



Gangmasters
Licensing Authority

GLA48/17 Survey Update

20 January 2016

Board Paper Reference – GLA48/17– Survey Update

1. Purpose of the Report

1.1 To update the Board on the GLA Survey of Licence Holders.

2. Recommendation

2.1 The Board is invited to note this paper.

2.2 The Board is invited to comment on the proposed questions.

2.3 The GLA will report to the Board the outcomes of the pulse survey at the April Board Meeting.

Reasons for Recommendations

3.1 The GLA has previously run an annual satisfaction survey for licence holders. The purpose of this survey is to explore how licence holders feel about the GLA. The Licensing team uses the results of the survey to inform its stakeholder engagement activity and to make improvements to its processes.

3.2 In August 2015, in line with Government policy, the GLA decided to change its approach to surveys. The Licensing team has moved away from an annual survey and instead sends out a short survey when licensing activity occurs e.g. renewal or application. The GLA hoped that this would increase the number of licence holders who participated in the survey.

3.3 The GLA has had a low response rate to its online surveys (7 responses to date) and therefore considers it would be useful to vary its approach but retaining a shorter survey. The GLA anticipates that it may be able to run the pulse survey at the GLA conference to encourage participation.

4. Summary of Key Points

4.1 Due to the low response rate to its surveys, the GLA will be running a pulse survey to ascertain overall satisfaction of licence holders and applicants.

4.2 The questions that could be covered in the survey are at Appendix A. The GLA anticipates that it may ask only a small selection of the questions outlined here, dependent on time available at the conference.

5. Financial Implications and Budget Provision

5.1 N/A

6. Organisational Risks

- 6.1 If the GLA does not obtain feedback from Licence Holders, they are likely to feel disengaged with the GLA and it will impede the organisation from improving and meeting its strategic priorities.

7. Policy Implications and Links to Strategic Priorities

- 7.1 Strategic outcome – credible Licensing Scheme.

8. Details of Consultation/EQIA

- 8.1 N/A.

9. Background Papers and Relevant Published Documents

- 9.1 GLA 40/9.1 Licence Holder and Applicants Survey Results January 2014
GLA 45/12 Licence Holder and Applicant's Survey Results April 2015

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Licensing Authority

Annual Licensing Survey 2015 / 2016

1. Name (optional)

2. Business name (optional)

3. What is the turnover of your business in the GLA licensed sectors?

- Less than £1 million
- From £1 million to less than £5 million
- From £5 million to £10 million
- £10 million or more

4. What sectors do you supply your workers into?

- Agriculture
- Food Processing and Packaging
- Horticulture
- Shellfish Gathering
- Cleaning

Other (please specify)

5. Do you supply workers outside the GLA sectors? If so what sectors

6. For your business over the last 12 months has GLA licensing increased operating costs?

Significantly	Slightly	No impact	Difficult to say
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

7. For your business over the last 12 months has GLA licensing reduced profit margins?

Significantly	Slightly	No impact	Difficult to say
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

8. For your business over the last 12 months has GLA licensing pushed labour providers into sectors not covered by the GLA scheme?

Significantly Slightly No impact Difficult to say

9. For your business over the last 12 months has GLA licensing reduced fraud / illegal activity?

Significantly Slightly No impact Difficult to say

10. Do you have any views on how the the GLA might improve its licensing scheme?

11. Overall, how satisfied are you with the GLA's performance? 1 is very dissatisfied, 10 is completely satisfied.

1 2 3 4 5 6 7 8 9 10

11. Overall, how satisfied are you with the GLA's performance? 1 is very dissatisfied, 10 is completely satisfied.

1 2 3 4 5 6 7 8 9 10

12. Do you have any additional comments?

Done