



Gangmasters  
Licensing Authority

# GLA48/14 Stakeholder Engagement

20 January 2016

# **Board Paper Reference – GLA48/14 Stakeholder Engagement**

## **1. Purpose of the Report**

1.1 To update the Board on the work of the liaison group

## **2. Recommendation**

2.1 The Board is invited to note the (draft) minutes of the

- Worker Victim Liaison Group meeting held on 5 November
- Labour User/Labour Provider Liaison Group meeting held on 12 November.

The minutes are attached at Annex A.



## Draft Minutes

**Title of meeting**                    **Worker/NGO Liaison Group**  
**Date**                                    30 November 2015                    **Time**                                    1300  
**Venue**                                    Home Office, London  
**Chair**                                    Linda Dickens                            **Secretary**                            Darren Kristiansen

**Attendees**                            Linda Dickens, Board Member – Chair (LD)  
 Andrew Wallis, Unseen UK (AWa)  
 Andrew Wileman, Salvation Army (AWi)  
 Caroline Robinson, Focus on Labour Exploitation (CR)  
 Diana Holland, Unite (DH)  
 John Powell, Migrant Help (JP)  
 Natalie Yelton, Citizens Advice (NY)  
 Sally Brett, TUC (SB)

Margaret Beels, GLA (MB)  
 Paul Broadbent, GLA (PB)

**Apologies**                            David Gill, USDAW  
 Hannah Reed, TUC  
 Yvonne Hall, Palm Cove Society

1.	<b>Welcome and introductions</b>	<p>The Chair opened the meeting by informing members that the Group had been established to enable the GLA to tap into the worker experience and to identify emerging challenges being experienced by vulnerable and exploited people.</p> <p>It is envisaged that the Group will provide an effective communication channel between the GLA and constituent stakeholders, assisting the Board in carrying out its functions.</p> <p>Membership of the group comprises key partners who represent and engage with the GLA’s target group.</p>
2.	<b>Report from October pre-meeting</b>	<p>The Chair advised members that the GLA had canvassed key partners about their availability to attend a pre-meeting in October. Members of the group CR, SB, AWa and HR, attended the pre-meeting which informed the scope, purpose and focus of this group.</p>

<p>3.</p>	<p><b>Terms of reference</b></p>	<p>The group considered the diagram on page three of the Terms of Reference. The Chair advised members that the GLA had reviewed the structure of its board, which meets on a quarterly basis. The Chair explained that other committees contained within the diagram had been established to support the GLA with delivering its statutory requirements and helping to ensure that it has access to up to date information and intelligence. This group had been established to complement existing structures by ensuring that the GLA can continue to engage and focus on worker/NGO interests.</p> <p>The Chair explained that there is provision also for advisory committees that the GLA may utilise as Task and Finish Groups that assume responsibility for discreet projects.</p> <p>Members of this group may be invited to participate in advisory groups to enable the GLA to consider worker perspectives, worker representative perspectives and to help facilitate the GLA with engaging key partners to deliver objectives.</p> <p>It was acknowledged that a key driver and purpose of this group is to help to identify trends and patterns of exploitation of workers – this will help the GLA and key partners to strategically consider the range of preventative activities that could be developed to address emerging challenges at the earliest opportunity.</p> <p>The Chair invited members to provide comments on the draft TOR. During discussions the following points were made:</p> <ul style="list-style-type: none"> <li>• Members agreed that the views of victims should be fed into this group for consideration.</li> <li>• It was agreed that the erosion of worker’s rights and the Modern Slavery Act should be reflected at point 3 of the TOR.</li> </ul> <p><b>Actions:</b></p> <p><b>1. GLA to update point 3 of the TORs as above.</b></p> <p>The Group considered the operation of the group.</p> <p>During discussions the following points were made:</p> <ul style="list-style-type: none"> <li>• It is important to ensure that the operation of the group reflects wider GLA Board meetings which take place in January, April, July and October.</li> <li>• Meetings will be arranged in London. Members asked the GLA secretariat for this group to consider travel costs when arranging the timing of meetings.</li> <li>• Members were informed that the GLA could not reimburse travel expenses.</li> <li>• It was agreed that meetings should take place 4 times a year and be consistently aligned with GLA Board meetings</li> </ul> <p>Members were encouraged to propose agenda items for the group to consider where such proposals contribute to the strategic development of the GLA, its regulatory approach and/or assist in ensuring its operational effectiveness.</p>
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		<p>Members asked what type of feedback will be provided to the group by the GLA about Board meetings. The GLA advised that Board papers are made available on the GLA website.</p> <p><b>Action:</b></p> <ol style="list-style-type: none"> <li>2. <b>John Powell to consider sharing of Migrant Help trend data.</b></li> <li>3. <b>GLA to amend ToR to reflect discussion.</b></li> </ol>
4.	<b>Membership of the group</b>	<p>The Chair explained that membership of the group has been determined by the need to ensure it reflects GLA priorities. Members were invited to suggest additional members for the group. During discussions the following suggestions were made:</p> <ul style="list-style-type: none"> <li>• That the British Red Cross might be invited onto the group given their work and expertise of working with exploited workers.</li> <li>• Members recognised the importance of ensuring that this group focuses on the worker and victim experience and therefore comprises of partners representing those interests.</li> <li>• It was agreed that there may be merit in the GLA arranging some cross stakeholder group engagement, potentially at the GLA conference.</li> </ul> <p><b>Action:</b></p> <ol style="list-style-type: none"> <li>4. <b>GLA to consider arranging some cross stakeholder group engagement, potentially at the GLA conference.</b></li> </ol>
5.	<b>Labour Market Enforcement update</b>	<p>Members were provided with an update on the Labour Market Enforcement public consultation which concludes on 7 December. The consultation considers:</p> <p>During discussions the following points were made:</p> <ul style="list-style-type: none"> <li>• Whether aggravating factors be included within existing offences rather than create a new offence. It was suggested that stronger penalties for existing laws could be considered instead of creating a new law.</li> <li>• Members raised concerns that the consultation paper does not include a question around the GLA expanding their licensing remit. Group members felt that the consultation appears to be about the GLA enforcing the new law and not enough focus on licensing and the future of licensing.</li> <li>• The Group queried whether the GLA will be expected to take on additional work and powers without being provided with additional resources. Members believe it is important that the GLA has the resources required to deliver future expectations following the consultation exercise, particularly if there is an extension of licensing into other sectors. The Group acknowledged that the GLA was established to respond to exploitation within the food sector.</li> <li>• The group agreed that it would be helpful if the Government's response is published at the earliest opportunity following the consultation exercise concluding.</li> </ul>

6.	<b>Worker exploitation: current data and trends</b>	<p>The Chair explained that this agenda item reflected agreements at the October scoping meeting. It was suggested that the T&amp;S Scheme could be one issue that the group may wish to consider in future.</p> <p>The Chair confirmed current data and trends will be a standing agenda item for the group.</p> <p>The group were provided with an update by the GLA and advised that the GLA's performance and insight report and quarterly CEO report would be circulated for member's information.</p> <p>Members were provided with an overview of current trends, which include:</p> <ul style="list-style-type: none"> <li>• There has been an increase of over 25% on new applications</li> <li>• The GLA has refused or revoked 30 licences</li> <li>• The GLA has identified or assisted 44 victims of trafficking</li> <li>• Identified over £10m potential proceeds of crime.</li> <li>• Trends – food processing, agriculture.</li> <li>• Potential trafficking of Eastern European men – renovation activities in the building sector</li> <li>• Exploitation around warehousing and logistics appears to be increasing</li> </ul> <p><b>Actions:</b></p> <p><b>5. GLA to add current data and trends as a standing agenda item.</b>  <b>6. GLA to distribute the quarterly CEO report and P&amp;I report to members for information.</b></p> <p>Members were also provided with an update on the three issues being considered by the GLA:</p> <ul style="list-style-type: none"> <li>• Travel and subsistence and whether particular cases contravene travel and subsistence regulations.</li> <li>• Work finding fees. It is unlawful to provide work finding fees in the UK but intelligence confirms that it is happening across the EU.</li> <li>• GLA network across EU so can more easily access overseas intelligence.</li> <li>• It was suggested that Unite/TUC may be able to help the GLA engage with EU issues and wider EU engagement through networks and European trade union confederations.</li> <li>• The SA is raising awareness in its 150 life houses across the UK.</li> <li>• CAB had undertaken research on bogus self-employment and established serious cases of worker exploitation, across the food and construction business areas. Individuals that should be considered as PAYE employees were being classified as self-employed. CAB will share research with the group.</li> </ul> <p>It was agreed that a link would be provided to members so that they can easily access GLA posters which raise awareness of potential exploitation amongst vulnerable groups.</p>
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		<p><b>Actions:</b></p> <p>7. <b>Unite to help the GLA engage with EU issues and wider EU engagement.</b></p> <p>8. <b>CAB to share research on bogus self-employment with members.</b></p> <p>9. <b>GLA to provide link to members to access GLA posters.</b></p>
7.	<b>Improving stakeholder (worker/victim) engagement / feedback</b>	<p>The Chair explained that one element of this agenda item would be for workers to understand the role of the GLA. The Chair welcomed ideas from members on how best to improve. During discussions the following points were made:</p> <ul style="list-style-type: none"> <li>• GLA pop up events</li> <li>• Unite has completed a survey which considers pay in England post the AWB. Unite are currently in the process of analysing the survey and will feed the results into this group.</li> <li>• Self-employment has been an issue for UCATT, the construction union, so if there appears to be an emerging trend around self-employment within the building industry it was suggested that there might be merit in the GLA engaging with Unite, GMB and UCATT at an initial meeting.</li> <li>• It was agreed that the GLA would provide some data on trends relating to the use of the GLA exploitation helpline.</li> </ul> <p><b>Actions:</b></p> <p>10. <b>Unite to share the results of the survey with members.</b></p> <p>11. <b>GLA to consider engaging with Unite, GMB and UCATT at an initial meeting.</b></p> <p>12. <b>GLA to provide members with some data on trends relating to the use of the GLA exploitation helpline.</b></p>
8.	<b>Frequency of meetings and identification of key topics</b>	<p>The Chair acknowledged that the frequency of meetings has been considered as part of agenda item 3, the group's Terms of Reference. Members were invited to identify key topics for future meetings.</p>
9.	<b>Any other business</b>	<p>Ten regional GLA Pop-ups are scheduled across the country to improve local dialogue around exploitation. It was agreed that the GLA will circulate further information to members.</p> <p><b>Action:</b></p> <p>13. <b>GLA to circulate information to members regarding the GLA pop-up events.</b></p>

<b>10.</b>	<b>Date of next meeting</b>	It was agreed that the next meeting will be held on 1 March 2016. Timing will be confirmed to reflect members request for meetings to commence no earlier than 11:30am to support a reduction in travel costs for members.  <b>Action:</b>  <b>14. GLA to arrange the next working group meeting which should commence no earlier than 11.30am.</b>
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# Minutes

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**Title of meeting** **Labour Provider and Labour User Liaison Group Meeting**

**Date** 12 November 2015 **Time** 11am

**Venue** GLA, Nottingham

**Chair** Margaret Beels **Secretary** Serena Barton

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**Attendees**

Margaret Beels (MB)	GLA
Paul Broadbent (PB)	GLA
Darryl Dixon (DD)	GLA
Charlotte Woodliffe (CW)	GLA
Janice Tilley (JT)	GLA
Sian Thomas (ST)	Fresh Produce Consortium
Jane Fielden (JF)	Agentis Solutions Ltd
Shayne Tyler (ShT)	Manor Fresh
Julie Giles (JG)	Staffing Group
Fergus Morgan (FM)	2 Sisters Food Group
Jackie Newman (JN)	P D Hook
Rob Orme (RO)	Concordia
Joanne Young (JY)	G I Group
David Camp (DC)	Alliance HR/ ALP
Lorna Bramwell (LB)	Staffing Group
Tom Easson (TE)	Ringlink
Terry Waite (TW)	Vital Recruitment
Jane Bladon (JB)	Staffline
Jerry Camp(JC)	Alliance HR
Andrew Large (AL)	British Poultry Council
Chris Hartfield (CH)	NFU
Kevin McCormick (KM)	KHS Personnel
Gavin Dring (GD)	2 Sisters Food Group
Sharon Klue (SK)	Alliance HR

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**Apologies**

Neil Court (NC)	GLA
David Segust (DS)	First Call Contract Services
Victoria O'Brien (VOB)	REC
Wendy Woolfe (WW)	Lincs FP
Sharon Cross (SC)	GS Marketing
Jon Tugwell (JT)	Fyffes
Sue Johns (SJ)	Butters Group
Cathy Lafferty (CL)	2 Sisters Food Group
Hayley Campbell-Gibbon (HCG)	NFU
Colin Hall (CH)	50 Club
Nigel Jenney (NJ)	Fresh Produce Consortium

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## 1. Introductions

Margaret Beels (MB) welcomed the group

## 2. Declarations of interest

Gavin Dring, Fergus Morgan, Lorna Bramwell, Julie Giles – all licence holders.

## 3. Minutes of previous meeting

The minutes of the previous meeting were agreed.

## 4. Action Schedule

Actions from 9 September 2015

1. *Paul Fearn ("PF") to email the LU/LP Liaison Group to set up a meeting for press officers regarding improving communications - CLOSED*

The first meeting has been held and the group submitted numerous points for discussion. A formal action plan is being drawn up.

- 1.1 *PF to email LU/LP Liaison Group to set up a further meeting - IN PROGRESS*

Further meetings may be held quarterly.

2. *PF to consider issuing the 'Labour Exploitation – Spotting the Signs' booklet to licence holders – CLOSED.*

PF has looked into this and has advised that to send the booklets out by post will cost the GLA approximately £500; therefore the cost is prohibitive. As there is an electronic version of the booklet on the GLA website, the GLA can email the link to labour providers. MB suggested handing the booklets out at the upcoming GLA pop-up events and the GLA conference in March 2016.

**NEW ACTION 1:** GLA Communications Team to email the GLA website link to the booklet to all labour providers.

3. *Liaison group members with the capability to host around 50 people for 2-3 hours to contact Jane Riley to enable the set-up of pop-up meetings - CLOSED*
4. *NC to update website quarterly with investigation trends – CLOSED.* The September compliance update is now on the website.
5. *CW to produce data on size of applicant businesses over the last five years for next meeting - CLOSED.*

CW had reviewed the data showing the trends in applications from 2011 to date for the four different fee bands, but did not see any significant trends. She was asked whether larger labour providers are buying smaller labour providers resulting in fewer licence applications. This inference will be tested at year end.

CW said the GLA has not seen any drop-off in the number of applications received.

MB added that she and PB had attended a meeting with BIS who have a concern that the GLA licensing scheme is a barrier to small businesses. It was suggested that the GLA should share the growth in licence applications trend data with BIS. This will be done.

**NEW ACTION 2:** GLA to share the growth in licence applications trend data with BIS

6. *Sian Roberts (SR) to circulate the finalised Terms of Reference with the draft minutes – CLOSED.*

The Terms of Reference were circulated with the minutes of the last meeting. No comments were received.

7. *SR to circulate Supplier Retailer Protocol for comments with draft minutes – CLOSED.*

The protocol was circulated with the minutes of the last meeting. No comments were received.

8. *CW to consider reissuing Brief 21 to ensure there is no potential for confusion – IN PROGRESS.*

CW explained that GLA Brief 21 deals with the provision of transport and more specifically vehicle insurance. She explained that both she and DD will be looking at all the GLA Briefs and are planning to overhaul and update these. This is a big piece of work and will involve either reissuing the Briefs or adding specific guidance to the new GLA website.

**NEW ACTION 3:** the group was asked to send any ideas for new GLA Briefs or suggestions as to Briefs where an update is pressing, directly to CW.

**NEW ACTION 4:** the group was asked to contact SB if they would like copies of any new GLA Briefs to be issued to them. SB will then add them to the circulation list. Currently only labour providers and GLA Board members are on the circulation list.

## **5. Declaration of urgent business**

None raised.

## **6. Update from Chief Executive**

PB stated that as at the end of July 2015 there had been a 40% increase in new licence applications received by the GLA; this figure is an increase on last year. He explained that the GLA's statutory duty and core business has to be the processing of applications and the inspecting of new businesses followed by compliance

activity and then enforcement activity. He also explained that the higher rate of applications had not led to an increase in the time to process new applications.

PB stated that criminal activity is becoming more persistent and entrepreneurial however there has been a variable response to investigating breaches of the Modern Slavery Act by law enforcement, reflecting a need for training and also prioritisation. Police forces are being made aware by GLA of criminal activity, however, the GLA have to wait for them to process the information passed to them by the Authority before any action can be taken. For the GLA itself its core business, licensing and compliance, has to take precedence.

In regards to modern slavery, PB explained that there are 3 tiers of response:

1. The high risk of human trafficking – the NCA is the primary Authority dealing with this tier;
2. Forced labour/ modern slavery – the Police is the primary Authority and the GLA assist;
3. Unlicensed gangmaster – the GLA is the primary Authority.

PB explained there is now a national threat group which is dedicated to modern slavery. PB is the vice chair of this group and advised the group that he is their voice on that national threat group so any concerns could be raised with him.

PB and MB have been invited to attend the all-party Parliamentary group on Human Trafficking and Modern Slavery which is to be held on 1 December 2015.

PB commented on the current public consultation taking place on the role of the GLA. Concern was expressed on the disappointing response from CBI on their view on the GLA to the immigration public bill committee (i.e. that the GLA licensing is “a failed experiment”). He explained that the British Retail Consortium took a contrary view and will be making strong representations to the CBI comments.

**NEW ACTION 5:** PB to circulate a copy of the comments made by the CBI to the group.

ShT queried the 40% uplift in new licence applications and asked what had changed. JT responded that there appears to be more activity in Scotland. CW stated that at present there are 980 licensees compared with c 950 licences last year. ShT stated that this goes against what industry is experiencing i.e. that there is a shortage of workers. CW suggested that there could be a time lag in what the GLA sees and what industry sees.

ShT queried CBI’s motives in the comments they have made. DC stated that he doesn’t think CBI would have a lot of knowledge on the GLA and that he considers their comments have been led by another party.

MB commented that from her conversation with BIS it was apparent BIS was of the view that large businesses favour regulation as it keeps the smaller businesses out of the sector. She hoped that smaller businesses would respond to the public

consultation on the GLA. FM said that licensing is the only protection labour users have.

There was some discussion regarding whether the GLA investigates the source of overseas labour. JT commented that the GLA has not received an overseas application form some time. CW advised the group that the GLA does ask on its licence application form for details of the nationalities of workers. DD also commented that this is looked at during an inspection.

TE asked how many officers the GLA has in Scotland and whether it is enough? PB replied the GLA has 4 officers in Scotland. Overall GLA does not have as many inspectors as it would like and has to move them around the country to cover the work.

There was discussion around the Channel 4 exposé on the exploitation in the food sector. CH asked what the GLA was doing regarding this. DD explained that the GLA was aware of the situation and was investigating it before Channel 4 got involved. CH asked what the outcome was; DD advised the investigation was still ongoing. PB advised the group that he had been asked to appear on Channel 4 regarding this story but had declined. However the Authority shared what it could with the retailers involved for them to be able to take whatever action they deemed necessary. DC stated the British Retail Consortium is looking at a more standardised way to how industry responds to these types of media stories as there is a desire for a more joined up response. PB advised that the GLA will always share what information it can when it can.

### **7.1 Item for Discussion: GLA engagement with the Insolvency Service**

A query was raised by DC asking how the GLA engages with the Insolvency Service in assessing "fit and proper" in application inspections.

DD stated that a formal agreement with the Insolvency Service was not established but legal gateways are clear. The GLA would like to formalise that relationship. MB gave the following update on this matter:

*"In terms of applications – checks with the Insolvency Service 'Register of Disqualified Directors' is undertaken in respect of prospective PA, all known Directors and Alternative Business Representative. There is a single point of contact for routine intelligence enquiries or outgoing and incoming requests for information. Revocations are notified to all relevant OGD's (including Insolvency Service). There are frequent requests from the Insolvency Service for the GLA to provide evidence from Inspection/revocation activity in support of Insolvency Service proceedings and a number have resulted in lengthy"*

### **7.2 Item for Discussion: Immigration Bill/ public consultation on labour market enforcement**

MB provided an update regarding the Immigration Bill. Government gave a commitment to review the role of the GLA in s55 of the Modern Slavery Act. Separately the Prime Minister has announced the creation of the Labour Market Enforcement Agency ("LMEA"). Currently the Immigration Bill which contains

provisions to create a Director of Labour Market Enforcement is before Parliament. MB stated that the GLA expects amendments to the Immigration Bill however they have no knowledge of them at this time. The Bill is currently at committee stage and is scheduled to finish on 17 November. It will then go to the House of Lords where other provisions may be added to it following the public consultation. PB highlighted the importance of members of the group responding to the consultation.

**NEW ACTION 6:** DC to share the ALP draft response with SB to be shared with the group.

There was a general consensus that the questions posed in the current public consultation were limited regarding the importance of the GLA and the public's view of licensing. However group members were clear that when responding to the consultation they must fit comments into answers to the questions asked otherwise their answers will not be taken into account.

AL asked what the future landscape of the LMEA would be. PB stated that the continuation of Licensing was not a given however overall he is positive about the consultation.

The question of resources had to be viewed in the context of the Public Spending Review. MB informed the group that PB had been asked to submit a paper on what a 25% and a 40% cut in budget would mean and what it would mean if the budget remained the same or if it was increased by 10%. The Chancellor's statement on the spending review is due on 25. MB stated that the GLA will not be able to keep delivering with 25-40% cuts.

### **7.3 Item for Discussion: LU/LP Communications Group**

DD explained that the first meeting of the LU/LP Communications Group has been held. Following issues raised at that meeting the GLA are currently in the process of changing its website.

ShT asked if there was any generalised intelligence in the industry that the LU/LP Liaison Group should be feeding in to the LU/LP Communications Group. PB stated that the Communications Group has not been designed to gather that type of information. MB also stated that any intelligence should be fed through to the GLA Intel Team and not the Communications Group; the Communications Group is for ensuring communications to workers and not for intelligence to be passed to the GLA. MB asked if the Communications Group had any Terms of Reference. DD stated that it did not as yet.

**NEW ACTION 7:** PF together with DD to draft ToR for the Communications Group

**NEW ACTION 8:** A standing item to be added to the agenda for intelligence from the industry to be passed to the GLA

ShT suggested using Kantar Worldpanel for data in the food industry. Kantar Worldpanel is a company which analyses global shopping trends in a variety of areas. However there is a cost to obtain information from them.

#### **7.4 Item for Discussion: GLA pop-up events/ GA conference**

A list of dates and venues were handed out to the Group. MB thanked the group for providing venues.

PB stated that the pop-up events will be local events to discuss local issues. In attendance at the events will be PB, a local officer and a Board member. The events will last for a couple hours each. JF asked who would be invited. PB responded that there would be an open invite anyone the group considered relevant. JB asked if the GLA needed any additional resources in relation to the pop-up events. PB said he would get back to her with ideas.

Both MB and PB explained that the GLA Conference will be open to all. It will be different to last year's Conference in that it will focus on the lifecycle of an investigation. There will be people from every area coming to talk at the Conference e.g. a Barrister, a media expert and others. There will also be breakout sessions so this Conference will be a lot more interactive.

#### **7.5 Item for Discussion: GLA Stakeholder Survey**

CW provided an update on the labour provider surveys. The GLA are trying a different approach for a 3 month period, approaching businesses in the aftermath of contact with the GLA when recollections were fresh; however response rates are still low. The GLA is giving more thought to this and it may be that the Authority has to revert to an annual survey but send this electronically.

JC commented that ideally the survey should be undertaken by an independent third party but this would add to the cost. CW said the GLA is using Survey Monkey however the only real response it has had is for the survey on the Intel Team. The new GLA website will also highlight the surveys and include links to them.

#### **7.6 Item for Discussion: Launch of Worker-Victim Liaison Group**

MB explained that a Worker group used to exist. The idea of the new group is to bring worker representatives and NGOs together to discuss issues affecting workers/ victims. A preliminary discussion had been held and the first formal meeting will be on 30 November.

PB explained that he has been in touch with NGOs to attend and advise and Trade Unions are to attend to give the Group worker's perspectives. The GLA would like to get some processes in place to engage workers before they become victims.

DC asked if the Salvation Army would be taking part; PB confirmed that they are already involved in the Group. DC also asked whether ACAS would be involved; PB advised that Linda Dickens, a GLA Board member who is on the ACAS Board will be Chairing the Group. There were several suggestions from the Group for membership of the Worker/Victim Liaison Group i.e. Integration Lincolnshire (ShT), community groups (FM) and Citizens UK (AL). ShT suggested that there needs to be a link from the Worker/Victim Liaison Group to the LU/LP Liaison Group.

## **7.7 Item for Discussion: Worker Accommodation**

PB explained that he wanted to talk to the group about what the GLA does in regards to accommodation and how the GLA can help the group. CW explained that the GLA regulates the quality of and payment for accommodation through the Licensing Standards. Where the labour provider provides accommodation the GLA can take action however where there is a third party the GLA's hands are tied.

There was some discussion around how the labour provider deals with complaints from workers regarding their accommodation with ShT providing an example of getting involved in this type of complaint only for the worker to then be given notice from the labour provider. JB explained that councils don't have the capacity to investigate complaints regarding accommodation and that Staffline has in the past been in touch with the GLA to establish what they can and can't do.

RO suggested that labour users may have vacant accommodation which can be used to house workers in cases of emergencies.

JY stated that the central problem is the accommodation offset. Labour providers would rather be the landlord and control the accommodation problem but the accommodation offset makes this prohibitive and is therefore not commercially viable. For labour providers to get more involved the accommodation offset needs to change.

JC suggested making the guidance better for industry where the accommodation is provided by the labour provider. He stated that some work was done on accommodation standards last year however this needs more work. There has been some interest from retailers to apply common standards. DC also stated that there is a commercial benefit to encouraging returning workers by offering accommodation but who do the workers tell if the accommodation is not up to standard? The industry is increasingly seeing workers controlled by accommodation.

CW said that there is currently a pilot scheme to licence landlords by Councils which may assist.

## **7.8 Item for Discussion: Invitation to Public Concern at Work (Whistleblowing Charity)**

This was an agenda item raised by DC. PB suggested that this issue should be addressed in the Worker-Victim Group. .

## **7.9 Item for Discussion: LU/LP Liaison Group attendance**

MB asked if the group had the right balance of people. ShT said he didn't think there were sufficient LU representatives. ST said it would be useful to condense what was discussed to feed back to potential members. DC stated that he would like to invite more labour providers.

TW asked the Chair if she thought there was the right balance of people in attendance. PB replied that one or two more labour users could attend to give a wider perspective.

JF suggested emailing condensed information from this Group to other groups.

JN stated that as this was her first meeting she had found the meeting really useful and informative.

ShT stated that the Group has a strong produce representative but not really any representation from other sectors regulated by the GLA.

**NEW ACTION 9:** group members and GLA to promote the LP/LU group to LPs and LUs

## **8. Any Other Business**

### **8.1 Item for discussion: Workplace Exploitation poster**

MB showed the group the new posters which are currently available in English, Polish and Romanian. The GLA said the posters were available in PDF format. There was a request to have the posters translated into Lithuanian. SB stated she would make enquiries to find out if this was a possibility. The Group also asked if the posters were available on the GLA website. It was agreed to add the posters in all three different languages to the website.

**NEW ACTION 10:** SB to find out if the Worker Exploitation posters are available in Lithuanian or if they can be translated.

**NEW ACTION 11:** GLA Communications Team to add the posters in all three languages to the website, if not already there.

### **Worker bank accounts and payment cards**

KM asked the Group if they were aware of workers having difficulties obtaining bank accounts. RO stated this was a regional problem. TW said Lloyds and TSB have both stopped relying on referral letters from the employer. He suggested that using payment cards are cheaper for the worker than payment by cheque which then needs to be cashed at Cash Converters. DC stated that payment cards must be ethical with no financial benefit to the employer. CW stated that the use of payment cards must be entirely optional for the worker with no charges levied by the employer.

### **Travel time**

JC asked if there were any developments regarding travel time. CW stated that the day after the last meeting the European case was decided. It was clear in this that this decision applies to working time and not to pay. Therefore, in regards to NMW there was no apparent impact at this time but she was giving consideration as to how it will impact the GLA assessing working time for the working time regulations.

## **Removal of name from licence revocations list**

DC stated he had had a request from an ALP member regarding spent conviction arrangements. If someone had had their GLA licence revoked many years ago would it be possible to get their name removed from the revocation list on the GLA website?

**NEW ACTION 12:** DD to consider whether this is something the GLA can implement.

### **11. Date of Next Meeting**

The dates of the 2016 LU/LP Liaison Group meetings were provided to the group:

18 February 2016, 11am – Nottingham

12 May 2016, 11am – Nottingham

8 September 2016, 11am - Nottingham

23 November 2016, 11am - Nottingham