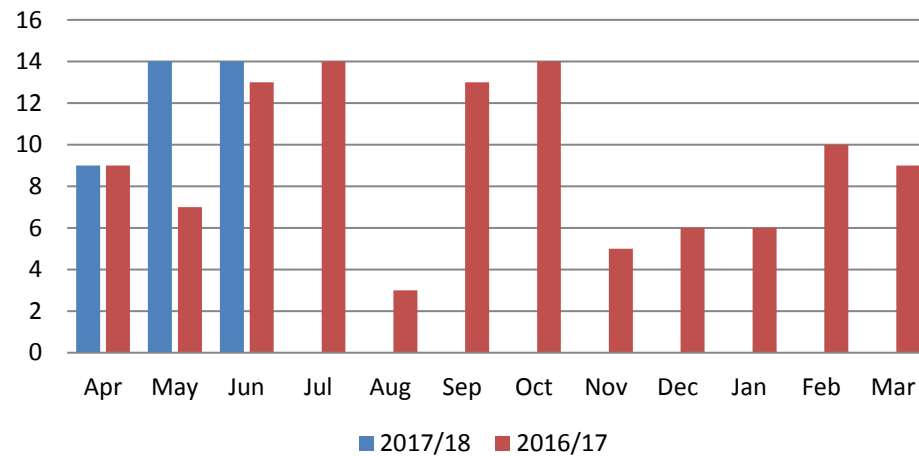


### 3. Tasking Process

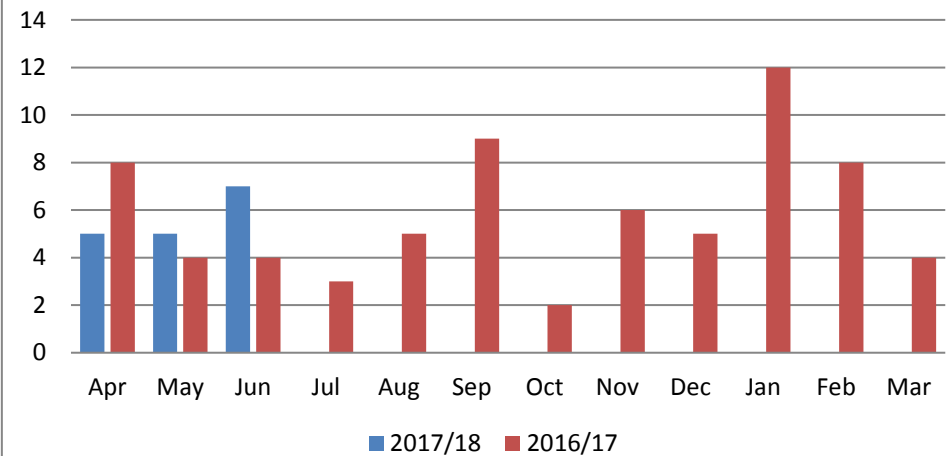
#### Key Points:

- AI's – exceeds the numbers tasked in the year to date compared to last year at this point
- CI's – Broadly the same in total at this point compared to the previous year
- Enforcement cases – have increased month on month since the early part of the year

#### Application Inspections 2017/18



#### Compliance Inspections 2017/18



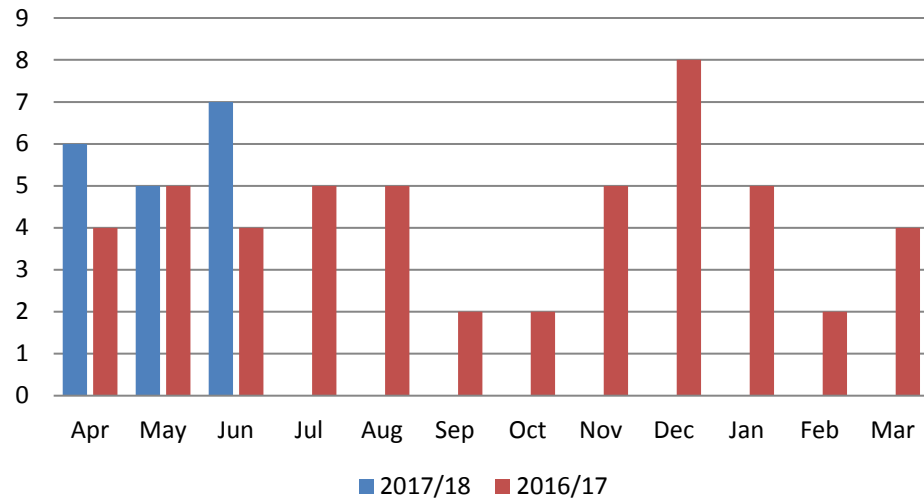
#### Explanatory Notes:

This section deals with the output from the intelligence analysis. All inspection activity is determined according to the intelligence case.

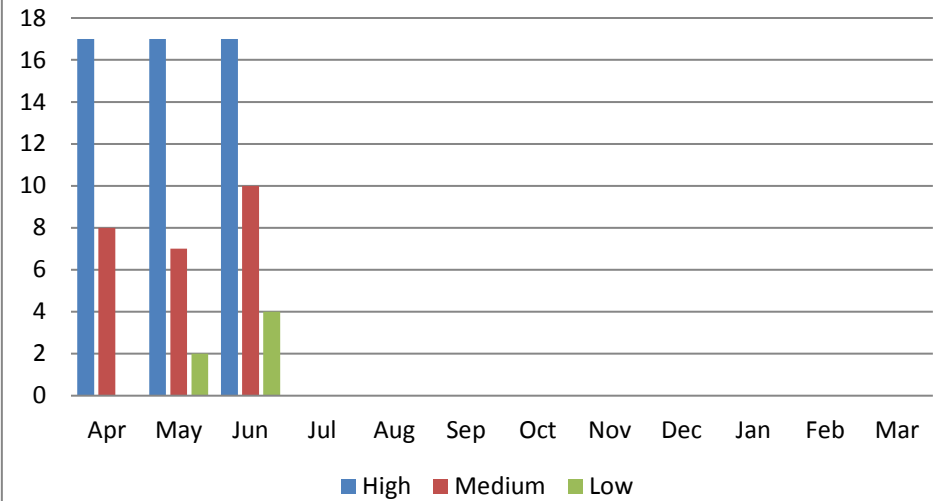
- Application Inspections always attract a high priority so as to minimise the impact and burden on the business. Compliance and Enforcement activity is prioritised following an assessment of the intelligence case taking into account factors that include; severity of allegations, witness availability, reliability of the evidence, partner agency interest/involvement, other aggravating or time critical factors.
- Tier 1 interventions are cases where the Intelligence Unit or Licensing Team have made a direct approach to the labour provider to resolve an issue without the need for formal regulatory intervention or the deployment of inspection resources.



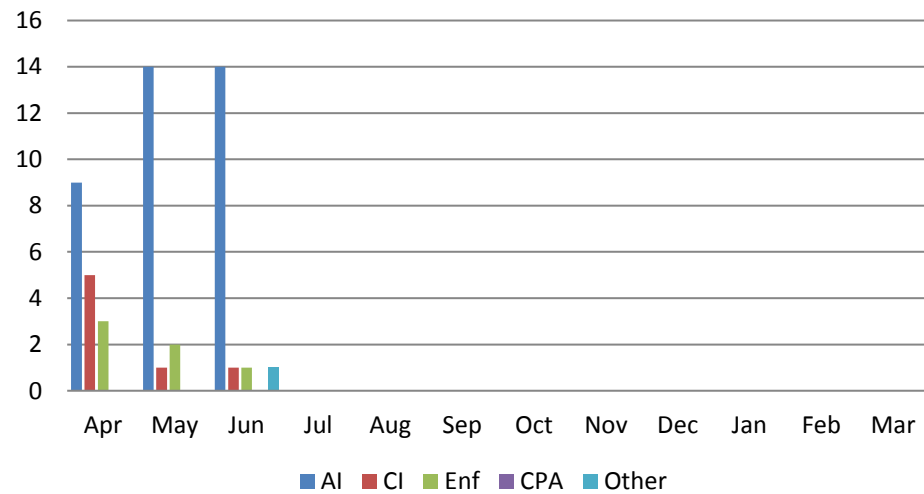
### Enforcement Cases (Unlicensed)



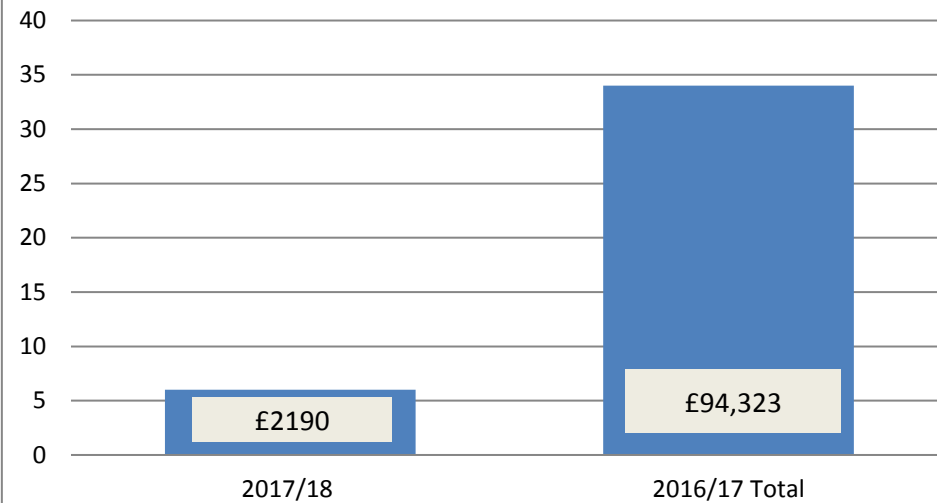
### Tasking by Priority 2017/18



### High Priority Tasking by Category



### Tier 1 Interventions

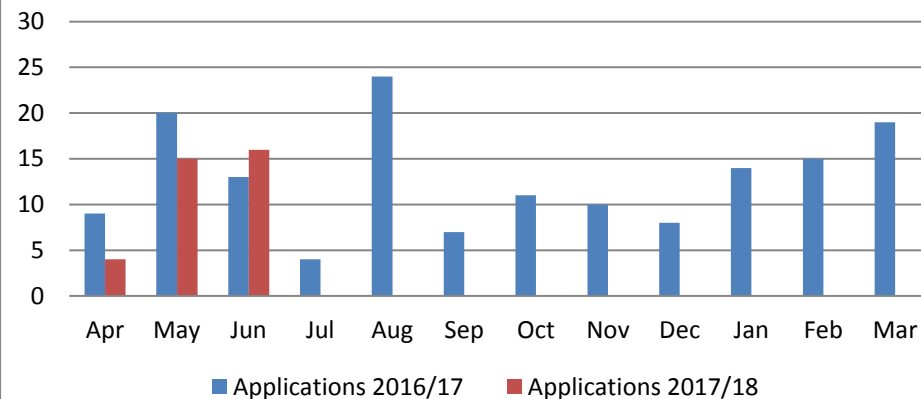


## 4. Licensing Process

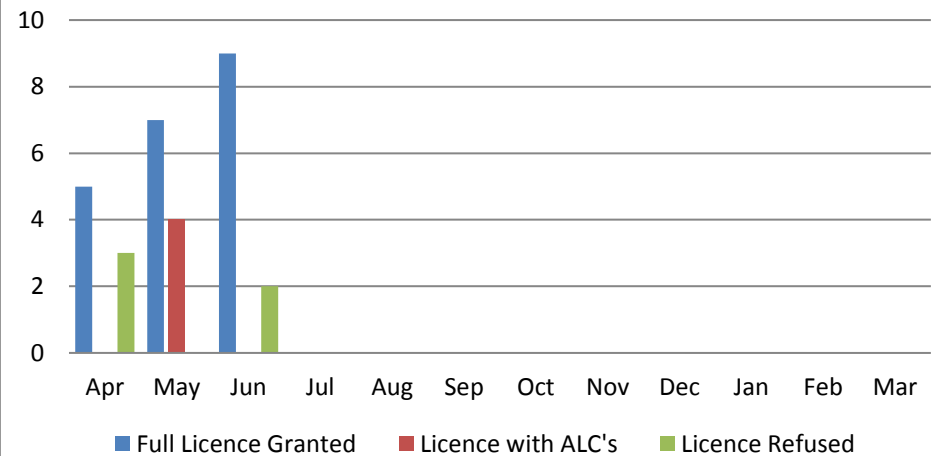
### Key Points:

- The number of Licence applications initiated is lower than in the corresponding period last year. It is too early to assess whether this is significant
- Appeals are currently very low compared to previous reporting periods
- Delays in OGD check process are predominantly attributable to awaiting result of external checks and significantly compounded by unanticipated abstractions within the Intelligence team. The situation is however improving.

### Licence Applications Initiated 2017/18



### Licence Application Decision 2017/18

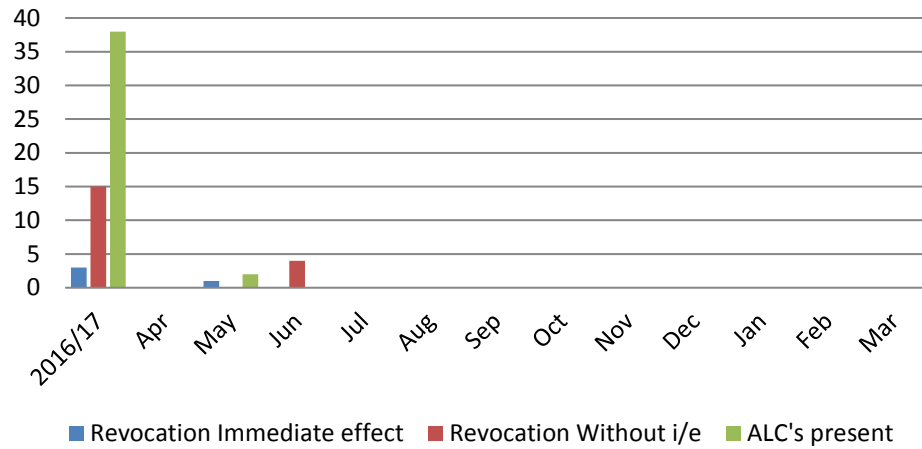


### Explanatory Notes:

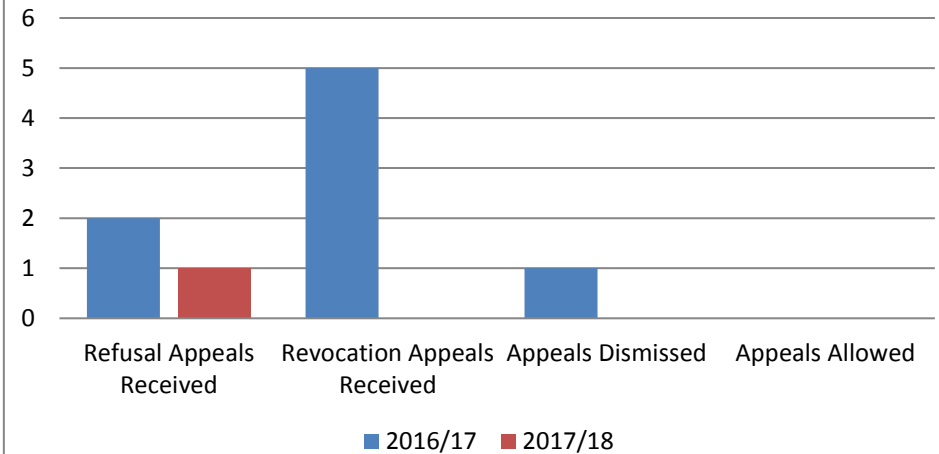
This section deals with the initial licence application and subsequent decision process following inspection activity.

- Licence Applications Initiated is where an initial application for a licence has been submitted – however at that stage payment may not have been made or funds cleared.
- Licence decisions relate to either an 'Application' for a licence, or following a 'Compliance' inspection which is invariably intelligence lead.
- Licence 'Standards Breached' – are the standards accepted by the Licensing Officer as having been breached and on which the licence decision is made. Such decisions are based on the basis of case 'proven' on the balance of probabilities – not on on the basis of the initial allegation.

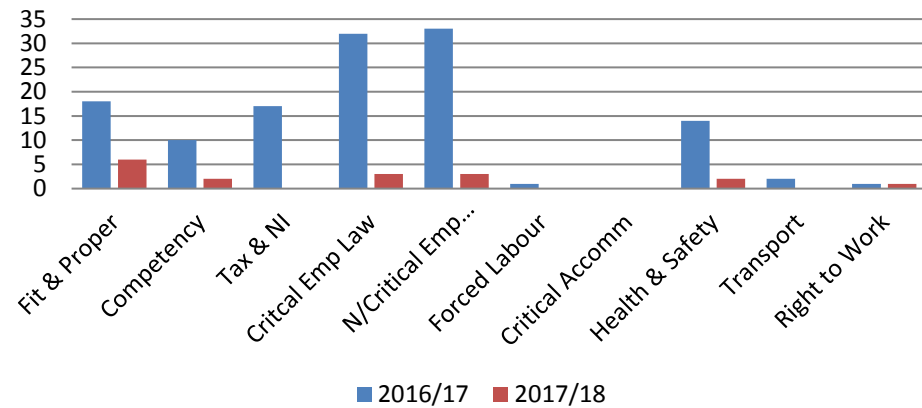
### Licensing Decision - Compliance



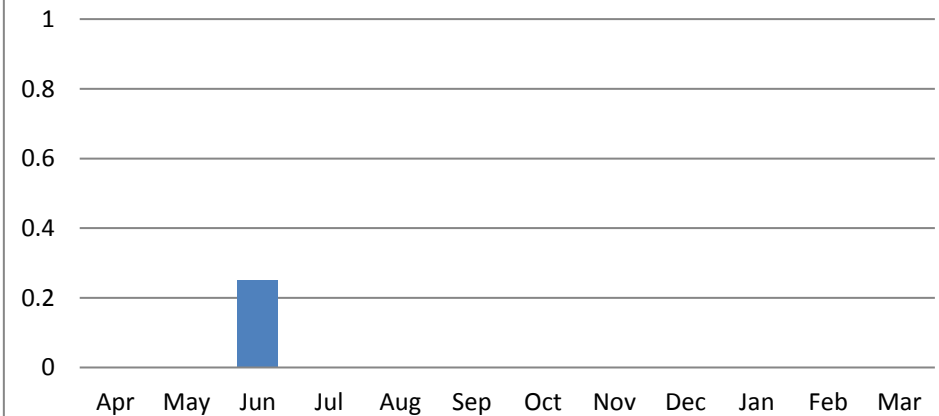
### Licensing Case Appeals - Rolling Total



### Licensing Compliance Standards Breaches



### % of OGD Checks completed within 10 working days

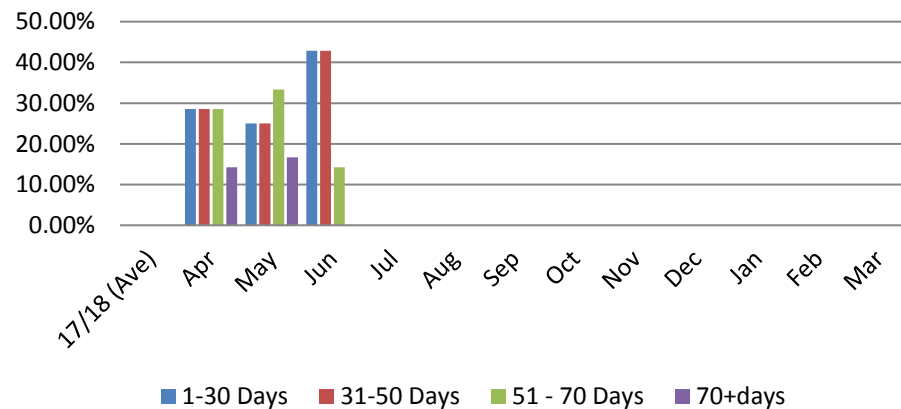


## 5. Inspection & Enforcement

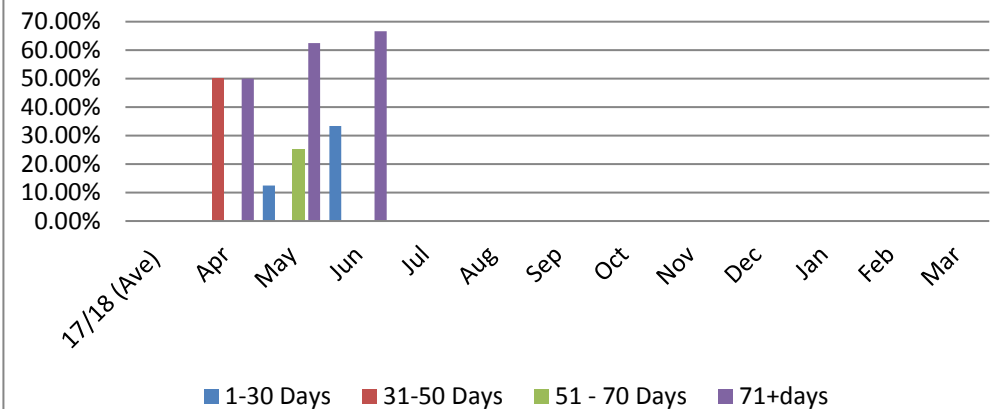
### Key Points:

- The discovery of unlicensed trading will cause the suspension of the AI process in most cases and may therefore adversely affect completion times in those cases.
- Timeliness for the completion times for AI's remains generally healthy although the discovery of unlicensed trading prior to or during the inspection process can elongate the process.
- CI's have been taking longer to resolve which reflect the increasing complexity of some cases and abstractions to multi-agency enforcement activities.
- 4 Enforcement cases are currently with the CPS for a charging decision

### AI - Inspection Timeliness - days to Completion



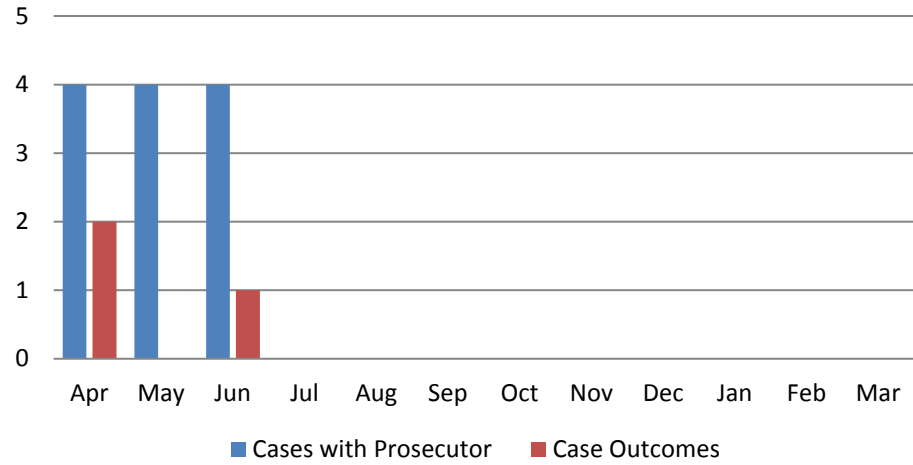
### CI - Inspection Timeliness - Days to Completion



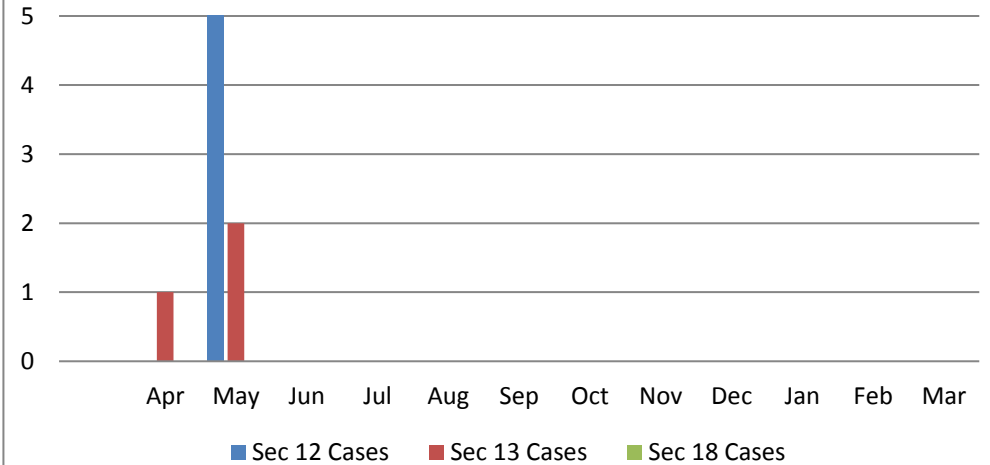
### Explanatory Notes:

- Timeliness of inspections can vary for many reasons and delays may occur during the inspection or licensing decision phase or possibly both.
- Completion times are calculated from the date of 'tasking' to the date the licence decision is made.
- An 'Enforcement Notice' is a document given to a labour provider where ongoing unlicensed supply has been discovered. It is an advisory notice warning the offender of the possible consequences should they continue trading without a licence whilst a decision is made as to prosecution.
- A 'Warning Letter' is issued to a labour provider or labour user where sufficient evidence has been found to prove an offence to the criminal standard but a decision has been made that it is not in the public interest to pursue a prosecution through the courts.

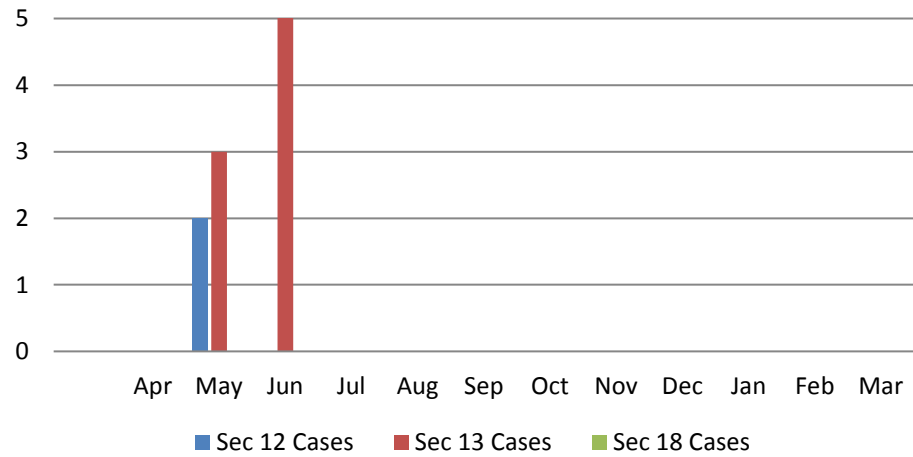
### Criminal Cases in Progress



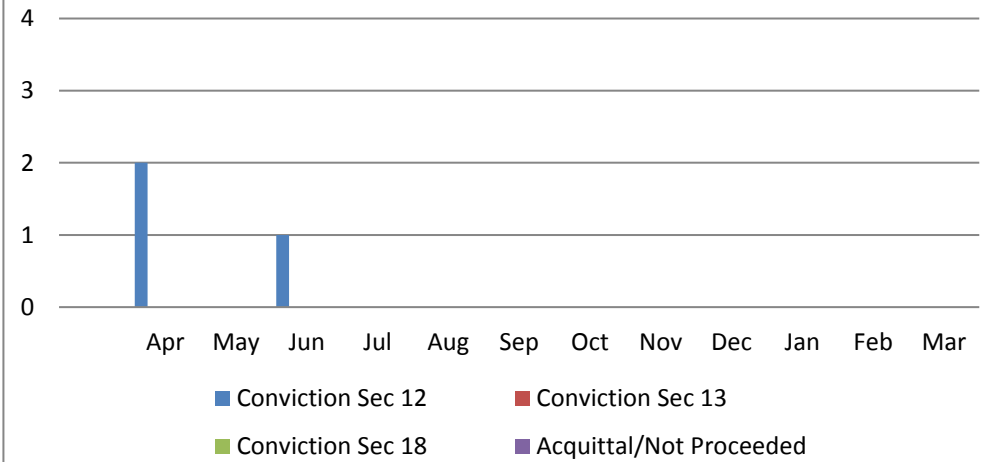
### Warning Letters Issued



### Enforcement Notices Issued



### Criminal Case Outcomes

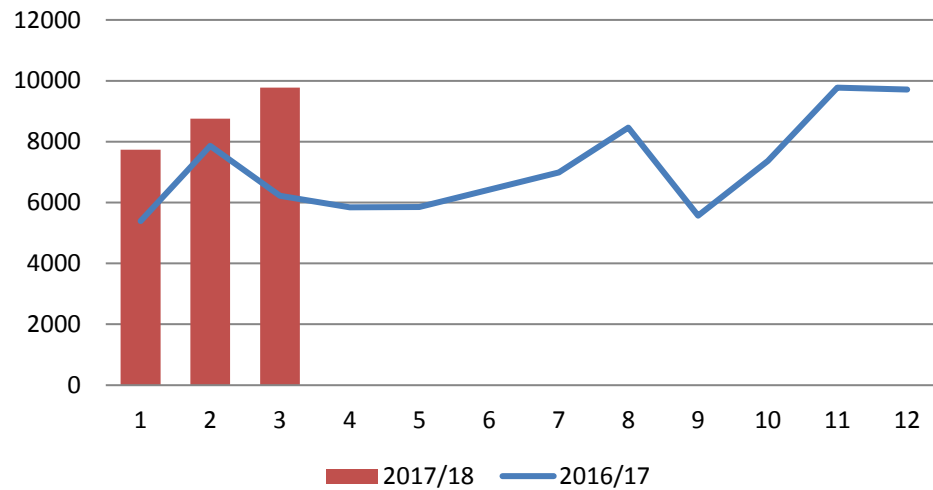


## 6. GLA Website

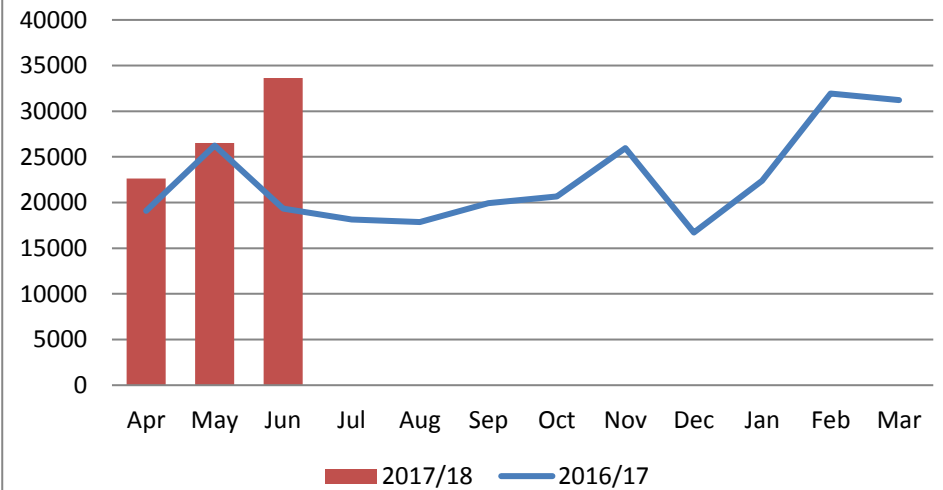
### Key Points:

- Website sessions and page views exceed the numbers recorded at this point last year
- Session - a period of time a user is actively engaged with the website
- Page view - The number of pages viewed - repeat views of a single page are counted
- Users - users that have had at least one session within the selected period - both new and returning

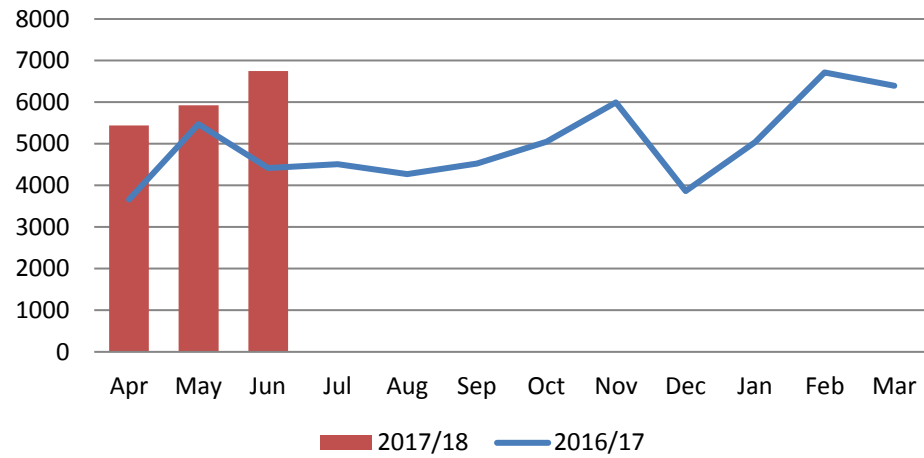
### Website Sessions



### Page Views



### Users



### Top 10 nations visting the GLAA site

