

GLA Monthly Summary Performance Report

Against Business Plan FY06/07

To 30 September 2006

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Foreword

This is the third monthly report by the GLA against the Business Plan for 2006-07, covering the period from 1st April 2006 to 31st August 2006.

We have made a few relatively minor changes to the format and content of the report in the first few months as more management information has become available. It is faintly concerning that no suggestions for improvement have been received from anyone outside the GLA, which we take as suggesting that we have the report about right. We would of course be glad to take comments and suggestions from stakeholders at any time.

Please address any questions on the report to me in the first instance.

Mike Wilson

Chief Executive

Policy and Communications

Target 3.1 - Awareness of licensing

90% of identified gangmasters should be aware of the legal obligations for licensing by 6th April 2006

By 6th April 2006 the database of labour providers should hold information on 900 licensable gangmasters

- 1,000 identified gangmasters (Precision Prospect research)
- Mailshot to 2,200 contacts (4 April 2006). Assumption that 40% were gangmasters
- Publicised licensing requirements through a variety of media
- 1,060 labour providers on contacts database (30th September 2006)

Target 3.2 - Awareness of the offence of acting as an unlicensed gangmaster – agriculture and horticulture and food processing and packaging

90% of identified labour providers and users should be aware of the legal obligations for licensing by 1st October 2006

- 966 licence applications
- Circa 15,000 labour users had access to supermarket intranet information and information passed down through the supply chain
- GLA mailshots
- Publicised legal obligations through a variety of media

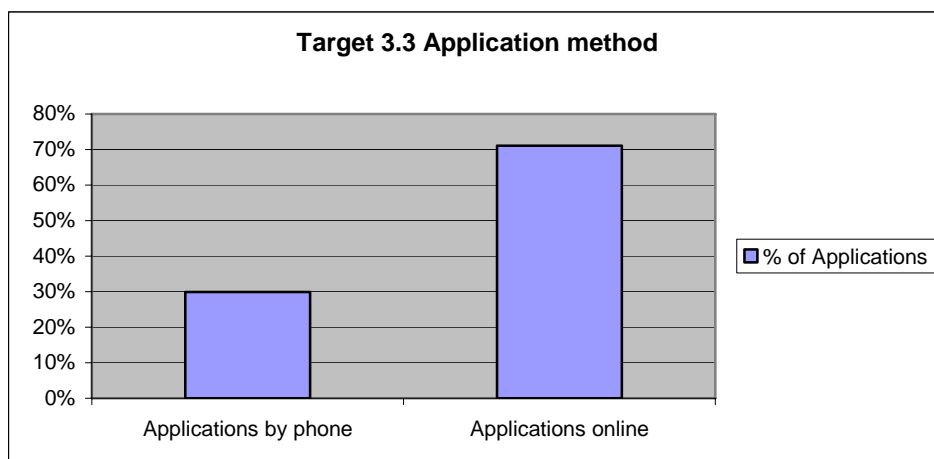
By 1st October 2006 information should be available in a variety of formats for workers, labour users and providers to access. Helpdesk staff will survey all callers

- See annex 1 below

Target 3.3 - Application submission strategy

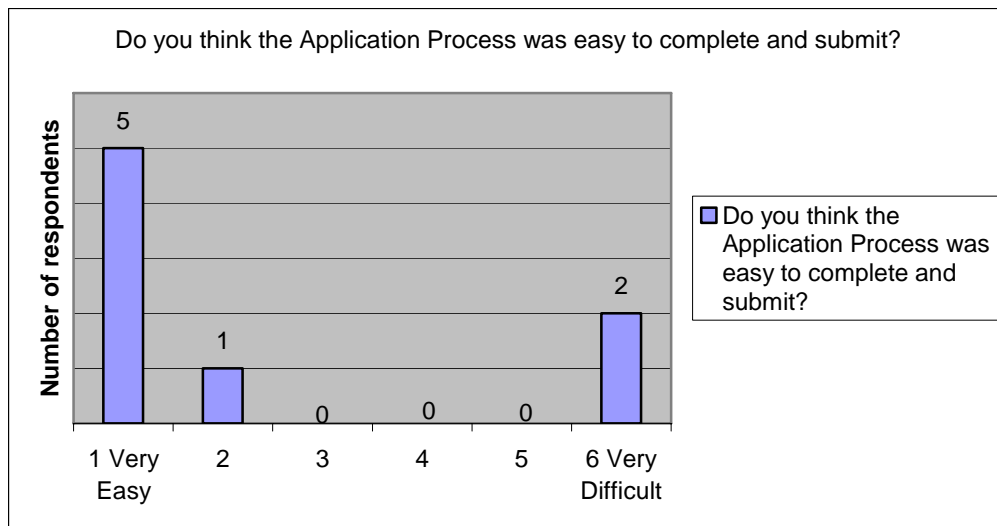
75% of applicants for a gangmasters licence should be made online

- 71% of applications have been made online (30th September 2006)



Applicants chose the web as their preferred option due to ease of use, speed and accessibility as evidenced through feedback. The GLA will conduct an e-survey to judge effectiveness of the application process.

- E-survey response



Target 3.4 - Awareness of the offence of using an unlicensed gangmaster – agriculture and horticulture and food processing and packaging

90% of identified labour users should be aware of the legal obligations for licensing by 1st December 2006

- 52 labour users on contacts database

By 1st December 2006 information should be available in a variety of formats for labour users. Helpdesk staff will survey all callers

- See annex 1 below

Target 3.5 - Awareness of licensing shellfish

90% of identified gangmasters should be aware of the legal obligations for licensing by 1st October 2006

- 130 newsletters sent out to contacts interested in shellfish licensing
- Meetings held with shellfish stakeholders
- Shellfish consultation events
- Using experts in the field to disseminate materials
- Publicised licensing requirements through a variety of media

By 1st October 2006 the database of gangmasters in shellfish should hold information on 90% of licensable gangmasters

- 15 shellfish contacts on database
- Intention to contact sea-fisheries permit holders

Target 3.6 - Awareness of offence of acting as an unlicensed gangmaster – shellfish

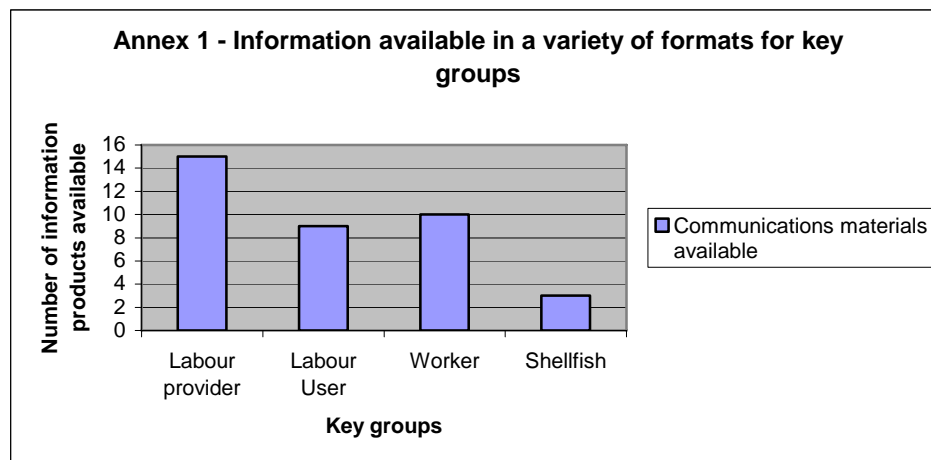
90% of identified labour providers and users should be aware of the legal obligations for licensing by 6th April 2007

- Have met major buyers
- Shellfish leaflet to be distributed shortly
- Publicised offences through a variety of media

By 6th April 2007 information should be available in a variety of formats for workers, labour users and providers to access. Helpdesk staff will survey all callers

- See annex 1

Annex 1



Corporate Services

Target 4.1 – The GLA will continue to operate on an effective and efficient basis to ensure that no undue financial burden is imposed on licence fee payers

Targets and indicators to be developed and rationalised for this target and 4.3 below for next year's Plan. No evidence to suggest undue financial or administrative burdens are being imposed. A substantial proportion of licences have been issued at nil cost due to the TLWG discount for successful audits.

Target 4.2 – The GLA will undertake a formal review of its organisation structure during 2006/7 to ensure that licence fee payers are receiving value for money from the authority

On track. Review to be undertaken by Defra Internal Audit during Autumn 2006.

Target 4.3 – The GLA will continue to strive to reduce the unit cost of issued licences

Not relevant for FY06/07.

Target 4.4 – The GLA will keep under constant review any areas that are perceived to be appropriate to maximise its miscellaneous income from receipts other than licence fees

Review of possibilities to be presented for EMB consideration by 31st March 2007.

Target 4.5 – Contributing to meeting the requirements of Defra's sustainability target

On target. GLA Sustainable Development Plan to be produced by 31st December 2006. Relationship between this target and 4.6 below to be rationalised by 31st March 2007.

Target 4.6 – To promote sustainable development within the work of the GLA, and to improve sustainable development performance in our operations

This continues. All paper, cardboard and ink cartridges are currently being recycled. Other arrangements are being investigated and will be offered to EMB by 30th November 2006.

Target 5.1 – To ensure that the GLA is staffed appropriately to meet its business objectives

All planned recruitment on target. Timeliness and Quality Indicators to be developed by 31st March 2007.

Target 5.2 – The GLA will seek to be a proactive organisation in relation to its HR policies and operations to enable its most important resource (people) to be: effectively recruited (on time); properly rewarded; trained and developed; motivated; multi-skilled (where appropriate); and retained

Success indicators (eg. turnover, sick leave etc) to be developed by 31st March 2007. The GLA pay remit was finally signed off by the Secretary of State on 7th September. In summary, as part of a staged move towards HSE pay scales, qualifying GLA staff would receive a pay award of 2% for the period 1st April to 30th September 2006. A further award of 2.5% would be payable with effect from 1st October 2006.

Target 5.3 – The GLA will continue to communicate effectively with staff at all levels within the organisation

Staff Survey to be carried out by 31st March 2007 to confirm effectiveness of internal communications, to set baseline for subsequent years and to inform HR strategy. A staff forum has been set up under the chairmanship of the Deputy Chief Executive. All staff groups are represented.

Target 5.4 – Best practice in management and staff co-operation

Achieve Investors in People status by 30 June 2007.

Target 5.5 – To recruit and employ staff according to diversity and equal opportunities policy

Indicators to be developed by 31st March 2007. Training for all interviewing staff to be completed by 1st November 2006. GLA continues to recruit staff on a demonstrably fair and transparent basis.

Target 7.1 – Merger of GLA and HSE

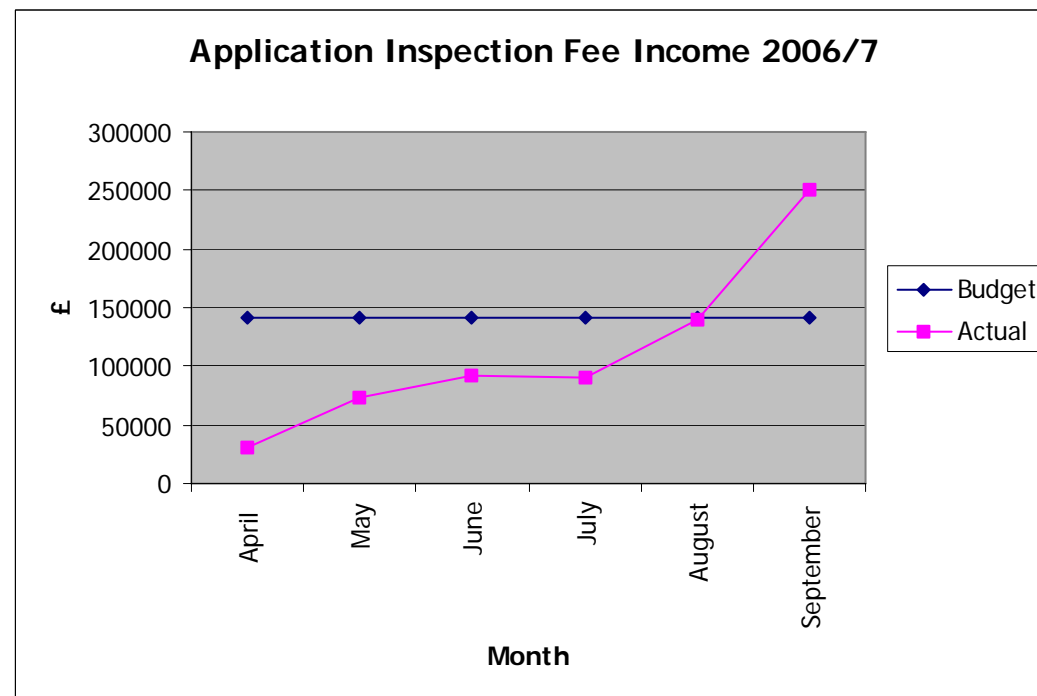
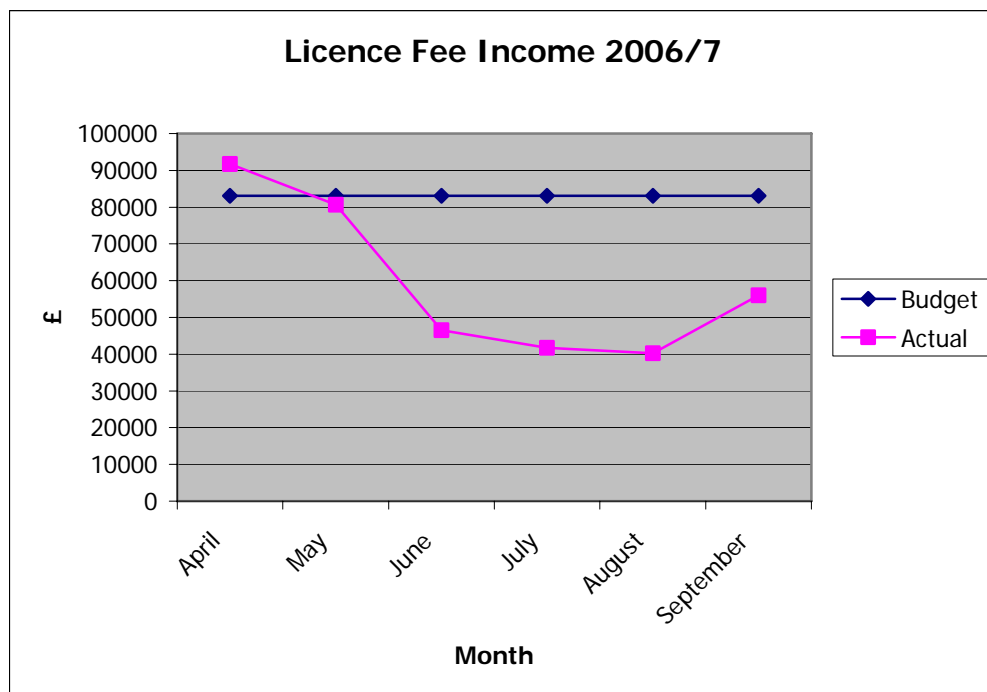
On track for completion by 31st March 2009. GLA involved on the Merger Steering Group and workstreams as follows:

- Finance – to agree funding arrangements
- HR – to decide staff terms and conditions
- IT – to agree and implement arrangements for hardware and software provision under HSE regimes
- Accommodation – to decide and implement lease arrangements and design and set up office arrangement in new accommodation.

Financial Report – September 2006

	<u>THIS MONTH</u>			<u>TO DATE</u>			<u>COMMENTS</u>
	<u>Actual</u>	<u>Budget</u>	<u>Variance</u>	<u>Actual</u>	<u>Budget</u>	<u>Variance</u>	
INCOME							
Licence Fees	56,000	83,125	(27,125)	356,900	498,750	(141,850)	
Licence Application Fees	250,400	141,667	108,733	674,900	850,000	(175,100)	Off set by variance on expenditure for AI Inspections and Interpreters
Other	1,232		1,232	2,989		2,989	Bank interest
TOTAL INCOME	307,632	224,792	82,841	1,034,789	1,348,750	(313,961)	
EXPENDITURE							
Chairman	1,350	1,583	233	9,825	9,500	(325)	
Chief Executive's Office	10,947	10,986	40	64,873	65,916	1,043	
Policy & Secretariat	16,865	13,704	(3,161)	82,704	82,224	(480)	
Licensing & Compliance	42,812	41,654	(1,158)	231,803	227,543	(4,260)	
Finance & Corporate	30,017	27,154	(2,863)	156,011	162,924	6,913	
Helpdesk	3,372	0	(3,372)	22,515	19,917	(2,598)	
Business Review		0					
Consultancy		0					
Performance Related Pay		0					
Temporary Labour	2,075		(2,075)	6,147		(6,147)	
Total Pay Costs	107,438	95,081	(12,357)	573,879	568,024	(5,855)	
Travel & subsistence	5,063	3,333	(1,730)	41,491	20,000	(21,491)	Off set partially by vehicle hire costs. Inc £10.8 for application inspection visits
Accommodation	4,433	5,753	1,320	26,595	34,518	7,923	
Office machinery	171	833	662	80	5,000	4,920	
Telephone	954	2,344	1,390	6,718	10,938	4,219	
Stationery/postage	3,011	2,083	(928)	12,679	12,500	(179)	
Board expenses	149	0	(149)	2,240	5,000	2,760	
Internal audit		0			0		
External audit		0		7,000	0	(7,000)	Due to under accrual for 05/06 audit
Annual Report		0		(809)	0	809	Due to over accrual for 05/06
Recruitment costs	(3,109)	10,000	13,109	9,742	40,000	30,258	Due to over accrual for August
Vehicle hire		2,500	2,500		15,000	15,000	
Relocation expenses		0		4,072	10,000	5,928	
Project Management	4,633	4,125	(508)	34,132	27,565	(6,567)	MP's costs
Training	1,695	2,500	806	3,526	15,000	11,474	
IT Support costs	5,065	4,350	(715)	27,805	26,100	(1,705)	Accrued as per budget
Software licenses		0		1,400	3,750	2,350	
Marketing	2,726	7,083	4,358	52,636	42,500	(10,136)	
Radio Campaign	(3,403)		3,403	35,693	40,000	4,307	
Discounts		0		73,500	141,000	67,500	
Miscellaneous	1,390	3,083	1,693	5,845	18,500	12,656	
TLWG Transition	120	0	(120)	47,072	50,000	2,928	
Application Inspection Costs	7,587	66,667	59,080	12,338	400,000	387,662	
Interpreters	2,149	16,667	14,518	6,119	100,000	93,881	
Legal Costs (Appeals)		22,222	22,222		66,667	66,667	
Depreciation	7,056	6,250	(806)	36,359	37,500	1,141	
Total non pay costs	39,687	159,794	120,107	446,231	1,121,537	675,306	
Less Overhead Transfer From							
Enforcement	46,405	54,815	8,410	257,677	328,887	71,210	
Less Set Up Costs	26,056	68,058	42,002	374,431	444,224	69,793	
TOTAL EXPENDITURE	74,665	132,003	57,338	388,002	916,450	528,448	
SURPLUS/DEFICIT	232,968	92,789	140,179	646,787	432,300	214,487	

<u>ENFORCEMENT</u>	<u>THIS MONTH</u>			<u>TO DATE</u>			<u>COMMENTS</u>
	<u>Actual</u>	Budget	Variance	Actual	Budget	Variance	
<u>EXPENDITURE</u>							
Pay Costs	30,207	60,374	30,167	154,728	274,075	119,347	
T&S	13,687	9,050	(4,637)	36,354	54,300	17,946	
Home working equipment	(163)	1,983	2,146	1,373	11,900	10,527	
Telephones/Radio	120	2,455	2,335	27,438	27,273	(165)	
IT Support	2,589	2,504	(85)	15,109	15,025	(84)	Accrued as per budget
IT Forensics							
Miscellaneous	822	1,000	178	7,518	6,000	(1,518)	
Legal Support		11,667	11,667		35,000	35,000	
Clothing	293	1,065	772	4,908	6,390	1,482	
Pool Equipment Costs		2,979	2,979	2,269	17,875	15,607	
Total Non Pay Costs	17,349	32,703	15,354	94,969	173,763	78,794	
Plus Overhead Transfer From Enforcement	46,405	54,815	8,410	257,677	328,887	71,210	
<u>TOTAL EXPENDITURE</u>	93,960	147,892	53,931	507,375	776,724	269,349	



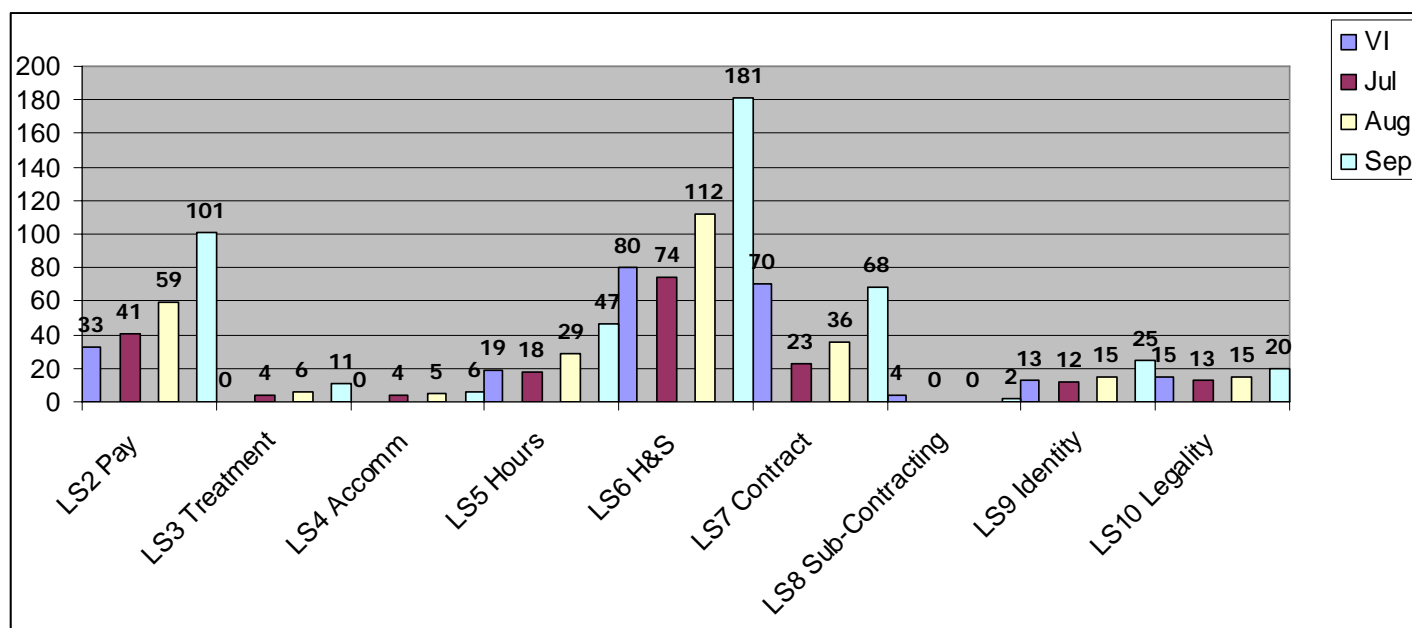
Operations

Verification update

TLWG Audits received	462
Classed as "successful"	436
Classed as "unsuccessful"	26
"Unsuccessful" breakdown:	
"Gone away"	12
Failed	7
Business status changed	7
Number of "successful" that have applied	423

There is no change from the August report. This is now a static position and will not be included in the October report.

Nature of Current ALC's outstanding from Verification and Application Inspection



This graph represents the maximum number of identified ALCs from inspection activity. It does not provide the current level of ALCs. Therefore, if a labour provider has now provided evidence of compliance, removing ALCs, that reduction is not reflected in this report. Future reports will aim to identify the current – "snapshot" – level of ALC's.

There were a total of 459 individual ALC's that had been identified from inspection activity to the end of September. To the end of the same period there remain 366 licensed labour providers who still have licences with ALC's.

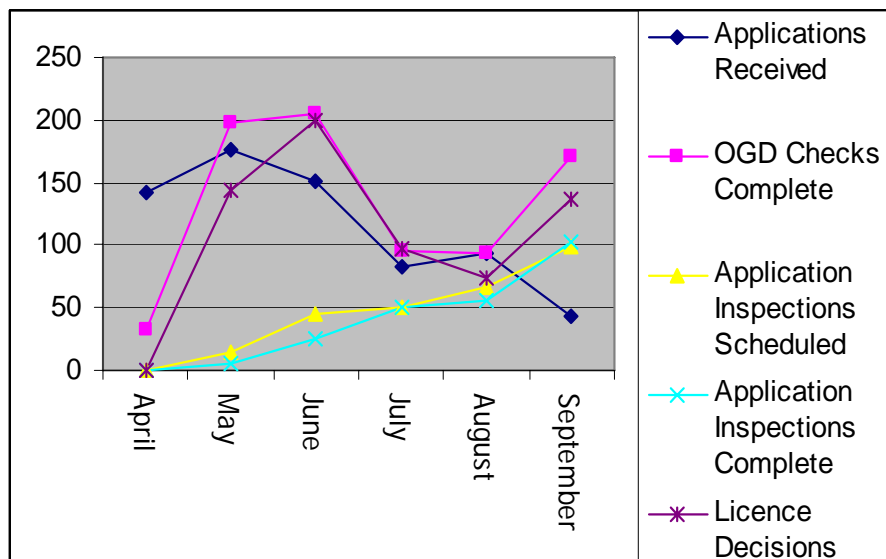
Licensing Update

	April	May	June	July	Aug	Sept	YTD	Projection to end of Sept 2006	Projection to end of March 2006
Applications received (process commenced)	142	176	151	82	93	44	688	797	1376
OGD Checks complete	32	198	205	95	93	171	794	748	1588
Application Inspections scheduled	0	14	45	51	67	99	276	212	552
Application Inspections completed	0	6	26	51	56	102	241	167	482
Licence decisions	0	143	199	98	74	136	650	652	1300

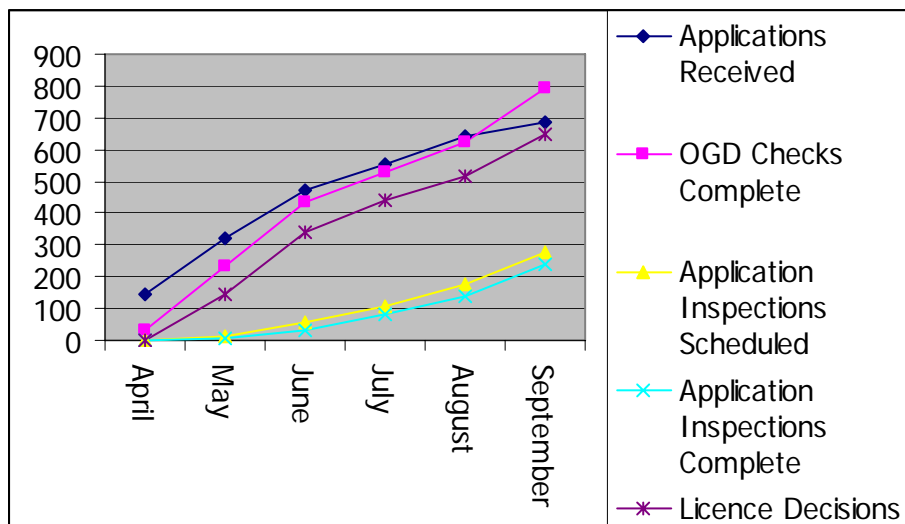
Following the RAD 2 release and a data universe reconfiguration, updating and cleanse, the report has been revised to accurately reflect the position excluding errors to the first licensing decision i.e. now excluding data where a licence has changed from 'Licensed with ALC's' to 'Licensed Full', which skewed the data in previous reports as such cases were counted twice.

The projection to September 2006 is now a static position against which 'actual volumes' to September 2006 can now be compared. The volume of applications received was lower than the projected level, however this reflects the fact that there were approximately 100 applications that were either in the "saved as draft" status, or were awaiting payment or the clearance of queries before processing could commence (i.e. before applications reached the stage where they would be counted in this report). The volume of applications scheduled and inspected was higher than the projection based on previous month's activity. This reflects the efforts made to ensure that the maximum number of applications could be inspected before 01/10/06, with significant effort from the field based staff and external auditors, acting as GLA agents. The volume of licensing decisions was close to the projected level, reflecting the efforts of the licensing team to ensure all cases that reached the point for a decision were made before 01/10/06.

Monthly comparison



Cumulative performance



From the 4th April 2005 to the 6th October 2006 we have received 7655 calls on the 0845 602 5020 number.

Target 6.1 – Licence decisions (time from application to decision)

100% of "Green light cases" (applications not requiring an Inspection) should be completed within 10 days.

Please note the process requirement is for OGD checks to be completed within 10 days. Therefore, a licence decision cannot be made in real time until the 11th day. This report therefore calculates performance against the 100% based on licence decision clearance by the 11th day.

Decision Month	Current Year					to Date
	MAY	JUN	JUL	AUG	SEP	
Processed Applications	138	176	43	24	22	403
Processed within 11 days	33 %	47 %	77 %	75 %	64 %	48 %
Processed within 12 days	59 %	57 %	86 %	88 %	86 %	65 %
Processed within 13 days	80 %	63 %	86 %	92 %	95 %	75 %
Processed within 14 days	82 %	71 %	86 %	96 %	95 %	79 %
Processed within 15 days	83 %	76 %	88 %	96 %	95 %	82 %
Processed within 20 days	97 %	89 %	88 %	96 %	95 %	92 %
Processed within 25 days	99 %	94 %	88 %	96 %	95 %	95 %
Processed within 30 days	100 %	97 %	88 %	96 %	95 %	97 %
Processed within 40 days	100 %	100 %	93 %	100 %	95 %	99 %

80% of applications requiring an Inspection should be processed within 30 days.

This report calculates the number of cases that reached a licence decision, having required an inspection, as part of the application process, against the 80% target.

Decision Month	Current Year					to Date
	MAY	JUN	JUL	AUG	SEP	
Processed Applications	5	23	55	49	114	246
Processed within 30 days	100 %	48 %	40 %	29 %	60 %	49 %
Processed within 31 days	100 %	48 %	45 %	31 %	62 %	52 %
Processed within 32 days	100 %	57 %	49 %	33 %	65 %	55 %
Processed within 33 days	100 %	65 %	56 %	35 %	67 %	59 %
Processed within 34 days	100 %	70 %	60 %	39 %	67 %	61 %
Processed within 35 days	100 %	70 %	64 %	39 %	70 %	63 %
Processed within 40 days	100 %	91 %	73 %	59 %	81 %	76 %
Processed within 50 days	100 %	100 %	91 %	84 %	91 %	91 %

Target 6.2 – Response to enquiries

There were no current backlogs in September.

Target 6.3 – Effective use of intelligence analysis to support field operations

The Intelligence system's compliance risk rating system completed trials in early August and therefore is due to be tested operationally before this target can be reported on. Additionally, before enforcement activity commences this report would only cover compliance.

Target 6.4 – Inspection timescales (time from requiring an inspection report to completion)

	MAY	JUN	JUL	AUG	SEP
Total for Month	6	26	51	56	102
<= 10 Days	2	8	6	4	23
<= 10 Days %	33 %	31 %	12 %	7 %	23 %
> 10 and <=15 Days	3	6	17	9	20
< 16 Days %	83 %	54 %	45 %	23 %	42 %
> 15 and <=20 Days	1	10	16	11	28
< 20 Days %	100 %	88 %	65 %	39 %	68 %
> 20 <=25 Days	0	1	6	11	12
< 25 Days %	100 %	96 %	86 %	55 %	78 %
> 25 Days <=30 Days	0	1	4	9	7
< 30 Days %	100 %	100 %	94 %	77 %	88 %
>30 <=100	0	0	2	12	12
< 100 Days %	100 %	100 %	100 %	100 %	100 %

Target 6.5 – Verification timescales

Verification is complete. Further analysis on the completed programme of work is required to provide a definitive report against this target.

Target 6.6 – Inspection review

In September there were 102 'Application Inspections'. Therefore 10 i.e. 10%, would require a 'Standards Inspection' to meet target 6.6. Seven Standards Inspections were completed i.e.7%. The target was therefore missed. This was due to:

- the deployment of the Standards Inspection Team onto Application Inspections to assist in dealing with volume of late application requiring inspection, and

- “rapid management” of inspection scheduling, to increase the speed of inspections to handle the peak of late applications.

In terms of quality, 100% accuracy continues to be reported to the end of September.

Target 6.7 – Investigation timescales (from initiation to appropriate conclusion – e.g. appropriate sanction, if offences are proven)

This target will be reported on post October. However it should be noted that the target refers to completed investigation timescales.