



Gangmasters &
Labour Abuse Authority

GLAA67/19 Liaison Group update

22 January 2020

Board Paper Reference – GLAA67/19 - 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 Labour User/Labour Provider Liaison group meeting held on 19 November 2019 at Annex A
- the agenda for the Worker/NGO Liaison group meeting held on 07 January 2020 at Annex B.

3. Liaison group meetings

3.1 Board members are invited to note the 2020 meetings

Joint Worker/NGO liaison group 3 March, 11:00 – Apex Court, Nottingham

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

- 23 June
- 28 September
- 01 December

Labour User/Labour Provider group meetings during 2020 are scheduled to take place at Apex Court, Nottingham 11:00 – 13:00 on the following dates

- 16 June
- 16 September
- 26 November

Report Author: Jennifer Clarke

Senior Responsible Officer: Darryl Dixon

Annex A

Minutes

Title of meeting	Labour Provider and Labour User Liaison Group Meeting		
Date	19 November 2019	Time	11:00
Venue	GLAA, Nottingham		
Chair	Margaret Beels	Secretary	Lucy Rich
Attendees	LU/LP: Jane Bladon (JB), Staffline David Camp (DC) ALP David Thurley (DT), GI Group Christopher Hartley (CH) REC Kevin McCormick (KH) KHS Personnel Graeme Sutton (GS) - Sutton Recruitment Andy York (AY) -Tulip Ltd Julie Giles (JG) – The Staffing Group Richard Fletcher (RF) - Freshtime Siobhan Marsh (SM) John Tugwell (JT) Linsey Buckley (LB) Huw Fearnall-Williams Colin Groves GLAA: Margaret Beels, (MB) GLAA, Chair Michael Rich (MR) GLAA, CEO Nicola Ray (NR), GLAA, Director of People and Licensing Frank Hanson (FH) GLAA, Policy Officer Martin Jones (MJ) GLAA, Head of Compliance Daryl Dixon (DD), Director of Strategy Tom Frost, Apologies Sian Thomas , Fresh Produce Consortium Joanne Young Flex Consultancy Tania Cummings Acorn Group Sam Zubaidi, Concordia Sarah Boparan - Hops Labour Solutions David Segust - First Call Contract Services Shayne Tyler- Fresca Amanda Lillis – The Staffing Group Samantha Adams – Cordant Group Ian Clark – Nottingham Trent University Sue Johns - Pioneer Foods Rachel Chambers Elizabeth Williams Stephanie Maurel John Devine Ian Waterfield (IW) GLAA, Director of Operations		

	<p>1. Welcome and Introductions:</p> <p>Margaret Beels (Chair) welcomed attendees. Explained that in a pre-election period there were limitations on the information that could be shared.</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 19 September 2019 were agreed.</p>
	<p>4. Action Points</p> <p>Group noted Action point 1 (September 2019) was ongoing. NR will update the group when possible. Remains open</p> <p>Group noted Action point 2 (September 2019) was an ongoing agenda item. All members of the group invited to provide feedback and further suggestions for improvement. ACTION POINT 2: All to provide feedback and further suggestions for improvement.</p> <p>Group noted Action point 5 (September 2019) Closed with Action from this meeting to circulate current pack instead</p> <p>Group noted Action point 6 (September 2019) MB provided update on behalf of IW Work was progressing. ACTION POINT 6: IW will circulate response to key performance questions in next couple of weeks.</p> <p>Group noted Action point 6a (September 2019) GLAA is unable to share outcome of convictions as sentencing is awaited in January/February 2020. ACTION POINT 6a: IW to share outcome of 2 recent cases at next meeting.</p> <p>Group noted Action point 7 (September 2019) MB provided update on behalf of IW. GLAA have never set a percentage as far as CIs are concerned. We inspect on the basis of intelligence and information provided. We are working through a revised approach to inspection activity which can be discussed at the next meeting. ACTION POINT 7: IW to share revised approach to inspection activity at the next meeting.</p> <p>Group noted Action point 8 (September 2019) – ISW to give some thought to how much intelligence can be shared. Remains open: ISW is continuing to give consideration to the sharing of intelligence and will report back to the group when possible.</p> <p>Group noted Action point 9 (September 2019) NR provided an update on the GLAA approach to micro companies however there has been no further update from the cross-government forum on the approach to such models. ACTION POINT 9: NR to prepare brief on GLAA position re micro-companies.</p> <p>DC asked about approach to other models such as Professional Employer Organisations (PEOs). DC to email NR re GLAA approach to PEOs and Financial Intermediaries.</p>

5. CEO Quarterly Report

- Chief Executives explained there is a move away from providing a CEO written report which in the past had tended to duplicate what has been said elsewhere
- Demand has continued to grow and the board are looking at the strategic approach for the organisation next year. There is no indication that there will be any increase in resources so consideration needs to be given to what can realistically be achieved with the resources we have.
- The work of GLAA Intel has had a peer review by Devon and Cornwall Police. There were a number of recommendations made, some of which will be implemented immediately. The focus was on streamlining what we do with the information we receive and making the tasking approach clearer on what can actually be achieved within the resources of the organisation.
- A number of matters highlighted by the review will be reviewed with the board.
- The Board were joined at last week's meeting by Dame Sarah Thornton (The Independent Anti-Slavery Commissioner) and areas were identified where we can work closely with her office. She is supportive of the GLAA and calling for more resources.
- Internally we have launched our new approach to culture and values within GLAA following on from work done at the People Seminar in September.
- Since the last meeting GLAA has launched a restructure at the top of the organisation. That work is ongoing and we appreciate stakeholders' continued sensitivity to those members affected.

6. Operational Update

- TF presented the GLAA Performance Report Q2 July – September 2019 to the group.
- Key findings shared with the group. See slide package. **ACTION POINT 3: Slides to be circulated with minutes**
- DC raised a query regarding holiday pay and the length of time the GLAA look back over.
- **ACTION POINT 4: NR/MJ to provide written response on how long the GLAA will look back over records of unpaid holiday pay.**

7. Single Enforcement Body

- Due to being in a pre-election period there are limitations on what can be shared.
- The GLAA have submitted a response to the government consultations on both the SEB and TISC.
- There have been 120 responses received in respect of the SEB.
- Whilst teams at BEIS and Home Office are continuing to work through responses, it is unknown when there will be a Government response.

8. Update of case management system

- NR explained Licensing is in the process of developing a new case management IT system.
- We are at the stage of procuring a supplier and have just put out the short list setting out our requirements.
- We hope to have a new system within 9-12 months
- As part of the process we will be looking at piloting the new system with a select number of users.
- **ACTION POINT 5: NR to update meeting on progress of new system at meeting in March 2020.**

9. Application fee review

- NR explained, we are continuing to undertake a review of licence fees. As part of this we are looking at where we can build in efficiencies and how we can reduce the time it takes from application to grant of a licence.
- If changes to fees are going to be made it is not anticipated to be before 2021.

10. Current status of the labour market: how is it functioning? – Open discussion

- JB explaining Staffline are experiencing worker shortages but it has been more gradual than initially thought it would be. Staffline is building better relationships with suppliers and working in partnership more which is positive.
- In terms of settled status Staffline have having to hold workers' hands a lot and there is a reluctance on their part to send off original documents which is required if they don't have access to the app.
- Group members agreed they are all seeing similar things.
- There are also businesses on the high street offering to help people apply for settled status for a fee.

11. GLAA priorities in view of current resources

- MB explaining the Board will be considering the 3 year strategy at the next meeting in January along with the business plan for the next year. Normally we would be discussing the plans within this meeting but in the current pre-election period that is not possible.
- Board are planning on a flat budget and therefore facing difficult choices. The Board are concerned that the GLAA has tried to cover the entire spectrum of labour exploitation but the resource stretch is too much and that can't continue.
- MB therefore welcoming views from the group on what the GLAA should do more/less of. Confirming the Board meeting is 22 January and views could be sent to her before that meeting. **ACTION 10: To consider and advise MB in relation to priorities for the GLAA going forward - ALL**

12. Joint LU/LP and Worker/NGO liaison group

- MB asked for suggestions for topics to be covered at the next joint liaison group meeting on 3 March 2020.
- All agreed they are happy with the proposed format of update presentations from GLAA then separating into smaller focus groups for discussion before returning to the whole group for summaries at the end.
- DC suggested discussions around protocol effectiveness, how the effectiveness of the GLAA can be judged, the future of the GLAA and priorities and the importance of compliance.
- Suggesting that further suggestions of topics to cover could be made after the result of the election. **ACTION 11: To consider discussion topics for Joint Seminar and send them to Secretariat - ALL**

13. Any other business

- DC explained he is currently putting together a worker rights video which contains the same information as in the GLAA worker rights leaflet. Also looking at a worker app which helps get information out to workers and identifies routes to remedy for them. DC also had hard copies of leaflets setting out the good practice for using UK Labour

Providers UK. All of these are in draft form and DC is keen for feedback from the group.

- JG informed the group of a recent scam they had experienced at one of their branches. This was a fraud perpetrated by individuals who posed as representatives of the LUs and supplied invoices which were paid to the fraudsters without any due diligence checks with the LU on the payment details which turned out to be fraudulent. All agreed it is important to share experiences like this to help others prevent similar issues.
- JB confirmed that they had held the first meeting of the Compliance Intelligence Network which had comprised of representatives from 6 agencies and it had been positive.
- FH explained that Boston College had been inspected by OFSTED and received an outstanding grading in all areas. Specifically, the work done in partnership with the GLAA was highlighted as positive and crucial training which is offered to young people.

Date of Next Meeting (Joint LU/LP and Worker/NGO) 3 March 2020, 11:00 am to 15:00pm at GLAA Offices Apex Court Nottingham

Agenda

Title of meeting	Worker/NGO Liaison Group
Date	7 January 2020
Time	11:00
Venue	TUC, Congress House, 23-28 Great Russell Street, London, WC1B 3LW

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| 1. | Welcome and introductions | Verbal |
| 2. | Apologies | Verbal |
| 3. | Minutes of the previous meeting | Attached |
| 4. | Actions arising from the previous meeting held on 25 September 2019 | Attached |
| 5. | Updates,
<i>Michael Rich, Chief Executive</i>
(a) Performance report | Attached |
| 6. | Single Market Enforcement Body (SEB) update
<i>Darryl Dixon, Director of Strategy</i> | Verbal |
| 7. | Transparency in the Supply Chain (TISC) consultation update
<i>Darryl Dixon, Director of Strategy</i> | Verbal |
| 8. | GLAA Approach to the Intelligence process
<i>Ian Walker, Head of Intelligence</i> | Verbal |
| 9. | Comments on the GLAA Business Profiles | Verbal |
| 10. | Worker exploitation:
(a) Current data and trends
(b) Ascertaining Workers' views | Verbal
Verbal |
| 11. | NRM Competent Authority
<i>Nicholas Collins, Home Office</i> | Verbal |
| 12. | Potential joint working initiative with the unions update
<i>Darryl Dixon, Director of Strategy</i> | Verbal |
| 13. | Review of Terms of Reference | Attached |
| 14. | LU/LP Liaison Group minutes
a) LU/LP 19 September 2019
b) LU/LP 19 November 2019 | Attached
Attached |
| 15. | Any other business
a) GDPR
b) Joint Liaison Group meeting 3 March 2020
c) 2020 meeting dates | Verbal |

16.sss Date of next meeting 3 March 2020 11:00 -15:00, Nottingham