



Gangmasters &
Labour Abuse Authority

GLAA68/22 Liaison Group update

29 April 2020

Board Paper Reference – GLAA68/22 - 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

- the draft minutes of the Worker/NGO Liaison group meeting held on 07 January 2020 at Annex A.
- the draft minutes of the joint Labour User/Labour Provider & Worker/NGO liaison group meeting held on 3 March at Annex B.

Report Author: Jennifer Clarke

Senior Responsible Officer: Darryl Dixon

Draft Minutes

Title of meeting	14th meeting of Worker/NGO Liaison Group		
Date	7 January 2020	Time	11:00
Venue	TUC, Congress House, London		
Chair	Angela Coleshill	Secretary	Darryl Dixon

Attendees	<p>Margaret Beels, GLAA Chair Patrick Burland (PB) International Organisation for Migration Nicholas Collins (NC) Home Office Matthew Creagh, TUC Darryl Dixon (DD) GLAA Director of Strategy Lucila Granada (LG) Flex David Gill (DG) USDAW Bridget Henderson (BH) Unite the Union Emily Kenway (EK) Flex Dolores Modern (DM) Latin Women's Rights Michael Rich (MR) GLAA CEO Narmanda Thiranagana (NT), Unison Ian Walker (ISW), GLAA Head of Intelligence</p>
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Apologies	<p>Sarah Brown (SB) Stop the Traffik David Dickens (DDi) Fishermen's Union Linda Dickens (LD) GLAA Board member Stuart Fegan (SF) GMB David Gill (DG) USDAW</p>
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1	<p>Welcome and Introductions</p> <ul style="list-style-type: none"> Angela Coleshill opened the meeting by welcoming group members and Nicholas Collins (HO) to the meeting.
2	<p>Apologies</p> <ul style="list-style-type: none"> Noted as above.
3	<p>Minutes of the last meeting</p> <ul style="list-style-type: none"> The minutes were agreed as a record of the previous meeting.
4	<p>Actions arising from the previous meeting</p> <p>The action points report was noted.</p> <ul style="list-style-type: none"> AP11.08: To improve the knowledge of the nation view on NRM Competing Authority to attend the next meeting. Agenda item 07.01.20 Closed AP13.01 Matters Arising: Arrange for Ian Walker's presentation on Intelligence to the LP/LU September meeting to be given at the December meeting [secretary note December meeting cancelled]. Presentation an agenda item 07.01.20 Closed AP13.02 Closed AP13.03,04,05,06,07 Closed AP13.08 Getting views - Paul Coffey to consider PAYG messaging - options being considered Ongoing.

5	<p>Performance Report</p> <ul style="list-style-type: none"> • Michael Rich provided an update on the Performance Report. • Whilst awaiting future budget details no growth in funding is currently expected. • Resource issues remain, demand on resources continues to increase, which leads to more prioritisation and development of risk appetite to be more selective within available resources. • Views on our priorities of prevention assessment and licensing expansion would be helpful from the group. • The GLAA restructure is ongoing through next month. • It was noted that there is a rise in victims and potential victims of modern slavery identified but NRM referrals are projected to fall • An increase in referrals in the hotel and restaurant sector particularly in last 3 months was reported. • Several court outcomes in key cases are due for Modern Slavery offences but there is a recognised time lag between investigation and prosecution outcomes. • Prevention activity is being assessed in terms of impact through a survey of protocol signatories which the GLAA will provide further information on in due course. • The GLAA are doing work on the Business Plan on the 5 KPQs “so what”. The first response is to go the January Board meeting. Views on our impact will be sought from attendees in due course. • EK raised concerns regarding the seasonal agriculture sector and the use of companies from outside the UK which DD confirmed could be an issue and have greater impacts on GLAA resources. • MC asked why potential victims don’t want to go into the NRM. IW explained there are a number of factors but explained that one was that the workers want to work which puts them off going into the NRM. <p>Action</p> <ol style="list-style-type: none"> 1. Get information on HO and FCO re high risk countries for joint liaison group meetings. 2. Views to provide views on the GLAA’s priorities of prevention assessment and licensing expansion.
6	<p>Single Market Enforcement Body (SEB)</p> <ul style="list-style-type: none"> • Darryl Dixon provided an update on the SEB. • EK referred to Matthew Taylor’s view on the SEB and concern re removing investigation of MS from a futures SEB. • Work is ongoing by BEIS to complete the response to the consultation; further information awaited.
7	<p>Transparency in the Supply Chain (TISC) consultation update</p> <ul style="list-style-type: none"> • Darryl Dixon provided an update on the TISC • Further information is awaited from the HO in relation to the TISC consultation. • Work is ongoing on the likely shape of an enforcement regime which the GLAA has been involved in.
8	<p>GLAA Approach to the Intelligence process</p> <ul style="list-style-type: none"> • Ian Walker gave a PowerPoint presentation on GLAA Intelligence Reporting and Handling. • IW reiterated the impact of increased demand on limited intelligence team resources <p>Action</p> <ol style="list-style-type: none"> 3. Circulate PowerPoint presentation

9	<p>Comments on the GLAA Business Profile</p> <ul style="list-style-type: none"> • PB asked if the GLAA could give more detail on some aspects • Generally found to be useful • Attendees to provide other comments as appropriate.
10	<p>Worker exploitation: (a) Current trends b) Ascertaining Workers' views</p> <ul style="list-style-type: none"> • Issues in social care and short-term visa issues in immigration • View given that HO needed to increase Business Engagement to increase applicants for settled status. • Political certainty due to conservative government means there is unlikely to be any softening of the bills proposed. • EK referred to the Immigration white paper https://www.gov.uk/government/publications/the-uks-future-skills-based-immigration-system and said that there should be efforts to influence sector specific migration schemes and risk of exploitation • Employers might not have support to know how to recruit outside the EU, so they need support from trade associations to assist with recruitment.
11	<p>NRM Competent Authority</p> <ul style="list-style-type: none"> • Nicholas Collins, HO gave an update on the NRM; • Delays due to volumes • 5 days for initial decision • If possible and the decision is likely to be negative, they will go back to the 1st responder to get more information. • If positive, then normally decision in 5 days and then referral to the Salvation Army to take up safe housing. • After 45 days (not on 46th day) a decision should be made on whether there are conclusive grounds. Some victims need a lot of contact and support which could be up to 3-6 months. • If the decision that an individual is not a victim there is no right of appeal, but they can ask for re-consideration or Judicial Review (JR). • NRM haven't lost a JR in 2 years • Where the decision is positive or negative, they look to exit people after the decision. • Support worker will advise on needs on accommodation, financial support (extra £35 on top of asylum allowance if not working or on benefits) and support work for mental health and legal services (new process). • Need to address to each person's case as an individual.
12	<p>Potential joint working initiative with the unions – update</p> <ul style="list-style-type: none"> • DD updated the group on the potential joint working initiative with the unions. Matt Creagh in communication with GMB, UNISON, Unite and USDAW over this matter.
13	<p>Review of Terms of Reference</p> <ul style="list-style-type: none"> • The group reviewed the terms of reference
14	<p>LU/LP Liaison Group minutes a) LU/LP 19 September and 19 November 2019 The LP/LU minutes were noted.</p>

15	<p>Any other business</p> <p>a) GDPR The group were reminded of the need to respond to the email asking for consent for the GLAA to maintain a database which includes name and email addresses for the purpose of sharing information regarding the GLAA Worker/NGO liaison group with group members and within the group.</p> <p>b) Joint Liaison Group meeting The meeting is scheduled to take place on Tuesday, 3 March 2020, Apex Court, Nottingham, NG2 4LA from 11:00 – 15:00.</p> <p>c) 2020 Meeting dates The Worker/NGO Liaison group meetings during 2020 are scheduled to take place at the Home Office from 11:00 -13:30 on the following dates</p> <ul style="list-style-type: none"> • 23 June • 28 September • 01 December
16	<p>Date of next meeting: 3 March 2020, 11:00 – 13:30 Apex Court, Nottingham, NG2 4LA Joint meeting of Worker/NGO /Labour User/Labour Provider Liaison groups</p>

Minutes

Title of meeting	Joint LU/LP Liaison and Worker/NGO Liaison Groups		
Date	5 March 2020	Time	11.00
Venue	GLAA, Nottingham		
Chair	Margaret Beels	Secretary	Serena Barton/ Jennifer Clarke
Attendees	LU/LP and Worker/NGO Andy York, Tulip Ltd Andrew Wallis, Unseen Bridget Henderson, Unite the Union David Camp, Association of Labour Providers David Thurley, Gi Group Huw Fearnall-Williams, Nottingham Trent University Ian Clark, Nottingham Trent University Jane Bladon, Staffline Jonny Young, JZ Flowers Katie Barrett, Mach Recruitment Kevin McCormick, KHS Personnel Kevin Roberts, Association of Labour Providers Lorna Bramwell, The Staffing Group Matthew Creagh, TUC Nikolaus Hammer, University of Leicester Oliver Hansen, University of Nottingham Sam Zubaidi, Concordia Sarah Boparan, Hops Labour Solutions Sian Thomas, Fresh Produce Consortium Tania Cummins, Acorn People GLAA Angela Coleshill, GLAA Board Member Darryl Dixon, Director of Strategy Linda Dickens, GLAA Board Member Margaret Beels, GLAA Chair Martin Jones, Head of Compliance Michael Rich, Chief Executive Nicola Ray, Director of People and Licensing Suzanne McCarthy, GLAA Board Member Samantha Ireland, GLAA Head of Business Change (items 5 - 9)		

Apologies

Alan Owen, Mem Recruitment
Bridget Henderson, Unite
David Gill, USDAW
Diana Holland, Unite
Graeme Sutton, Sutton Recruitment
Janice Hipkiss, GLAA
Julie Giles, The Staffing Group
Gavin Drink, 2 Sisters Food Group
Joanne Young, Flex
Julie Giles, The Staffing Group
Narmada Thiranagama, Unison
Rachel Chambers, NFU
Samantha Adams, Cordant
Sharon McLoughlin

1.	<p>Welcome and introductions</p> <p>Margaret Beels (MB) welcomed attendees from both the LU/LP and Worker/NGO Liaison Groups to the meeting.</p> <p>MB asked for volunteers to help review the design of the new licensing system within the next 2/3 weeks.</p> <p>Action 1 Four to five volunteers required to give feedback on the new licensing system currently under design. Volunteers to contact nicola.ray@gla.gov.uk</p>
2.	<p>GLAA update including performance update and 2020-2021 Business Plan</p> <p>Michael Rich (MR) outlined the organisational performance against the six strategic objectives.</p> <p>1 Identifying and supporting victims There is an increase in the number of victims identified. We are likely to see a fall in the number of workers we refer to the National Referral Mechanism (NRM) though there has also been an increase in the duty to notify numbers. It was noted that the National Referral Mechanism has been refreshed and reworked.</p> <p>2 Maintain a credible licensing system – this is still a critical function in the GLAA. Good progress has been made in reducing timelines although there is still work to be done as part of the two-year journey looking at efficiencies and processes.</p> <p>3 Work in partnership with all stakeholders to protect workers’ rights and prevent labour exploitation.</p>

	<p>The protocols have a growing number of signatories. The organisation is currently looking at developing a protocol in the hospitality sector. GLAA is also taking steps in building prevention into more aspects of its role.</p> <p>4 Disrupt and deter criminal activity within the labour market So far this year the GLAA has led 170 investigations. In addition to this, the GLAA also supported 96 partner agency investigations with other agencies. Outstanding prosecutions with CPS include several relating to modern slavery offences. A revised Control Strategy, giving a new focus and approach to the intelligence received by the GLAA, was approved by the Board in January 2020, has been implemented.</p> <p>5 Develop our people and culture in line with the GLAA’s PROUD* values, ensuring a diverse, resilient and change-ready organisation There has been an organisational restructure within the senior management team which is almost complete and goes live in one months’ time.</p> <ul style="list-style-type: none"> • Nicola Ray has been appointed Head of Regulation • Ian Waterfield has been appointed Head of Enforcement • Darryl Dixon has a new role centred around Single Enforcement Body <p>The work commenced last year on Cultures is continuing.</p> <p>There is no formal position on the 2020-21 budget, the GLAA is planning on the basis that it is “flat cash” compared with 2019-20. It is working to produce a balanced budget. This will have operational consequences. However certain job vacancies held open because of budgetary pressures have recently been released.</p> <p>6 Provide efficient and effective services, sound governance, robust risk management and value for money The Board at its April meeting will be reviewing the Business Plan.</p>
3	<p>Single Enforcement Body (SEB)</p> <p>Darryl Dixon updated the group on the SEB. The consultation ended on 06.10.19. There was a healthy response to the consultation, but the process of review within government has been slowed down by the General Election.</p> <p>Preliminary discussions are taking place regarding what activities should be included at the outset, what should be included in a second phase, what is not included, what would an enforcement /compliance approach look like, prevention/education/guidance. There is also discussion about infrastructure, IT and accommodation.</p> <p>The Employment Bill is likely to be the vehicle to introduce this, a legislative slot has been secured for April.</p> <p>Any questions regarding the SEB should be forwarded to darryl.dixon@gla.gov.uk</p> <p>Questions in response to presentation:</p>

	<p>Chris Hartley commented that he understood the plan was that the Office for the Director of Labour Market Enforcement (ODLME) would play a role in SEB and Matthew Taylor had suggested he would be an intermediary. He asked for comments.</p> <p>DD stated that some work done by the ODLME could fit in with the SEB however he could not comment on Matthew Taylor's role. MR said he saw a key part of MT's role to be thinking about how SEB could work</p> <p>CH asked whether there would be a shadow system between the system in place now and SEB. DD said that GLAA favoured a phased approach that could start ahead of formal launch of SEB.</p> <p>Matthew Creagh – was concerned about any links between SEB and Immigration Enforcement. This would deter workers reporting illegal workers who may be victims of modern slavery who need support lest they are subject to immigration investigation. DD reported that several people are lobbying against such a link. Flex report is soon to be issued shortly on this subject. The GLAA will be retaining its focus looking at the treatment of workers making sure they are not exploited. If they are victimised, they will be referred to the National Referral Mechanism.</p> <p>Kevin Roberts reported that Defra Secretary of State, George Eustice had stated at the NFU conference, that the Home Office and Defra officials are working closely on the seasonal workers scheme.</p>
4	<p>Impact of immigration changes including key trends update form all stakeholders</p> <p>DD asked members of the group to share with GLAA any problems they experience in light of the changes to immigration rules including what that might mean in terms of where workers are recruited from and by whom.</p> <p>Action 2 As above – All.</p>
5	<p>Workshops</p> <ul style="list-style-type: none"> • Compliance Strategy - Is the GLAA approach to compliance inspections fit for purpose? What can we do to improve it? • Protocols - What should the next steps be to improve business's action to identify and prevent exploitative practice? • Developing a worker voice - How can we improve the confidence of workers to come forward and report mistreatment?
7	<p>Feedback from workshops including action plan Workshop 1 – Compliance</p> <ul style="list-style-type: none"> • GLAA provided a commitment to provide a draft outline of a compliance strategy by April 2020 which would be circulated for discussion.

	<ul style="list-style-type: none"> • Recognised there was a need for closer working between the GLAA, labour users and labour providers • The GLAA should share outcomes and lessons learned from compliance work • There was discussion around productivity and how to improve this • SZ said they would prefer an annual inspection. MB said this would potentially come at a cost if it was an option. SZ said they would consider a reasonable cost. CH commented that we would have to consider the impact of SMEs • KMc commented that at present ex-GLAA employees are offering audit services in the industry and suggested the GLAA bring this service in-house. <p>Workshop 2 – Protocols</p> <ul style="list-style-type: none"> • There was discussion around who should be taking the ‘next steps’ and trying to find ways of getting businesses to take action • There was a suggestion that the retail protocol could be revitalised. It was felt that the protocols needed to be kept alive, not – ‘tick/done’. • The Retailer protocol needed updating, revitalising. • The GLAA could share any lessons learned from existing protocols across sectors not necessarily through more protocols. Self-regulatory tools might be developed from the examples of good practice in protocol businesses; might include online check lists • Identify which businesses are not signatories to protocols, who are not in their trade association, industry body etc. as these are thought to be more likely to be undercutting ethical business. • The GLAA should make more use of its stakeholders. <p>Workshop 3 – Worker Voice</p> <ul style="list-style-type: none"> • Suggestion to reach out to faith groups. We need to understand how we can reach out to them • We need to build community awareness • We need to understand the risks for someone coming forward and provide a safety net • It was highlighted that we should not underestimate the impact of the changes in immigration laws • Matthew Creagh spoke about the need for a digital campaign, maybe an app, and maybe publishing some simple cards and getting them into the community. <p>Action 3 GLAA (MR) to prepare an action plan on the matters arising from the workshops.</p>
8.	<p>Reflections on future engagement</p> <p>The consensus was that the workshops were a positive feature to encourage conversation. However, some felt they would have like to move around all the workshops to take part in all discussions and that it was a key opportunity for networking.</p>

	<p>GV suggested the event could held in other locations in future to encourage more attendance. MB said we could contact those that did not attend to find out why they were unable/ unwilling to attend in order to plan future events.</p> <p>DC said there was a limited group of labour users and labour providers in Nottingham so maybe we could use other mediums in future.</p> <p>SB suggested holding the event digitally via Skype, webinar or webcasting.</p> <p>Action 4 GLAA to explore the options for future meetings.</p>
<p>9.</p>	<p>Any other business</p> <p>i) Modern Slavery Unit/Foreign & Commonwealth internal strategy DD gave an update on the priority countries that the Home Office & Foreign Commonwealth Office have greatest links with at the moment which the GLAA will have regard to in post Brexit staff requirements for workers from abroad. This discharges an action point from the Worker/NGO liaison group meeting held on 07.01.20.</p>

Details of next meetings:

Worker/NGO Liaison Group
23 June 2020 11:00 at Home Office, 2 Marsham Street, London

LU/LP Liaison Group
16 June 2020 11:00 Apex Court, City Link, Nottingham