



Gangmasters &  
Labour Abuse Authority

# Performance and Insight Report

**Period Covered:  
1 April 2017 to 31 March 2018**

## Contents

1.	Business Plan Targets	4
2.	Intelligence and Information sharing	5
3.	Tasking Process	9
4.	Licensing Process	11
5.	Inspection & Enforcement	13
6.	GLA Website	15

## Glossary

NRM	National Referral Mechanism
OCGM	Organised Crime Group Mapping
PAWR	Pay and Worker Rights helpline
NBCI	New Business Compliance Inspection
CPA	Change of Principal Authority
MG3	National forms report for advice to Crown Prosecution Service

Please note that some of the data contained in this report has been taken from live systems and is therefore subject to minor fluctuations

## Strategic Priorities

- Preventing worker exploitation
- Protecting vulnerable people
- Pursuing those who exploit others for their work either financially, physically and or through coercion and control

## Strategic Objectives

- One Disrupt criminal activity within the labour market
- Two Engage with stakeholders to minimise and manage risk
- Three Support compliant business
- Four Work in partnership to protect workers' rights
- Five Maintain a credible licensing scheme, creating a level playing field and promoting growth
- Six Identify and support victims of labour exploitation

## 1. Delivery Plan – Operational Impact

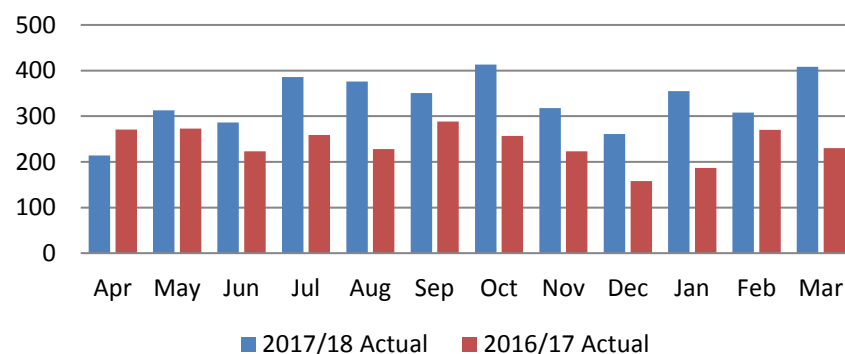
- ❖ KPQ 1 - How comprehensive is the GLAA's understanding of the scale and threat of labour exploitation in the UK?
- ❖ KPQ 2 - How effective is the GLAA's response to the identified threats of labour exploitation and modern slavery?
- ❖ KPQ3 - How effective is the GLAA at working with partners to tackle labour exploitation and modern slavery?
- ❖ KPQ4 - How effective is the GLAA at working with business, labour users and providers to drive up standards, preventing and tackling labour exploitation and modern slavery?
- ❖ KPQ 5 - How effective is the GLAA at managing its resources?

## 2. Intelligence and Information Sharing

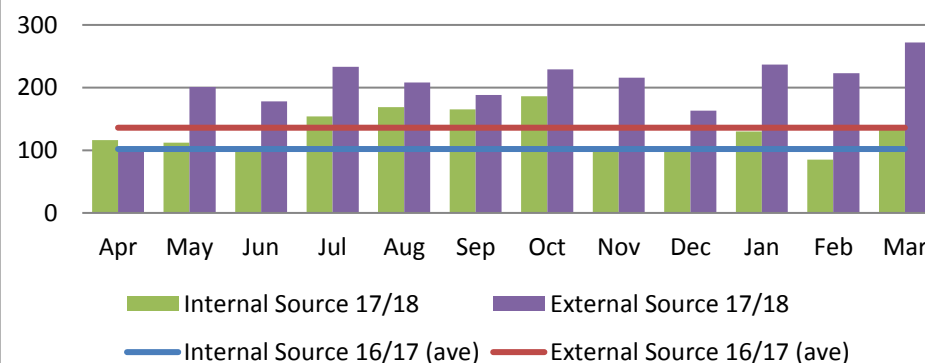
### Key Points:

- Demand increased significantly during the year following the extension of GLAA remit and powers.
- There were 34% more intelligence reports created (+1122).
- 68% of all Intelligence reports created related to matters outside of the GLAA regulated sectors.
- Agriculture, Food Processing and Food Service, Car Washes, Nail Bars, Food Service and Shellfish Gathering are notable sectors.
- Confidential and Industry sources remain strong contributors with Confidential Hotline and Email the most prolific in terms of reporting method.

### Intelligence Reports Created 2017/18



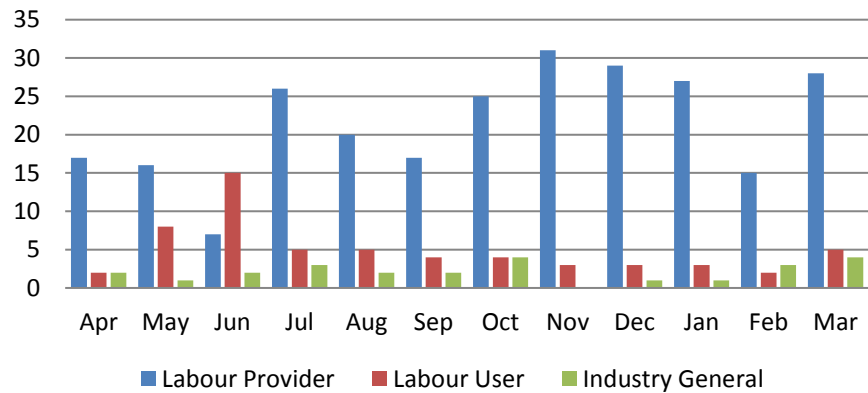
### Intelligence Reports Created - All Sources 2017/18



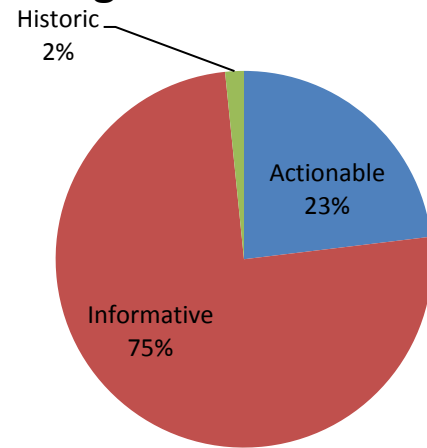
### Explanatory Notes:

- Intelligence 'reports' are individual information 'logs' created on the GLA Intelligence database. The information can relate to any aspect of licensing, compliance or enforcement activity and may contain a single strand or a combination of information that is either **Informative, Actionable** or **Historic**.
- Intelligence reports are generated in response to a variety of circumstances which include information received from external sources (e.g victims, industry sources or partner agencies) and also Internal sources that includes Licensing, Enforcement Officers and Intelligence Unit personnel, This information can be derived from a range of activity including victim/witness contacts, observations during covert or overt compliance/enforcement activity, open source research or detailed analysis.
- Intelligence reports or 'logs' are disseminated to and from partner agencies either as a proactive/dynamic response to events or to inform potential regulatory/compliance activity by that agency; or as part of joint operational activity.

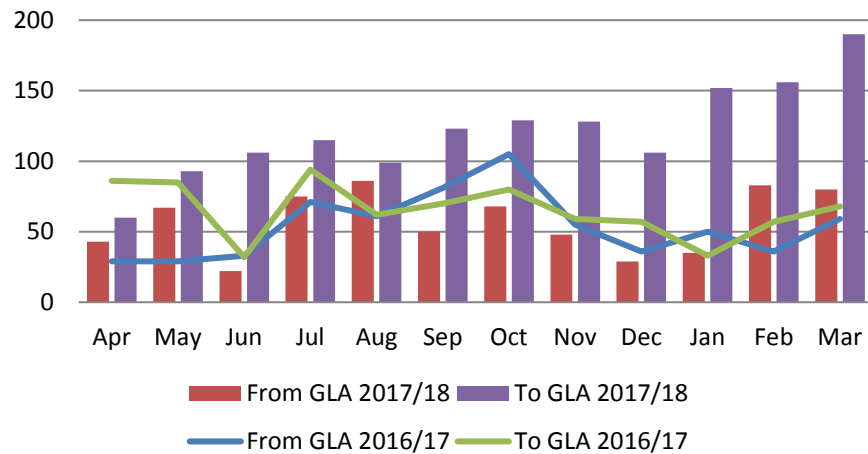
### Intelligence Created Industry Source 2017/18



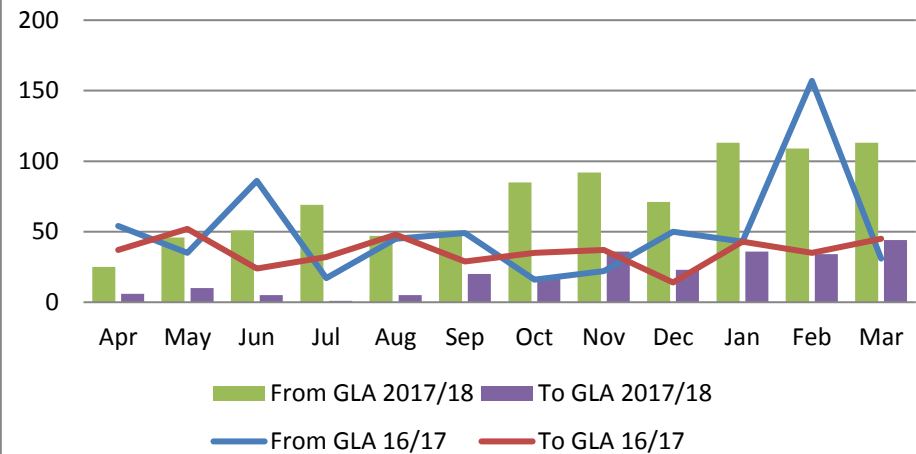
### Intelligence Value 2017/18



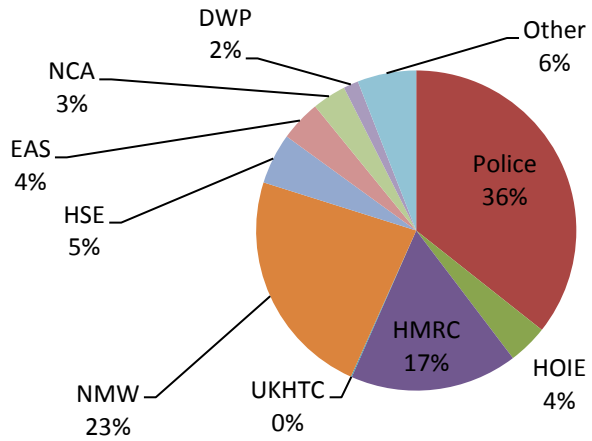
### Intelligence Disseminated to and from Partner Agencies



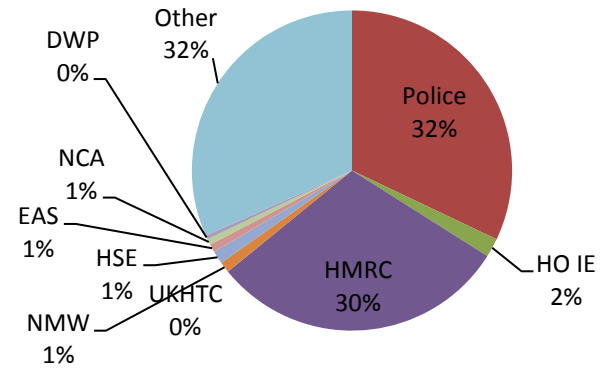
### Requests for Information to & from Partner Agencies



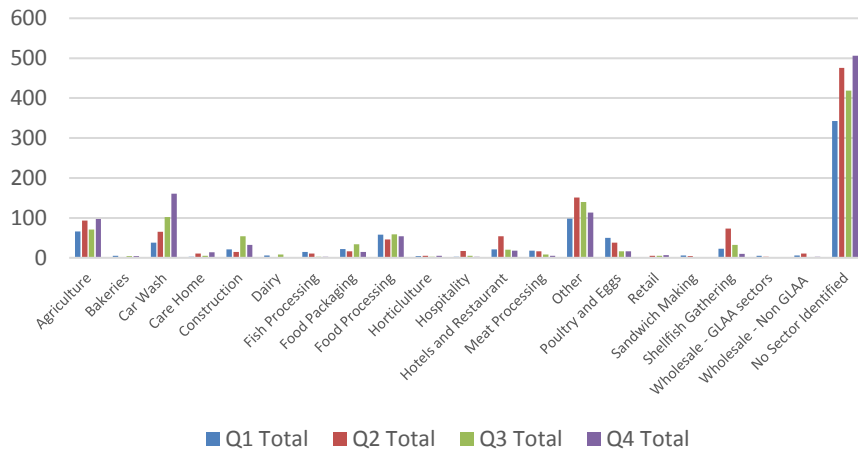
### Intelligence Disseminated from GLAA to Partner Agencies



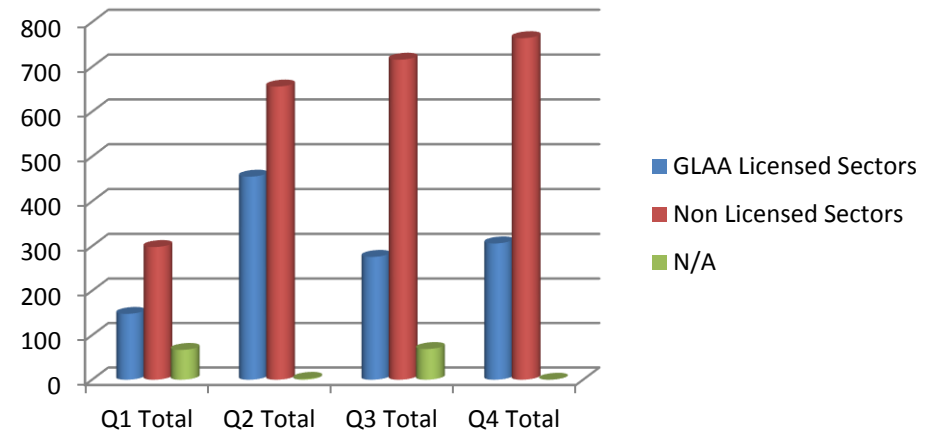
### Intelligence Disseminated to GLAA from Partner Agencies



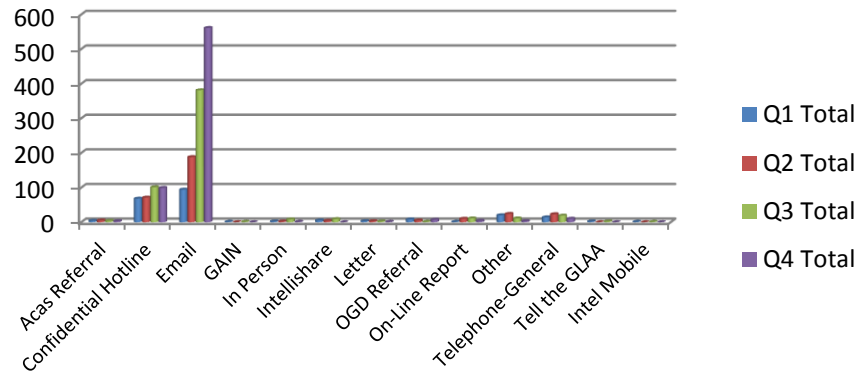
### Intelligence Reports - Sectors



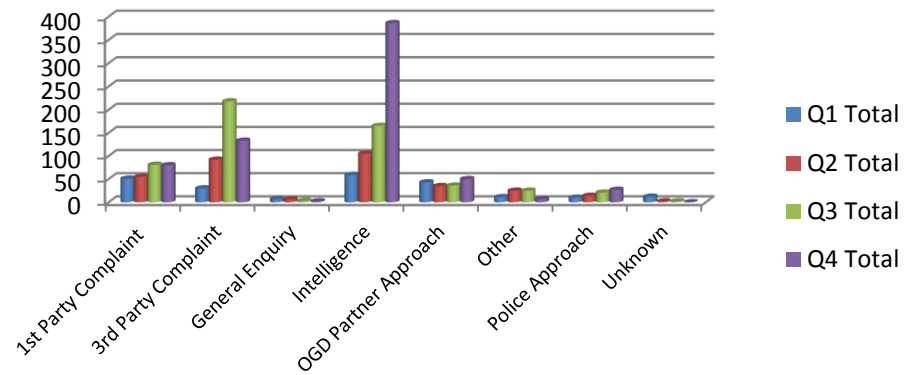
### Intelligence Reports - Sector



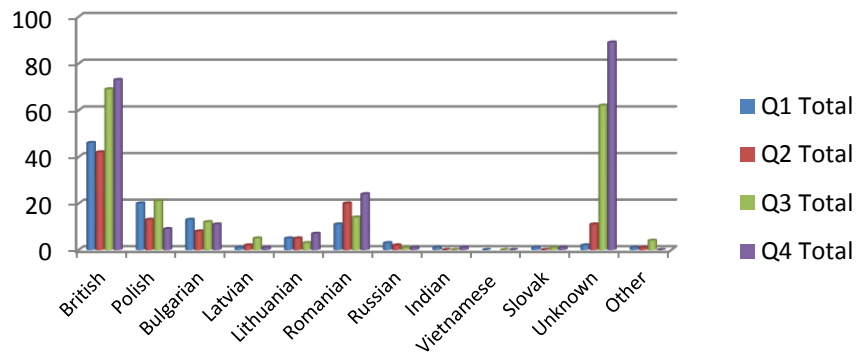
### Referral Method



### Type of Approach



### Victims Nationality



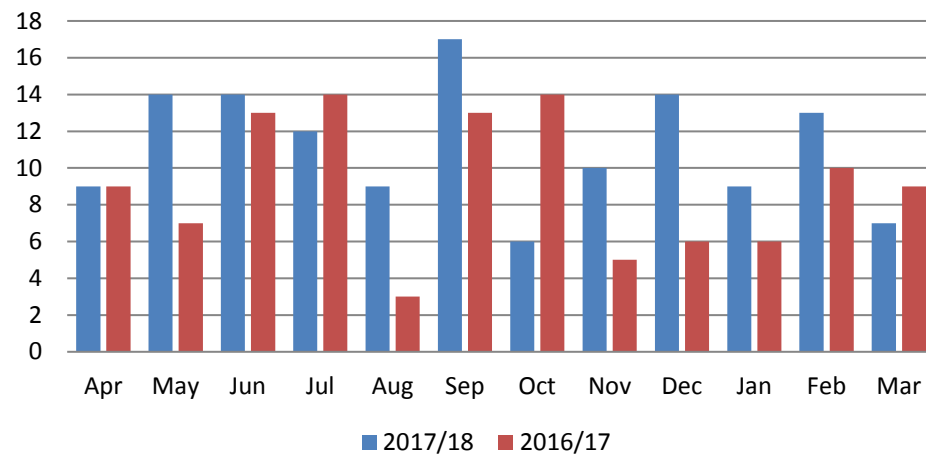


### 3. Tasking Process

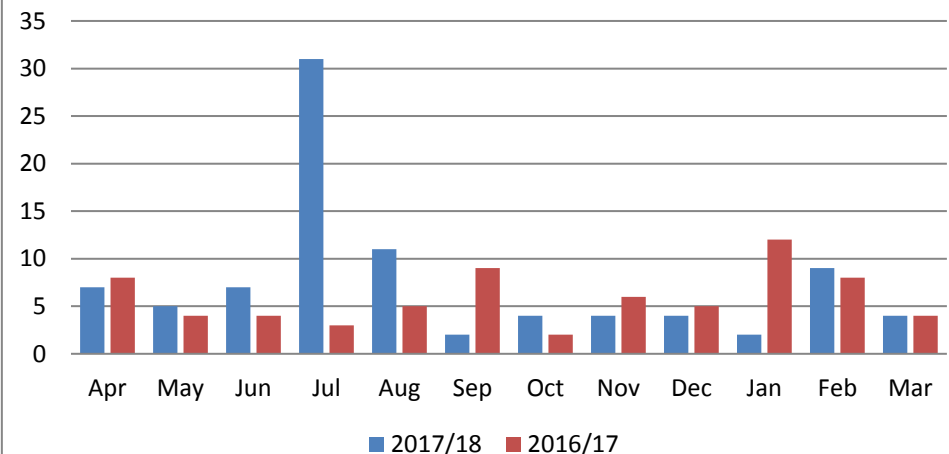
**Key Points:**

- There was a 23% increase in the number of Application inspections conducted (+25)
- Compliance Inspections increased by 28% (+20) – although a number of these related to training of newly recruited personnel
- Enforcement cases increased by 286% (+146), the majority of which were matters outside of the GLAA regulated sectors.
- There have been fewer Tier 1 cases due to demand and resource issues within the Intelligence team earlier in the year. These are now increasing.

**Application Inspections 2017/18**



**Compliance Inspections 2017/18**

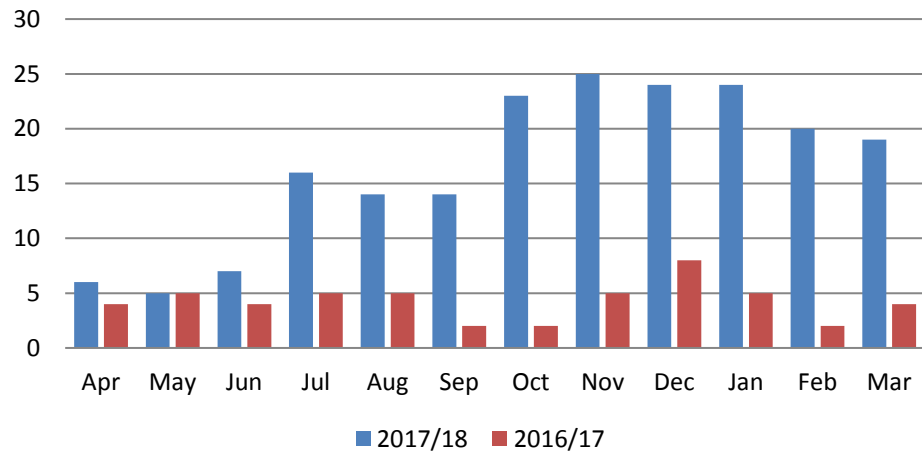


**Explanatory Notes:**

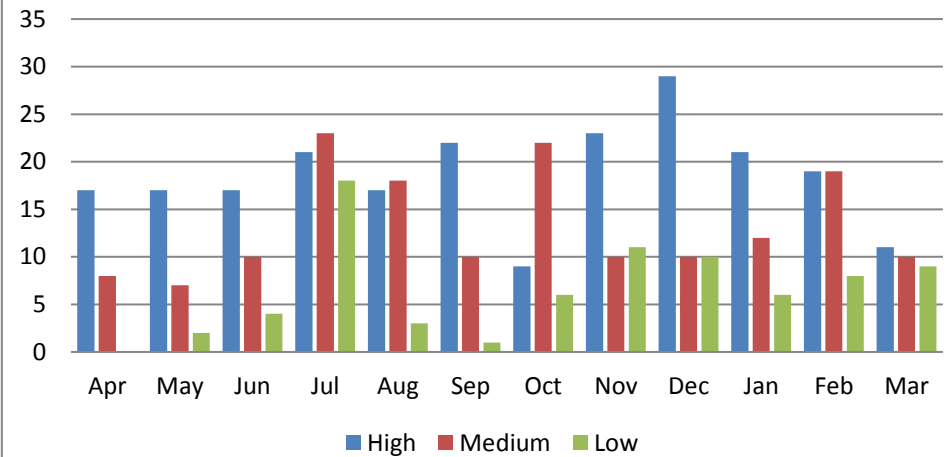
This section deals with the output from the intelligence analysis. All inspection activity is determined according to the intelligence case.

- Application Inspections always attract a high priority so as to minimise the impact and burden on the business. Compliance and Enforcement activity is prioritised following an assessment of the intelligence case taking into account factors that include; severity of allegations, witness availability, reliability of the evidence, partner agency interest/involvement, other aggravating or time critical factors.
- Tier 1 interventions are cases where the Intelligence Unit or Licensing Team have made a direct approach to the labour provider to resolve an issue without the need for formal regulatory intervention or the deployment of inspection resources.

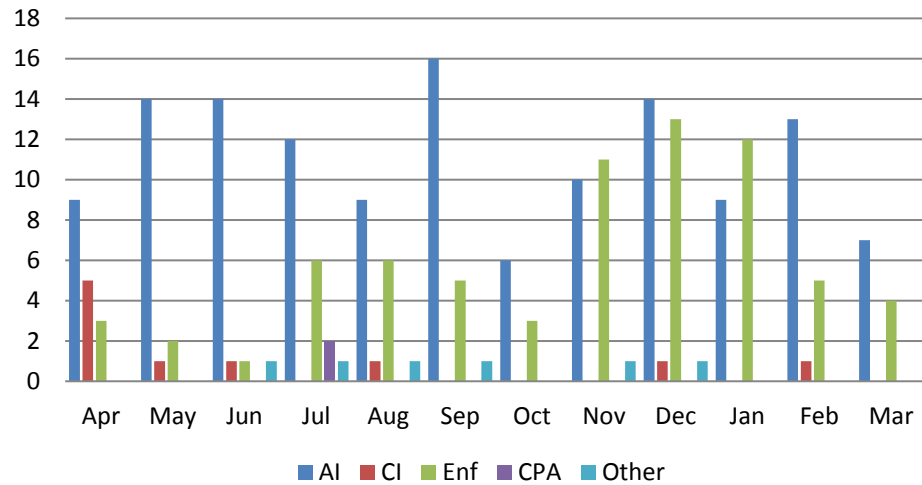
### Enforcement Cases



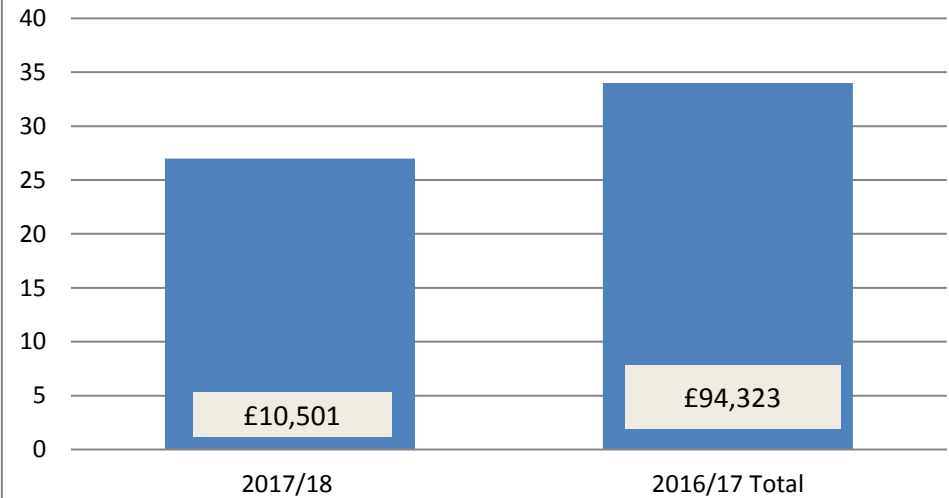
### Tasking by Priority 2017/18



### High Priority Tasking by Category



### Tier 1 Interventions

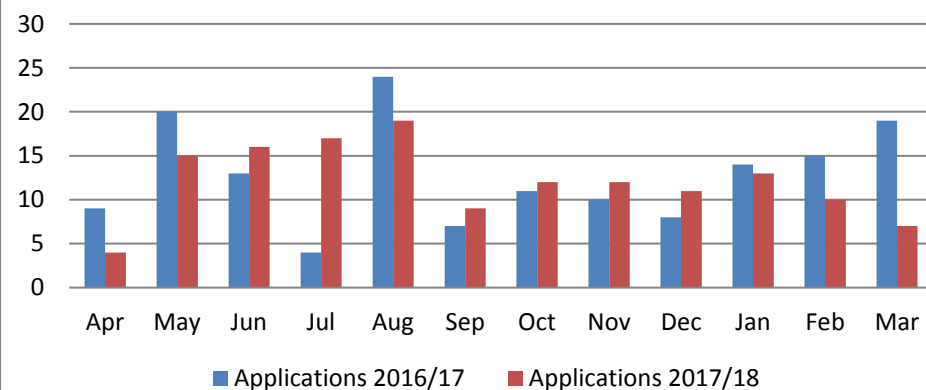


## 4. Licensing Process

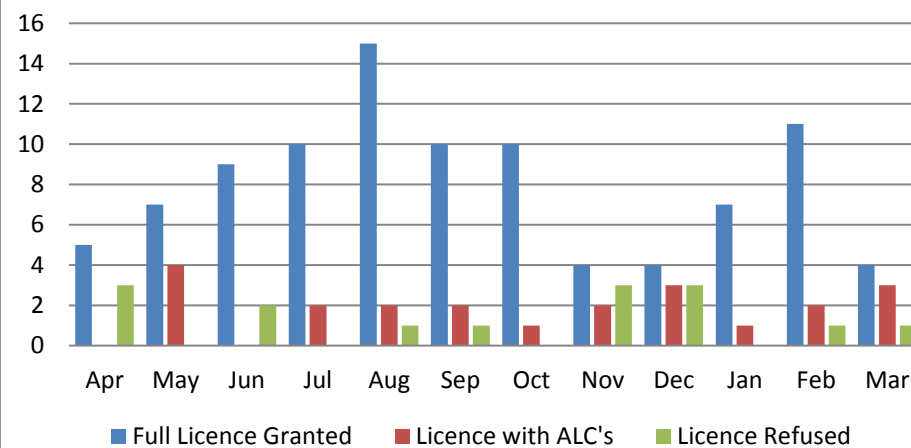
### Key Points:

- Licence applications initiated was -9 on the year (6%)
- Licence application decisions increased by 16 (13.6%). Full licence granted increased from 62% to 72% on the previous year. There were fewer refusals and ALC's
- There were 26 (46%) fewer Licence Compliance decisions. Revocations were the same as previous year the reduction relates to ALC's (-65%)
- OGD check completed within the 10 day target improved substantially in the second half of the year

### Licence Applications Initiated 2017/18



### Licence Application Decision 2017/18

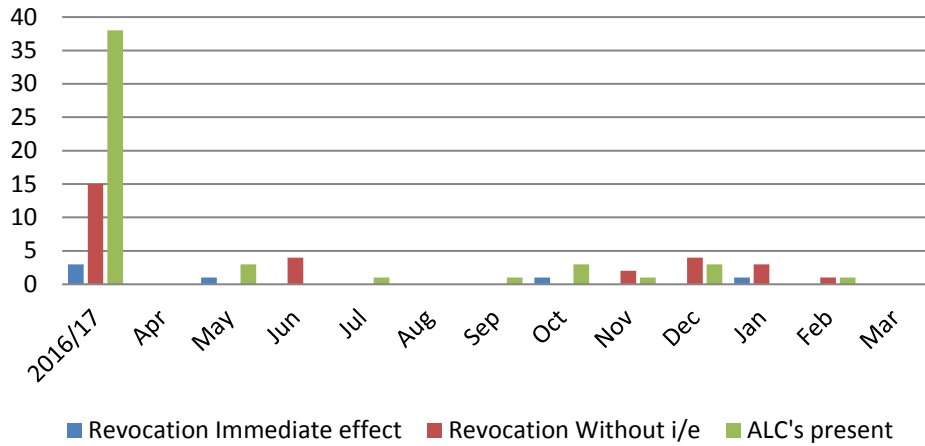


### Explanatory Notes:

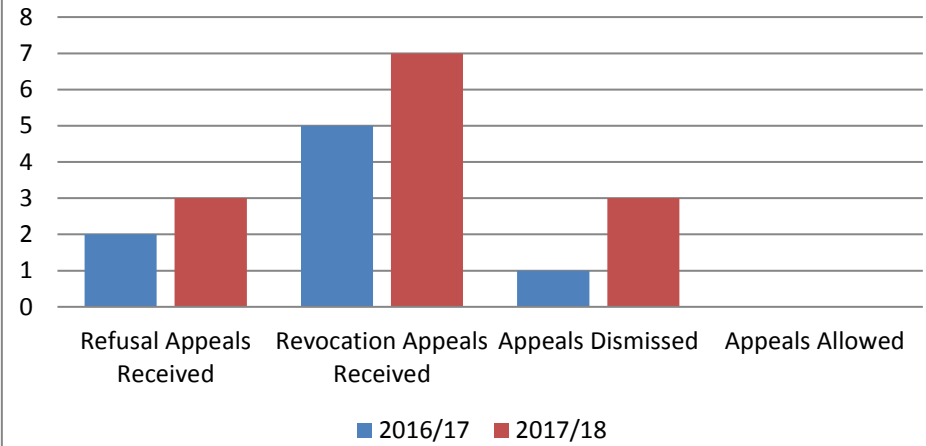
This section deals with the initial licence application and subsequent decision process following inspection activity.

- Licence Applications Initiated is where an initial application for a licence has been submitted – however at that stage payment may not have been made or funds cleared.
- Licence decisions relate to either an 'Application' for a licence, or following a 'Compliance' inspection which is invariably intelligence lead.
- Licence 'Standards Breached' – are the standards accepted by the Licensing Officer as having been breached and on which the licence decision is made. Such decisions are based on the basis of case 'proven' on the balance of probabilities – not on on the basis of the initial allegation.

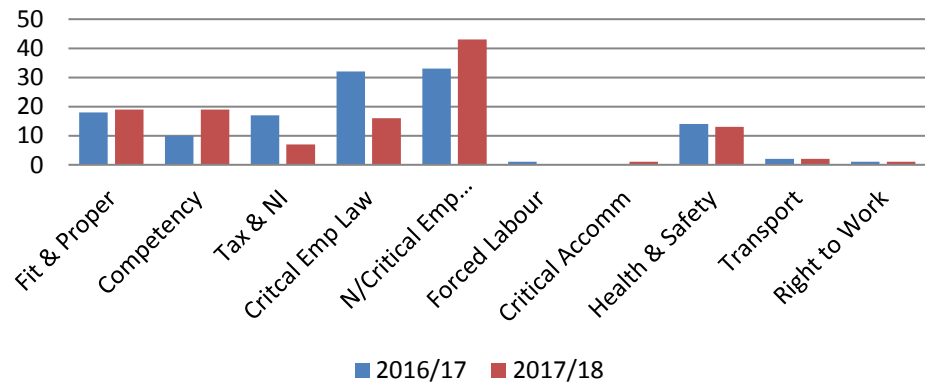
### Licensing Decision - Compliance



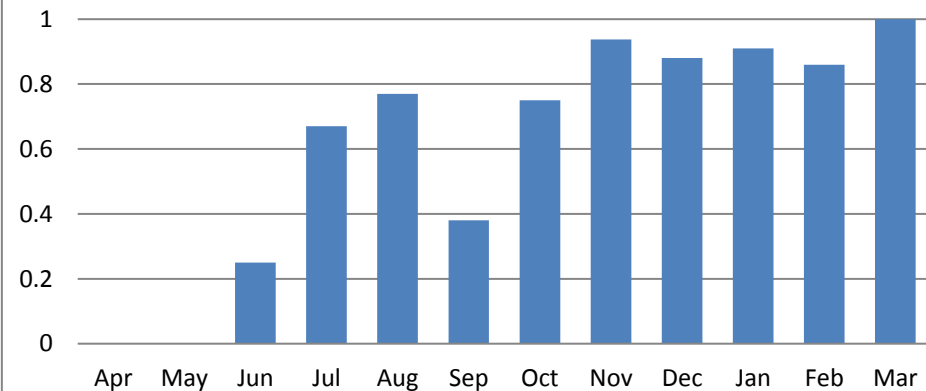
### Licensing Case Appeals - Rolling Total



### Licensing Compliance Standards Breaches



### % of OGD Checks completed within 10 working days

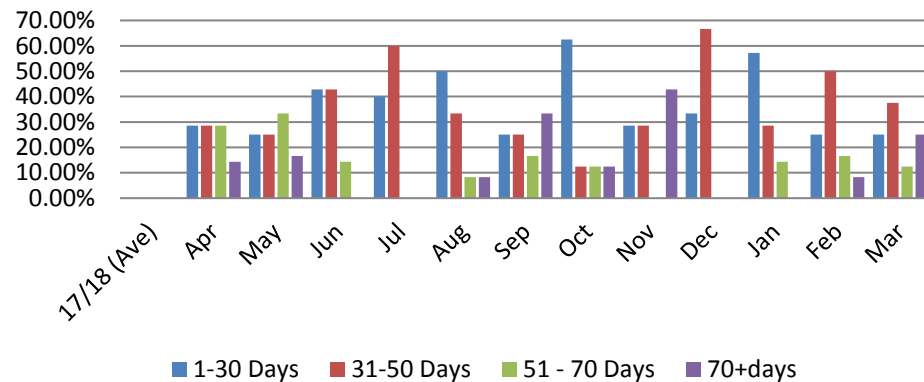


## 5. Inspection & Enforcement

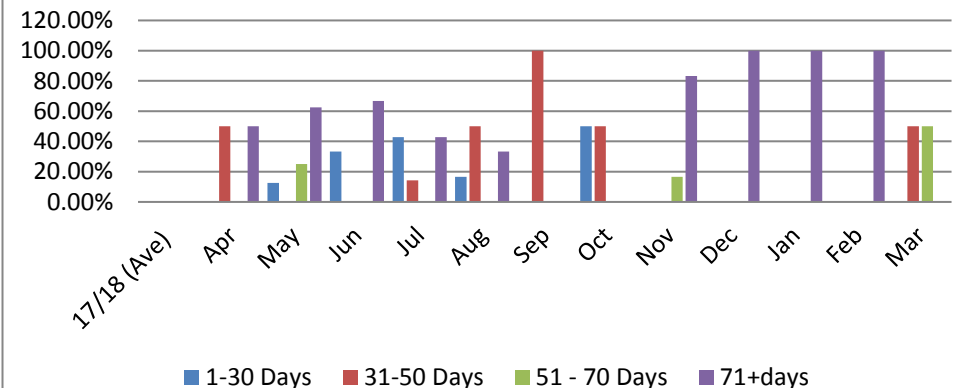
### Key Points:

- The discovery of unlicensed trading will cause the suspension of the AI process in most cases and may therefore adversely affect completion times in those cases.
- Timeliness for the completion times for AI's has fluctuated during the year but remains generally healthy. The discovery of unlicensed trading prior to or during the inspection process can elongate the process.
- CI's have taken longer to complete and particularly in the second half of the year – impacted by some complex investigations and potentially the volume of enforcement cases which have increased substantially.
- 7 Enforcement cases are currently with the CPS for a charging decision – the highest number recorded in the year. There are also a number of cases where the GLAA is working in partnership with the Police and other partners where the prosecution file sits with the partner agency.

### AI - Inspection Timeliness - days to Completion



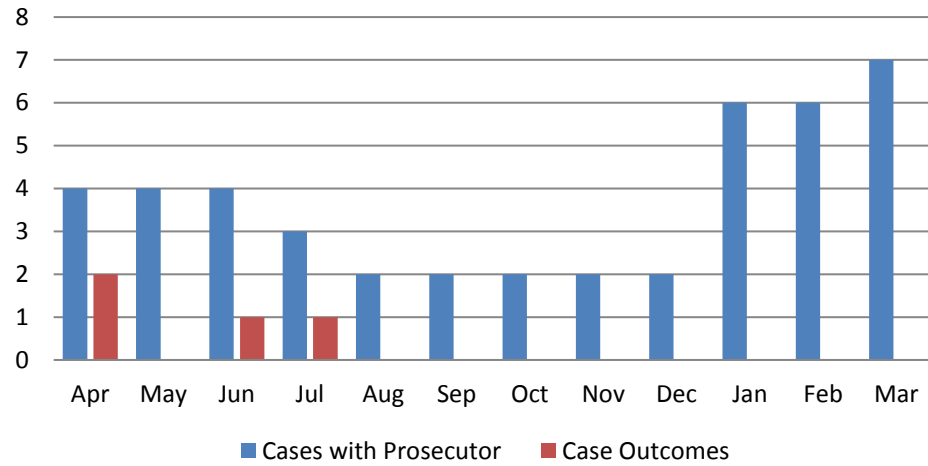
### CI - Inspection Timeliness - Days to Completion



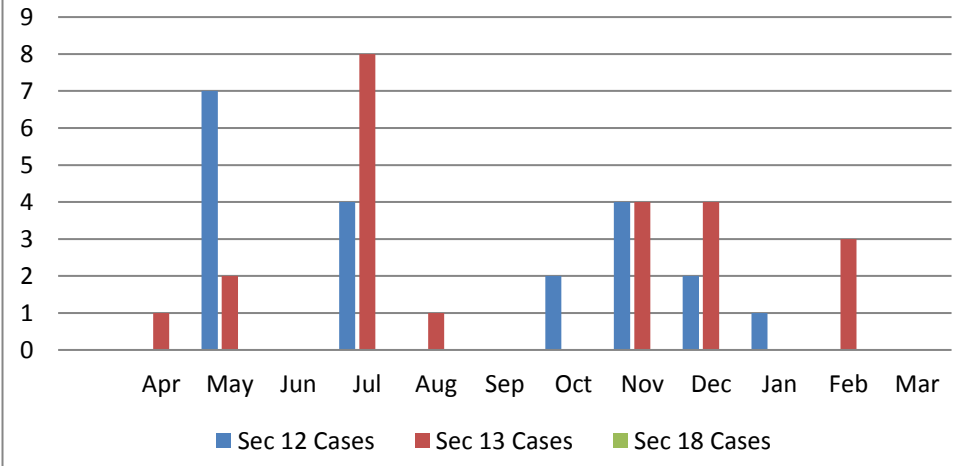
### Explanatory Notes:

- Timeliness of inspections can vary for many reasons and delays may occur during the inspection or licensing decision phase or possibly both.
- Completion times are calculated from the date of 'tasking' to the date the licence decision is made.
- An 'Enforcement Notice' is a document given to a labour provider where ongoing unlicensed supply has been discovered. It is an advisory notice warning the offender of the possible consequences should they continue trading without a licence whilst a decision is made as to prosecution.
- A 'Warning Letter' is issued to a labour provider or labour user where sufficient evidence has been found to prove an offence to the criminal standard but a decision has been made that it is not in the public interest to pursue a prosecution through the courts.

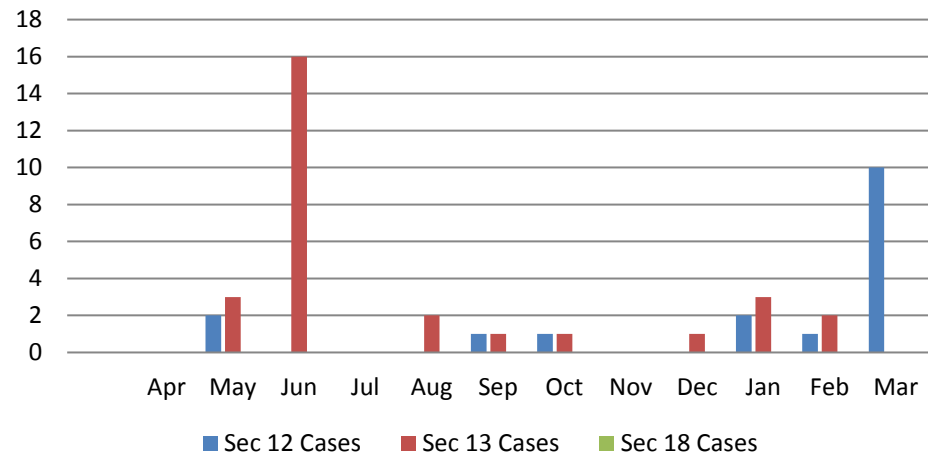
### Criminal Cases in Progress



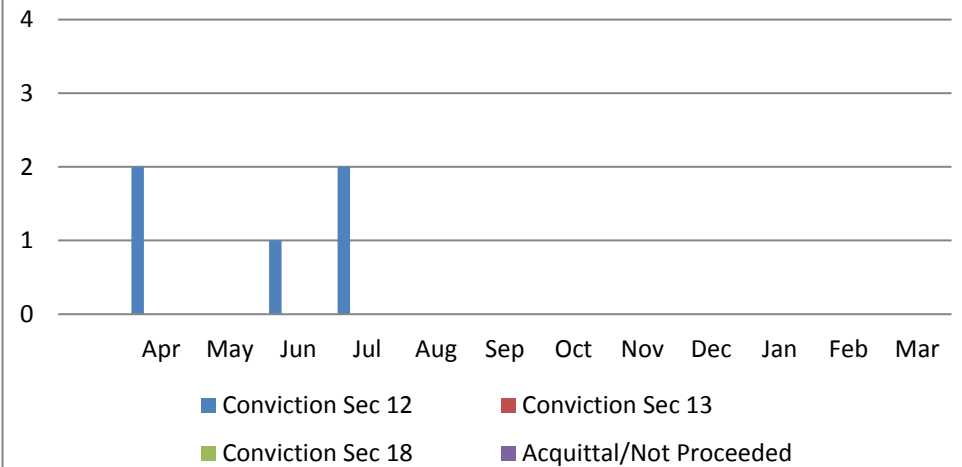
### Warning Letters Issued



### Enforcement Notices Issued



### Criminal Case Outcomes

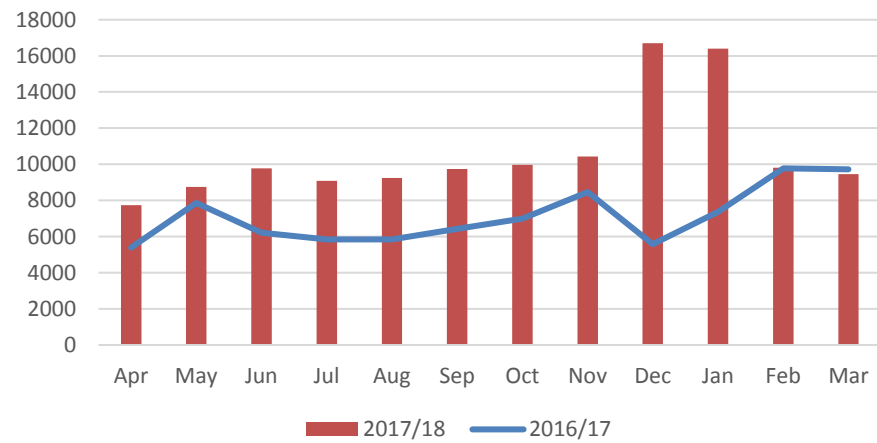


## 6. GLA Website

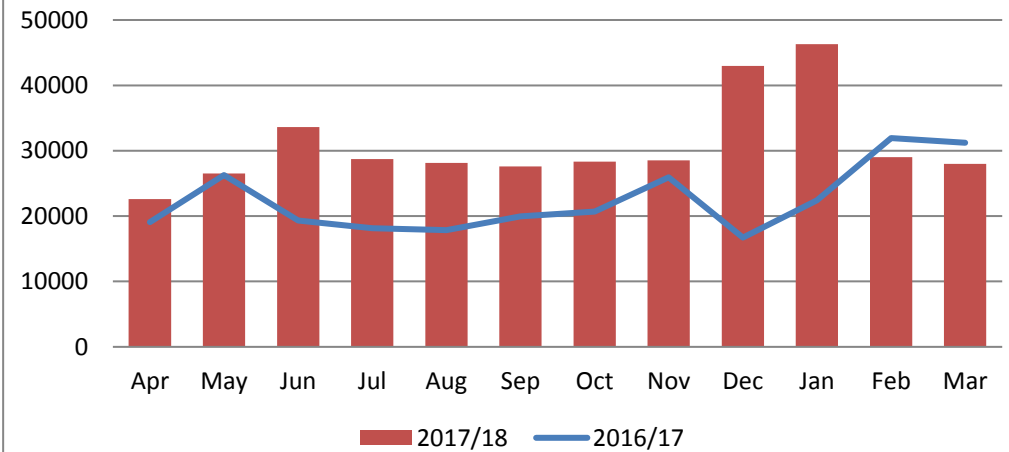
### Key Points:

- Website sessions and page views exceed the numbers recorded at this point last year
- Session - a period of time a user is actively engaged with the website
- Page view - The number of pages viewed - repeat views of a single page are counted
- Users - users that have had at least one session within the selected period - both new and returning

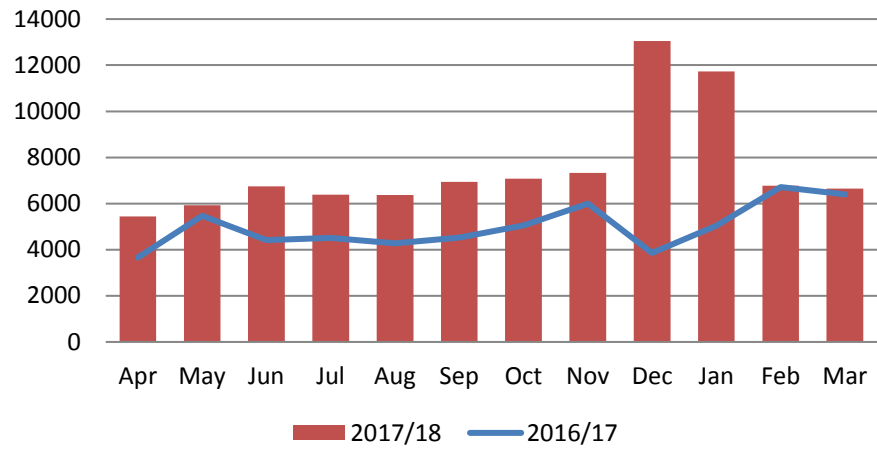
### Website Sessions



### Page Views



### Users



### Top 10 nations visting the GLAA site

