



Gangmasters &
Labour Abuse Authority

GLAA65/14 Stakeholder Engagement

24 July 2019

Board Paper Reference – GLAA65/14 - Stakeholder Engagement

1. Purpose of the Report

1.1 To update the Board on the work of the liaison groups.

2. Recommendation

2.1 The Board is invited to:

- Annex A – Draft minutes of the NGO/Worker Liaison Group meeting held on 4 June 2019.
- Annex B – Draft minutes of the Labour Provider and Labour User Liaison Group Meeting held on 20 June 2019.

Report Author: Jennifer Clarke

Senior Responsible Officer: Darryl Dixon

Annex A

Draft Minutes

Title of meeting **12th meeting of Worker/NGO Liaison Group**
Date 4 June 2019 **Time** 11:00
Venue 2 Marsham Street
Chair Linda Dickens **Secretary** Michael Rich

Attendees Matthew Creagh (MC), TUC
 Stuart Fegan (SF), GMB
 David Gill (DG), USDAW
 Emily Kenway (EK), FLEX
 Nahir de la Silva (NS), Latin American Women’s Rights Service
 Narmi Thiranagama (NT) Unison
 Andrew Wallis (AW), Unseen

 Angela Coleshill (AC), GLAA Board member
 Linda Dickens (LD), GLAA Board member
 Michael Rich (MR), GLAA Chief Executive
 Ian Waterfield (IW), GLAA Head of Operations

Apologies Ake Achi (AA), Right to Work UK Ltd
 Lidia Estevez Picon (LP), The Connection at St Martin’s in the Field.
 Margaret Beels (MB), GLAA Chair

1.	<p>Welcome and Introductions</p> <p>Linda Dickens welcomed attendees to the meeting and introductions were made. Apologies were given for papers going out late.</p>
2.	<p>Apologies</p> <p>Noted as above.</p>
3.	<p>Minutes of the last meeting (7 November 2018)</p> <p>These were agreed as a record of the previous meeting.</p> <p>LD noted a new GLAA Board member started in January – Suzanne McCarthy and that it is planned for Angela Coleshill to take over as chair of this group with effect from the next meeting in September.</p>

4	<p>Matters Arising</p>
(a)	<p>The Matters Arising report was noted.</p>

- **11.1: Union attendees at this meeting to send Katie Taylor (GLAA KT) asap times and dates they are available in early December. KT to undertake Doodle poll and fix a date. DD to circulate original draft protocol seeking views from TU representatives** - MC updated that TU colleagues are meeting first to discuss this and doing some preliminary work including some different options for engaging with TU reps ahead of considering a formal protocol. A meeting for MR and TUC officials is also being arranged. LD and AC indicated that they would be keen to attend

ACTION:

- **12:1 MC to send agenda/proposal ahead of the meeting.**
- **12.2 GLAA & TUC to arrange a meeting for the CEO, also attended by LD and Angela Coleshill diaries permitting.**
- 11.2 DDi to contact PH about spotting the signs of vulnerability and use of the GLAA spotting the signs guidance - an update was provided but this remains open given the issue remains.
- 11.3: DDi to speak to Tim Woodhouse in HO – note circulated by DDi – **item closed.**
- NS asked for an update on AP15 (renumbered AP11.4): Latin American women from Spain recruited for UK university cleaning roles on three-month contracts in poor conditions.
- 11.4 IW to provide update to NS on the above - the GLAA did investigate this but were not able to get actionable intelligence to use for enforcement. However, it has helped inform work underway regarding wider issues in the cleaning/hotel sector. The GLAA is keen to engage partners as this gets underway.

ACTION:

- **12.3 GLAA (IW) to contact LAWRS re the work on hotels and engage with them.** (Flex is also doing research work on migrant workers in hotels).
- For Action Point 16 (renumbered as AP11.5) - BH had requested more information on the technical exclusions promoted by Ringlink, IW read out the advice he had received but agreed, given its complexity to circulate a note.
- 11.5 IW to circulate a note – this is not going ahead **item closed.**
- 1.6 IW to circulate a mock-up of the new performance pack to members to seek confirmation that he is on the right lines with regards to the performance data that will be provided – agenda 04.6.19 **item closed.**
- 11.7: IW to circulate the Textiles Protocol to the group for information.
IW gave an overview of the pilot work in Leicester re textiles. The group discussed the role of immigration enforcement here and the GLAA confirmed its focus on supporting victims first and foremost.
Wider issues were covered regarding the openness of the labour market and the challenge within the city of balancing messages, acknowledging the issues v promoting growth in the economy – **item closed.**

ACTION:

- **12.4 GLAA to provide a fuller update on the pilot at the next meeting, including consideration to drawing on existing research activity.**
- **12.5 GLAA to consider inviting Community TU to the textiles group.**

- 11.8: IW to circulate information on what the national view was on the NRM and law enforcement activity in relation to labour exploitation - unsure regarding the progress, so will need to check with David Camp - action remains open.
- 11.10: GLAA to raise regulation of online recruitment websites at the next ODLME SCG (DD/IW) – an update has been provided by DDi that will be circulated with the minutes.

ACTION:

- **12.6 Circulate response from DDi**
- 11.11: David Dickens (DD) raised a question in relation to taxation. DD to write a note to explain this issue - action remains open.

5a	<p>CEO Report</p> <p>MR noted the written report and gave some overall reflections following his first few months in post. The GLAA Business Plan for 2019-2020 is in one sense ‘business as usual’, with a continuing commitment to the core functions across the labour market; regulating within the licensed sector which continues to form a significant proportion of the information and intelligence received; and building momentum on initiatives aimed at preventing exploitation and the conditions in which it arises. The progress made through the construction protocol was noted as a good example here.</p> <p>The challenging context within which the GLAA delivers was highlighted, in particular the growing demand that arises from increased reporting and economic context, including labour shortages. The support received from partners was welcomed as the organisation faces these challenges and MR drew particular attention to the latest survey of the Association of Labour Providers, whose members continue to be very positive about the value of licensing and the GLAA’s role in delivery of that regime.</p> <p>EK asked about the resources available to the GLAA and MR confirmed that this was a challenge and partner support to make the case would be welcome. There was a discussion regarding the quality of information received and how much of it provided actionable intelligence, including the roles played by businesses, the public and retailers. Liaison with other sources of reporting and referrals is a key area where it was agreed more engagement and feedback would prove valuable.</p> <p>ACTION:</p> <ul style="list-style-type: none"> • 12.7 IW and Unseen to meet to discuss the Modern Slavery Helpline and reviewing the information/questions/ training etc. to see if the quality of information obtained might be improved through GLAA feed-back.
5b	<p>Performance Report</p> <p>IW introduced this by noting the GLAA now has resource in place to help produce and tailor performance reports and invited views on what the group want to see more of here. MC noted that they had already provided some suggestion and are keen to work with the GLAA to shape this.</p> <p>IW gave an overview of the performance headlines and discussion with the group on what this is telling us. There was further discussion as to how the GLAA could do more to share intelligence with TUs who get workers coming to them (e.g. about holiday pay) but TUs often unable to tell whether cases raised by individuals are indicative of wider issues within the particular business or sector.</p>
5c	<p>HMICFRC Inspection - update</p> <p>IW noted the extra powers the GLAA had from 2017 and the inspection regime that came into place accompany those powers. The report from the inspectorate was published in April, giving a positive overall view as well as some areas to work on. The GLAA has developed an action plan that has been approved by the Board which will also hold the organisation to account for delivering that plan.</p>

6.	<p>Single Market Enforcement Body</p> <p>MR updated on the work that continues in preparation for a government consultation on whether to create a single labour market enforcement body. He noted the GLAA has been fully engaged in the process with BEIS (which is leading the work) who are very receptive to input from the organisation.</p> <p>The GLAA Board is open to the concept provided that it can demonstrate it will make a significant positive difference to vulnerable works and avoid simply moving functions around without adding value.</p> <p>MC noted the TUC position is to oppose the proposal for a number of reasons. EK noted FLEX is working on its position.</p> <p>Partners were keen to keep talking and comparing notes on this issue.</p>
7.	<p>Director of Market Enforcement (DLME) Strategy</p> <p>MR gave an overview of the process of strategy development and an indication of the three-main themes in the strategy now submitted for 2019-2020, namely</p> <p>(a) How well do we understand nature/scale of labour exploitation and how well does each body use that understanding to priorities its limited resources.</p> <p>(b) How effectively is each body supporting business to be compliant.</p> <p>(c) How effective is the joint working between the different bodies; particularly when it comes to tackling the more serious cases and carrying out enforcement using the suite of powers available.</p> <p>It is unclear what is happening following the forthcoming stepping down of the current Director, particularly given the forthcoming consultation on a single body.</p>
8	<p>Stakeholder Engagement</p> <p>a) Strategy</p> <p>LD noted the workshop notes from the discussion on this topic at the previous joint meeting. MR updated around the direction taken to the GLAA May Board meeting, including the need to be more targeted and move beyond a communication focused approved to consideration of fuller engagement.</p> <p>LD noted that the Terms of Reference for the group need reviewing annually and that will come to the September meeting. It was important groups representing workers continue to inform deliberations of the GLAA Board through the liaison committee</p> <p>Future meetings - LD also asked for input regarding the future programme for the group as those topics compiled some time ago had now all been covered. It was suggested that social care and textiles could be considered for September or future meetings. Topics would be discussed and agreed at the next meeting.</p> <p>ACTION:</p> <ul style="list-style-type: none"> • 12.8 GLAA to circulate its ‘nature and scale’ report once finalised to help prompt suggestions regarding future agenda items. • 12.9 GLAA to consider the suggested items for the September meeting. • 12.10 ALL to suggest items for future meeting and possible speakers to cover those topics. Send ideas ahead of the September meeting.

9.	Licensing Standards MR noted that there is no update regarding standards as these have been revised, but that the GLAA Business Plan includes a commitment to commence work on fees for licensing given that there is not currently full cost recovery.
----	-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

10.

Worker Exploitation

IW provided a brief overview of the issues emerging from the GLAA's nature and scale of labour exploitation paper ahead of this being published shortly. In most cases there has not been a dramatic shift from the picture set out last year, though the GLAA now has more data available to it and there are some sectors that are featuring more prominently than in previous years.

Colleagues were invited to provide an update on trends and issues.

AW noted that an analysis of the MS Helpline has been carried out and that he would share the report with the group. There has been some work carried out on profiling offenders as well as victims and that the shift to online recruitment has been significant. National Minimum Wage and holiday entitlement are the biggest overall labour issues.

EK outlined the work FLEX is doing on couriers and will share this information. The Immigration White Paper has been another topic recently addressed with a report and briefing published last week, links to which EK would send to the group. She also noted that NCA is keen to use the HO Prevention group to do something re social media. Domestic work is another important area and often overlooked, so there is a real opportunity to bridge the gap and bring intelligence to enforcement bodies.

NdIS noted work being done by LAWRS on domestic work and that domestic servitude is a rising issue, in particular with regard to Brazilian women and linked to sexual exploitation. Hospitality has a new model of hiring for very short term, with accommodation and there is work underway with hotels to try and prevent exploitation here. Prevention work now includes some former victims that are helping to develop communication/awareness raising products that can reach vulnerable women.

SF was keen to understand the links between GLAA and retailers and into the supply chain and there was some discussion about the protocol in place and the value of working more with the TUs as this is revised and updated. Umbrella companies continue to be an issue and sick pay too.

NT noted that pay in the social care sector remains a key issue. Unison was also looking at the Immigration White Paper and concerns about these proposals. It is unclear how the new proposals will deal with the existing labour shortages in the public sector such as health and social care. There is a wider impact of these shortages as they affect the working conditions for workers that are dealing with the shortfall.

AC noted that the Food and Drink Council is also looking at labour shortage impacts in the food sector. There are similar issues to other sectors and an opportunity to share key messages. She also stated it would be important that any new single body looks at the opportunities regarding prevention and builds that into its resource model. She suggested linking with UK Hospitality regarding some of the areas of exploitation that had been discussed.

ACTION:

- **12.11 Colleagues to send GLAA links to reports/information as noted above.**
- **12.12 GLAA to work with TUs re supply chain and big employers/retailers.**

11.	<p>LU/LP Liaison Minutes a) LU/LP 22 November 2018 b) Joint meeting Worker/NGO & LU/LP Liaison Group 14 March 2019</p> <p>LD drew attention to the joint meeting minutes and notes at agenda item 4 as a number of topics discussed were to be covered in subsequent agenda items. Views on the notes and minutes were invited and colleagues noted the joint meeting had worked well and saw value in having those discussions with wider partners. It was noted that there could be more clarity regarding follow up actions and who owns these. It was agreed to continue working on the basis the joint meeting would be convened once a year.</p>
12.	<p>AOB</p> <p>There was no AOB and the meeting closed.</p>
13.	<p>Date of next meeting:</p> <p>25 September 11:00 – 13:30 Conference Room 3a, Home Office, 2 Marsham Street, London SW1 4DF</p>



Annex B

Draft Minutes

Title of meeting	Labour Provider and Labour User Liaison Group Meeting		
Date	20 June 2019	Time	11:00
Venue	GLAA, Nottingham		
Chair	Margaret Beels	Secretary	Angela Tilley Tucker -Feltham

Attendees	LU/LP: Jonathan Mason (JM), AG Thames Jane Bladon (JB), Staffline John Devine David Camp (DC) ALP Sian Thomas (ST), Fresh Produce Consortium Joanne Young (JY) Flex Consultancy Katie Barrett (KB) Mach Recruitment Tania Cummings (TC) Acorn Group Harriet Kenny (HK) Huw Fearnall-Williams (HFW), Nottingham Trent University David Thurley (DT), GI Group Christopher Hartley (CH) REC Sam Zubaidi (SZ), Concordia Ian Clark (IC), Nottingham Trent University John Devine – Response Recruitment Ltd Kevin McCormick (KH) KHS Personnel Tamara Hill (TH) NFU – by teleconference GLAA: Margaret Beels, (MB) GLAA, Chair Michael Rich (MR) GLAA, CE Ian Waterfield (IW) GLAA, Director of Operations Nicola Ray (NR), GLAA, Director of People and Licensing Frank Hanson (FH) GLAA, Policy Officer Martin Jones (MJ) GLAA, Head of Compliance Helen Hall (HH) GLAA, Campaigns and Engagement Officer Angela Tilley Tucker-Feltham (ATFF) GLAA Licensing Assistant
------------------	---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

Apologies

Darryl Dixon GLAA
Charlotte Woodliffe GLAA
Sarah Boparan - Hops Labour Solutions
Sue Johns - Pioneer Foods
Tom Easson - Ringlink
Jon Tugwell - Fyffes
Graeme Sutton - Sutton Recruitment
David Segust - First Call Contract Services
Estera Amesz - AG Recruitment
Doug Amesz - AG Recruitment

	<p>1. Welcome and Introductions:</p> <p>Margaret Beels (Chair) welcomed attendees.</p>
	<p>2. Apologies:</p> <p>See above.</p>
	<p>3. Minutes of the previous meeting:</p> <p>Minutes of the previous meeting held on 22 November 2018 were agreed.</p>
	<p>4. Action Points</p> <p>Group noted Action point 1 and 2 (November 2018) would be updated at meeting by IW</p> <p>Group noted Action point 6 (November 2019) on going agenda item. TH dialled into meeting. New Action Point 1: Feedback requested from TH regarding dial in experience.</p>

5. CEO Quarterly Report

- Chief Executives Report was circulated prior to meeting.
- Her Majesty's Inspectorate of Constabulary and Fire & Rescue (HMICFRS) completed their first inspection of the GLAA in October 2018, the report was published in April 2019. They were satisfied that delegated powers were being used appropriately. Recommendations for improvements had been advised.
- The action plan arising out of the recommendations of the report was noted by the Board at their May meeting.
- An ALP report from their recent survey contains positive endorsements in support of the GLAA.
- In excess of 100 signatures of the Construction Protocol have been received. This is a landmark joint agreement with the construction industry aimed at eradicating modern slavery and labour exploitation from the sector's supply chains.
- MR had attended a Ministerial Round Table meeting regarding the construction protocol and he reported it was a very positive gathering looking at specific protocol which would be used in conjunction with health and safety. Information regarding the protocol is available on the GLAA website

ACTION 2 – link to information on GLAA website item on construction protocol be circulated (Action CW)

- Three year Strategic Plan and Business Plan for 2019-10 are now with the Home Office and will be published when signed off.
- The Business Plan continues to focus on victims, targeting serious breaches of Licensing Standards, all supported by a robust licensing scheme.
- It was hoped that consultation on the Single Labour Market Enforcement Body would be undertaken by Department for Business, Energy and Industry Strategy (BEIS) alongside good work plan consultations. The consultation would also look at the wider steps the government are considering including expansion of the licensing scheme.
- It was suggested that a representative from BEIS was invited to next meeting as part of the consultation.
- The consultation would be for 12 weeks commencing mid – July and could therefore be discussed in September meeting.
- Partnership with Boston College mentioned with a presentation to group later as to how this was undertaken and outcomes.

ACTION 3: - Representative from BEIS to be invited to next meeting. (Action CW)

ACTION 4: - When consultation goes out GLAA to circulate link to group (Action CW)

6. Licensing Fees

NR updated the group. Licensing fees are still being reviewed. An Assistant Management Accountant has been appointed to look at the cost model and whether licensing fees need to be adjusted. It was agreed it would be useful to engage with the group on fees. The possibility of a workshop to be set up in July to look at fees was noted with feedback being given at next meeting in September. Any changes to licensing fees would need a change of legislation.

ACTION 5 – Workshop to be set up to discuss licence fees (Action NR)

The group discussed the possible expansion of the licensing remit also and how the Licensing Standards would apply to the different sectors that could be covered. This was something that would need to be considered in the future if decision made to licence outside current sectors. It was also mentioned that Director of Labour Enforcement, Sir David Metcalfe had said the Authority needs to be moving towards more cost recovery in relation to licensing.

7. Performance and Insight Report (IW)

IW updated the group on the end of year performance report April 2018 to March 2019

- Reported an increase of 21% in licence applications compared to previous year
- Potential investigations had increased by 50%
- 218 Compliance cases and 247 Enforcement cases had been tasked.
- One third of the investigations, although no criminality had been identified other issues had been found.
- Six cases had gone to court resulting in six convictions with ten further cases pending.
- Tier 1 interventions had resulted in 53 workers being assisted without formal intervention mainly involving holiday pay.
- Actionable intelligence had decreased. IW said he was happy to undertake a review with the group to ensure correct questions were being asked to ensure quality of information would be correct and sufficient for intelligence purposes.
- It was said that the lack of actionable intelligence could be down to a “marketing issue” and that the Authority needed to tell people what information we required and be more engaging and communicative in this regard.
- It was also asked if further information could be given regarding comparative statistics with previous years statistics to demonstrate whether there was an increase/decrease in key performance indicators.
- It was requested that in future more narrative could be included in the report.
- It was said it would be helpful for future reference if there was more information available about particular cases with the outcomes and sanctions being given. IW said he would be agreeable to this being undertaken in the future.
- It was mentioned that it was difficult to identify how the Authority has met its strategic plan and business plan and was offering good value for money. In reply it was said that it was acknowledged that the Authority needed to challenge itself to ensure that we gave full account of our performance. The data appears in the Annual Report, but this would not be published till later in the year. However, the group could receive the performance data sooner than this.

Action 6 - GLAA to circulate performance against Key performance questions to the group as soon as it can be made available (Action IW)

8. Compliance Update (MJ)

Group were updated with the following figures for 2018/2019

- Current licence holders - 1008
- Inspections undertaken – 240
Application Inspections undertaken 137
- Compliance inspections undertaken - 41

- Compliance Inspection/Change of Principal Authority - 36
- New Business Inspections – 6
- Enforcement – 12
- Non Standard Operations – 4
- Tier 1 - 4

Breaches of Licensing Standards for 2018/19 were:

Licensing Standard 1.1 Fit and proper - 18
 Licensing Standard 1.2 Principal Authority Competency - 13
 Licensing Standard 1.3 Correcting Additional Licensing Conditions - 6
 Licensing Standard 2.1 PAYE, Ni and VAT – 26
 Licensing Standard 2.2 Paying Wages - 3
 Licensing Standard 6.4 Transport -1
 Licensing Standard 7.1 Fees and Providing Additional Services - 3

Current trends in non-compliance were reported as:

- Agencies not advising the Authority of changes to licence record details as required.
- Lack of understanding of NMW regulations in regard to supplying accommodation and refundable deposits not applied correctly.
- Not informing Authority that they are being investigated by another regulatory body.
- Not putting health and safety advice in assignment details and assuming the client will cover at induction.
- Not keeping records when money is received from workers i.e. uniforms/lockers.
- Having different processes for sector and non-sector workers
- Not paying workers for time spent preparing for work i.e. having to get into PPE.
- Labour Providers reluctant to disclose using umbrella companies.
- Workers not knowing who they are contracted to when companies use micro company schemes.
- Workers not being aware of holiday entitlements and therefore lose out on them.
- Workers who drive colleagues working longer shifts which were not monitored by the Labour Provider.
- Not affording same rights to workers post 12 weeks of being supplied as permanent workers.
- Deposits for PPE being requested and not made clear to workers that deductions would be taken from last pay week if worker left and PPE was not returned.

It was advised that the GLAA website gave updates on latest compliance news including a recent case of a licence refusal that had been appealed but the GLAA's decision was upheld and the licence refused.

DC asked about how the GLAA had decided that 4% of licence holders was the figure it was proportionate to check compliance with?

ACTION 7 – GLAA to advise how 4% figure has been arrived at. (Action IW)

A query was also raised about S13 prosecutions. Why were business not named and shamed if they were issued with Labour Market Enforcement Undertakings (LMEU). In reply IW explained that it was not always in the public interest to pursue prosecution. That if a LMEU had been issued then it was a voluntary agreement to be complied with and it would therefore not be appropriate to name and shame. If they did not comply with the order, then there could be a review and further action taken at that stage. Two

cases of this type had been referred to Crown Prosecution Service and there had been no prosecution only warning notices issued.

9. Apparel and General Merchandise Public and Private Update (IW)

IW updated group which is co-chaired with DC. Meetings had been well attended. There had been an increase in companies signing up and there was a gradual increase in information coming through. It was hoped to roll out the model to other sectors when finalised. However, both IW and DC agreed that there was still more work needed to be done with the aim of the meeting being refreshed. They were going to look at maybe setting up task and finish groups to give some impetus to group.

10. Boston College collaboration (FH)

FH gave presentation. The aim of the collaboration was to engage with students and both teaching and non-teaching staff to raise awareness of issues around exploitation. The project had reached 1500 students. It was hoped the engagement would also lead to opportunities for students to take their learning back to family and community. Support for the project was also given by ACAS, CAB, local employers and the Salvation Army. During the project there had been an Employment Rights and Responsibilities week with particular emphasis on high risk areas such as construction, hospitality and beauty being tailored to those sectors. The students were then tasked with how to raise awareness of Modern Slavery using Arts and Media. The students produced films, art work, photography and poetry. Short films produced by the students were shown to this LP/LU meeting and were well received. The next steps for the project were to send out an evaluation report to all stakeholders. A full report and learning resources will be published and available on the GLAA within the next few weeks.

ACTION 8 – Link for report and learning resources to be circulated to group when report published (Action FH.)

11. Update on construction and supplier/retail protocol (IW)

The construction protocol had generated a lot of interest with over 100 signatures. The Victim profile in this industry reported as mainly male aged 18-30. This group was less likely to report if they were being exploited as it would induce a feeling of shame to do so. The approach is to ensure that workers look after each other and if there are concerns they can be assisted to help report those concerns. The construction protocol is still work in progress, going in a good direction.

12. How can we improve the meeting and agenda

The Chair asked for suggestions or comments as to how meeting could be improved.

- It was mentioned that the meeting was more of a briefing session rather a discussion forum.
- Challenging issues raised do not make it to the agenda.
- There were very few people who put forward agenda items for discussion.
- A wide variety of issues raised do not get addressed.

- How to constructively challenge the GLAA?

Chair advised that the GLAA were accountable to stakeholders and that if the meeting needed to change from its current format then thoughtful consideration would need to be made in consultation as to how the meetings should be conducted in future. The group should be looking at what they wanted to get out the meeting. The group was asked if this should be discussed at a future meeting?

Suggestions covered:

More current information being made available on what to look out for, with other regulatory bodies such as NMW being asked to give updates on current trends.

There should be more focus on raising issues with the GLAA to provide more guidance.

Attendees volunteered that they could be more pro-active and thus supportive of the GLAA mission.

Chair suggested that the agenda start as a blank piece of paper that attendees propose topics to be considered in each meeting.

It was suggested it would be beneficial if case studies and more operational information could be shared. IW said that this could be arranged.

It was also mentioned there were not many labour users attending the meeting; what might make the meeting more relevant to them?

The question was asked – do we need smaller groups to look at particular issues?

Chair invited further comments and thoughts to be sent in to her by end of month.

ACTION POINT 9 – to present case study for information and discussion. (Action IW)

ACTION POINT 10 – to consider and advise of any further suggestions to improve meeting/agenda. (Action ALL)

13. Stakeholder update – Helen Hall

HH gave an overview of stakeholders update. GLAA needed to identify who our key stakeholders are and to deliver what result, and how we engage with them. Software had now been made available to assist with mapping.

There would be a quarterly bulletin issued with first bulletin being issued shortly. There would also be a survey issued for evaluation and review.

She also advised the Communications stakeholder strategy would be completed soon.

ST offered to work with HH.

HH said she would welcome feedback on first bulletin.

AOB

DC reported that the Responsible Recruitment toolkit had been launched in February with 7 supermarkets. Process was still on-going with further announcements to be made over the year.

DC reported ALP survey of effectiveness of GLAA had been very positive with overall over 95% in favour of licensing.

The Chair drew the meeting's attention to the Government consultation on Immigration White Paper. This was a relevant topic for LP/LU, and they should consider responding with her directly or, if appropriate through ALP. The Chair agreed that GLAA would send out a link.

ACTION POINT 11 – GLAA to circulate link for Government consultation for Immigration White Paper (Action CW)

A request was also made for a generic email address for the group as emails were received from different people at different times.

ACTION POINT 12 – To investigate setting up generic email address for group (NR)

Date of Next Meeting 19 September 2019, 11:00 am to 13:00pm at GLAA Offices Apex Court Nottingham