



Gangmasters &  
Labour Abuse Authority

# GLAA66/18 Liaison Group update

**6 November 2019**

# **Board Paper Reference – GLAA66/18 - Liaison Group update**

## **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 note

- Annex A – draft minutes of the Labour User/Labour Provider Liaison Group meeting held on 19 September 2019.
- Annex B – draft minutes of Worker/NGO Liaison Group meeting held on 25 September 2019

## **3. Forthcoming Joint Meetings of Liaison Groups**

3.1 The next joint meeting of the LP/LU and the Worker/NGO Liaison Groups will be on Tuesday, 3 March 2020 at 11am in Nottingham. All Boards members are invited to attend. As in previous years it is intended that there will be workshops sessions which facilitate exchanges of views between members of the two groups. Board members are invited to send their suggestion for workshop topics to [Jennifer.Clarke@gla.gov.uk](mailto:Jennifer.Clarke@gla.gov.uk) by 6 December.

**Report Author: Jennifer Clarke**

**Senior Responsible Officer: Darryl Dixon**

## Annex A

<b>Title of meeting</b>	<b>Labour Provider and Labour User Liaison Group Meeting</b>		
<b>Date</b>	19 September 2019	<b>Time</b>	11:00
<b>Venue</b>	GLAA, Nottingham		
<b>Chair</b>	Margaret Beels	<b>Secretary</b>	Lucy Rich

### Attendees

#### LU/LP:

Jane Bladon (JB), Staffline  
David Camp (DC) ALP  
Sian Thomas (ST), Fresh Produce Consortium  
Joanne Young (JY) Flex Consultancy  
Tania Cummings (TC) Acorn Group  
David Thurley (DT), GI Group  
Christopher Hartley (CH) REC  
Sam Zubaidi (SZ), Concordia  
Ian Clark (IC), Nottingham Trent University  
Kevin McCormick (KH) KHS Personnel  
Sarah Boparan (SB)- Hops Labour Solutions  
David Segust (DS) - First Call Contract Services  
Graeme Sutton (GS) - Sutton Recruitment  
Shayne Tyler (ST) - Fresca  
Andy York (AY) -Tulip Ltd  
Julie Giles (JG) – The Staffing Group  
Amanda Lillis (AL) – The Staffing Group  
Richard Fletcher (RF) - Freshtime  
Sophie George (SG) – BEIS (by telephone)  
Clement Perry (CP) – BEIS (by telephone)

#### GLAA:

Margaret Beels, (MB) GLAA, Chair  
Michael Rich (MR) GLAA, CEO  
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  
Charlotte Woodliffe (CW), Head of Licensing  
Daryl Dixon (DD), Director of Strategy  
Ian Walker (ISW), Head of Intelligence

**Apologies**

Sue Johns - Pioneer Foods  
Estera Amesz - AG Recruitment  
Ian Clark - Nottingham Trent University  
Samantha Adams – Cordant Group  
Jo Drinkell -

	<p><b>Welcome and Introductions:</b></p> <p>Margaret Beels (Chair) welcomed attendees.</p>
	<p><b>Apologies:</b></p> <p>See above.</p>
	<p><b>Minutes of the previous meeting:</b></p> <p>Minutes of the previous meeting held on 20 June 2019 were agreed.</p>
	<p><b>Action Points</b></p> <p><b>Group noted Action point 1 (June 2019) could not be actioned as TH had left NFU and had not provided feedback following the last meeting.</b></p> <p><b>Group noted Action point 5 (June 2019) was an ongoing agenda item. NR will share details and seek feedback once available. ACTION 1: NR to set up a workshop to discuss fee review.</b></p> <p><b>Group noted Action points 6 and 7 (June 2019) to be addressed by IW within meeting.</b></p> <p><b>Ground noted Action point 10 (June 2019) was an ongoing agenda item. ACTION 2: All parties to continue to provide feedback and further suggestions for improvement of the liaison group.</b></p> <p><b>Group noted Action point 12 (June 2019). NR confirmed an email address has been requested to be set up. ACTION 3: Group members will be emailed from new email address once available.</b></p>

## **5. CEO Quarterly Report**

- Chief Executives Report was circulated prior to meeting.
- The GLAA are not looking to expand into providing modern slavery training. However, it would welcome feedback on specific issues with existing providers to consider any guidance which can be given.
- MR confirmed that feedback on course providers can be given in any format and should be sent to DD.
- The potential closure of the Modern Slavery Helpline is a big concern to the GLAA. It is something which will be monitored closely in coming weeks.
- Last week proposals were made for potential changes to the structure of the organisation. Whilst no decisions have been made this will be an unsettling time for many GLAA colleagues. Group are asked to show sensitivity to colleagues who are affected by the proposals.
- Under the proposed changes the role of regulation will continue to be recognised and there is no intention to dilute or pull away from that area of the business.
- MB confirmed that Home Office Ministers have approved the Strategic Plan and Business Plan. This will be published on the GLAA website shortly.

## **6. Single Enforcement Body, BEIS**

- SG gave presentation explaining reasons for SEB consultation and setting out remit.
- Views sought from Group on current system.
- ST felt there was confusion over point of contact. LU often seen authorities as one already.
- DC shared results from recent ALP members survey showing 95% of LPs are in favour of Gangmasters licensing, 84% believe GLAA are doing a good job and 89% believe GLAA have improved conditions for workers. Less positive experience of NMW. EAS do reasonably well with powers they have. However clear that outside of GLAA regulated sectors there is still greater exploitation.
- Group agreed there was insufficient enforcement of Employment Law under the current arrangements.
- Members felt expanding GLAA licensing would be positive and could help create a more level playing field. Group experience was that it is difficult to compete with those involved in aggressive tax avoidance schemes outside of GLAA sectors.
- However, all recognised licensing model would need to be adapted to ensure suitability for increased and different sectors.
- Group encouraged to response to SEB consultation. Deadline is 6 October 2019.

**ACTION 4: Slides from presentation to be circulated to the group (Action CW).**

## **7. Operational update (IW)**

- IW presented the changed performance pack and an update on progress against the business plan.

**ACTION 5: To email updated performance pack to the group (Action IW).**

- There has been an upturn in unpaid holiday pay being recovered without the need for enforcement.
- Whilst there has been a 28% increase in identification of victims, these figures need to be regarded with caution as the increase is around compliance rather than enforcement work which is against the national trajectory.
- There has been a reduction in the use of LMEOs and LMEUs and an increase in the use of warnings and notices. Convictions are also starting to rise.

**ACTION 6: To share outcome of 2 recent cases and consider lessons learnt at next meeting. (Action IW).**

- Continue to see a rise in people signing up to Protocols however this is not reflected in the level of intelligence coming in.
- There has been a drop off in enforcement action required in relation to licensing standards and in the numbers of victims identified
- We have seen a drop off in GLAA referrals to the NRM which is not following the national trajectory.
- Time taken in undertaking inspections is improving and once the information is all gathered licence decision process is quite quick.
- JY raised need to get to the people being exploited as that is where best intelligence will come from.
- FH briefly outlined pilot scheme in Leicester working with De Montford University and Faith leaders.
- Response to the performance pack was positive from Group.
- IW explained position with regards to undocumented workers. First and foremost, the GLAA will regard them as victims. We have no formal role as regards their immigration status. The state can offer protection to people identified as victims in securing leave to remain.

**8. Intelligence (ISW)**

- ISW, Head of Intelligence, gave presentation on intelligence process including how to report it what to report and how GLAA processes information gathered.

**ACTION 7: ISW slides to be circulated to the group with minutes (Action LR)**

- Group agreed there were other agencies to whom reports could be made other than those listed in presentation e.g. ACAS and CAB. ISW confirmed list gave examples rather than seeking to be comprehensive.
- ISW confirmed the stage for reporting to GLAA would differ on a case by case basis and would be a business decision. GLAA always happy to offer guidance.
- DC raised that figures he had obtained suggesting 50% of license holders had not been visited in over 5 years and 1 in 5 had not been seen in over 10 years.
- GLAA acknowledged this was a risk factor.
- IW confirmed it is a focus at the moment. GLAA are looking at the application and compliance processes and assessing risk appetite. Will be a Board strategy discussion in a few weeks.
- DC suggesting piloting with a small sample first.
- Discussion by group around sharing of intelligence.

**ACTION 8: ISW to give some thought to how much intelligence could be shared.**

- JB intends to set up a forum for labour providers to share intel. Emails will be sent out to relevant parties.

**9. Strategy update (DD)**

- Supplier retail protocol has not been rolled out as quickly as anticipated due to redeployment of resources. Further meeting has been arranged with British Retail Consortium in November (date to be confirmed).

- Hospitality is the next area being looked at. However due to limited resources the approach will be more about influencing and encouraging the direction of travel.
- Plan is to progressively increase protocols being rolled out. Needs to be managed in a way to ensure GLAA are not overwhelmed with levels of new intelligence.
- At present Trade Unions do not want to get involved in any protocol due to fears it may constrain their action. Last meeting was 5 August and there are further discussions to follow.
- NGO and worker meeting is planned for next week.
- Due to uncertainties around Brexit difficult to comment at the moment on its likely impact. GLAA are focusing on promoting awareness of EU Settlement Scheme
- GLAA are alive to the increased risks of undocumented workers post Brexit.
- GLAA have responded to consultation on Transparency In the Supply Chain which has now concluded. Could be sometime before outcome known.

**10. Any other business**

- NR explained GLAA are looking into the position regarding micro companies. GLAA attended cross government forum on 18/9/19 on this topic. Feedback will be sought from LP/LU Group once GLAA position formalised.
- CW explained that if LUs are trading with businesses outside of GLAA sector which are using micro companies then GLAA would expect them to undertake sufficient due diligence into the micro companies used. Within the GLAA sector micro companies supplying workers would require individual licence. Cost of that is likely to be prohibitive.
- CW is leaving the organisation as head of licensing today. Group extended their thanks for her for her work in the role and wished her well in her new endeavours.

**ACTION 9: Update to be provided at next meeting on approach to micro-companies. (Action NR).**

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

**Annex B**

**Title of meeting**                      **13<sup>th</sup> meeting of Worker/NGO Liaison Group**  
**Date**                                      **25 September 2019**                      **Time**                                      **11:00**

Paper classification: For Information  
 GLAA 66th Board Meeting 6 November 2019

**Venue** 2 Marsham Street  
**Chair** Angela Coleshill                      **Secretary** Darryl Dixon

**Attendees** Sarah Brown (SB) Stop the Traffik  
 Patrick Burland (PB) International Organisation for Migration  
 David Dickens (DDi) Fishermen’s Union  
 Linda Dickens (LD) GLAA Board member  
 Darryl Dixon (DD) GLAA Director of Strategy  
 Stuart Fegan (SF) GMB (part)  
 David Gill (DG) USDAW (part)  
 Michael Rich (MR) GLAA CEO

**Apologies** Ake Achi, Right2workuk  
 Margaret Beels, GLAA Chair  
 Lisa Barwell, Citizens Advice, South Lincolnshire  
 Brigit Henderson, Unite the Union  
 Narmada Thiranagama, Unison

1	<p><b>Welcome and Introductions</b>          Angela Coleshill opened the meeting and welcomed new members to the group.</p>
2	<p><b>Apologies</b>          Noted as above.</p>
3	<p><b>Minutes of the last meeting</b>          The minutes were agreed as a record of the previous meeting</p>
4	<p><b>Matters Arising</b>  <b>11.2 Brexit &amp; EU settlement</b> - Home Office EU team provided with literature on spotting the signs. <b>Closed</b></p> <p><b>11.10 GLAA to raise regulation of online recruitment websites at the next ODLME SCG</b> for further discussion with ODLME at next SCG, but also forms part of work with Crimestoppers on social media recruitment currently at scoping stage. <b>Ongoing</b></p> <p><b>11.11 D Dickens to raise a question in relation to taxation</b> - no further update on this item (post meeting DDi said it wasn't one on which further guidance can be provided currently). <b>Closed</b></p> <p><b>12.4 GLAA to provide a fuller update on the textiles pilot</b> - there were now 19 signatories to the Textile protocol, but levels of intelligence received remain low. There was positive evidence that workers had used whistleblowing procedures in the companies of signatories, which was demonstration of raised awareness. Leicester City Council had appointed a dedicated Modern slavery contact to assist with work with the industry. A meeting from September was due to be re-scheduled for October, and there was a further meeting planned for December. <b>Closed</b></p> <p><b>12.5 GLAA to consider inviting Community TUC to the textiles group</b> - contact with Matt Creagh to arrange for October or December textile meeting. Very little Union involvement in the sector so far – difficult to be unionised. The GLAA had arranged training in London for enforcement partners to better understand the sector. <b>Closed</b></p>

	<p><b>12.7 Modern Slavery helpline review</b> - advised re current concerns re the viability of the helpline but it was explained that further discussions were due at forthcoming meetings of (a) the data group and (b) the user group. One area of concern was the quality of the information received. SB suggested further work to get enforcement bodies to set out their intelligence requirements. DD referred to the business profiles (see also agenda 7), which provided information for business to consider regarding prevention, and also the questions to ask to improve the quality of information that may then be sent to the GLAA. <b>Closed</b></p> <p><b>11.6 GLAA to circulate a mock-up of the new performance pack</b> - the new performance pack is fully operational and formed the basis of the report (item 5) on GLAA performance. <b>Closed</b></p> <p><b>11.8 To improve knowledge of the national view on NRM</b> - it was agreed to request the attendance of someone from the NRM Competent Authority to provide an update. <b>Ongoing</b></p> <p><b>12.9 Suggested items agenda items</b> - new items for the agenda, covered by inclusion of item on SEB and item 8. <b>Closed</b></p> <p><b>ACTIONS</b></p> <ul style="list-style-type: none"> <li>• <b>AP13.1 Arrange for Ian Walker’s presentation on Intelligence to the LP/LU group on at the next meeting.</b></li> <li>• <b>AP11.8 (new action) Arrange for NRM Competent Authority to attend the next meeting of the group.</b></li> </ul>
5a/ 5b	<p><b>CEO Report /Performance Report</b></p> <ul style="list-style-type: none"> <li>• MR provided the CEO report and performance update</li> <li>• Demand on GLAA continues, and there is therefore a need to ensure that operational activity is closely aligned to high risk cases relevant to our strategic assessment of priority sectors, rather than support to partners.</li> <li>• MR has met with Dame Sara Thornton, the new Independent Anti-Slavery Commissioner, and was due to do so again in the next week to explore the potential for joint work.</li> <li>• MR also met Matthew Taylor, Director of Labour Market Enforcement, who showed an interest in the single enforcement body (SEB), “what works”, and data exchange.</li> <li>• MR advised the group that there was ongoing work on structural proposals for re-organisation that would impact senior management of the GLAA.</li> <li>• An explanation of the number of prosecution cases in the pipeline led DDi to ask whether there were figures on the total number of cases with CPS for exploitation offences. MR advised there was a recent CPS report and we would arrange for a link to the report to be circulated.</li> <li>• It was noted that delays at CPS could also create further pressures on the NRM, Home Office on “leave to remain” decisions, and an inability on affected workers to legally obtain work</li> </ul> <p>IOM asked how old current cases were, DD explained that our new powers had only commenced in May 2017. There was a slow throughput of cases in sectors outside the traditional offences dealt with, but they were not older July 2017.</p> <p><b>ACTIONS</b></p> <ul style="list-style-type: none"> <li>• <b>AP13.2 Views were sought on the content of the pack and how user friendly/informative they found it. Comments to <a href="mailto:ian.waterfield@gla.gov.uk">ian.waterfield@gla.gov.uk</a></b></li> <li>• <b>AP13.3 Circulate link to CPS report.</b></li> </ul>

6	<p><b>Single Market Enforcement Body (SEB)</b> DD presented the BEIS PowerPoint</p> <ul style="list-style-type: none"> <li>• DDi said the SEB should be UK wide as there was a particular fishing problem in Scotland.</li> <li>• LG - FLEX were preparing their response, their concerns were: - <ul style="list-style-type: none"> <li>○ ease of reporting for affected workers</li> <li>○ what effect this could have for illegal working offences</li> <li>○ mainstream a gender focused approach</li> <li>○ avoid issues, and people impacted, getting lost within the system</li> </ul> </li> <li>• DG – TUC were seeking to coordinate all Union views. SB – asked whether there was any clarity on levels of resources that may be available. DD confirmed that this was not clear yet and would depend on whether the consultation would support the creation of a SEB.</li> </ul> <p><b>ACTION</b></p> <ul style="list-style-type: none"> <li>• <b>AP13.4 Circulate BEIS/ SEB presentation.</b></li> </ul>
7	<p><b>Worker exploitation:</b> <b>(a) Current data and trends (b) Ascertaining Workers' views</b> DD referred to the Business Profiles. It was agreed to re-circulate these, and seek views, with the item being included in the agenda for the next meeting.</p> <p><b>ACTION</b></p> <ul style="list-style-type: none"> <li>• <b>AP13.5 Re issue the Business Profiles.</b></li> </ul>

8	<p><b>Getting Views</b></p> <p><b>(a) If licensing was extended what sectors do you think ought to be a priority and why?</b></p> <p>View on candidates for extended licensing were: end to end in the food supply chain, through to the ultimate consumer;  fisheries were considered complex, and it was pointed out that the GLAA had engaged with Dept. of Transport and Marine and Coast Guard Authority over the implementation of ILO188 convention to improve conditions for workers ate see.  DDi said an area that lacked clarity was whether for example NMW applied up to the UK 12mile territorial limit;  PB suggested cleaning and care homes.  It was agreed that cleaning looked like a business model that was a B2B approach similar to those businesses currently licensed and would cover a number of employment agencies (some of these, due to diversification of business) may also already be licensed.  MR advised that the ALP survey results, which were supportive of licensing, had already been fed into BEIS.</p> <p><b>(b) Alternative methods on increasing the reach to workers in at risk sectors – suggestions</b></p> <p>Views on how to improve reach to workers:  LG – use NGOs targeting those for specific communities  Possible use of GPs and NHS.  SB suggested using Facebook “ad credits”, which can be geographically, and age focused. Stop had done this with ads for Lithuanian, Romanian, Albanian, communities. This hit 13k Lithuanians in Boston.  They had also conducted a campaign in Leicester in 2017 and would be keen to follow this up.  LG referred to mobile companies that pushed messages to PAYG customers, and that they had nationality information to use for that purpose.  PB referred to pre-departure orientation, leading to further discussion on the seasonal agriculture scheme</p> <p><b>(c) Products to raise awareness in construction – views on the products and whether the development of similar products for other industries would be beneficial</b></p> <p>Views on the use and adaptability of the worker guidance for construction workers were sought.  Attendees to feedback and item to add to the December agenda.</p> <p><b>ACTIONS</b></p> <ul style="list-style-type: none"> <li>• <b>AP 13.6 provide a NFU contact for PB.</b></li> <li>• <b>AP 13.7 attendees to feedback and to add to December agenda.</b></li> <li>• <b>AP13.8 Paul Coffey to consider PAYG messaging.</b></li> </ul>
9	<p><b>LU/LP Liaison Group minutes</b></p> <p><b>a) LU/LP 20 June 2019</b></p> <p>LP/LU minutes were noted. DD advised that as a meeting was held on 20 September. The next set of minutes might be available to circulate when the minutes of this meeting were issued.</p>
10	<p><b>Any other business</b></p> <p>None.</p>
11	<p><b>Date of next meeting:</b></p> <p>3 December 2019, 11:00 – 13:30  Conference Room 3b, Home Office, 2 Marsham Street, London, SW1 4DF</p>

