



Gangmasters &
Labour Abuse Authority

GLAA72/15 Stakeholder Engagement update

27 January 2021

Board Paper Reference – GLAA72/15 - Stakeholder Engagement update

1. Purpose of the Report

- 1.1 To provide the Board with an overview of key stakeholder engagement activity during the last quarter.

2. Recommendation

- 2.1 That the Board note the update and consider any further steps Board members wish to take in supporting the delivery of the GLAA's stakeholder engagement objectives.

3. Reasons for Recommendation

- 3.1 The Board has a standing item to receive updates from its formal liaison groups and plays an active role in stakeholder engagement through those groups as well as more widely. However, it has also previously requested a wider update that demonstrates progress being made in line with the ambitions of the GLAA to engage effectively with its stakeholders.

4. Summary of Key Points

- 4.1 The formal liaison groups both met during November and meeting notes are at Annex A. The LP/LU Liaison meeting took place on 26 November and the Worker NGO Liaison meeting took place on 1 December. For the first time both used the "Come to a Webinar" technology. Previously virtual meetings used Zoom. Including GLAA personnel, over 100 individuals attended the LP/LU group and 21 the Worker/NGO group. The attendance at the LP/LU meeting surpassed all expectations, with many first-time attendees. Attendance at the Worker/NGO liaison group was by both established members and a few who had been identified more recently.
- 4.2 The Chairs of both liaison groups, together with the Chair of the Board, have provided feedback as to the overall preparation and delivery of both meetings to the respective Heads of. They concluded that the webinar function works best if the prime purpose is to disseminate information to larger groups but does not easily allow for broader group discussion. In that sense it worked better for the LP/LU meeting than for the Worker/NGO meeting where it was looking for as much input as possible from a smaller number of invited attendees. As meetings and events are likely to continue online for the foreseeable future, the GLAA is currently developing a 12-month webinar programme which will include Board member participation. The programme will take a sectoral and thematic approach to reflect our stakeholders and protocol signatories' requirements and needs. In doing so, we will continually review and adapt the use of webinar platforms to create the best user experience.

- 4.3 The GLAA arranged a meeting with representatives of the major supermarkets and other key stakeholders on 9 December. The two main agenda items were the forthcoming GLAA Compliance Strategy consultation, together with a discussion on the current status of the suppliers/retailers protocol. A broad range of views were expressed and an agreement to maintain the interest and momentum generated from the meeting on these topics. Peter Andrews, Head of Sustainability at the British Retail Consortium offered to follow up with the respective Heads Of to facilitate further meetings, which are currently being progressed.
- 4.4 The GLAA is continuing to lead the work of Operation Tacit in the Leicester garment industry. A community engagement strategy partners group has been formed by Leicester City Council which the GLAA attend and support. A principal aim of the group will be to promote, co-ordinate and deliver modern slavery and labour exploitation awareness training to community and voluntary groups, statutory organisations and local businesses in and around Leicester.
- 4.5 The public Compliance Strategy Consultation has been formally launched (18 December 2020 - 12 February 2021). The GLAA is seeking views about proposed changes to the way it inspects its licence holders. Interested parties are invited to feedback and answer a number of questions, set out in the proposed new compliance strategy.
- 4.6 The latest edition of the partnership bulletin was published in November and sent directly to the inbox of 1,300+ subscribers, as well as being circulated across social media and promoted on our website. It included lots of GLAA updates, as well as content from the National Minimum Wage team, EAS, and the Waste and Recycling Group. It also included the latest industry profiles; documents produced by our intelligence team showing the latest picture of labour exploitation in the UK.
- 4.7 During November and December, the GLAA participated in three themed workshops hosted by the ODLME to help inform thinking about how the Single Enforcement Body (SEB) could work effectively with different partners and organisations to maximise the opportunity to improve labour market enforcement, protect low paid and vulnerable workers and make it easier for employers to be compliant.

5. Financial Implications and Budget Provision

- 5.1 Stakeholder engagement is a key component of senior roles and therefore already provided for in terms of resources. Activities and updates outlined above are contained within existing budgets.

6. Organisational Risks

- 6.1 The approach taken to engaging with stakeholders is designed to mitigate organisational risk, in particular reputational risk. The activity outlined above includes an example of how the GLAA is building increased partnership working with its stakeholders where common areas of interest are highlighted. The meeting with the major supermarkets, for example, provides the opportunity to review and strengthen our strategic relationships to ensure they are fit for purpose in areas such as licensing, compliance and delivery of the suppliers/retailers protocol.

- 6.2 Increased engagement can increase the risk of demands that outstrip the GLAA's resources and reputational risk if partner expectations are not met. This risk is mitigated through a structured approach to dealing with partner requests and through dialogue with partners to ensure that resource limitations are understood at an early stage. The risk is also mitigated through harnessing partner resources to support GLAA objectives, as in the challenge of reaching workers as noted above.
- 6.3 There are also risks that relate to the ownership and management of stakeholder relationships at a senior level where these are not clearly allocated and/or reach across a number of different colleagues. This risk is being mitigated through the ongoing review of our Stakeholder analysis, built around a mapping exercise conducted in 2019. The GLAA's tactical plan for the delivery of stakeholder management and engagement within the GLAA at the 'top' level was discussed by the Leadership Team at its 7 January meeting. LT members were asked to review their existing relationships, ensuring opportunities to build and cement those relationships are maximised both at the individual and collective level. It was also agreed to create a new section built around our international partnerships to reflect the changing political landscape following the UK's departure from the European Union and new immigration laws now in place.

7. Policy Implications and Links to Strategic Priorities

- 7.1 Effective stakeholder engagement underpins all of the strategic plan objectives.

8. Details of Consultation/EQIA

- 8.1 An Equality Impact Assessment for this Stakeholder Engagement update was completed 7 January 2021 with the following positive impact identified in 8.2.
- 8.2 The GLAA's website has recently been ranked fourth out of more than 300 Government and Public Bodies, for the work we've done to ensure our site is accessible to people with disabilities. The website is a key tool to promote stakeholder engagement and in the last quarter it has promoted / hosted the:
- publication of the November GLAA Partnership bulletin
 - launch of public Compliance Strategy Consultation
 - updated Industry profiles
 - Contributions and content from partner agencies – EAS and NMW

9. Background Papers and Relevant Published Documents

- 9.1 Minutes and notes from the Labour Provider/Labour User Liaison Group meeting held on 26 November 2020 and Worker/NGO Liaison group meeting held on 1 December 2020 are at Annex A.

Report Author: Frank Hanson

Senior Responsible Officer: Dan Scully



Gangmasters & Labour Abuse Authority

Draft Minutes

Title of meeting	Labour Provider and Labour User Liaison Group Meeting		
Date	26 November 2020	Time	11:00
Venue	Webinar		
Chair	Suzanne McCarthy	Secretary	Nicola Ray
Attendees	GLAA: Margaret Beels (Chair of the Board) Suzanne McCarthy (Board Member) Ziggy McDonald (Interim CEO) Nicola Ray (Head of Regulation) Martin Jones (Senior Compliance Officer)		

	<p>1. Welcome and Introductions:</p> <p>Suzanne McCarthy (Chair) welcomed attendees. She told the meeting that she was a member of the GLAA Board and had taken on the Chairmanship of this group. She explained that the GLAA was trialling the use of Go Webinar. This allowed for the meeting to proceed virtually considering the pandemic and had the added benefit of allowing many more people to attend from across the UK.</p> <p>A list of attendees is at Annex 1 of these minutes.</p>
	<p>2. Minutes of the Meeting and Matters Arising</p> <ul style="list-style-type: none"> The minutes of the meetings of 16 June and 16 September 2020 were circulated prior to the meeting. These were approved. It was reported that the issue with email invitations for the September meeting not being received had been investigated and it seems that where there were emails with multiple email addresses, they are blocked by the Home Office's IT system. As a result, the GLAA had moved to using: Gov.Notify which appeared to be working satisfactorily.

3. Terms of Reference

- The Chair explained that a revised Terms of Reference has been drafted to reflect better how the group now operated and reflected also the terms of reference used by the NGO Liaison Group. .
- Attendees were invited to send any comments on the draft Terms of Reference to the email box:
- It was proposed that the Terms would be put forward for adoption at the next liaison group meeting.

ACTION: Comments on the terms of reference to be emailed to:

GLAA-liaisongroup@qla.gov.uk.

4. Compliance Update - Martin Jones (Senior Compliance Officer)

Martin Jones reported the following:

- There had been a noticeable increase in the number of application inspections. In 2019 there were 84 and at the time of the meeting there had been 120 already in 2020. It was believed that this increase could be attributed to a buoyant food sector. Recruitment businesses in other sectors had workers available and so they were using government grants to cover application fees.
- Particular issues that were occurring included: workers not being paid for time spent on induction, holiday pay being withheld or calculated incorrectly, poor quality accommodation and businesses not understanding piece rates.
- The GLAA had also noted that seasonal workers were not always clear as to what jobs actually involved or what happened if their performance was poor.
- Seasonal workers were not always told they would be accommodated in a caravan. There were also issues with workers not being prepared for weather conditions and having limited access to drying facilities.
- The recent announcement by the Chancellor regarding traineeships might have an impact and once guidance had been issued, the GLAA would put a brief together.
- COVID had had an impact on compliance work. Investigators were conducting inspections by phone while also doing some face- to- face work when necessary. Some cases were being delayed as businesses moved to working from home and so did not always have access to information or due to individuals shielding/self-isolating.
- The appearance of avian flu had restricted access to workers in the poultry sector in order to stop the spread.
- NGOs reported that some seasonal workers as a result of not being paid were taking out loans.

5. Compliance Strategy - Nicola Ray (Head of Regulation)

Nicola Ray made the following points regarding the compliance strategy:

- The GLAA's approach to compliance had not been reviewed since the organisation had been established. It had the opportunity now to review how it did compliance and where improvements could be made.
- The focus of the strategy was on how to use the GLAA's limited capacity in compliance effectively and thereby deliver a credible licensing scheme.
- She explained that she, the interim CEO and Suzanne McCarthy had arranged several small discussions groups to explore possible options.
- The result of those discussions and the work down in house, a consultation on compliance would be published in December 2020.

- That consultation would consider the balance between Application Inspections (AI) and Compliance Inspections (CI). Currently AIs were prioritised in order to ensure that businesses could begin to trade as soon as possible.
- The majority of AIs were granted without conditions. One option, considering this, is for AI's to be conducted differently such as virtually as we're doing now during the Pandemic.
- The consultation would also set out models for different options for a CI.
- The consultation would be sent to all our licence-holders. In addition there would be a series of workshops run to help garner views.
- The intention is for the GLAA to launch its new licensing system in February/March. Licence holders would be notified nearer the time.
- On another matter, she mentioned that Information had been published on the website about the renewal process as some businesses had missed their renewal date.

6. Discussion on “What steps are LPs and LUs taking to deal with the implications of BREXIT on the supply of labour.” – led by David Camp (Chief Executive of the Association of Labour Providers)

- David Camp (ALP) provided a copy of his report, “The Impact on Human Trafficking of the new UK Immigration Changes”. He also highlighted a webinar that he would be running the following day on this subject.
- The report identified a number of risks associated with Brexit being greater risk of trafficking of EU Nationals, no protection for undocumented workers; the expense of getting a visa and whether the Home Office was prepared to deal with the outcomes of the policy.
- He explained that the ALP had canvassed a number of groups with their concerns about the policy including the Anti-Slavery Commissioner, the Modern Slavery Impact Group and the Office of the Director of Labour Market Exploitation but there has been no change to the policy.
- In discussion, attendees indicated that they felt there would be problems in the supply of workers and they were concerned about the risks of undocumented workers and other issues.
- Some businesses, it was mentioned, had already had workers returning home and were concerned there would be no one available to fill the gaps.
- Some LPs had been working with their workers to ensure that they understood the position on settled status and other requirements.
- There was also a view expressed that the Seasonal Workers Pilot would probably be the only route by which to bring in workers. It was understood that an announcement was due to be made shortly on the future of the scheme.

7. Discussion on: “What challenges are LPs and LUs facing as a result of COVID-19.”

- There was a discussion on some of the steps businesses had taken to keep premises COVID secure. This was a responsibility that fell to the labour users and the steps taken varied.
- Some businesses had experienced workers pretending to be sick and then working elsewhere for cash in hand.
- A similar issue was raised about furloughed workers working for other businesses. It was mentioned that ACAS had issued guidance: <https://www.acas.org.uk/coronavirus/furlough-scheme-pay>
- Concerns were raised about clients who were quick to delay and increase payment terms. This problem had improved since the first lockdown, but there were still problems with some businesses.

8. Models of Labour Exploitation – Joe Evans, Joint Slavery and Trafficking Analysis Centre (National Crime Agency)

- Joe Evans gave a presentation on the different models of labour exploitation.
- He explained that the highest level of exploitation was found in direct employment, e.g. hand car washes, nail bars, casual construction, restaurants and independent retail.
- Indicators of this exploitation could be cash payments, low prices, workers being withdrawn and no PPE.
- Intermediaries contracting with a business could also be an indicator of exploitation, particularly if they offered a low charge rate, requested cash payments, there were invoice inconsistencies or workers look withdrawn.
- The most common model that it was felt would be of interest to this group was the “non-employer” e.g. the person who is controlling the worker outside of the supply chain, as it had been found in food processing. Common indicators included: workers at the same address, workers sharing bank accounts, workers with the same emergency contact, multiple workers using unregulated sectors and works with a lack of homelife or hobbies.

9. University of Nottingham Research – Nicola Ray

- Nicola Ray reported that the University of Nottingham Rights Lab had been awarded funding from the Modern Slavery Policy Evidence Centre (MSPEC) to research the impact of Covid on Romanian seasonal labour migrants in the agriculture and food packaging industry.
- The work would be led by Dr. Oana Burcu, Research Fellow in Human Trafficking and Migration at the Rights Lab & School of Sociology and Social Policy
- The GLAA along with other partners would be supporting the delivery of this research which was planned to take place between 1 Dec 2020 – 31 March 2021.
- The proposed project was timely in that it could = provide further insights into potential vulnerabilities affecting workers in the agriculture and food packaging industry. Seasonal migrant workers played a vital role in supporting British businesses and ensuring goods reached consumers in the midst of the pandemic.
- The lessons drawn from this crisis would help us inform policy and practice changes that would better protect workers and businesses by mitigating current challenges and future crisis.
- The Rights Lab continued to welcome expressions of interest from any employers who would like to participate in this or similar studies. They would also like to attend the GLAA LU/LP meeting in March 2021 meeting in order to provide preliminary findings of their research.
- For further information attendees should contact Frank Hanson, Head of Prevention and Partnerships – frank.hanson@gla.gov.uk

10. A.O.B

- None raised.

Date of Next Meeting: 2 March 2020, 11:00 am to 13:00pm – Joint with NGO/Worker Group



Minutes

Title of meeting **18th Meeting of the Worker/NGO Liaison group**

Date 1 December 2020 **Time** 11:00 – 13:00

Venue GoToWebinar

Chair Linda Dickens **Secretary** Jennifer Clarke

Attendees Linda Dickens (LD) GLAA Board member/Chair of Worker/NGO Liaison group
Margaret Beels (MB) GLAA Chair
Darryl Dixon (DD) GLAA Head of Single Enforcement Body Programme
Lysbeth Ford (LF) GLAA Senior Partnership & Prevention Officer
Helen Hall (HH) GLAA Campaigns & Engagement Officer
Frank Hanson (FH) GLAA Head of Prevention & Partnerships
Suzanne McCarthy (SM) GLAA Board member
Ziggy MacDonald (ZM) GLAA Chief Executive - interim
Dan Scully (DS) GLAA Director

Andrew Wallis (AW) Unseen
Ake Achi (AA) Migrants at Work
Lucila Granada (LG) FLEX
Frank Gray (FG) Unite the Union
Sian Lea (SL) Shiva Foundation
Dolores Modern (DM) Latin Women’s Rights Service
Gisela Valle (GV) Latin Women’s Rights Service (part)
Nigel Oseman (NO) Hope for Justice
Phil Brewer (PB) Stop the Traffik
Mick Rix (MR) GMB

Apologies Bridget Henderson, Unite the Union
David Dickens, Fishermen’s Union
Narmanda Thiranagana, Unison
Andrew Wileman, Salvation Army

1	<p>Welcome and Introductions</p> <ul style="list-style-type: none"> Linda Dickens opened the meeting by welcoming group members and new members to the meeting.
2	<p>Apologies</p> <ul style="list-style-type: none"> Noted as above.

3	<p>Minutes of the previous meeting</p> <ul style="list-style-type: none"> The minutes of the meeting held on 28 September were agreed as an accurate record.
4	<p>Actions</p> <ul style="list-style-type: none"> The Actions Point report circulated to the group ahead of the meeting was noted. <p>Actions closed since the September meeting</p> <ul style="list-style-type: none"> AP (15/2) (16/6) <p>Actions closed at meeting 1 December</p> <ul style="list-style-type: none"> AP (16/3) (16/4) (16/5) (16/7) <p>In progress</p> <ul style="list-style-type: none"> AP16/1 GLAA updates performance report DS AP16/2 AA to provide examples to DS/FH for feedback to the Home Office. AA/FH
5	<p>Updates</p>
	<p>a) Performance Report</p> <p>Performance measures</p> <ul style="list-style-type: none"> ZM outlined the work ongoing work to review the GLAA Performance Measures notably in how the organisation captures all the activity it covers including that with partner agencies. A strategic planning discussion is due to take place with the Board. The restrictions of COVID-19 on the GLAA's performance are being considered. Positive impacts include the change in use of technology to organise meetings with external partners and how we reach out. An example shared of a negative impact are the difficulties in completing physical compliance inspections due to the restrictions imposed in visiting businesses during the current times. The Board meet next week to discuss if any changes are necessary to the targets. Objective 1 - Identify and support victims of labour exploitation It was noted that the delay in the justice system brought about by the pandemic is impacting on the target for this objective. Objective 2 - Maintain a credible licensing system. It was noted that there are some inconsistencies in reporting and problems investigating. Objective 3 - Work in partnership with all stakeholder to protect workers' rights and prevent labour exploitation The Partnership work is going well. <p>Intelligence</p> <ul style="list-style-type: none"> Pressures are being felt within the Intelligence function and a Deep Dive on Intelligence has been done with the Board. ZM invited DS to update the group on the new plan he is leading on to create capacity and improve the wider system. It is acknowledged that an increasing amount of intelligence received by the GLAA is more appropriately directed to a different organisation. The internal systems are being reviewed including the confidential reporting line. <p>Action AP17/1 Circulate the GLAA Performance pack April – October. JC</p>

	<p>b) Current initiatives</p> <p>Single Enforcement Body</p> <ul style="list-style-type: none"> • ZM gave an update on the Single Enforcement Body (SEB). Since the last meeting he had attended the first Programme Board of the SEB. The second session Bill is expected next year, and it is estimated that whole process to form the SEB will take two years. • The Director of Labour Market Enforcement (DLME) and his office have organised three workshops with a wider range of stakeholders which will help with the build of the SEB. DD provided an update on: - <ul style="list-style-type: none"> i) Workshop on worker and community engagement ii) Workshop on engaging local agencies and statutory bodies. (which have taken place) iii) Workshop on sectoral approach and engaging industry/employers is scheduled to take place on 3 December. • The GLAA acknowledges it needs to manage expectations on what it can do depending on the resources available. • Examples provided of GLAA engagement with Romanian community, Crimestoppers, faith groups, academia and education were provided. • PB asked how he might help support the process of shaping the SEB. ZM anticipated there would be an opportunity to do this and BEIS want to agree a key set of partners with the ODLME. After the Government consultation response is received colleagues will be made aware of the opportunities. • LD added that the conversations which have taken place with this liaison group have been helpful in informing GLAA thinking around the SEB. • AA raised the issue of reporting of intelligence which he felt the SEB should be aware of. He suggested that the GLAA should consider a different approach to victims to let them engage. The resistance to engage with the GLAA, is in his opinion, because they are viewed by victims as part of the police. <p>CEO Recruitment</p> <ul style="list-style-type: none"> • The recruitment for the new substantive GLAA CEO is in progress. The closing date for applications is 7 December.
	<p>c) Compliance Consultation</p> <ul style="list-style-type: none"> • ZM provided a summary on the GLAA's formal consultation on the approach to monitoring compliance with licence conditions in the regulated sector. The GLAA is considering whether it is making the best use of the available resources in the Compliance Team. • In April 2020 the Board took a deep dive review of Compliance. • Agreement was given by the Board at its September meeting to begin formal engagement with key partners on options. • A series of workshops were held in October with key partners which influenced thinking and broadened out the options identifying key themes for the consultation. • The GLAA needs to maintain the integrity of the licensing system, ensure workers are protected more efficiently and guard against unscrupulous businesses. • The consultation will commence in early December for a period of 8 weeks. • This group is encouraged to feed in their views to the consultation document and attend the workshops/seminars where possible. • The results of the consultation and the proposals will be presented at the Board meeting on 28 April 2021, once approved they will be implemented in the 2021-2022 financial year.

Labour Market Abuse**a) Opportunities to identify trends or issues of concern from attendees****b) Increasing awareness and encouraging reporting to the GLAA**

- Frank Gray - Unite the Union
FG outlined the work undertaken with the DLME in Construction and the convoluted supply chains. FH/FG to further this conversation and the Construction protocol. He enquired how effectively the GLAA is operating in the COVID challenge and asked if intelligence from the workplace, notably construction, had been reported to the GLAA.
ZM added that during the pandemic it had become difficult for compliance officers to visit COVID secure businesses and the organisation was looking at different ways including social media of reaching workers.
Industry leads/brands in Leicester have introduced their own whistleblowing lines.
- LD asked whether union lay officers and local officials could play more of a role in reporting potential labour abuse. She noted that the paper provided after the last meeting of this group by Bridget Henderson, Unite the Union had indicated that local officials/union officers were sometimes unsure where to go to report certain issues. How to work better with the unions needs to be considered.
- FH is having conversations with the TUC to create a better presence with the potential of joint campaign work.
- Phil Brewer - Stop the Traffik
Stop the Traffik updated the group on the joint campaign with the Latin Women's Rights Service. This was run through Facebook and targeted at Filipino cleaning and domestic workers. The results of which will be shared at a later date with the group.
- Dolores Modern - Latin Women's Rights Service
Concerns during COVID-19 were noted in the reduction of employment opportunities. Exploitation is going unreported as workers fear losing income and becoming homeless.
- Nigel Oseman - Hope for Justice
Hope for Justice are setting up an engagement hub in the East Midlands. They are driving forward awareness training to understand modern slavery.
Work has been carried out with Leicester City Council, Leicester Police and the GLAA to achieve this.
- Lucila Granada - FLEX
Dangerous conditions have been reported to FLEX during COVID-19, mainly these are sexual harassment.
LG shared concerns about the new immigration rules and workers arriving undocumented.
LG enquired about the presence of the GLAA in Scotland and availability of staff in agricultural cases. DS gave reassurance that despite resource constraints GLAA officers are able to work in different locations around the country if required. LG indicated various issues which DS said would be followed up with her out of the meeting.
A FLEX project report which is due in February will be shared with the group.
- Andrew Wallis – Unseen
AW updated the group on the Modern Slavery helpline assessment
<https://www.modernslaveryhelpline.org/uploads/2020100512410974.pdf>.

	<ul style="list-style-type: none"> • The initial findings were that calls to the helpline went down but an increase was noted relating to safety of working conditions during COVID-19. A follow up to this will take place after lockdown ends. • Attention was drawn to the Good Worker App and the Unseen App. • LD encouraged the group to share relevant research and reports from their organisations through the group. <p>Action AP17/2 FB to forward report on domestic Filipino workers AP17/3 LG to forward internal findings report</p>
	<p>c) Responsibility to Prevent (R2Pr) Labour Exploitation Campaign</p> <ul style="list-style-type: none"> • Ake Achi outlined the work of the organisation during the past 12 months educating migrant workers to identify the signs of labour exploitation and how to challenge and reach out. • Since January they have worked with University of Coventry in how to educate employers and how to educate frontline migrant support workers.
7	<p>Leicester Garment Industry update</p> <ul style="list-style-type: none"> • DS updated the group • Operation Tacit is a multi-agency drive led by the GLAA to ensure workers are being treated correctly and businesses are following regulations. This operation follows concerns around allegations of unsafe working conditions and the exploitation of workers in the textile industry that arose during Leicester’s localised lockdown as a result of the COVID-19 pandemic. • Of the 240 businesses identified 140 have been visited; the list is being refined and reappraised. • The GLAA has seen an increase in HMRC activity - NMW compliance & VAT issues, non-payment of holiday pay has been found. It has also engaged with DWP. • HSE issues around COVID-19 protection for workers have been identified and illegal working but not widescale modern slavery. • A data washing exercise has taken place with Leicestershire Police which has generated some leads, the NMW issues are the predominant ones. • Intelligence and information from Brands and retailers is now being received by the GLAA. • The GLAA expects to be in Leicester in this format until the end of the financial year. • The Apparel and General Merchandising Protocol is being used as the business engagement pathway. This is to be co-chaired by the GLAA the Association of Labour Providers and will transit to an independent chair. • The GLAA are supporting the Leicester City Council Community Engagement Strategy to help build knowledge of worker rights and how to report incidents of labour exploitation. • Four sub groups will be formed i) Worker Voice ii) Intervention mechanisms iii) Business accountability iv) Regulation & political engagement. • The learning from this partnership approach will be used in similar circumstances in the future.

8	<p>Prevention Activities</p>
	<p>a) GLAA protocols</p> <ul style="list-style-type: none"> • FH provided an update on the GLAA protocols working with high risk industries. These set out to enable business to play a full and active part in preventing exploitation and protect workers from victimisation. • The Supplier/Retailer was introduced in 2010 and re launched in 2013 with the then Home Secretary, Theresa May, MP overseeing signatories. • The Apparel and General Merchandising Public and Private protocol established as partnership between fashion retailers and enforcement bodies has been reviewed under Operation Tacit. Approximately 80 signatories are expected. • The Construction protocol worked with leading construction firms to produce practical tools designed to prevent modern slavery and labour exploitation on building sites. The package included a presentation for new starters for use during Health & Safety inductions. Further work with Trade Unions is needed in this area. • The Hospitality Protocol is soon to be launched. (agenda item 8b refers) • FH drew attention to the industry profiles which are available on the GLAA website. These provide information on 14 industries and look at a variety of factors including how victims are recruited, their location, how they are and transported to the UK and their accommodation.
	<p>b) Hospitality Protocol</p> <ul style="list-style-type: none"> • Sian Lea updated the group on the work of the Shiva Foundation • Stop Slavery Hotel network was formed to bring together representative from across the hotel industry to combat human trafficking and modern slavery with the hospitality sector. • One of the challenges faced was that there is no obvious supply chain as it mainly franchised out and the labour outsourced particularly in housekeeping. • There was enthusiasm from the network members for the Hospitality protocol and buy in from Hospitality UK. • Sharing information has not been a major concern as there in an unspoken awareness of the issues. • The Hospitality protocol has been developed in partnership with the GLAA and the Shiva Foundation, informed by stakeholders and partner agencies. • The agreement of the protocol is for hospitability businesses to work in collaboration with the GLAA to share information to prevent the exploitation of vulnerable workers. • It is anticipated there will be 19 signatories when launched early next year. There are plans to hold two meetings per year with the GLAA/Shiva co-chairing. <p>Action AP17/4 Add the protocols to the agenda for the next meeting</p>
9	<p>Victim Pathways project</p> <ul style="list-style-type: none"> • Lucila Granada, FLEX updated the group on the Victims Pathways project: a GLAA/NGO pilot project to enhance collaborations and improve understanding of labour exploitation in the cleaning sector. • In response to concerns over the impact of the pandemic on Labour exploitation the IASC convened two meetings for NGO's and Trade Unions and the GLAA to discuss concerns and potential solutions. • The meetings resulted in a commitment from the GLAA to explore opportunities for a pilot to improve communication channels between victims, NGOs and the GLAA. A Working Group has been set up to discuss this proposal. • A project Steering Group has been formed with a wider group with the GLAA, FLEX and trade unions to discuss this proposal.

10	<p>Liaison group updates</p> <p>a) Labour User /Labour Provider Liaison Group meeting 26 November 2020 update</p> <ul style="list-style-type: none"> • Due to time constraints this item was not spoken to. <p>Action AP17/5 Circulate the meeting of the lu/lp meeting of 26 November 2020. JC</p>
	<p>b) March joint Worker/NGO & Labour Provider /Labour User Liaison group meeting</p> <ul style="list-style-type: none"> • The joint liaison group meeting will be held on 2 March 2021. • Suggestions for any agenda items should be sent to FH. • SM requested that protocols and compliance be added to the agenda <p>Action AP17/6 Forward suggestions for the joint meeting agenda to FH.</p>
11	<p>GLAA Communications update</p> <ul style="list-style-type: none"> • A written report will be circulated to the group. <p>Action AP17/7 Circulate Comms update to the group. JC</p>
12	<p>Any other Business</p> <p>None.</p>
13	<p>Date of next meeting</p> <ul style="list-style-type: none"> • Joint meeting 2 March 2021 <p>2021 meetings</p> <ul style="list-style-type: none"> • 23 June • 28 September • 01 December