# Joint Liaison group webinar transcript

0:00

OK, good, good morning, everybody, and we'll, we'll just hold off a little a second just to make sure that everybody's joined, and then we'll get, we'll get going because it is two minutes past.

0:26

OK, I think, Look, I think we'll get going, say, good. Good morning, everyone.

0:31

My name is Julia Mulligan, and I'm the New Chair of the Gangmasters and Labour Abuse Authority. And we've still got quite a few people coming in, actually. Well, just give it another minute.

1:12

OK, it looks like we've got, it looks like most people have arrived now, so I will start now. So, Good morning. Again, my name is Julia Mulligan. I'm the new chair of the Gangmasters and Labour Abuse Authority and I've got the pleasure of chairing to today's meeting, say a big, a big welcome to you all. And, I think, this is the first of these meetings we've had in quite a while, So I'm hoping that everybody will find it really helpful. And interesting, and the practicalities of it, if it goes wrong, just forgive us a little bit because it's the first time I've used this platform. So in this way, so I'm sure we'll get through it. And I know some of our presenters haven't haven't presented in this way before. So please just just bear with us a little bit if if, if you need to. And so on.

2:05

Just a little bit, Practicalities and we we've got a number of presentations that you can see. You can see them here on the agenda.

2:15

We'll want to open it up to questions at the end at the end of each session.

2:20

And then after everybody's have that presentation, we'll be able to add, sort of gather everything together and decide on next steps. And if you want to ask a question, it’s my understanding that, you need to put it in the chat box. And then we can gather them up. And I can ask those questions of the presenters, and we can get some answers for you. So I think that's practically how it's going to work. So please do put your questions in the chat box, and we will try and deal with them, and in that way. And so just a little bit about that.

3:01

Scene setting really, I think I think that the title of this, this, This Meeting, is quite important and Building an alliance against labour exploitation.

3:12

And I think, you know, I'm not going to talk a lot about the GLAA you'll all know about us and the work that we do that.

3:18

We are really believe that working in partnership is, is crucial to, to combating exploitation. And I am hoping that today's meeting is a really good example of how we can develop and strengthen our relationships, both with NGOs, but also the business community, and try and have a bring together a greater understanding of the different sort of positions that we'll have in, in, in, in trying to combat exploitation. And we really are very strong advocates of working with compliant businesses to try and drive out illegitimate practices and help support and guide them.

4:03

But also obviously to support victims and exploited workers as well. We have an enforcement capability that is very much built around partnership relationships with the police and other agencies, and other partners, such as HMRC. And of course the government has committed to a single enforcement body at some point in the future that will bring all of these things together in a more coherent way, which is something I think that we, we welcome. And we also obviously work. Very closely with licence holders, because we think, it isn't, we're not just here to administer a licensing scheme, but also to help legitimate employers understand the rules around employing people, And we'll hear about some of the work in that area today and so, I hope.

5:02

You'll find it valuable.

5:03

You'll find it interesting that we have a good discussion, and at the end, I'd really like to sort of think about how we might move this forward in the future, and the type of events that we might want to have. And I also just want to touch on Ukraine at the end of the meeting, as well.

5:21

I think some of the people here today may be seeing some of the implications of the tragedy that is unfolding in Ukraine and some of the work that they are doing. And if there's anything that, we want to feed back to some of our stakeholders, that, perhaps this is an opportunity to gather some of those views together and do so. And so, I think that's all I've got to say at this at this moment. I'd like to introduce our first speaker. This is Andy Brown, who is a GLAA investigator.

5:57

And Andy's.

5:59

Yeah, yeah.

6:01

Been with the G well had 38 years in law enforcement, including the military police, the metropolitan police at 18 years at lancashire Constabulary and mostly as a detective involved in cross border activities. And he's been a LAPO with the GLAA since 2017, and covering the north-west of England, Scotland, and Northern Ireland. And Andy is going to talk a little bit about some of the work that we're currently doing in in the care sector. Andy, over to you.

6:37

Good morning, everyone.

6:40

Thank you for the introduction, Julia, I'm, we're going to speak about an operation that our north-west Syndicate, the moment is involved in. on leading.

6:51

This is a live investigation.

6:53

So some of the stuff, I have to be fairly generic, but I'll try and give the important picture regards to why we think is happening, why it's happening, and what we're going to try and do about it.

7:05

In essence, it's in the care sector.

7:07

Our north-west Syndicate, which I'm a member of, covers North Wales, and that's the area it came from.

7:15

It was November / December last year, Uh, there was a call made to North Wales Police from some concerned, permanent workers within, probably 3 or 4 care homes at that stage, whereby they were reporting that a lot of some agency workers were coming in by dishevelled, Very quiet, hungry.

7:39

Certain workers were saying that they're coming in asking for, for food and making toast one when they had a five minute break and wolfing it down because they'd be starving. So that's what started it.

7:53

Obviously there's lots of local authority involved in within the care sector, Regulation, CQC, etcetera.

8:01

Uh there are several safeguarding boards that was started regarding adult safeguarding for the workers.

8:10

I think from my memory there were 3 to 4 meetings with all the relevant authorities, police, prior to the GLAA being contacted.

8:21

Uh, we were contacted, we attended one of the meetings.

8:26

Uh, the upshot of it was the GLAA then, began investigation, which was lead by us and supported by all our Partners, including local authority, North Wales, Police.

8:40

It was ascertained that there was a there were two registered, state registered nurses within North Wales, who have been working in the care sector for quite a few years.

8:53

As a nurse within various homes.

8:56

They decided to setup an agency, probably as a result, from lack of care workers, which is fairly well known and it's been covered quite a lot, media wise and within the sectors whether it be through Brexit culmination of the pandemic, there was a lot of a shortage of staff.

9:17

They set up an agency.

9:20

What was unique about this agency as we start to dig into it, is that they, all the workers that came across, and ended up working for this agency within the homes of the North Wales were from a particular region in India and they were all students.

9:37

We're all entering the U K on student visas, your student visas having Yeah.

9:44

Allowed to work up to 20 hours a week.

9:48

They were all accommodated within HMOs (House of multiple occupancy). When I say HMO's, you weren't officially HMOs. There were houses, which was split into.

9:56

It's a separate living accommodation but weren't registered HMOs, but then.

10:01

Both Wales.

10:04

There was a stage where we were trying to find out how many workers initially, as it turns out, we're on now is probably about 75 workers that we've traced that have gone through the agency, come from this region in India.

10:22

The basic MO was that they would travel across with a student visa.

10:27

They were registered on a course. A lot were on business courses, or various educational establishments.

10:34

Uh, they would do most of their work online.

10:41

They took up or were signed up by the two suspects from the agency.

10:47

They would then work 20 hours, HMRC and pay Y, etcetera, which see them working 20 hours.

10:57

They will be paid via banks build the banking facilities for the 20 hours.

11:04

But in reality, they were working up to 70 to 80 hours a week.

11:10

And if you turn that into, they were being moved around between 4 to 6 now care homes within the area.

11:18

I think some cases, they would do a double shifts, which so they would do at night shift, or the day shift, and then be picked up on seconds from another home, work, another shift.

11:29

It was because of this, as I said, that they were permanent workers, began to get concerned, and that's why they made their concerns heard from all local authorities: We were decided this days it was going to become operational for some safeguarding, Huh.

11:49

There's also the other aspect with the care sector, which is, which is not usually found within jobs. The idea is that you have one side where the workers have been exploited.

11:58

Suspects are exploiting them, but you also have that duty of care safeguarding the residence of the cow.

12:05

The qualifications wise, you would have to be registered with the agency.

12:12

The agency will we'll create a worker file with a photograph. Obviously DBS checks on a certain amount of, as it turns out, online training.

12:20

As we, before you an operational and made an arrest, we found that the majority of the worker files didn't have the corresponding to photograph of the people that was setting up for work.

12:32

More worryingly, that a lot of the ... was rather non-existent, or related to other people.

12:38

So again, this raised up again, the Safeguarding and the Exploitation level. So we

12:44

We got some warrants under the police and criminal evidence act for the suspects address some of the identified HMOs where the workers were thought were accommodated.

13:00

The warrants were executed around early December last year.

13:04

We were supported by all our partners, in particular North Wales Police, some local authority departments around housing and safeguarding.

13:14

three people were arrested the two main suspects and a family member.

13:19

The home address was searched.

13:23

As well as the one warrant we had for the accommodations several, well, a large number of other separate accommodation was, was identified through stuff we seized after speaking to workers so they were visited as well.

13:37

That is actually still ongoing.

13:38

With regards to tracing and speaking to workers, who either work there or actually presently working, I think on the day, over 40 workers were traced and interviewed, uh, again, the accommodation on the important part of the exploitation of workers.

14:00

They were asked to say, we've talked about a large house split into four separate living accommodations. Maybe one sector would be split into four bedroom, 2 or 3 bedrooms, 8 to 12 people in each unit.

14:15

But when they were playing was extortionate, it was £300 each.

14:18

It sounds like eight times up by 12, There's a lot of money.

14:22

And as we dug deeper, after the interviews and carried on with the investigation, we found that there are direct links to the accommodation to the two suspects are the three themselves or nominated workers that they've just, literally, just stuck the name on the council tax or lease.

14:43

So, again, large level exploitation.

14:47

Uh.

14:50

We then decided that this is going to be a case where I think it ties in really well with this with this webinar is the Alliance and Partnership Workings.

15:01

And there's that, know, ourselves yes, we can identify through what we we can do, as the investigative agency.

15:10

What the priority is the safeguarding of both the residents in the care homes and of the workers.

15:16

So we, we then decided to really go outside the box with regards to the workers.

15:22

because they were when we spoke to them, they were saying, Well, yeah, I'm working on, I get some cash in the bank, Which is fine.

15:30

And then, again, a little bit of cash in hand, but when we looked into it, the actual cash in hand was, was small amounts of cash that the care homes were paying the agency

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and the two suspects were saying that, Well, yet, you can have this 20 hours, we have to do that, but it gave us the rest of the cash, but they weren't they were keeping the majority of it on premise for the purposes of NI and tax payments.

15:56

So the deductions from their wages for the hours worked was enormous, and again, it's the same thing again. When we spoke to all the workers, none of them will go into the national referral mechanism.

16:07

All duty to notify were carried out, for a lot of them, that give witness statements, with regards to whats happened, to how they were recruited.

16:17

How they got to the UK.

16:19

How they were then moved around from the care homes.

16:23

By the suspects, all those suspects, family member.

16:27

So they were picked up from the accommodation. They will be taken to a care home work shift.

16:33

They come back, or then also said before, and some cases, go back to, I know the care home to carry on working.

16:40

Uh, we ought to work close with lots of departments that we would normally work with regards to the compliance side of care on the care workers. Regulations on qualifications.

16:54

Lot the courses we're doing on the student visas were because our online as we go through the ..., as we all now, we're finding out a lot of the courses.

17:05

Modules were completed by other people, as opposed to the workers.

17:10

So, that's the stage we are now we have over 70 workers who have been exploited using this MO. A lot more aren’t at work anymore. A lot still are.

17:23

The two persons involved state registered nurses.

17:28

have been suspended by the midwifery and nursing council.

17:32

I think it's called, obviously they're not recruiting and working within that sector any more.

17:38

Our job now is to carry on with the safeguarding with regards to other workers going forward with the other agencies and local authorities as we can.

17:47

How we can stop this.

17:49

How we can make more people aware of what's going on for it to be reported.

17:53

And bearing in mind this was this was one of those cases where concerned workers spotted the signs. Some of them quite subtle but spotted the signs.

18:03

Just that one phone call one referral to whether it be their local authority, that boss or to the place, is now uncovered what I've been talking about.

18:14

Uh, it was it was covered slightly a little bit in the media on the day of the operation.

18:20

And as a result of that, we are now seeing a fairly large number of these, like this MO around the UK.

18:27

Uh, countries of origin.

18:29

A widening, we have India.

18:32

We will show all the quantities African continent, but same MO on student visas, 20 hours.

18:38

Exploitation, hours wise through accommodation.

18:42

Huh.

18:44

Repeatedly, so important is that the alliance and that partnership between everybody is where we get to the stage today where we're going to prosecute and, to convict.

18:55

These suspects that these workers remove them from having that.

19:01

Power to supply, unqualified, workers, and exploit workers looking after residents in care homes.

19:09

It’s The first job I've done within the care sector certificate, it is a complicated and.

19:15

a difficult one, because it's driven by the need to have staff.

19:20

A lack of staff, people can see this niche of a criminal mind exploit. Again, it all comes down to the money.

19:28

Last, but not least two.

19:29

We're doing as an IT Mo.

19:33

I don't know how much time we've got left. Frank.

19:38

High Andy, I’ve got you down until 11, 11 40, you've got plenty of time. We've got a couple of questions as well, so, if, if you want to keep going, please, please do.

19:51

Yeah, I think, it's, uh, we way I get it.

19:55

This is, we had an example, in this case, is that when the suspect was arrested, interviewed, then released, under investigation, Immediately, he recontacted or made, contact with a large number of present an ex workers.

20:13

With a view, to finding out what had been said to them.

20:17

What they said was on the police and all sorts of ritual.

20:23

To make in essence subtly, is it, you know?

20:28

Shouldn't have said that. Next time so I say this.

20:31

If you said that now you can't work anymore so unfortunately for him, one of the workers he spoke to recorded one of the conversations which was made available to us so he was arrested about the place for Witness Intimidation, which he is under investor investigation for that as well.

20:53

The important thing is I don't think it applies across all sectors.

20:58

Is that the training, the prevention, the knowledge of this does go on. I am. I mean, I've been working for ... for five years now.

21:13

Think hard.

21:14

About a two week break, I just haven't seen until now, from doing this type of work, They working in this job and working within sectors where everybody takes for granted.

21:27

I am still amazed every day that people don't think it goes on.

21:34

Yeah.

21:34

I think that the this type of the alliance and this type of partnership to get it out to everybody, not just the sector we traditionally talk about with modern slavery and exploitation is to go out to everybody.

21:47

Because everybody uses the services.

21:50

All three currently, workers are fixed and exploited.

21:55

And it was literally a lady within a care home working within that sector for years and years and years, and obviously seen lots and lots of agency workers, Lot of other workers coming through.

22:07

I'm working, It was or instinct, was, I need to tell somebody about this. I mean, I've seen previously seen hundreds of workers ..., this this is quite right or not. This isn't quite right thought.

22:20

Usually is correct.

22:22

Just thought one phone call as has helped.

22:28

Guided all of us to get to a stage where we can do something about it.

22:34

They tell thing of not right is so important wherever I go, wherever I speak to, with any investigation or prevention work I'm doing.

22:44

It's a question that I ask is, well, what would you do?

22:47

I'm not suit lasted, yield better prevention really needs to get out there, is. We need a really clear and concise way for people to report.

22:55

We're trying to working, again, with a lot of people in the care settings to get some sort of system or Word around to all of the sector as much as we can, that, you know, this is happening.

23:08

And it's driven by lack of staff.

23:10

It usually is on things like this, huh.

23:13

So, yeah, the alliance, the, they are working together so important.

23:22

Silos are still happening.

23:25

certainly with an investigational investigation world and sphere.

23:29

What I do?

23:30

But it's so much better, and it's things like this that will make it even better.

23:35

I think, so people might not think it's, you know. it's, it's, it's driven by lack of.

23:40

Staff, they're happy to get, now a third reason why they should get, that's not the answer else as it should be.

23:52

Everybody working should get what they work for, whether they think the effects of a vessel of virtual exploitation or not.

24:01

That, again, probably a lot people know is one of the issues with, was prosecuting, and convicting is get them to realize that they are entitled to what they, what they work as well that title to get is not be deducted money for the work they do.

24:20

And, again, again, the angle of the sector is, such important, Work to human beings, they should be qualified.

24:28

I'm not familiar, The biggest thing about this job, is that, because of that pound, Note sign was there and the niche, was there, it could have been done, fully, compliant.

24:40

Staff properly, funnels pop route, well. It was a niche that was saying, the ...

24:48

pay for exported for that. I mean that the money that was taken from the deductions that they should have got was just ploughed back into the business or spent by the owners.

24:57

It should be the work, because you get the money.

25:01

And it's still ongoing.

25:02

We're still tracing witnesses, getting the file together, we'll get the investigation case together, and we will, then, submitted to CPS for some decisions.

25:13

I'll stop waffling now so answer any questions.

25:16

Allah for quite a while, I'm not, I'm not.

25:18

I'm an operational person. So I'm not particularly use this with a waffle, don't want to apologize to everybody.

25:25

There's lots of questions I do so I think what you've said is really sparked some interest and so I'll just sort of see them, if that's all right, say from from David camp and question where the care homes pay less than the market rate.

25:41

And why didn’t they have the digital due diligence processes in place, re, DBS, etcetera?

25:49

Hello, David?

25:50

Yes, they were paid on the books. Paying the rate I think a company it was, it was over the minimum wage.

25:58

Which is fine. For the 20 hours, they work.

26:00

They've got their minimum wage, But for the hours they worked, they weren't paid.

26:06

A third of the minimum wage, as for the compliance.

26:09

I think, I'm not an expert within the CQC world and on the regulation and compliance with regards to care homes.

26:17

I'll say you can apply that to a lot of sectors are all lot them are regulated on compliance, but the law is what will be people who serve circumnavigate, the compliance system.

26:28

So, I don't really know the answer to that.

26:29

Why weren't they maybe just somebody will within a set. So, she'll be asked that question.

26:36

Yeah, I mean impacts lots of questions, actually. Thank you and question from Olivia call from the word Right Centre. And this is fascinating. Andrew, do you know what happened to the workers, were they able to get any of the unpaid wages back or to have their status regularized in the UK?

26:58

I think we, we had all the relevant people from immigration visas, local authority regarding, first of all, accommodation.

27:08

So they know they're not paid £300 a week.

27:11

More importantly, had no idea no knowledge of coming into the country.

27:15

The minimum wage, accommodation, rent NI no great knowledge of it, so we made sure they were all educated with regards to what they can, they are entitled to and can receive, regards to the status, as a lot of them, we're indicates that we're going to carry on working into care, Purple Workflow, ..., carry on with our studies.

27:44

Regards too ongoing, we would say with it, we talk about 23, 24 statements and that's still go as long as we speak. So we audit consult with and we will get regular updates on, will offer advice as we go on to, where they are, what they want to do and if we can't answer, we will post them to the right people to come.

28:05

Thanks, there's one here from Teresa says, interesting to note that she was a worker that raised the issue and not the care home.

28:16

Are you looking into the business practices, if the homes that used these agency workers?

28:23

Hi, Teresa.

28:23

Yes, I think, again, we were dealing with the workers, their own work journey, on the prosecution, bearing in mind that there were 3 or 4 very large adult safeguarding meetings with every authority agency involved within the cursor to present to age.

28:43

So when I'm not personally privy to what's been put in place around the care homes that we're talking about, four, I could probably say for certain that there will be.

28:54

Others say repercussions is the right word, but a lot more education and training around it.

29:00

I think before my say that all the owners culpable as a lead agency owners for it.

29:09

That's to do with compliance, regulation, due diligence. We'll enforce you pick up the pieces when none of those have been locked up.

29:18

We're still on the position, sir, to do that with regards to the sector.

29:23

So, a book, I can assure everybody that needs to know with all the agencies and regulation all aware.

29:32

OK, thank you and a question, Mark Heath, has there been any engagement with the National Care Association or other similar bodies?

29:43

Again, we did initially because we needed an import from everybody's to find out what the full picture was.

29:51

The Investigation Society, that has been ruined bios prosecution of innovation. We run bios on the homework gerty for all the people that we spoke to.

29:59

Uh, again, I suppose it's the same, answer, Mark, is the are we in a position to to change the practices within the care sector, with regard to staff recruitment, as we always, with the education on operations like this, but long-term is, itself could just be governed by themselves and be governed by the agencies and regulation authorities are in place now.

30:31

OK, There's a comment from migrants at work saying that they've been seeing these practices since 19 96 and people Don't understand their rights and up to full afraid to come forward to a wider issue, isn't it? And I suppose it up.

30:54

Piggyback a question off the back of that comment, If I may add to that is.

31:00

Know, well, what lessons have weeping?

31:01

Have we learned, and how will we, using those lessons in our prevention activities, and working with, with targeted partners to, to, to, to do that?

31:14

Well, I think there are lots of things that we do with regards to.

31:20

Rights and what what rights people have workers have once in this country and working with whatever sector Franklin probably speak a lot about with regards to that.

31:31

The educational, uh, Pasha, we settled with regards to all workers, where they can be given a course And say, this is from, you know, from day one until present day when you work in, is, what you're entitled to ...

31:45

can be treated signposting people to the right organizations that can help you.

31:53

Present.

31:54

With regards to my job on that question, Julia is that they were they were scared to come to come forward.

32:04

They were just they just didn't know.

32:08

Wow, it should be treated and how what they're entitled to get pegged back to that question is that it's a joint effort by everybody.

32:17

I think, you know, they were head on student visas.

32:21

They were here legally, they were on courses volts.

32:26

Somebody in between decided that we're going to exploit them.

32:30

The fact that they didn't know they were been exploited is not unique.

32:34

two people enter the country from other countries.

32:36

I think it's OK, It's UK wide on the spiral they rarely think I'll just have to keep going.

32:45

OK, then keep that sort of I hopefully answer John's question as well, Which was a little bit more specific was how did you ensure that the workers knew what their rights would mean if you if you saw if you saw a Fairly large number of workers coming forward?

33:04

Was any wider Work done around the sector and you know to sort of understand the scale of it Well.

33:12

We we fed back and worked with the tools on what we said to them with regards to the full Go down the reason why we're here. Because when we say well, why are you talking to me? I'm working on getting so much trouble, this, this is what you're doing, and this is what your title, this value, should be treated, it was then. That was right, OK. I'm not sure where they started.

33:33

Talked a little bit more, explaining the situation of naked, make a statement, regards to how they were treated.

33:43

Uh, what is the, what is the wider issue? It is, a wider issue.

33:49

Huh.

33:51

Adults who were near where we should be.

33:54

We, we, we've made sure that every everybody, we consult with, whether it be a witness or anybody is that we tell them why they're being spoken. So, this is what you're entitled to.

34:06

We think you've been exploited, we think, you know victimization evicted. And this is why?

34:11

I think a lot of the concept with workers.

34:16

The explanation of why this is this and this is that is not really fully laid out for them.

34:24

We talked with us a lot of leaflets and a lot of information because we can speak and we can tell we reinforced every song by leaving the relevant stuff.

34:36

So, they got all the consultant was our content in almost all the relevant, Asia says other organizations that we're talking about to help them. It's there for them.

34:45

Uh, what will we, or we always keep in contact with them to make sure that it's gone in rarely.

34:54

They're not really exploited.

34:55

Cause that's a big thing for me, as an investor, is that, yes, it's fine up in this, OK, I don't live live, that's fine with it, that's fine.

35:05

If you don't keep that content and it's impossible for every, for everybody, because there was so much people bought, you've got to, you've got to do it, and make sure you do your best to make sure they don't get it.

35:17

OK, I'm just, I've got a couple of Further questions, and then we'll, we'll move on if that's something from in Sydney and in respect of the fraudulent online qualifications, have the awarding organization sort of caught up in the fold?

35:38

Certainly, again.

35:41

We found that out, and there was evidence that people were taking the course, or a modules or modules of the course, will actually work, audio has been taken.

35:52

Uh, that's been fed back into people, Aye.

35:59

I don't have, they, I suppose, bottom line time, or more important, I don't think, if we pass on the information off, quel should then say so much on the, I can't speak for alcohol.

36:13

I can't speak for all agencies that we've passed information onto about what's going on, ...

36:17

it, I mean, a lot of it equals put out, does not operate in, within students a combination of across the world, in this country.

36:29

But, obviously, significant.

36:31

this is that that's, while they're over here.

36:34

They didn't do any of that course, because someone else to do it.

36:37

And then they've been exploited whilst they're here.

36:42

An investigative point on that is proving all of them.

36:47

Somebody could have audio on it, until some online were recorded it, And then form the work really comes back, We'd have to speak to the lectures with us to speak to the universities, the education on, I'm hoping that and then we have passed on.

37:01

That is being followed.

37:04

OK, fantastic, so I'm just going to cover this, you've got lucky if you start lots of questions, and, then we're going to have to move on, I think, in terms of timing to some of our other speakers. But, there are, there's quite a lot of comments in the Chat box about how other sectors do it and the read across between decay sector and, say, the food industry, for example. So we can pick these comments up and have a have a look at them. And obviously, there's a reference, also, to the Level one Workers' Rights qualification that we've, that we've ... as as produced in partnership with others.

37:50

Just?

37:52

Yeah.

37:54

Want to thank you, Andy, for that very interesting and good luck with the rest of the investigation. I hope it goes pretty well, I hope to see some prosecutions out of it at some point. Although, I know how difficult that is. So, thank you very much for that. And if people want to know if anything springs to mind, please do just drop it in the chat box and we will capture it. Saudi. Thank you very much, indeed. That is appreciated.

38:23

My pleasure.

38:24

Everybody wants to, I will make, I'll look at the chat box if anybody wants to contact me, regards anything generally, as opposed to specifically for this required, please do.

38:37

All right, fabulous, thank you very much.

38:39

Thank you, all.

38:40

Thank you, And I'm now going to come on to Sharon and who is a director of bright work staff line?

38:50

Shan.

38:50

Hello, can I see you?

38:53

Hello, hello, Hello, hello, Hello, hello, fantastic. And your your presentation has been much much anticipated chat. So, welcome.

39:04

Yeah, you've got 20 years experience in the recruitment industry, founded Scotland's against slavery with the Scottish government and police Scotland, which has now over 40 business members.

39:17

So, I think the purpose of your presentation is to raise awareness of the issue of labor exploitation in business in Scotland, and to support survivors. So, over to you.

39:32

Shannon: Yes, thank you very much, and thanks on D That was a real insight, you know, what was a news story last year?

39:40

But the real meat on the bones of what you've been doing with us, really, really good to hear. And, see, I think, I'll be clear about this presentation, I think there's kind of two key to key angles, that I'll be talking about, and will be, a little bit exploitation formation, the Psalms: and why and Also, but, good work. So I suppose the best way to describe the news and then following on from Monday is a bit workers' rights. So when I'm talking about the first part of that labor exploitation and the second part will be some case studies of the good work and customer partnerships.

40:20

That we have as a business perspective. So, I'm, I'm running with two hearts, so bear with me, everybody, and hopefully you can all understand. Music can probably tell my accent as from Glasco, so if you need me, if you need subtitles, or if you need me to slow down, please put it in the chat and I'll do my best to make it to make it as clear as possible. But if I go too fast, please let me know, so. Yeah.

40:44

So yes, you Dom and gloss go, direct to ... offline.

40:49

one of the biggest recruitment agencies I've seen in the UK. And Scotland, as well obviously, you know, we all of the biggest and the sectors that we run, but it's really important I think.

41:00

A boat getting across Well, I mentioned they're doing the right thing and it's kind of the core of what we all do, but you know, what drove me over the years.

41:12

And business a bit. this, just doing the right thing is it comes from recruitment, and as a labor supply, or haven't worked.

41:19

And just, as you mentioned, you know, for so long and recruitment, there's something that, know, as a, as a label supply to Kubernetes, instead, we should all be proud of. You know, we work in a very competitive and a very intensive sector and it's and it's hard. Husband not particularly hearts as well move last few years, but as a hard sacred sector.

41:38

And I'm proud of it, but as we know there's a minority and out industry in Rwanda is just talked about really extreme example of that, know, these people have set up an equipment agency in the health sector, and the ..., the drug is known, this pod practice, that does not, and it's that mentality of, when somebody has, somebody asks, you, do, and you see, and you tell them, you look into the shoulders drop, and, you know, there's a story come. And they're going to tell you a story about themselves, how badly they were treated by the consultant, or an agency, or a family member, or if that in business, or the scum of a fee for something that never lost it. And you feel that you justify the good work you do, but it's always strive to end with some of this broad experience. But, you know, legacy, we should be proud. And as long as we do the right thing, and this is, I mean, this is a corporate value for the offline, which is so true to, know, too many of us, it's about doing the right thing.

42:35

So some Scotland against Modern Slavery has come about from doing the right thing on an offer in what we call, good luck, isn't the core of doing the right thing as well, so I'll talk a bit, those two key ideas.

42:47

So, I'm going to tell you a story, I'll make this as succinct as possible.

42:52

There's, uh, there's, uh, the reason that we've involved in Psalms and are, you know, the Psalms. That's fairly straightforward, going back in History, Reebok in Time, 2016.

43:05

And we are, are the largest supplier to the drinks industry, the wonderful drinks industry in Scotland that were famous for really proud of it, some really good customers. But we're looking at growth. Hadoop grew. So as a tick box exercise, we're looking forward to how can we grown foods. Well, first thing we need to do is go and become accredited by stronger together. So.

43:28

Well, if I go with one of my colleagues soda everyone, you can have two dogs dogs at and start to have a little bit of an argument in a fight in the background here.

43:38

They get to know the olmec A run for it, and throw them at the host. Or throw them at the room.

43:42

So, sorry.

43:43

Stroke it together, so I, I, like, oh, if I go with the strongest together course, and it's David come from, She'll give us on this call. So, David, I feel a little Hello, and well done For all the good Work. You do. So, with the causes. A tick box exercise, but, by the end of the course, I felt sick.

43:59

I felt sick because I knew that in our business, we were good at what we did. We had good processes.

44:06

Bots. Modern slavery, as a Tier one label supply could slip them through through the crusaders. This could slip into a business. Also a training, you know, I didn't know existed, a business doesn't know that modern slavery existed in Scotland. Relatively, I didn't to all of us. So frustrated me, and I thought it was for access to senior team came together, we put the processes in place with all the training, but it wasn't enough. And my heart, that wasn't enough. So maybe that's my Erin Brockovich movement.

44:35

But I, I thought I had to do more. So I got in touch with the Scottish Government and asked what they were doing to raise awareness.

44:43

If we the new Buddha in the business community, what were they doing to raise awareness?

44:48

Now, this ties and timing wise very well with the acquisition of great work like stifling. So stifling could run that team.

44:59

Throughs into another another hour, but I thought makes sense, because the compliance, the ethics, the Models, the compliance team, you know, the compliance with Jean Bladen at the time, when I first meeting with, though, she talked about the the systems that were in place to identify duplicate information. The training that was in place for all the frontline staff report, that information and investigations team. Now we couldn't even dream of having that as a privately owned. But when that came in, came into play kept isn't on the atmosphere. Which is fantastic.

45:34

Then I am, we had uh, so I'm in touch with the Scottish Government. and they said to me as as politically, as good politicians always well, what should we do about that? What we're gonna do this? and I give my ideas boxer then what they said is, how could you help us?

45:53

So I go, tasked with actually growing.

45:58

And the reason we understand the business community across Scotland. And what we did is, we created some, some movement, that's not a charity, it's not a business, it's nothing like that. It's just a movement. And what we did at the core of as we had, we had two key, clear objectives and partnership with the Scottish Government. And the ... police, Scotland, the number of other organizations.

46:19

First part was clear victim support.

46:22

Survivor comes through the ... process and has given the support in Scotland. The choir.

46:29

When they want to work, if they want the job, upright work sums, we will guarantee them a full-time, permanent job. Now as many of you all know, in this cool, let's see, I'm preaching to the length of the feudal victim of human trafficking.

46:44

Labor exploitation, there was a weakness that's been exploited a vulnerability, be the language skills. Historically be the mental Mental Health drink alcohol dependency, but we'll work with a group of businesses, that we have, to ensure that the support in place, to ensure, that those victims or survivors are given that support, in the workplace.

47:06

Huffing personally met a number of these survivors, and been relatively close to them as the van to the workplace, and when they get the first paycheck, that's how the react to the first paycheck from meaningful, full-time employment. But blows your mind just to see how the life is choose. If you think about it, they've been exploited for work, the trust has gone, the lowest ebb and suddenly they've got a job, then we can you friends. And there could ruin.

47:35

I have to give you a little side story here. one of the victims who became a survivor survival story.

47:42

I've met a number of teams, is gone it for lunch. We do know what got them into. What could be not, that support from the customer was in place or the business thought it was in place.

47:50

And when he got his first paycheck, he said to me, Sean, I'm going to take it for lunch, because I can afford to take you out for lunch syntheses. Thank you for what?

47:57

But what we've done now, I ask them to five guys, but that wasn't happening because it costs about 25 code for a bogus, which is the plans. But, talking the site.

48:07

Very, very important to work with the Psalms. The second part is a big Corporate partnerships, and Business Advice. So this was a bit raising awareness. So we love our nation. in Scotland.

48:18

The population over six million, the business community or close can always be closer to sums.

48:24

We went to those at risk business sectors and ask them to join.

48:29

It doesn't cost them a penny.

48:31

So that passion and it's about understanding what we do. We have teams meetings once a month to have keynote speakers. They see the Thornton dependent on slavery commissioners, talked.

48:43

The Cabinet Secretary Justice ... complex is just justice in Scotland. The spoken.

48:47

Aloud, valid cooker from this large pool gets cross political and Police Scotland story of Sport referred and talked about the victim demographic profile across Scotland. What business, you should look for, doesn't, it, is of Scotland, and it's been really, really successful. I even go to Meet Teresa Me, once, which was set, which was really exciting for me.

49:08

But, as we moved on, you know, from Psalms and what we're talking about, that's been, that's been mentioned as a core values, and do the right thing. So, you know, undertook to the Looker Wilson, and I know that's gonna be something that we speak about, as we go further on a slip back into my, what we're talking about, as good luck?

49:31

Look and stuff like what actually as good work?

49:34

So as a lever supply on, you know, the tradition of your customer, telling you what to do, how to do, and just take it into S over, S, has to be a bit complex shapes, and it has to be genuinely good fulfilling work for the work. Because, there, and it'll tell you end with the welfare of the workers. So that's got to be really, really important.

49:57

And I'll talk a bit, two case studies here, two really important case studies.

50:03

A vote, when it does work, and partnership and when it doesn't work in partnership. And then I'm just gonna open up to questions, or, you know, about either of these areas. The font's OK.

50:13

So, I'll talk about a case study one quite done quite a lot of diagrams on here, but this is a bit feed bunk and understand and client needs, but obviously Clinton needs Axl understanding the worker's needs as well. So go back in time, I'm sure many of us on this call understand the pain of the labor cases in the labor shortage. And I'm sure many of us saw this coming way before it actually does.

50:40

Sure. Many of us will see myself as we were talking about it, but nobody listened.

50:44

But Kim and ASIC Kim, will leave it in the process of having, no, let's go back to, you know, a quarter of a quarter for 2020. So we've come up with an Audible covert ... team lockdowns here in the fund. Those schemes extended.

51:01

And we're getting through peek, with this one customer, but peak was masked because of the funnel scheme, you know, when there was no getting away from that, we have people that we're working on the site who will actually traditionally work because that we would have normally recruited. We can see the European workforce dimension. But we were supplementing that with ... because I would see. So, it must what was going on, but what we didn't know that retention was an issue, and retention was an issue in one particular department of the site.

51:30

Traditional relationship retention, we could, we could raise the problem, but the customer will do anything.

51:35

Maybe not big, because you lose three, you hire three, you lose three honestly, it doesn't work like that anymore, as we all know.

51:42

So, we won't use feedback, and we are heavily invested in feedback in our business, and that we use. We use a platform called Have You See, which is called six based.

51:51

That gives us analysis that we feed back to the customer on a weekly basis. Even a daily basis, in some cases, whilst actually continually getting feedback from the workforce were on the site. We saw in this one area, retention was particularly high school.

52:05

It was hard for us to recruit, are getting harder, under the loose and people like it evolve and door.

52:10

For street worker questionnaires became really important, now, the customer started to listen because it wasn't our fault.

52:18

Those meetings, they realized with the detail with the graphs, with the leave it analysis, the I realized this nicely at their feet on the site, and thus department. So we created a working group, and our team on site, and our team on site work together on a daily and weekly basis to actually build on this knowledge. So they started to understand this.

52:40

and through the lever, the question isn't leaving interviews.

52:43

That we will reason, kept on coming up with the same information. That seemed to be able to talk a little simple things. To the supervisor. Speaking to those, those workers in the first few of these in the first week. Honestly, being perceived to be, maybe not the busy, but maybe the bear and that was creating some of the issues. And PPE, you know, a constant issue, but actually it's cool. That's where what can we do to improve the provision of P P, to ensure that the bulk of lamp cooldown went?

53:11

And, also, train them, you know, know, being less than or minimal. Train them in the past, posting jokes, and induction, and been left, and Elaine can be really frustrating. Because a D 2 D 3 locus of all of those things was tackled. And, I, actually, in a very short period of time, but not Congressman, retention was just really, really awkwardly on a happier workforce.

53:32

Now, that's a half of our workforce makes our job easier. Let's be honest because we're not having to do. And retention has got so much power but the whale furthermore because it started to become a happier police. The attempt to Pam's level start to increase and we started to see a really, really engaged workforce know. There's always work to be done, but those are really, really good news story that I would see. What true literally will know?

53:57

Case study two, maybe not so successful.

54:00

And again, I'm going to see this again, we all know that periods, particularly last year, defendant, in your location and sectors. But we saw pity, it's increasingly hard to increase not decrease very quickly, because it became part of your pity. It wasn't compared to if you weren't going to decrease or routine, your workforce pounded in all temporary.

54:20

So we have another business here that took time to improve those periods.

54:26

So what they saw as the retention issue people were leaving because appeals were elsewhere, but the working environment wasn't getting a little diagram of a revolving door, Maybe use that term context. People are coming in. People go to D one, D, two, week one, and they were going to just get over that hump.

54:45

They would see, but there were levin.

54:48

We did the same thing as we did in case study one. Feedback can often for me. So let's get together. Let's talk about this is accomplished it. But it just wasn't London, was like a brick wall. You know, this was becoming a pattern that wasn't good work.

55:03

You have to think with the business head on and we all have to do is with the businesses and commercially.

55:09

there's an issue of the wealthy to the workers hasn't been looked after, IE, the leavin under they don't feel like they're valued. That has an impact because the cost to hire, as we all know, was increased dramatically. Over the last year and a half, or particularly in the last year, it was costing us a lot more money to put work. Because I'm so we had to change the way that we walked that customer.

55:32

This is the, this is the final point I'll make is that when we talk about good work and what good work offers, sometimes that leads to extremely challenging conversations with customers. And this isn't a one-way street, and we have to challenge buck by challenging those customers, except the work in a partnership to improve the situation. Then we've got a good, and we can make it look.

55:58

But when those partnerships don't work, when we challenge the customer and it's not seen as positive from them, you don't know motto positively. And honestly, you give that feedback because feedback should be a gift as they see. That feedback hasn't been taken in the right way. And they just don't adopt because I've seen your team believe that should. That should change the mud to lower levels of management.

56:21

It just doesn't affects our reputation fix our bottom line. So no matter how long, week, one, it just wasn't going over. So, yes, we had to make a decision. Do we continue to work cloud customer. We have to make decision to leave.

56:33

So, no films those two case studies.

56:36

That's for me, anyway, and other businesses, that it's key to make sure we get the right mix of relationship with the customer and looking after the workers.

56:49

From the first part of what I talked about was key. This is about doing the right things, with these two key areas, doing the right thing, and that's what's his agent and then the story, I think, that's cause to what drives it forward.

57:01

Don't have any questions, I'll stop the presentation there. Thank you very much.

57:05

Thanks, Sanction that that's really, really great, really interesting to hear those.

57:11

There's questions and I don't think we've got anything we've got.

57:15

Keep up the good work with the big smiley face for you, I'll take that up.

57:23

So if anybody wants to, I'm just conscious of time and I want to move on to Justin. If, if, if anybody's got any questions for ..., just drop them in the, in the, in the box. And I've got some questions around the Sun Displacement and how we can, I sounds very co-ordinated that, and I think, be interesting to find out more more about that. So perhaps, that's something we could, we could pick up, but thank you very much. Indeed. And I will, move on, if I may, to Justin, I think Justin's got just an if you got your slides.

58:04

Hi.

58:06

Just unmute.

58:14

How does that, mean? That is perfect? Thank you, Julia. I will actually just gonna say, Julia, because now that I've watched those two to go first, I can work of my slides from here. And actually, I'll be changing the way I talk a little bit now. I think, first of all, let me introduce myself. I'm Justin. one of the governors, the fruit for Jobs, limited and from May, the fifth, 2020, when we became one of the new scheme operators, one of the four new scheme operators. Since since leaving Europe. I think it really interesting, guys, listen to your case studies, and actually what I would like to talk about today is about prevention prior to the prior to actually arriving in the UK. prior to the recruitment and things that we've, we've, discovered over the years, just with our knowledge.

59:05

Our background is, is, is pretty much most tonight, Over 90% of the fruit team fruitful, have worked on farms, lived in Caravans, for example, and the end and been part of the industry for, for a while now. So, learning from our own experiences, and being able to, to, to implement changes within their, becoming one of the new operators, It gave us an opportunity to, to expand, and, and we're gonna, we're gonna need a bigger team.

59:33

So, we partnered up with Aggregate Shah, who have been also running successful recruitment business for a few years now, and, and had a huge, huge knowledge of recruitment and the Russian state, and so on. So, she's me, if I remember, I really like writing these things. But prevention is things we wanted to look at. So, for my own personal experience, I arrived in the UK in 19 97. Spend a bit of time in London. Very quickly spent all my money looking in on going on tubes, looking for jobs, for accommodation, and ended up and wilcher, where I then paid a UK based company, myself, £1250, to help me find a job in herefordshire, which we're now based in.

1:00:17

So, without even realizing I had slipped into that, that, that chain of exploitation, and actually was more than happy at the time to pay that, because that because it was, it was helping me and putting me, getting me a job and accommodation. So I didn't feel I was being exploited, and that's part of the main issues that we see prior to people arriving in the UK.

1:00:40

So some of the things that Yann ever agree and I have been working on and looking at is how how to how to how to spot these things prior to arrival.

1:00:53

And it's actually it comes down to what the two gents was saying earlier is communication.

1:01:01

Earning the trust's talk, talking with the applicant, and and involving them in the process. Very difficult to do when you, when you're in the UK. And you're relying on your team abroad to do the job properly. So we started to look at how we could identify issues.

1:01:18

So, we start, we actually worked, We looked at IP addresses, so, for example, if the same IP address is used more than three times, we will get an alert.

1:01:30

And then, that will then, make us question. Where is this person? Is this is this person somebody in the front room of our houses, who's running their own recruitment business, and charging people in introducing them to fruitful jobs, to our recruiters.

1:01:45

So, that, that, that was one of the one of the first things we put in place from, from there, we started to, once they got got, became through introduced to the recruiters, who are employed by fruitful jobs Is. how, how long does it take them to fill in application forms? Because they weren't necessarily fill in their Visa application form while while set with us in the office.

1:02:08

And I At the moment, if they fill in the Visa application form, in under 90 minutes, that will raise an alert with us, because there's, there's a high chance that that person's filling in many applications. So again, it's one of those things and these systems are actually quite easy to put in put into place within, within your recruitment business.

1:02:29

From there, and this is all related to a case study that I'll talk about in a moment, but this is how we discovered the issues and and and were able to raise and then start working with the jelly on. So, solving the solving the problem or identifying the issue from there, we looked at, what were our weak points.

1:02:50

Our weakest point is that we employ people abroad to recruit on our behalf.

1:02:55

They then arrive in the UK, and there's these being these hidden charges now, where there's hidden charges from our recruiters.

1:03:02

Obviously, with, we believe they're not to be, but how can we, how can we be sure? So, as simple as simple Program, we put in place, it's called Drop form. So, drove home as a life form, and when, once the the applicant has filled in their paperwork, they've done all the work with our recruiters.

1:03:23

They've selected the farm that they would like to go to. They've been given all the information and the purchase is underway. We would then receive the information to our UK based office with the person, personal e-mail address from their fruit for jobs would e-mail the person directly, and in that job form, we can include questions. Have you paid any job finding fees?

1:03:45

What have you been? Have you, have you been told we can upload the information on the farm that they're going to, so we can actually double double, double check that they have actually been given the correct information.

1:03:56

So this, this, what this did was put us in direct contact with the applicant prior to arrival And would again highlight any issues from there. We could also look to join them into whatsapp groups, had to travel grebes who are traveling to the same farm. So that then we would arrange for them to will arrange for them to come in on the same.

1:04:14

Same days, For example, some people weren't because depending on which airports they're flying from, but we can arrange them to be collected at airports, again, eliminating any any, any content emanation it farm and, and, and the airport.

1:04:30

But again, given the reliability that somebody from the UK, they're fairly more secure. They open up a lot more. So communication for us is really key and in identifying those those roots of exploitation.

1:04:45

So the case study at the moment I'd like to talk about, but we won't go into too much detail. It is a situation back in December that errors with new new recruitment office in Kosovo.

1:04:58

whereby having these IP adress systems in place, and at this stage we didn't have thoughtful. So job performance has been something that we've added an added in after after this case. So we had these issues that we could see something didn't seem right, didn't feel right.

1:05:13

And in December last year, we had we had the first of 400 that we were looking for 400 people were looking to recruit for UK farms from Kosovo.

1:05:23

And the first arrivals arrived straightaway, or already already, interviewing staff on arrival. Because we felt there was issues.

1:05:31

We discovered that there was a mixture of opinions on what fees had been paid, and what I hadn't been paid, just remembering that we've got to build that trust, because a lot of these people actually feel that the thankful for the opportunity.

1:05:46

So what they've paid, that they didn't really find it an issue as long as when they've arrived, They've got a job and they've got accommodation, But we need to make sure that they realize it is that they shouldn't be paying that.

1:06:00

So from there, we interviewed staff will on over the two weeks we we we visited a couple of times. And tried to build up their trust. They were very agitated to start with very upset once, They discovered that, they shouldn't have been paying these fees.

1:06:20

Then it was, how are we going to, how are we going to do? How, how are we going to look after the people that have arrived? So as far as they're concerned, they're, they've arrived there in accommodation, they're happy, they've got a job. But now they're upset that they paid these fees.

1:06:34

So we had to, we had to find I find a way to do to either reimburse or actually stop what's good what's going on. Now that's where job from became part of part of our system.

1:06:45

So without identifying this to the to the recruiters, or to the system back in Kosovo, we then created this job form system. We asked for individual e-mail addresses. And from there, we were able to discover that actually there was quite a common trend. A large percentage of them were saying the same thing.

1:07:04

At that stage then we involved the GLA. We also notified the farms that we were looking to place these people on over the next few months.

1:07:14

So the farms would then also be part of the interview process while doing their inductions on their arrival.

1:07:21

So they would ask questions, such a et cetera, et cetera, and just again trying to highlight as much information as possible.

1:07:33

I think what we finding is that as you're trying to prevent the exploitation prior to actually meeting the recruiters is quite key. Now, in this case, there was one of the recruiters that was involved, so that we were dealing with that on a on a separate matter.

1:07:50

But in a lot of cases, people are being introduced to the likes of ourselves and other agencies, without actually the agencies or the recruiters being aware that they've paid to what ways you can you can look at that isn't in staff training. So, training your staff to ask the right questions when they're coming in, How did you hear about us? Was that social media? Was that were? Were were You introduced to me by a friend. And if that friend has introduced them, Does that friends suddenly be introducing 10 people next week, 10, the next week? If that's the case, then definitely the, there's a reason why they're friends introducing them. So, again, it all comes back to the communication. Talking to the people earn the trust.

1:08:36

And, and, and just building those relationships.

1:08:42

I think, Sorry, I'm just going to pause for a second.

1:08:52

Sorry about this.

1:08:54

So so with with that, once you once you've identified the issues, obviously from our point of view we stopped, we stopped recruitment in Kosovo.

1:09:04

Until until we can, until we can fully investigate the situation there.

1:09:09

But then it becomes, it's all about, in, in, in country, workers support to the workers that have arrived. But also the workers the distilled to arrive and making sure they're aware of it before they come. that they shouldn't have paid these fees. But also, that we're gonna, we're gonna continue and process, Persist them, because a lot of them have already gone through, through the purchases, that stage, that they will struggle to get this money back. But to make sure they're spreading the word that the tree, it's interesting. Thinking about and talking and talking about it today, because actually, what are the other things that fruitful are doing, is, we're using a company called S Y Tick Digital forensic, Who were actually go through our systems. And looking at, where we were, and what makes us as an agency to vulnerable to this.

1:09:54

Because that's something we've gotta be looking at all the time.

1:09:58

A lot of the exploitation will happen prior to meeting us.

1:10:02

So it's looking at that side of it, so preventing it before it gets to the UK.

1:10:13

Sorry, That's somebody's just come in.

1:10:26

Sorry, guys, I'm losing my thoughts. Train purchases here.

1:10:32

Workers support is obviously quite difficult when they're, when they're not in the country. So, again, you're doing a lot of it via, via the internet, via the web based site, by giant by job form, by e-mails, et cetera, et cetera.

1:10:48

But, yeah, is, when we're looking at prevention, is, what can we, as agencies do.

1:10:53

two actually, try and prevent, prevent this happening before they come? These are some of the ideas that we've put in place, but, communication is issued aspect.

1:11:03

I also think the UK media should be part of it in getting this across to companies who need to do, need to do their due diligence as well and make sure that the people there, they're employing and coming through agencies, coming through the correct channels.

1:11:23

Uh, that is all from me, Any questions?

1:11:29

Just in, That was: That was really, really great. Thank you very much! I know you don't find the CC. So, so, really, thank you so much. And, I just thought it was really interesting, practical things that you do not have application across different sectors and wondering how all of that. So, practical learning can be sort of brought together in a sort of single place and used in different way. So, really helpful, and Olivia from the work work right center would love to follow up with you just, it's our hope that that's OK. Definitely, and Anne, Frank from, from the ..., is just just, I think, sorry, Frank.

1:12:17

I, I anticipated your question narrative, but it's about how these practices can be replicated, in other areas of the labor market. So, I might come back to that, in my swimming up at the end. If that, if that's all right, just day. And I think that was really helpful. I think, Julia, I'll be more than happy to discuss it with other people, and this is quite, quite nervous, redoing this. So I spoke a lot and lost my train of thought, et cetera, about bit. You know, we've really found assistance.

1:12:47

We put in place highlight issues that, just, you, we didn't realize how much was going on behind the scenes before, just to get a phone number or an introduction to an agency like ours. So, it's very much that needs to be worked on. Social media plays a big part in that, as well.

1:13:05

I'm just thinking how you could, if you've got people who successfully navigated through the system, how you can help them be advocates for doing it, doing if they're being done correctly, and getting them the information into their hands. It's, it's all about cascading information, isn't it? And getting it out there, and it seems to me that there's lots of great work going on, but it's how you co-ordinated, Oh, she's a big challenge.

1:13:31

Work it into a process.

1:13:33

Yeah, exactly, So, thank you just to thank you very much indeed, and that takes us, I think, on to Olivia, and who is our next speaker from the work's rights? Excuse me.

1:13:55

Center. So, Olivia's, the CEO, high, Olivier, or You? Can I Hello everyone?

1:14:00

And let me, OK, Yeah, I think so.

1:14:03

And so, you're, you're a registered charity.

1:14:06

He specializes in providing advice too to migrant workers. So that's why I'm sure you'll tell us more about that. So thank you very much. Very welcome, Olivia. Looking forward to hearing from you.

1:14:21

Thank you for having me. And it's really great to meet everyone today. We've had some fantastic presentations, and I'm sure I'll struggled to follow and then, today, I'd like to focus on barriers to reporting labor exploitation. I think this will build nicely on what Andy was saying earlier. Without further ado, we have lots to cover. So let me just walk you through the structure of today. I'm going to very briefly talk about the work, right. Sent the charity and our mission. We're very new Charity founded just six years ago. But were founded by migrants and for migrants and really trying to give it everything we have. And then I'm going to talk to you about how I conceptualize barriers to reporting. It's a very complex topic, and it matters a great deal, So I think it's, it's, it's key to To break it down a little bit. And I'm gonna be talking about three levels here. We're going to look at individual barriers of knowledge, and trust, then we're going to look at the barriers that happen at the level assignment operator level.

1:15:20

And also, you know, I'm saying this without any disrespect understand that operators are very large. And this is based on on our experience with 26 workers on the seasonal pilot this year. So I'm not making any generalizations here. I'm just speaking from the experience we we have. Then I'm going to also look at the barriers and regulate the level, and see what can be done there. So we'll have a nice journey from problem to possible recommendation. And then I will be opening up for questions and breaking to hear from all of you.

1:15:56

All right. So the work right center, we wear a lot of yellow and black. If you see it, that's how you'll recognize us.

1:16:05

We were founded in 20 16 by a group of volunteers mostly of Romanian women. And Romania and myself. I actually grew up on a subsistence farming in the nineties.

1:16:17

We and we were founded with a mission to end poverty that that was it primary mission but we wanted to focus on ending poverty by ending precarious work, and breaking the cycle of isolation and precarious housing, that Ethan Jen does, just as we heard from Andy earlier.

1:16:36

The theme, I was serious, when I mentioned that, we're very small. The team just includes over six full-time members of staff. But what we do have that works in our favor is a very multilingual theme. So we speak Romanian, Bulgarian, Ukrainian, and we can get to that in a second, Russian Spanish, Italian. And we're trying to use these, these connections with migrant communities to make the first step and generally reach out to people who otherwise don't tend to engage with authorities.

1:17:07

So in terms of the people we support, we generally work with EU nationals. This was until two years ago, and then we started widening our remit, slowly working with Ukrainian nationalists, and generally nationals from post Soviet republics. So kyrgyzstan, Georgia, Belarus, Russian speakers effectively. So what they have in common, regardless of nationality, is the fact that they generally have quite low levels of what we call bureaucratic literacy. So that ability to understand how the state works, how enforcement works. They always non unionized, and in low paid sectors. And we also have some digital issues there.

1:17:47

So overall, people who are vulnerable, bureaucratically vulnerable, I think, is very key.

1:17:56

Now, in terms of outcomes, this is something I'm very proud of, given that we're so small. But since the day, we opened our clinic with four hours of pro bono advice delivered on a Saturday to today. When we haven't, Monday, to Friday operation, we help recover a good £150,000 in unpaid wages and fees. And we also helped people regularize the state well secure their status after Brexit by applying to the settlements scheme. And when they had the inclination and we had the capacity, we also help them find employment.

1:18:39

Now in terms of our, our work with seasonal workers, on British farms, they started the moment we welcomed Ukrainian and Russian speaker on our theme. The moment we started doing that kind of outreach, on Ukrainian. Social media groups, we immediately started hearing from frontline workers. So, last year, last 12 months, we support 26 workers who are all in the UK, under the seasonal pilot.

1:19:05

The main issues they they they raised were discrepancies in what was promised in the contract terms and what happened in practice. And the frequent issue here was contracts that were meant to guarantee 35 hours. But, in fact, the hours fluctuated significant significantly including periods of weeks where there was no work available, There's a lot of quite direct competition for work between workers that was administered quite bizarrely by supervisors, and that led to to incomes that were much lower than what was contractually promised.

1:19:42

So that was one frequent issue when other one was non payment. Of course, that they're related. And then there's also health and safety.

1:19:49

So, understand that, you know, in, on the spectrum of exploitation, this is likely not at the highest end of, you know, physical coercion and squalor, but they are significant issues nonetheless.

1:20:06

Now, in terms of conceptualizing barriers to reporting, I mentioned the three levels. So we have the individual level, And here, I'll mention what workers know about their rights, what they think, and what they do in relation to exploitation. I'm an anthropologist by training, I coast either this charity in 20 16 when I was still doing my, my PHD research. In my research, I was interviewing lots of Romanian migrants. And and that's why, you know, I think it's very important to, to pay attention to people's worldviews and really understand what they expect. Because reporting, at the end of the day, isn't just doing a civic duty.

1:20:46

It's, it's also, it comes with a great, social and emotional cost, and I think we need to understand that to work on prevention and to encourage people, give them the security they need, it's a report.

1:20:58

So that's the individual worker level.

1:21:01

Then, we'll look at barriers at the company level.

1:21:03

So what the four licensed operators and farms can do to prevent exploitation, and here, we'll be looking at contracts, complaints, procedures, the management of supervisors in positions of power, and find that at system level.

1:21:17

We'll look at enforcement agencies, like the ..., who I think are doing a fantastic job and outreach, I can't say that enough. And also briefly at the Health and Safety Executive and Home office.

1:21:32

OK, second, individual worker level, face on this sample of 26 people from from last year. What do we know?

1:21:39

Like, several of you have mentioned already, there was an issue of, of rights, even though workers often felt that there's something morally wrong.

1:21:48

What do you mean? You know, as promised, 35 hours? And now I'm given 12 and I'm still having to pay for this.

1:21:54

Draftee Caravan is that right? And they felt that there was something morally wrong. but the problem is that they didn't know if they had the legal right to call it out.

1:22:04

This was exacerbated in the cases where contracts were absent, or poorly translated, and they went to give you one really tragicomic example from a couple of months ago.

1:22:16

The phrase, I close, I understand the terms of this engagement in English, less translated in the Russian version of the contract, as I understand, the terms of military engagement, Something like that. So, in three of the 26 cases, there were no contracts at all, and there's also issues of translations.

1:22:37

So, that, obviously doesn't give you that stand knowledge of rights. But even when workers did have the contracts and all the knowledge, there was also an issue of trust.

1:22:47

And here we're talking about the trust in, in self and the trust in the system.

1:22:53

When I talk about trust in self, and I'm talking about statements like, was what things are like around here is what migrant workers have to put up with? Like, look around, you, everyone's in the same boat.

1:23:02

And they think, you know, our challenge here is to de normalize that make the first step and say, no, you know, you deserve better effectively.

1:23:12

Um, but there's also trust in the system.

1:23:15

And, you know, one thing I'm not directly touching on in the presentation, but I just wanted to raises in relation to Andy's and this investigation earlier. And, you know, why workers may or may not white exploited workers may or may not have reported things.

1:23:32

You know, even if they have knowledge of employment rights, the absence of security about immigration status, You know that they, they know that they've broken their visa conditions by working more and they don't trust that reporting reporting, it will actually protect their immigration status. If there'll be deported next, that really is a barrier to reporting as well.

1:23:51

It doesn't apply to the 26 workers, I'm talking about now, because none of them had broken their visa conditions, but it is a huge barrier if, if they do break their visa conditions. Employers know that, Workers know that. So then that's used against them in its silence system.

1:24:08

So we looked at knowledge of rights and trust, and there's also knowledge about the reporting process.

1:24:13

So unfortunately, feels the farm workers who came to the work right Center, found us on Facebook, knew about the jelly and its treatment.

1:24:24

And even after we explained that, there are still some questions that remained. And I think it's its relevance to go through some of them. So, there's some questions about the security of reporting. A, common one was, Will the far more agency know that I made the report?

1:24:40

Another one, and this was really a question that came from the misinformation and myths circulated by supervisors.

1:24:51

They said, well, if you're going to report, if you want a wife, again, especially given that there's only 1 or 2 operators recruiting from your country, then you're not going to be finding work again. because we're going to make sure the blacklist you. So that was another question. Am I at the risk of being blacklisted in the future if I report?

1:25:08

Then there was asked things like is there a risk that other workers will lose their jobs because of my report?

1:25:14

And I think that's a very important question too.

1:25:18

Acknowledge and preempt in the communication workers every time we incentivize them to report we should also answer this question.

1:25:27

And then there's also some questions about how reports are handled. For instance, what should I say in the report? When will I hear back? Will I need to speak English?

1:25:38

And then about the benefits of reporting, will I receive any payment?

1:25:43

I think, know, it's, it's it's a legitimate question and, and everyone is a self interested actor at the end of the day, and, you know, civic duty is something that we care about, but it's a lot easier to feel like, no.

1:25:58

You want to report when you're, when you're relatively safe.

1:26:02

A lot of the workers who work, you know, six days a week and have very little time they hear short-term, they really just want to know, is this going to benefit me in any kind of way, where they receive any payment? What's actually going to happen to me?

1:26:15

Will I be compensated?

1:26:18

And you know, I was thinking what are quite, you know, big fans of tech at the workplace and I was thinking of how you could embed these questions and preempt them in the GLA form. So if this is what the form looks like on the website, that section that says, All information. given his health confidentially and may be passed on to either relevant government though enforcement that, that looks a little bit scary.

1:26:44

For a worker who has also broken their conditions of their visas, right, and will immediately think, does that mean passing it onto the home office? Am I in trouble? Am I in big trouble by reporting? Than the trouble, I mean, currently, by not reporting. So I think that's, you know, that's the fight where you could preempt these questions.

1:27:04

Clear information.

1:27:06

I also wonder whether, you know, given that there's only so much capacity that the GLA has.

1:27:12

And they think, according to the two, what Matthew Taylor wrote in, his labor enforcement strategy does only only a fraction of reports that doesn't investigations, understandably, perhaps, is more scope to new ones, that field and to ask for some more specific information in the field.

1:27:30

So that, you, you, get all the information you need to actually conduct the investigation and finally, to sculpt to preempt some more questions about when will I hear back end and what happens next just before submission? Because, at the moment, that shows a bit like you, you make a report and then it goes into the abyss.

1:27:53

OK, I also want to say I can't see anyone while I'm presenting, so please do feel free to interject and interrupt and remind me when I'm running out of time. I'm going to quite a lot of detail now, but I can also wrap up if I'm going over time. Somebody's Olivia high, a studio. I will do that. We've got, we've got half an hour left in the meeting.

1:28:13

So, So you're, you're all right for them for the moment.

1:28:17

Thank you very much.

1:28:19

OK, so at company level, I mentioned contracts already, know they weren't always provided, or they weren't always translated accurately, then, there's some issues about the Internal complaints process.

1:28:31

The complaints that were raised weren't always answer, though, they weren't available in the language of the worker. And, and, and the third main issue, which is something I care about a lot, because it feels so unfair, is, it's coming down today, the relation of power between supervisors, who are migrant workers themselves and the other workers.

1:28:51

They really seem to wield a lot of unchecked power, and we had lots of reports where the supervisors with torrent, and then, threaten and, know, teleworkers.

1:29:03

That's anything you say will be used against you.

1:29:07

We recently supported a worker from kyrgyzstan who was assaulted.

1:29:13

She was the victim of assault by another worker due to some ethnic tension that the fine wasn't aware of, and she was moved from her caravan but she was repeatedly told by the supervisors for it for the course of a week to not report this.

1:29:34

And finally, when we look at barriers it at the level of enforcement agencies.

1:29:40

I mean, I think perhaps we can be a little clearer around how wealth, if, and when and how reports that into investigations. And this matters for workers, but it also matters for frontline charities like like ourselves who always get asked these questions, we don't want to hear back.

1:30:01

Um, also perhaps if possible at all, be clear about the investigation timelines and and consider what can be expedited. So from the 26 sample I mentioned in six of these cases, work has made the decision to report it to the jelly and as far as we know, their visas had run out before any news of an investigation and reach them.

1:30:26

So we, it did feel a bit like, um, yeah, we don't know if anything happened and we don't know if they think they got anything and that makes it, that can be a bit discouraging.

1:30:39

And now, I just wanted to say supports Matthew Taylor's point In the labor market enforcement strategy where where he said, the GLA would benefit from, from further capacity. Absolutely.

1:30:54

Um, I'm going to skip this, OK?

1:30:58

Now, in terms of possible solutions, these are just some ideas my colleagues and I were circulating at the charity, but I think we can make seasonal agricultural workers, rights more visible to tackle the barriers that was by the lack of knowledge and trust. And I know that the DOE has some fantastic materials and it's It's trying very hard to also circulate them on social media. I think, you know, there's also scope to institute something like an employment rights champion in the farm or condition that you know, if you want to exceeds two managerial position on a farm, then you need to take that course that Frank was was talking about.

1:31:37

So that, you know, you localize employment rights and, and, yeah, you bring it down to where workers are otherwise, the jelly as an enforcement agency can feel quite distant and that's a barrier to reporting in itself.

1:31:52

Then answering these questions about reporting. Will it affect immigration security? What's the process and what's in it for me will actually get any money back.

1:32:02

I wonder whether the scope for the ...

1:32:04

to institute a client charter to sets these expectations about the security and the benefits of reporting.

1:32:12

And also, and forgive me if you've thought about this already, but I'm coming back to the supervisor accountability, I think there's scope to work with employers to adopt a standard of supervisor accountability and acknowledge these, these power dynamic.

1:32:27

And finally, thank you for having me here.

1:32:31

And and I think, working together with migrants organizations and employment rights organizations on the ground is a great chance to raise awareness, but also to and work on prevention, but also to gather intelligence.

1:32:42

And I'm sure that my colleagues and I would be very keen to, to hand over case studies.

1:32:50

But some of the main questions we have are around, know, effectively, what, what happens, and what are the chances of a report turning into an investigation.

1:33:04

Operator level. I mentioned, contracts, accessibility of internal complaint procedures and the standard of supervisor accountability. And, and finally, I was talking to Frank about whether I should mention this or not. I'm not sure if anyone from the home office is here, not but it does. It does strike me that.

1:33:23

Know, the, the issues, We've seen the breach of contract, the non payment, the health and safety.

1:33:29

These are all things that are part of the sponsor agreement with the home office, and it feels like they can increase the penalties. And they can. They can make a stronger stance around the fact that the home office does not tolerate this part of its seasonal pilot, any kind of labor exploitation, whether it's severe exploitation. That manifests in squatted living conditions and breaches of health and safety, or whether it's the everyday abuses of, of refusing transferred to another farm of not calling out the supervisor, or if not getting paid us as one was contractually promised. So, with that, I, thank you very much for your attention. These are my contact details. Please do follow us on Twitter.

1:34:13

I'm happy to take any questions about this, or about the ukranian workers who've been writing over the past.

1:34:24

Thanks, thanks Olivia, and I think it would be just helpful just should. We just touched on the Ukrainian workers because it be interesting to hear from you.

1:34:34

What, what, what, what the implications are Some of the things that are emerging at the moment to see if anybody else wants to comment on on, on that.

1:34:43

Yep, absolutely.

1:34:44

So, my understanding from the home office updates is that workers on temporary visas will have them extended by the operator until the end of December 2022.

1:34:58

Now, in light of that, the two main questions we had, from workers this week has been, has this happened, and how can I check it? And the trickier one is, what happens if I left the farm recently? Because that was the agreement. And how do I check if my Visa is still valid and can can then be extended?

1:35:18

OK, all right, that's that's really helpful, I think, I don't know if there's anybody from the home office here, I can't see, but well, well, well, we will now have, we have a hand?

1:35:28

Julia, sorry, it's just being one of the operators. I can actually answer both of those questions. So yes, it's correct Olivia, the Ukrainian visas can be extended to December 31st. They will have to apply it back through the sponsors. It's added workload to the sponsors at the moment, it already a crucial time, but we will be applying for a new visa. It's not just the case of you can stay on the farm, and you can stay working, you can stay working while the person just goes on. But the home office will work closely with us and look at at at extending the visas. So, for example, March, we'll take priority. Then April, there May, It's interesting one of you want to The second question is we left the farm recently. So this, since being announced, has highlighted to us as an operator people who we believe have gone home, they have supplied us their flight ticket.

1:36:19

And actually, they're working illegally in London and in factories and Now that they want an extension on their visa, they've come back out of the woodwork saying, oh, we're actually still here, Could you extend our Visa? The the biggest issue as an operator we have is we can physically put people on flights And, and it is an issue in the fact that we will be punished by the home office if, if they're found to be working still in the UK, even though we actually have flight details of them leaving the country.

1:36:47

So, we're not afraid to have to decide, at the moment, which is very hard with Ukraine, because if you take your human moral side, you want to actually say, Well, of course, we're going to extend that, But you need to come back into the system, and be working in the areas that you're legally allowed to work in.

1:37:03

The reality is we will extend that they will absconder again. So is it. We're in a tight tight spot. And if somebody it's, you know, it's something that needs to be addressed. Because we can't physically put people back on flights. And we've had this my offices and data with phone calls at the moment probably with people asking similar questions. But the simple answer is yes they will. The Ukrainians will have an extended Russians will, not only Ukrainians. So that's quite key. And we are looking at how we can maybe include Russia, Russia, in the future. But that will be a question for the home office, because people are struggling and don't want to go back home mm, something that happens automatically. I'm sorry to interrupt. Because this, this always comes up. Like, how do I know that the visa has been extended. So in the operators, and I'm sure the other guys are on here. We have actually e-mailed all of our clients in the last week.

1:37:56

Letting them know we rarely informed on Monday this week of how the procedures, how the purchase is going to happen. So now we're all working in letting our clients know that if the Ukrainian Jerome on the Ukrainians are still on farms, we've asked for lists of those people. And we will do batch by batch depending on when the visa finishes. So, May, obviously, would be a later, later one by anyone from March.

1:38:17

If they're, currently, the Visa has just run out, they can stay working on the placement because they live in there, Well, the processes in place.

1:38:26

OK, can I just, if, what would be good. I'd probably want to get into the detail of, all of a sudden, this at this meeting, but you've got each of these details, and if there's anybody else that wants to sort of swap the situation, who's also on this, on this call, we can help facilitate that for you.

1:38:45

So, just just drop franc, note, and we, we can try and just help bring Bring, bring that together a little bit.

1:38:54

Perfect. Thank you.

1:38:55

All right. Fantastic. Thank you.

1:38:57

And so it's it's, it's, it's, it's, it's my job just to sum up a little bit now and first of all, I'd just like to just thank Ash Andy, Chad just in Libya for their contributions today.

1:39:15

Yeah, personally find it extremely interesting and embed that a lot of questions that I'm sure others are far better placed to answer that than I am.

1:39:28

Liddy, I thought your, your recommendations were really good sort of food for thought there. And I think, I think, I've already spoken to to Frank about that, about those and we will certainly look at those and take those forward.

1:39:43

But I suppose I just also wanted to ask people if, firstly, if they found this format and this meeting, interesting.

1:39:52

And if people want to sentence comments and suggestions on how we might improve it, or what we might like to do in the future, we would really find those interesting and valuable said, please.

1:40:07

Please, do do that.

1:40:09

That's the big thing that has come across for me, is the way of it. And this is always the case that, you know, there's so much great work going on by different people in different organizations. And it's trying to sort of knit all of that together into a sort of co-ordinated system approach, which is a space case to the heart of what I talked about, at the, beginning about partnership work.

1:40:35

If, I always worry a little bit about, when people say, oh, it's a partnership approach, whether that leaves the door open for everybody, taking responsibility, you know, detecting responsibility.

1:40:48

And so, I think perhaps DJIA, perhaps, through these, these forums, has an opportunity to try, bring some, some structure to some of that. And to look at how we might identify key things that we, that we're all working out. And to try and bring it, bring it to get together a little bit. So, that's, that's, I know, a lot of work. he's done around all of that. And I said space. I'm thinking more frank, in your space in terms of the prevention side of things, and then then perhaps in the enforcement side of things, I don't know, frankly, if there's anything you want to to say.

1:41:27

Yeah, we've been having these conversations like, you said, Julia and I think we've already got the two stakeholder groups.

1:41:33

So, I think what we can do is, is I'll be looking back at the presentation, looking to see, almost develop an action plan that we can take back into the individual groups, to progress, because, like you said, there's some really good work. There's raised some really important questions, particularly about the threat within the care sector.

1:41:55

I know, Livia, you produced a document, a briefing to go with this presentation.

1:42:02

And I think the recommendations in there, again, it's a really good starting point to start to explore with ourselves and with other partner agencies feedback into into these groups the work that we've done and the progress that we've made.

1:42:20

Thanks, Frank. And so the other thing that has really struck me, Olivia, from your presentation, is how important the worker voices in order to face. And I'm your annihilation of our contact form. I think was very that. I just, I just think that it really demonstrates the day.

1:42:46

You know, the perspective that we may have as an organization versus the perspective that worker may have when they're in a particular situation. So I think, for me, I think we need to really think about that. And I don't know, maybe inappropriate, but I will mention it anyway, the ..., currently, recruiting for two non executive directors. And one of the things that we'd like you, somebody with, experience in the worker voice. If anybody wants to applications, you'd be most welcome to have a, have a look at that and said, thank you very much.

1:43:19

And I don't know, there's 1 or 2 comments in the in the sidebar. I don't think there's any further questions.

1:43:26

And if anybody has a burning question, please raise your hand, anybody.

1:43:31

I will just stop We've just posted the survey link in the in the chat, so Again, this would help us take this work forward if if people can take the time.

1:43:42

It's just a few minutes, it's a very quick survey, but it will help us capture, you know, some of the points that are being raised, and some of the questions that people may want to ask as well, and we can we can look at those results alongside the other work that we're going to take forward.

1:44:00

OK, fantastic, that's great, so please fill in the survey, and, Frank, we sent out to participants as well via, via the e-mail, as well, so they don't have to rush to. Copy and paste. Yes, yeah. We'll do that show OK. Alright, fantastic, If that's, if that's no more questions, and I can't see any more hands up, and I would like to thank everybody again, thanks, to you, Frank ..., for organizing this. And it's been really well attended and really good to see. So, thank you very much, and we'll call it. Thank you.

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