



Gangmasters &
Labour Abuse Authority

Performance and Insight Report

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

External only

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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

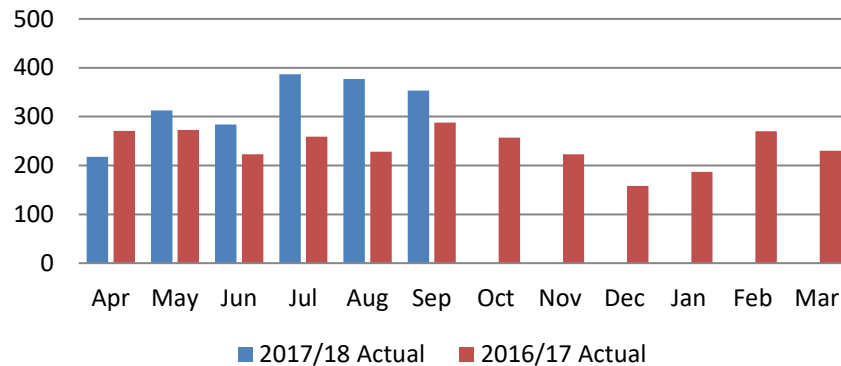
- ❖ KPQ 1 - How comprehensive is the GLAA's understanding of the scale and threat of labour exploitation in the UK?
- ❖ KPQ 2 - How effective is the GLAA's response to the identified threats of labour exploitation and modern slavery?
- ❖ KPQ3 - How effective is the GLAA at working with partners to tackle 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

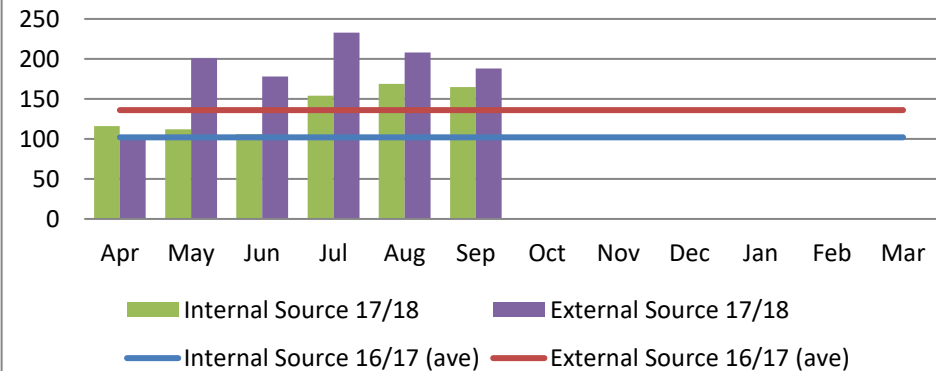
Key Points:

- Intelligence reports created have increased by 25% when compared to the previous year at this point.
- There is a significant increase in reports relating to sectors outside of the GLAA regulatory framework.
- Agriculture, Food Processing, Car Washes, Hotels & Restaurants and Shellfish Gathering are notable sectors.
- Confidential Hotline and Email are currently the most prolific in terms of reporting method.
- Additional datasets have been added to this section to better reflect the significant demands.

Intelligence Reports Created 2017/18



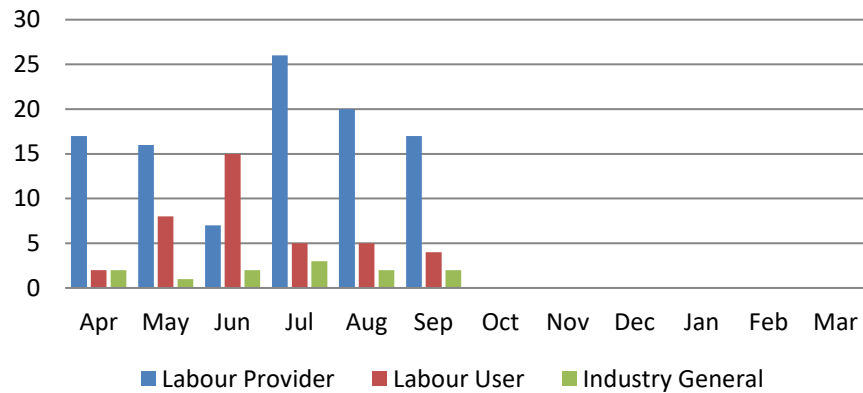
Intelligence Reports Created - All Sources 2017/18



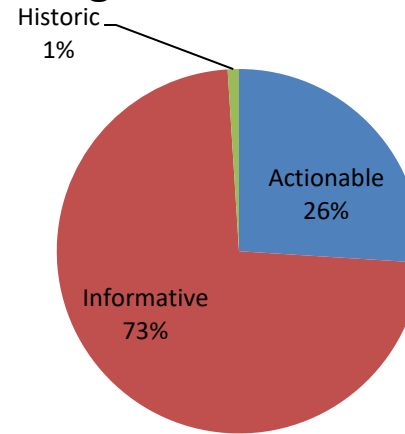
Explanatory Notes:

- 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.
- General Issues - is the first recording point for potentially actionable information received where the initial Triage assessment and response priority is determined. There may or may not be a related Intelligence report or Crimson Incident or Investigation created.

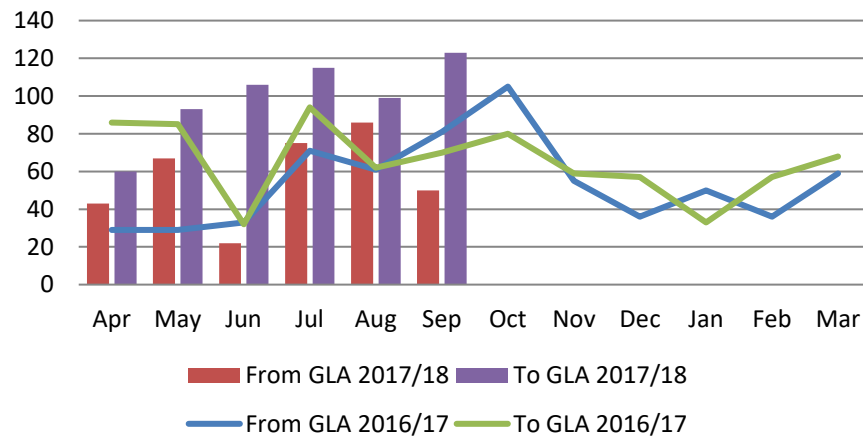
Intelligence Created Industry Source 2017/18



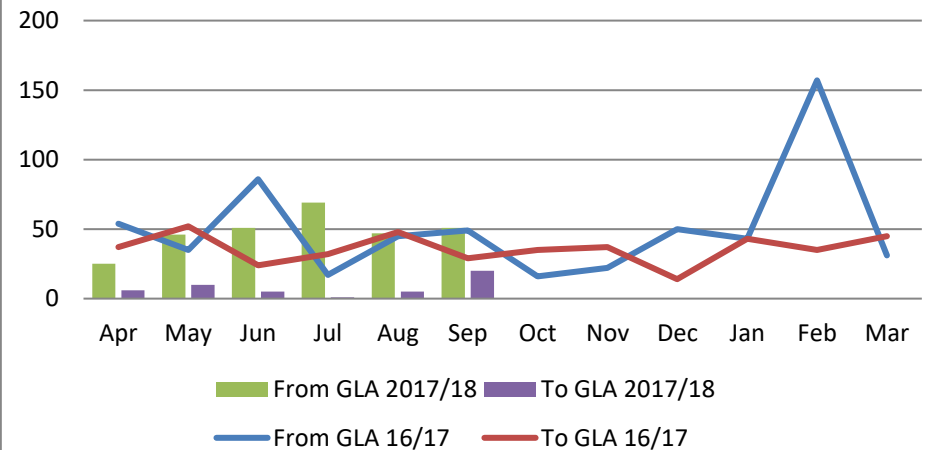
Intelligence Value 2017/18



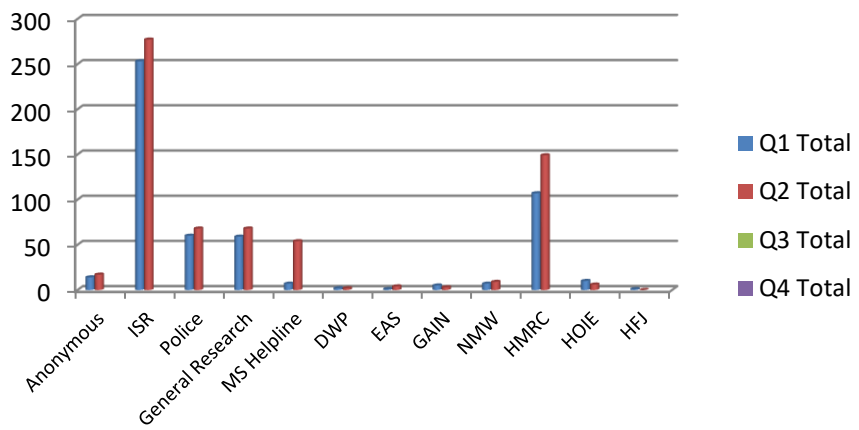
Intelligence Disseminated to and from Partner Agencies



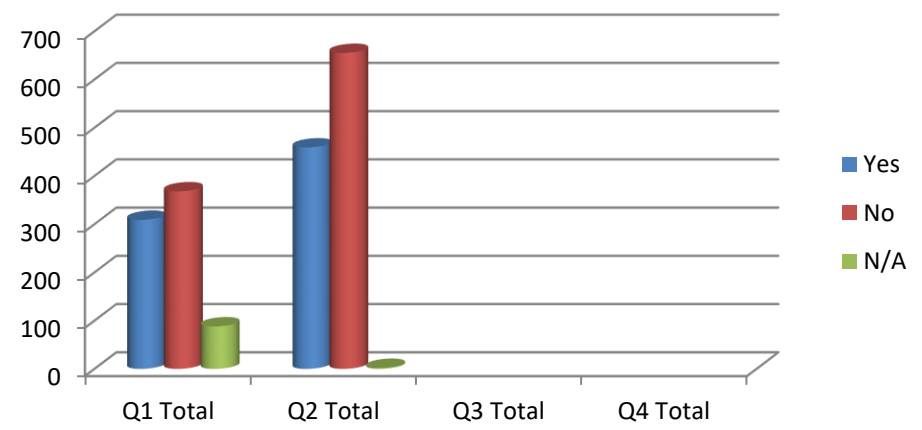
Requests for Information to & from Partner Agencies



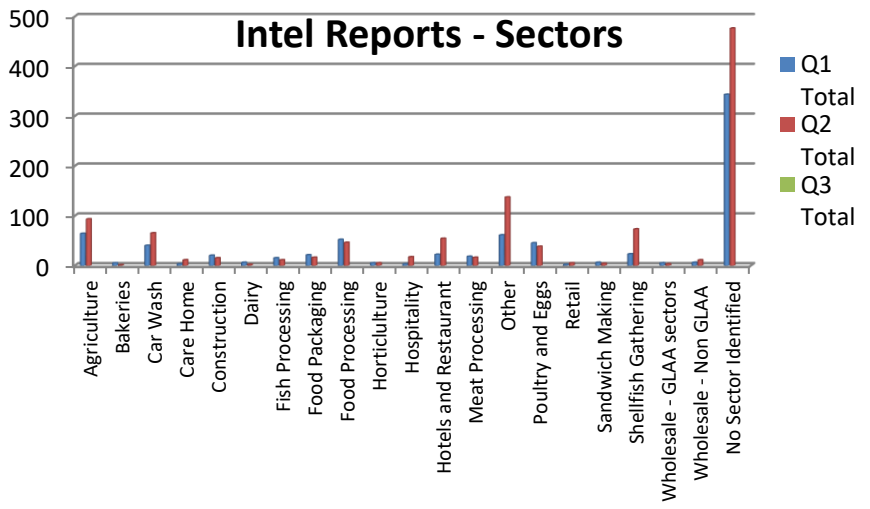
Intel Reports - Source



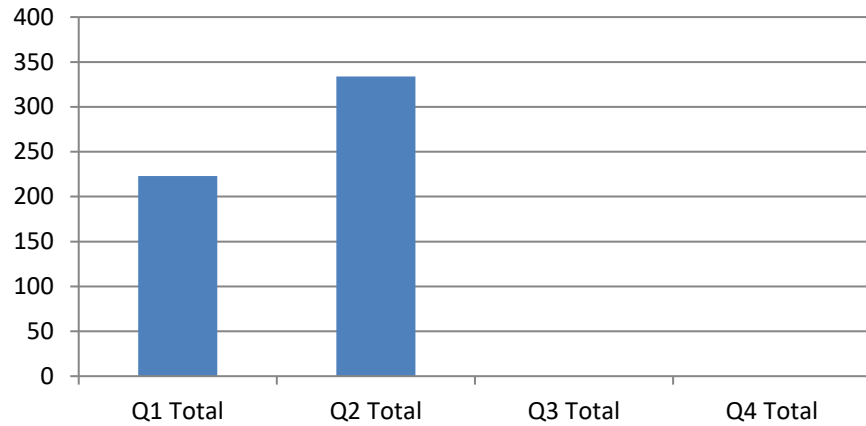
Intel Reports - GLAA Licensed Sector?



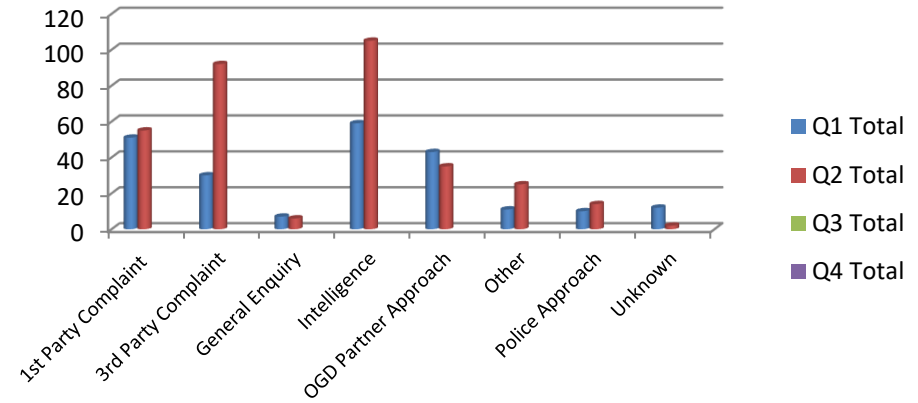
Intel Reports - Sectors



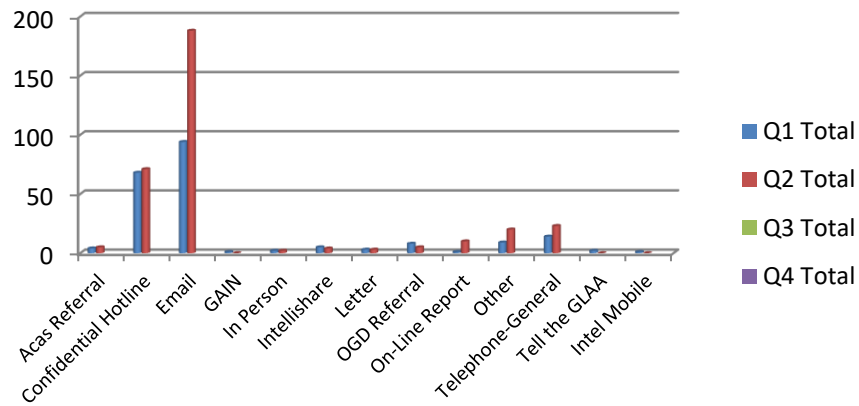
General Issues Created - IBase



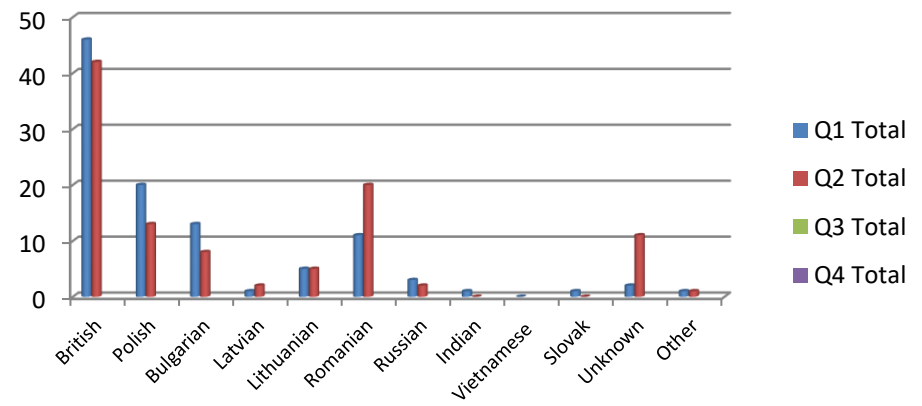
Type of Approach



Referral Method



Victims Nationality

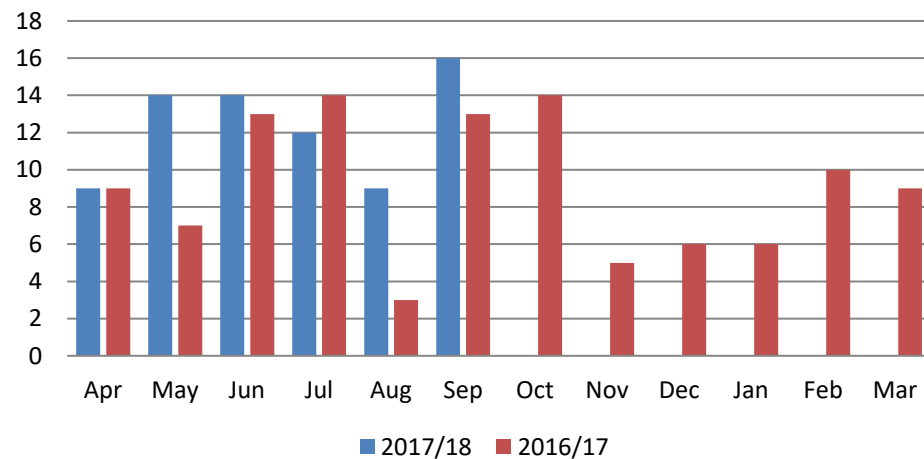


3. Tasking Process

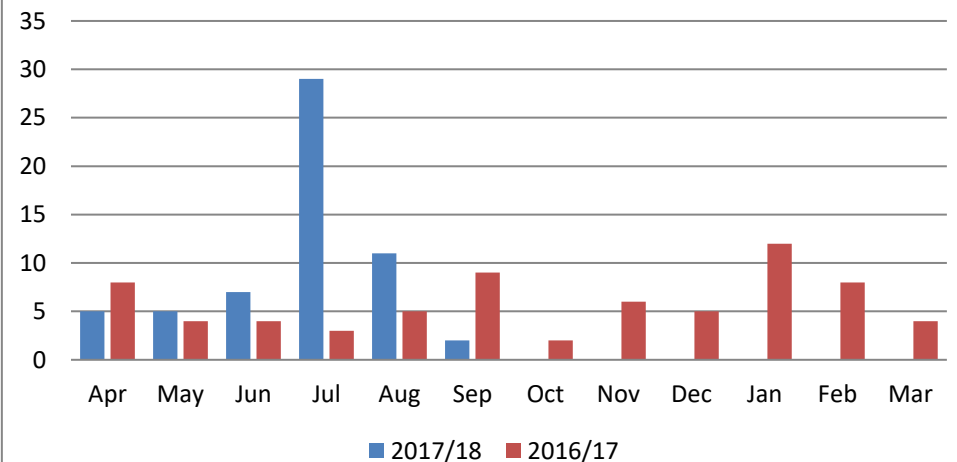
Key Points:

- AI's – an increase of 25% when compared to the same period in the previous year.
- CI's – Significant number tasked in July relate mainly to CNB issues and are being utilised for training purposes.
- Enforcement cases – have more than doubled when compared to the previous year at this point reflecting the wider scope of enforcement responsibilities
- There have been fewer Tier 1 cases in the year to date

Application Inspections 2017/18



Compliance Inspections 2017/18

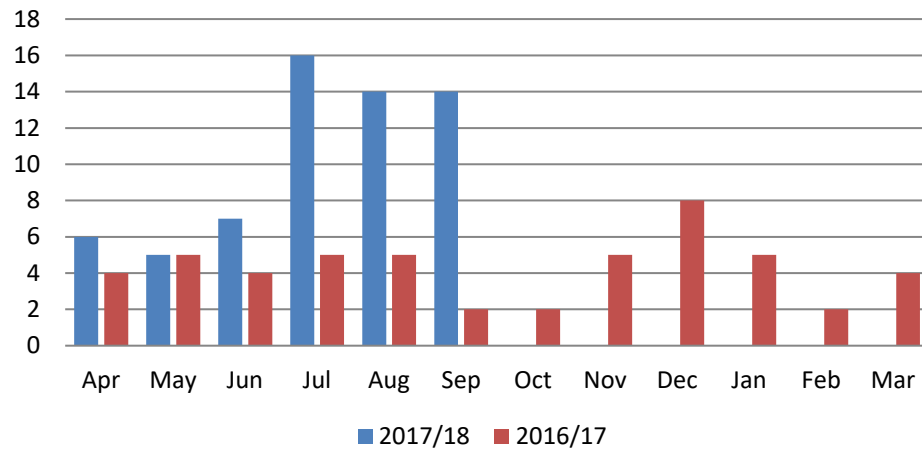


Explanatory Notes:

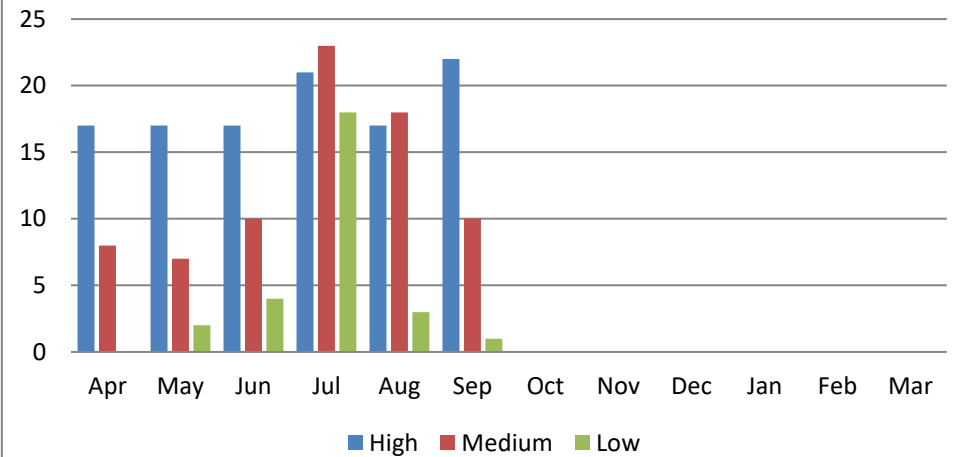
This section deals with the output from the intelligence analysis. All inspection activity is determined according to the intelligence case.

- 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.

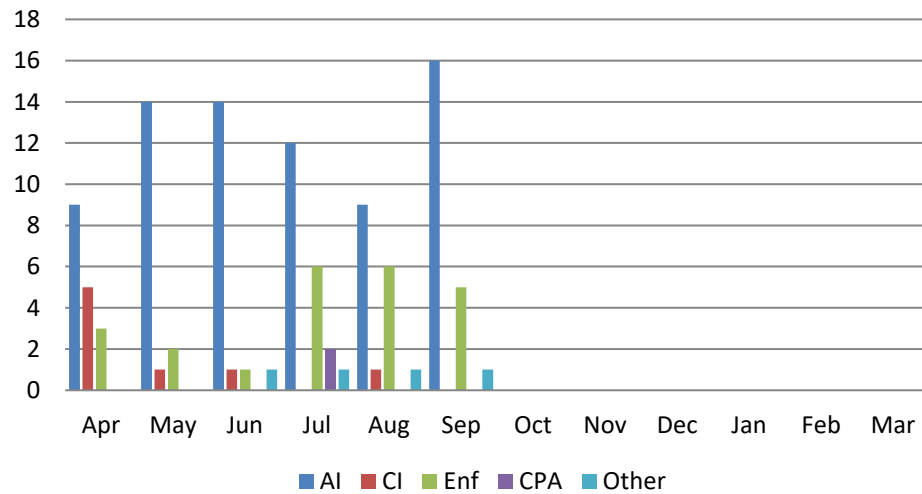
Enforcement Cases (Unlicensed)



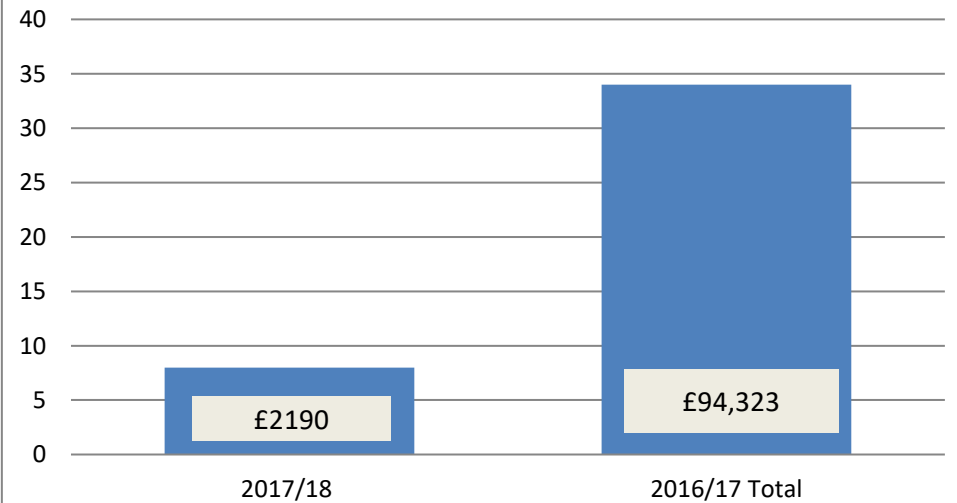
Tasking by Priority 2017/18



High Priority Tasking by Category



Tier 1 Interventions

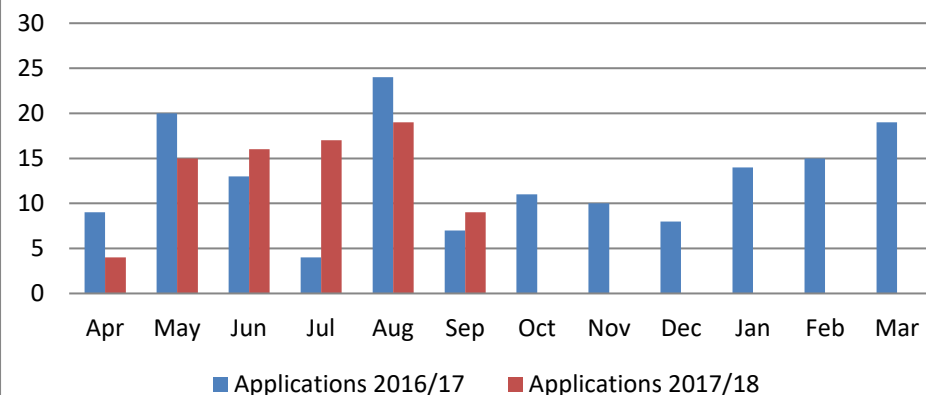


4. Licensing Process

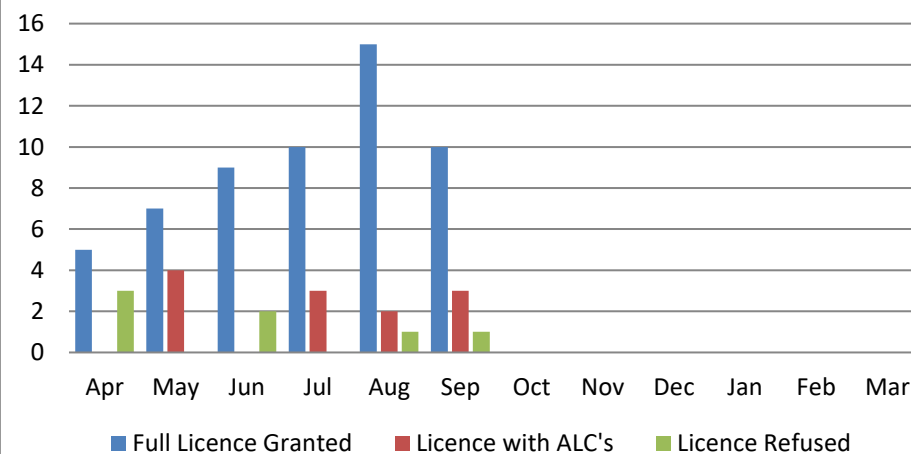
Key Points:

- The number of Licence applications initiated is currently broadly the same as the corresponding period last year
- Appeals are currently very low compared to previous reporting periods
- Delays in OGD check process experienced in the early part of the year are now being overcome

Licence Applications Initiated 2017/18



Licence Application Decision 2017/18

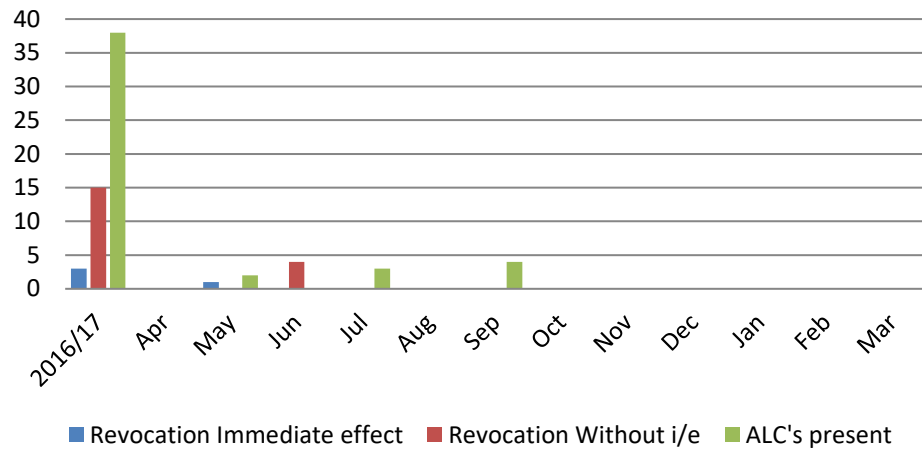


Explanatory Notes:

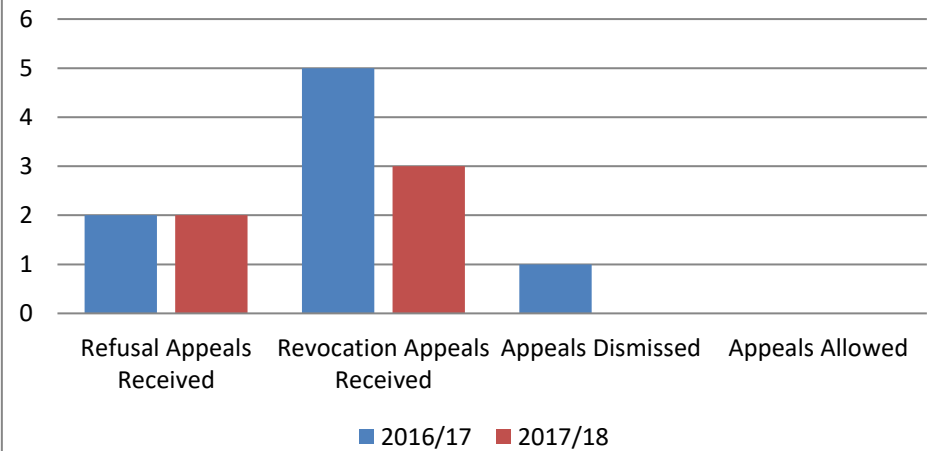
This section deals with the initial licence application and subsequent decision process following inspection activity.

- 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.

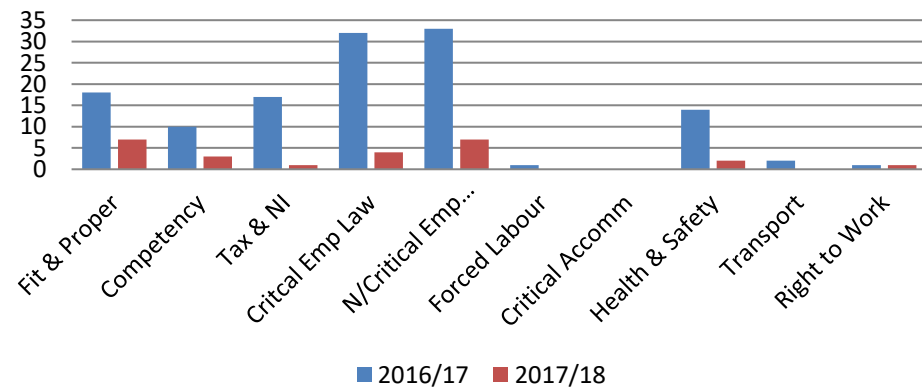
Licensing Decision - Compliance



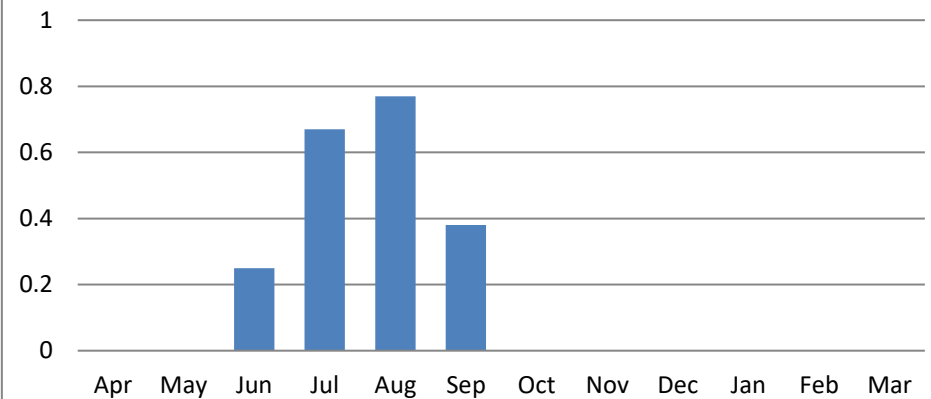
Licensing Case Appeals - Rolling Total



Licensing Compliance Standards Breaches



% of OGD Checks completed within 10 working days

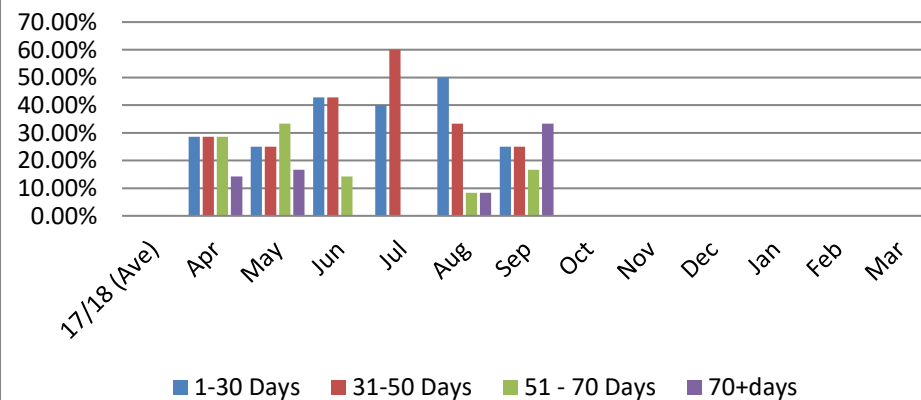


5. Inspection & Enforcement

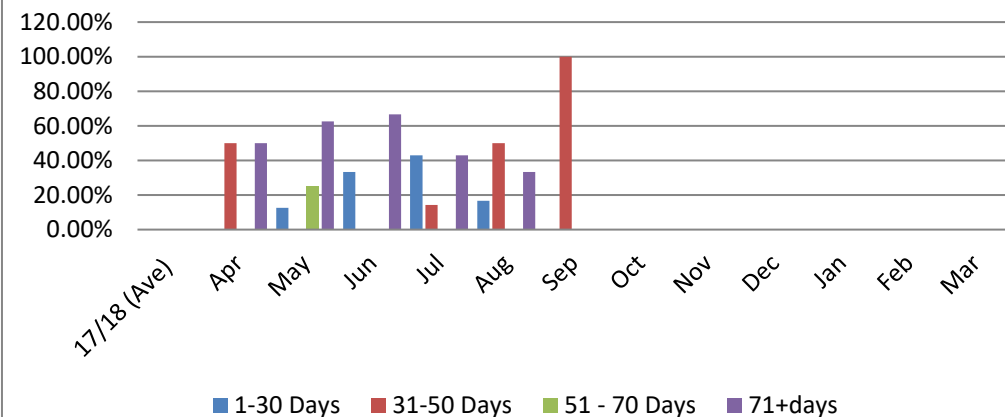
Key Points:

- 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 shown a slight improvement from the early part of the year.
- 2 Enforcement cases are currently with the CPS for a charging decision albeit there are a number of cases where the GLAA is working in partnership with the Police and other partners.

AI - Inspection Timeliness - days to Completion



CI - Inspection Timeliness - Days to Completion



Explanatory Notes:

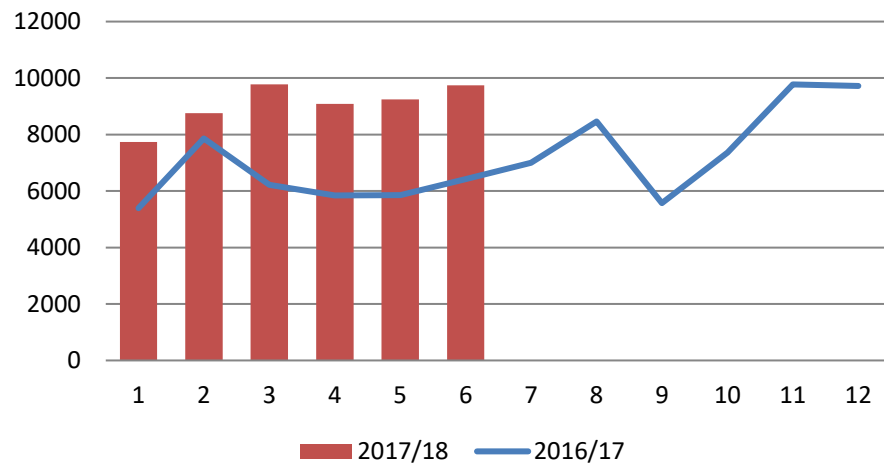
- Timeliness of inspections can vary for many reasons and delays may occur during the inspection or licensing decision phase or possibly both.
- Completion times are calculated from the date of 'tasking' to the date the licence decision is made.
- An 'Enforcement Notice' is a document given to a labour 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.

6. GLA Website

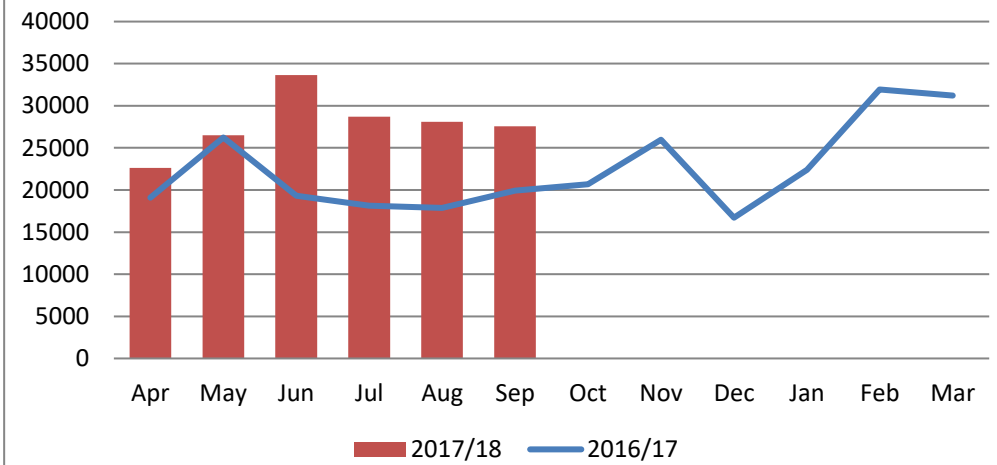
Key Points:

- 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

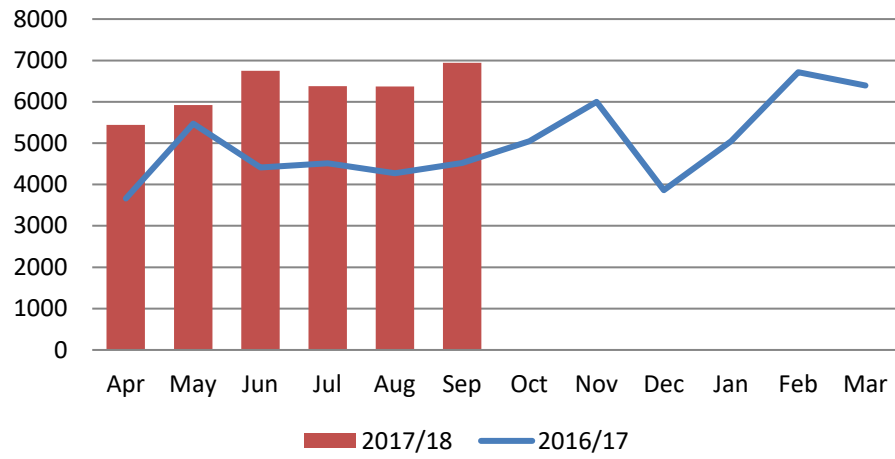
Website Sessions



Page Views



Users



Top 10 nations visting the GLAA site

