

# GLA 23/7.2

## Pay and Work Rights Helpline

17 June 2009

**BOARD PAPER REFERENCE – GLA 23/7.2 – Pay and Work Rights Helpline**

Issue

1. To explain how the new Pay and Work Rights Helpline (PWRH) fits with the GLA's public 0845 602 50 20 telephone number.

Recommendation

2. The Board is invited to discuss this paper.

Background

3. The PWRH started in May (with a formal launch in September). This helpline replaces the services run for the National Minimum Wage, Agricultural Wages, Working Time regulations and Employment Agency Standards.
4. There have been discussions at the Fair Employment Enforcement Board on the PWRH's relationship with GLA's own telephone number. It has been suggested the GLA number be subsumed into the PWRH. However, there are some issues, since this is the Authority's only general public facing number. The GLA does not provide a separate helpline for complaints. The GLA number is used for handling licence applications, renewals, checks by labour users as well as any other general enquiry (for example from the media). This number is the primary way for licence holders and potential applications to contact the GLA. It was never envisaged that the PWRH's should deal with such queries.
5. It seems impractical for the GLA to close its only general public access number (in the same way that BIS, HMRC, Defra and HSE will maintain their own public enquiry/ general helpline numbers). Where contact is received directly by workers, the GLA will continue to refer relevant information to partner enforcement bodies.
6. In terms of raising awareness with workers to get help and advice, the GLA will support and promote the PWRH by:
  - Refreshing the GLA leaflet with the new PWRH number and logo. The current GLA leaflet gives details of the previous helpline services offered by Government. The revised leaflet will replace the old numbers with the new one.
  - GLA worker adverts will promote the new helpline alongside specific GLA targeted messages.
  - The GLA website will include references to the PWRH number and logo as well as links to key information on Direct Gov.

7. The three bullets at paragraph 6 should encourage workers to come forward to contact the PWRH. The GLA will continue to work with BIS to make sure intelligence is passed to the Authority in a timely manner.