



Gangmasters &  
Labour Abuse Authority

# GLAA LU/LP Group meeting 14 September 2021

Working in partnership to protect vulnerable and exploited workers

# How to take part in the webinar

- If you're watching on a PC, laptop or Mac you'll have a control panel like this one.



# Questions

We will try to answer as many of your questions as possible throughout the session. To allow us to do this, we would ask as a courtesy that you ask your question just once.





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# Welcome and Introductions

## Suzanne McCarthy, Chair and GLAA Board member

Working in partnership to protect vulnerable and exploited workers

# Agenda

1. Welcome and introductions – Suzanne McCarthy
2. Minutes of 17 June 2021 meeting – Suzanne McCarthy
3. Matters arising from previous meetings – Suzanne McCarthy
4. Introducing the new Chief Executive, Elysia McCaffrey
5. Reducing the risks of exploitation for vulnerable migrant workers in the UK - Dr Alison Gardner, University of Nottingham
6. Evaluation and funding update for Level 1 Award in Workers' Rights and Labour Exploitation - Dr Alison Gardner, University of Nottingham & Scott Forbes, Skills Education Group



Agenda continued.

7. Update on GLAA's Performance in Quarter 1 – Head of Governance, Samantha Ireland
8. Compliance Strategy Update – Head of Regulation, Nicola Ray
9. Update on Compliance and the Seasonal Workers' Pilot – Senior Compliance Officer, Martin Jones
10. Update on the consultation on the Single Enforcement Body – Head of The Single Enforcement Body Programme, Darryl Dixon
11. Update on the outcomes of Operation Tacit – Leicester Textile industry – Director of Resources, Daniel Scully
12. Date of next meeting – 23 November 2021





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# Minutes and matters arising from previous meetings

Suzanne McCarthy, Chair and GLAA  
Board member

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# Introducing GLAA Chief Executive, Elysia McCaffrey

Follow Elysia on Twitter [@CeoGlaa](https://twitter.com/CeoGlaa)





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# Reducing the risks of exploitation for vulnerable migrant workers in the UK

Dr Alison Gardner,

University of Nottingham's Rights Lab



University of  
**Nottingham**  
Rights Lab

# Reducing the risks of exploitation for vulnerable migrant workers in the UK

**Dr. Oana Burcu & Dr. Alison Gardner & Charlotte Gray**

Rights Lab

University of Nottingham

- Funded by : AHRC & MSPEC
- With support from GLAA & other stakeholders



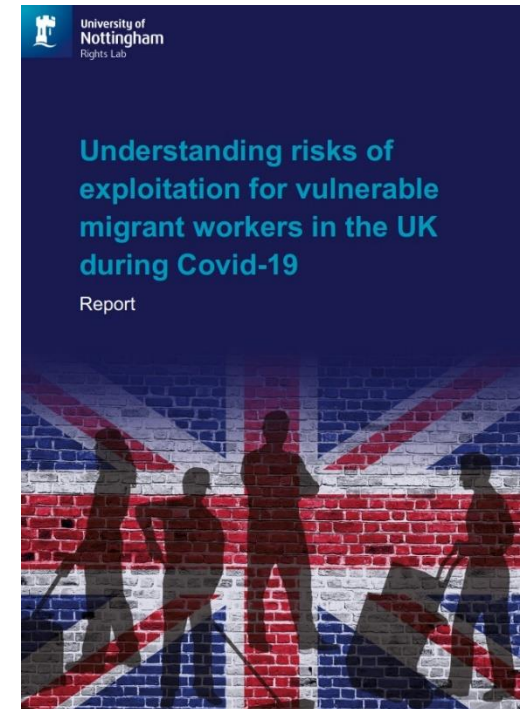
# Introduction

Project funded by AHRC / MSPEC, December 2020- 31

March 2021 <https://www.nottingham.ac.uk/research/beacons-of-excellence/rights-lab/resources/reports-and-briefings/2021/july/impact-of-covid-19-on-romanian-and-bulgarian-workers-in-the-uk-agriculture.pdf>

- What risks and challenges did COVID-19 bring for employers, recruiters and migrant workers?
- What problems do migrant workers experience at their workplace?
- What understanding do workers have of their labour rights under the UK law?
- What are the main barriers encountered to reporting labour abuse?

Focus on Romanian and Bulgarian workers, sample approx. 440





# Data collection

## How?

- Electronic surveys
- Paper-based surveys
- Online interviews
  
- Business partners
- NGOs
- Community organisations
- Online dissemination
  
- Snowballing sample
- Purposive sample

## Where? Geographical coverage:

- London
- Nottingham
- Northampton
- South East

## What? Type of data:

- Demographic data
- Before coming to the UK
- While working in the UK



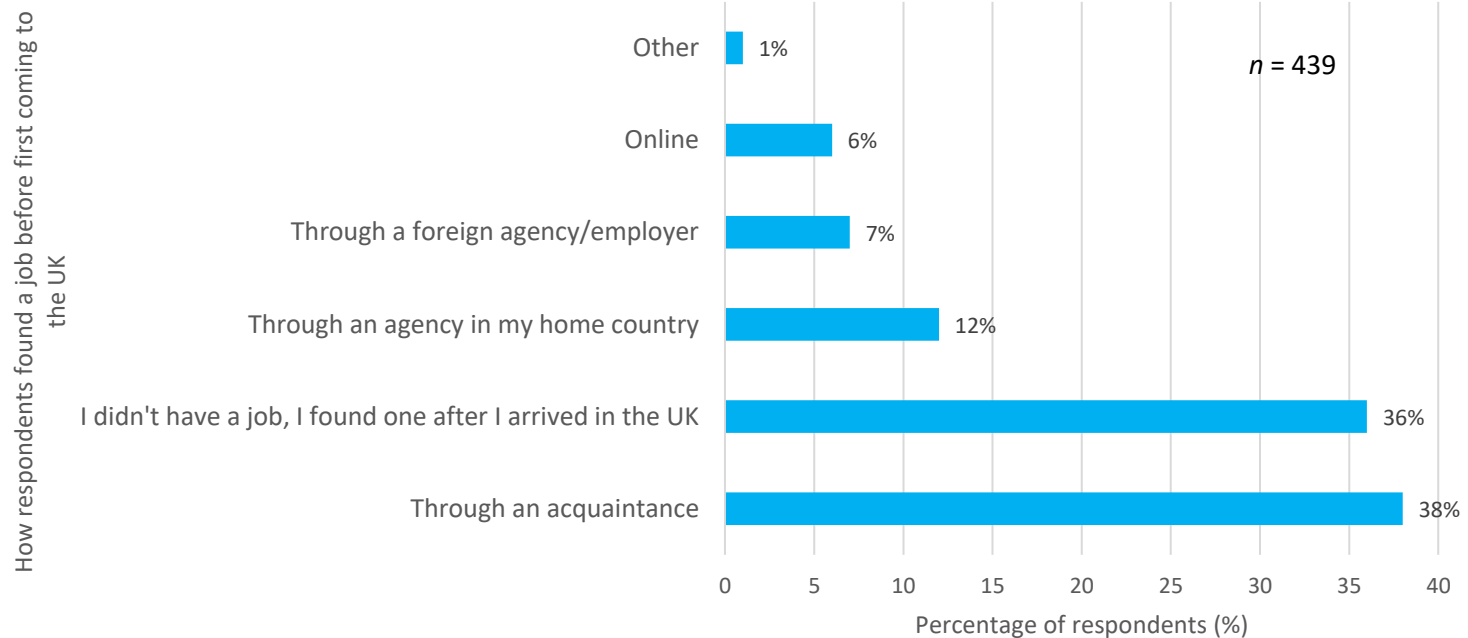
# Demographics

- 51% male and 49% female
- the majority of 64% earn between £500-1,300 per month
- 27% of respondents have been in the UK for less than a year, 32% for 1-3 years, 22% for 3-5 years and 19% for more than 5 years.
- 62% work in the food industry, 19% agriculture, the remaining 19% working in construction, hospitality, cleaning, delivery and warehouses



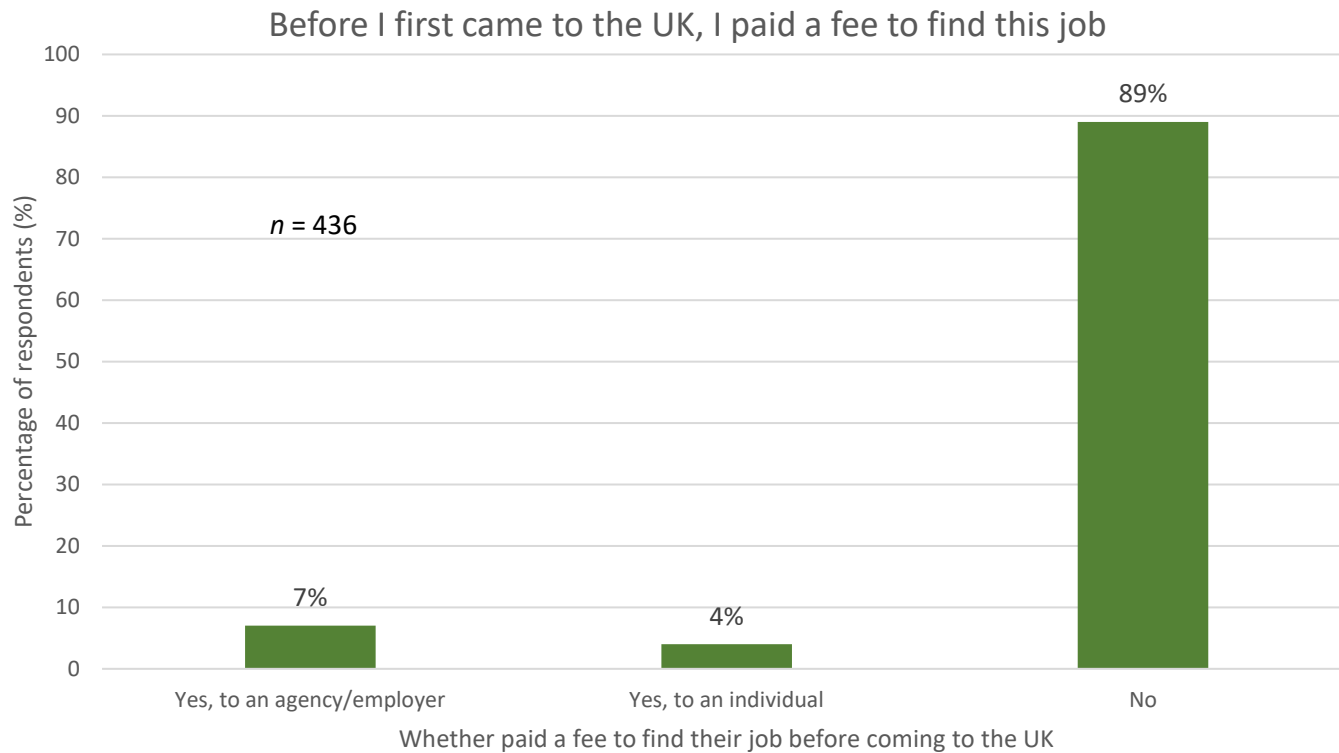
# Before I came to the UK – job search

Before I first came to the UK, I found a job...



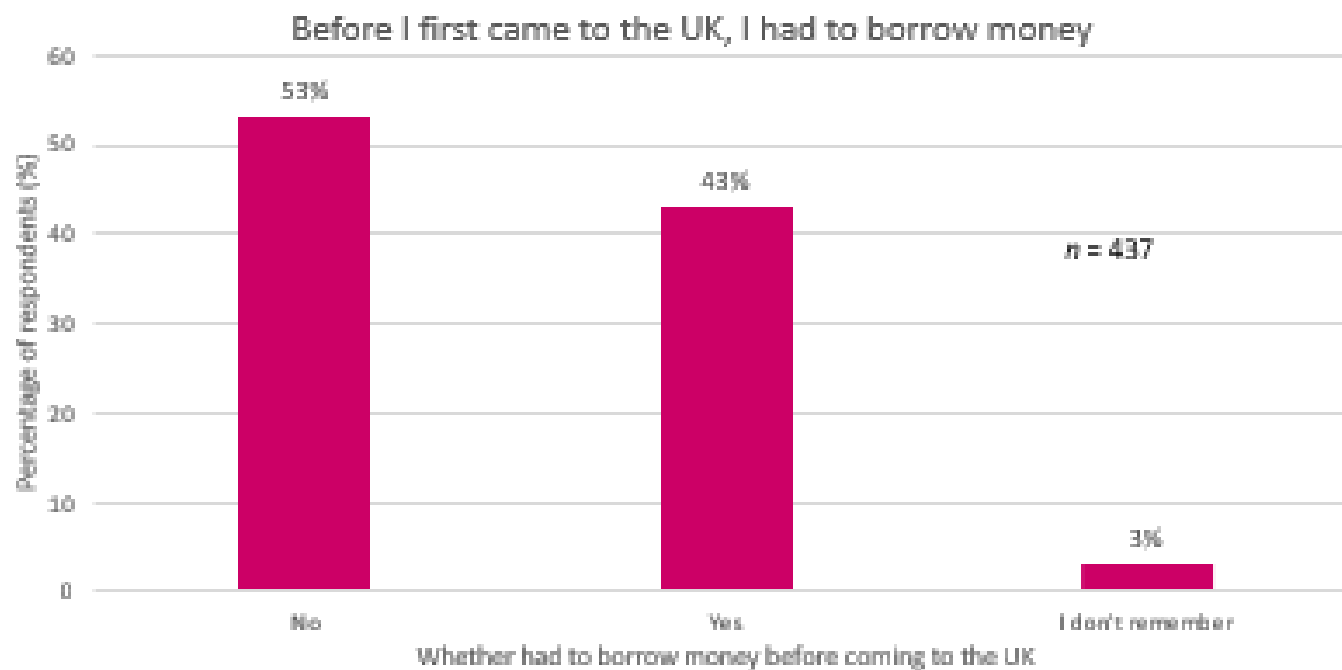


# Before I came to the UK - Fees





# Before I came to the UK - Debt







# Workforce – problems, rights

- 14% reported emotional abuse or threats, 11% not being issued with payslips, 11% not being issued with a P45 and 10% working below the minimum wage.
- Roma communities were significantly more likely to report emotional abuse, not being issued with a contract, not being issued with payslips and working below minimum wage.
- In general, those working in the food and farming industries experienced fewer problems than those in other industries.

When asked why they might not report problems, the main barrier was language (41%), followed by being worried about losing the job (28%), being unsure where to raise the issue (24%) and feeling no one would act (24%).

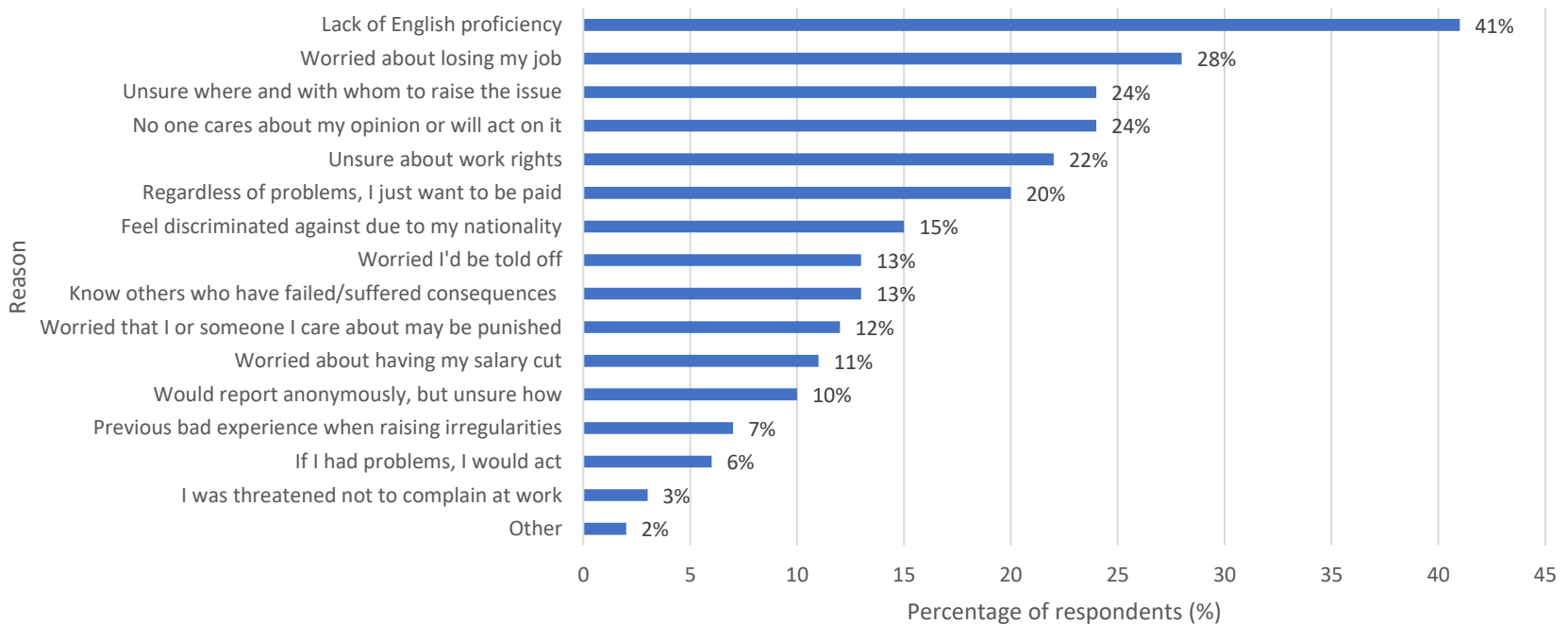
-the vast majority of workers knew their rights, although the odds are lower for a worker on a seasonal, seasonal and permanent, self-employed and zero-hours contracts to know their labour rights when compared to a worker on a permanent contract.

The likelihood of reporting problems in the workplace was significantly impacted by confidence in carrying out specific tasks, such as gathering evidence, talking to a manager, or involving a third party or lawyer. Confidence was associated with income and education.



# Workforce – problems, rights

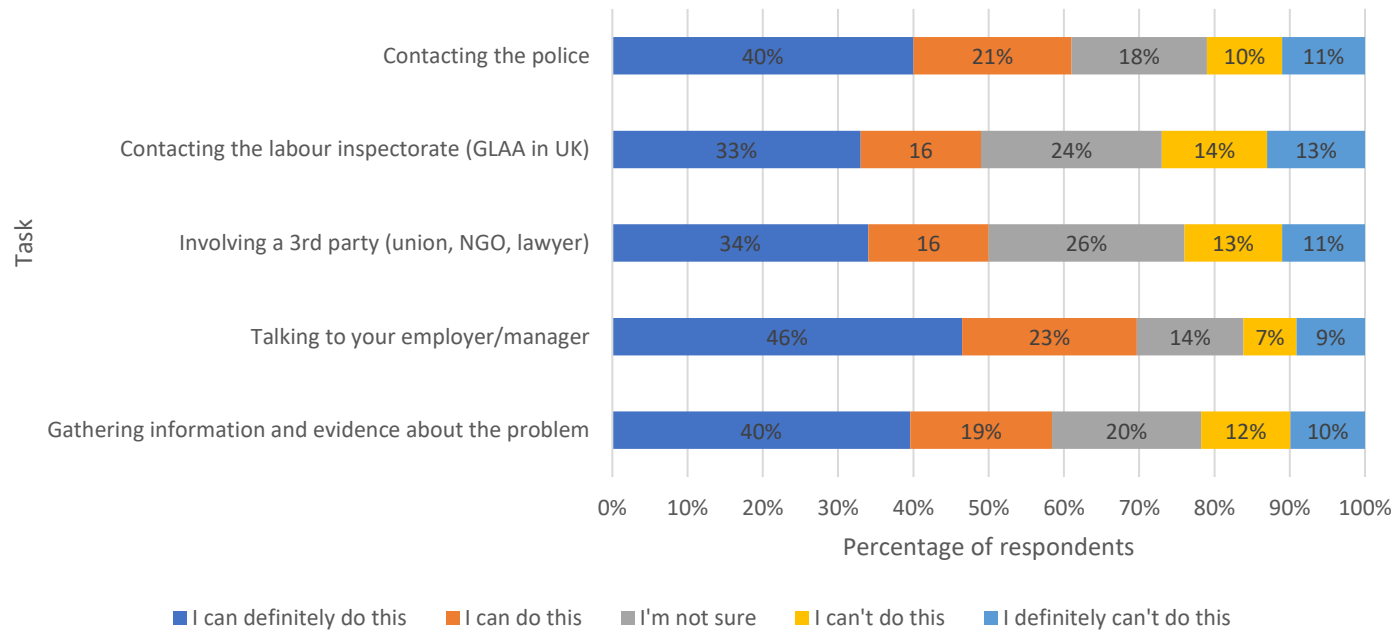
Reasons for not acting if there was a problem in the UK workplace





# Workforce – problems, rights

Confidence in completing tasks, if there was a problem in the workplace





# Covid – challenges for the workforce

Just over 50% of the workers were satisfied with the protective measures taken within their workplaces, including in relation to transport, hygiene, healthcare access and social distancing.

The most significant negative issue reported by 36% of respondents was reduced working hours, followed by struggling to pay rent (25%) and 18% who had to borrow money.

Those working on non-permanent contracts were most likely to experience reduced hours, struggle to pay rent, and need to borrow money, with zero-hours and seasonal workers struggling most.

Reduced (furlough) income or statutory sick pay not meeting living costs



# Recommendations

1. Inform people not just about their rights, but how to access help.
2. Counter misinformation
3. Raise the profile of organisations that can help
4. Support communities as advocates and advisors
5. Conduct training in home languages, and ensure contracts are translated
6. Provide workplace support such as drop-ins, help lines and buddying schemes
7. Encourage media not to 'shame' businesses that are open about problems
8. Increase resources, skills, scope and visibility of the GLAA
9. Unions should actively develop programmes to support migrant and seasonal workers.



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# Evaluation and funding update for Level 1 Award in Workers' Rights and Labour exploitation

**Dr Alison Gardner,**  
University of Nottingham  
**Scott Forbes,**  
Skills Education Group

Working in partnership to protect vulnerable and exploited workers



# Level 1 Award in Workers' Rights and Labour Exploitation

**Scott Forbes**  
Director of Member Services and Communications

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[skillsandeducationgroup.co.uk](http://skillsandeducationgroup.co.uk) • [@SkillsEduGroup](https://twitter.com/SkillsEduGroup) • [#GrowYourPotential](https://hashtage.com/#GrowYourPotential)

# Level 1 Award in Workers' Rights and Labour Exploitation

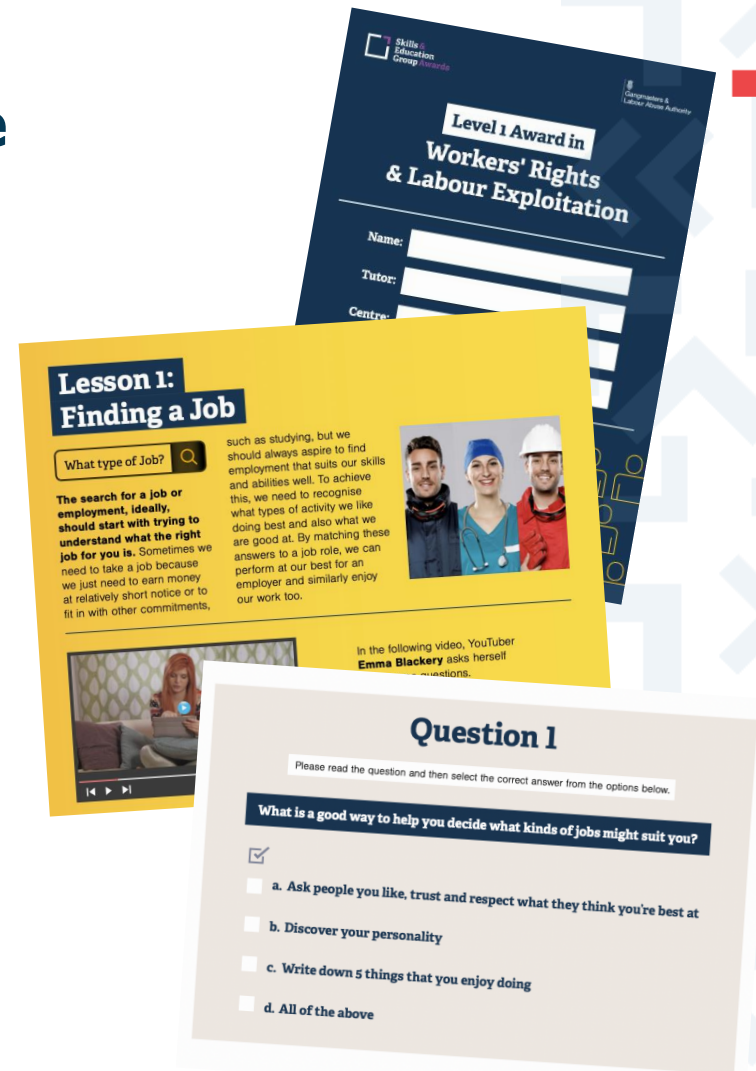
- The qualification aims to raise awareness of employment rights and labour exploitation
- The minimum required Guided Learning Hours is 10, the Total Qualification Time is 11
- In order to gain a Pass, learners must achieve all five Learning Outcomes and Assessment Criteria
- The qualification is regulated by Ofqual and is currently undergoing recognition in Wales and Northern Ireland
- The qualification can be delivered across educational settings and used by employers
- The qualification attracts funding for 16 to 19, Adult Skills, Community Learning, European Social Fund and OLASS (Offender Learning).





# How can the qualification be delivered?

1. The qualification is available for delivery via an Online Learning Platform – the online platform has assessment related activities built into the course, and it enables moderation and tracking of individual progress.
2. The qualification comes with a handbook that can be used to overcome digital barriers where online learning could be a challenge due to settings such as prisons.
3. Centre Devised Assessment – essentially classroom-based learning, whereby the organisation sets the assessment and delivery of the qualification using the learning outcomes and assessment criteria.



## Feedback from the pilot

The qualification was piloted with a mixture of educational establishments, training providers and prisons. The feedback to date has been positive:

“Being a Spanish immigrant in the UK, I wasn’t aware of workers’ rights and lived unfair situations in the past. It’s been great to learn about my rights and prevent this happening again.”

**- Jose**

“I believe this course is very informative. It should be an ongoing course for students and workers, employees and others. It’s very good...”

**- Theresa**

“I learned a lot about employment rights, job scams and how to spot fake job postings... I found it very useful, I am glad to have had the opportunity to participate.”

**- Gulser**



University of  
Nottingham

UK | CHINA | MALAYSIA

## Evaluation: Level 1 Award in Workers Rights and Labour Exploitation

Dr Alison Gardner  
The Rights Lab,  
University of Nottingham, UK



- Reviewed factors reflecting an individual's sense of empowerment in relation to dealing with problems they may experience in the workplace
- 138 responses in total, 66 paired before and after responses, 72 additional single responses with unique IDs
- Majority white, female sample. Most respondents were young learners, aged between 16-20.
- Slightly more than half of respondents had previously held a job.

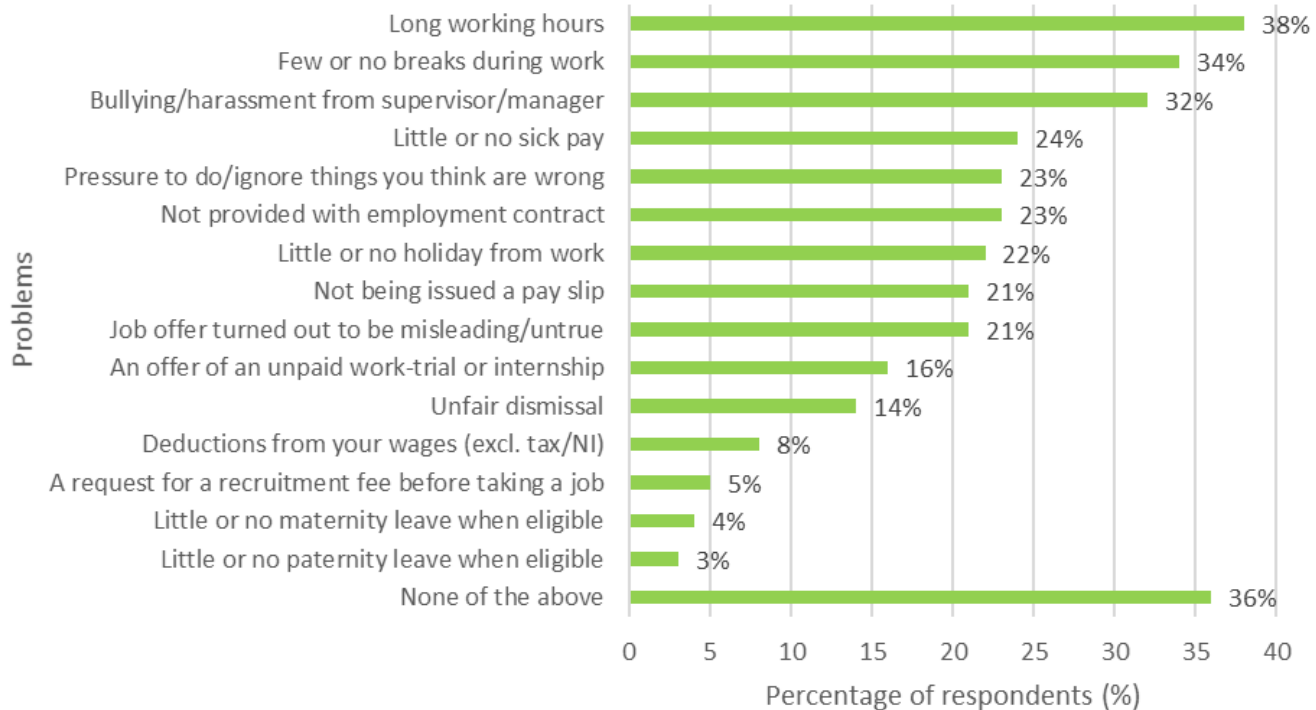
### **Headline**

Survey responses suggested that the SEG Level 1 award appeared to make a significant impact on the levels of knowledge about rights, and confidence about completing key tasks to deal with problems. The award also seemed to increase trust in organisations that could assist.





## Problems experienced in the workplace



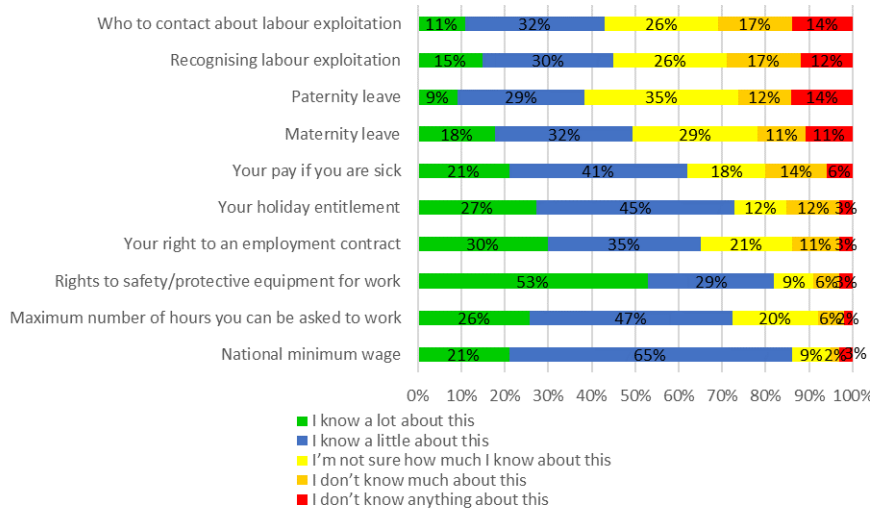


## Reasons for not acting if there was a problem in the workplace

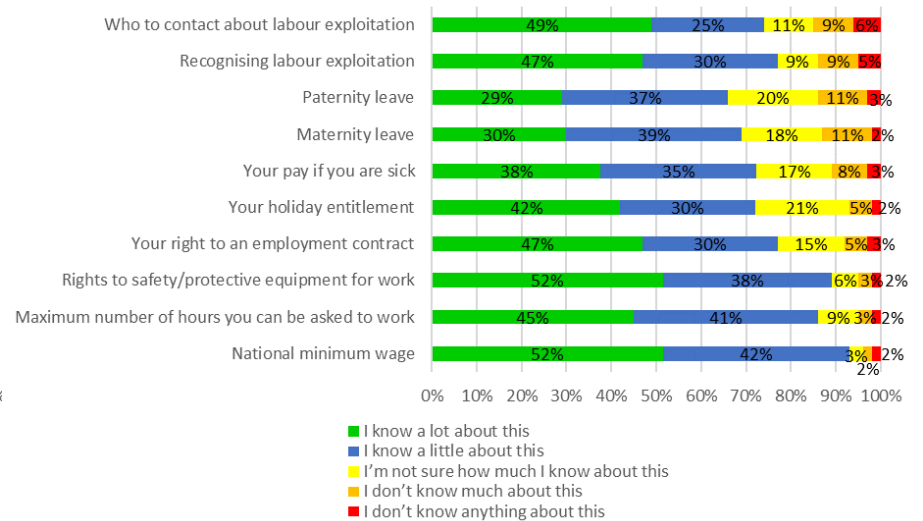




### Pre-qualification ratings - Knowledge

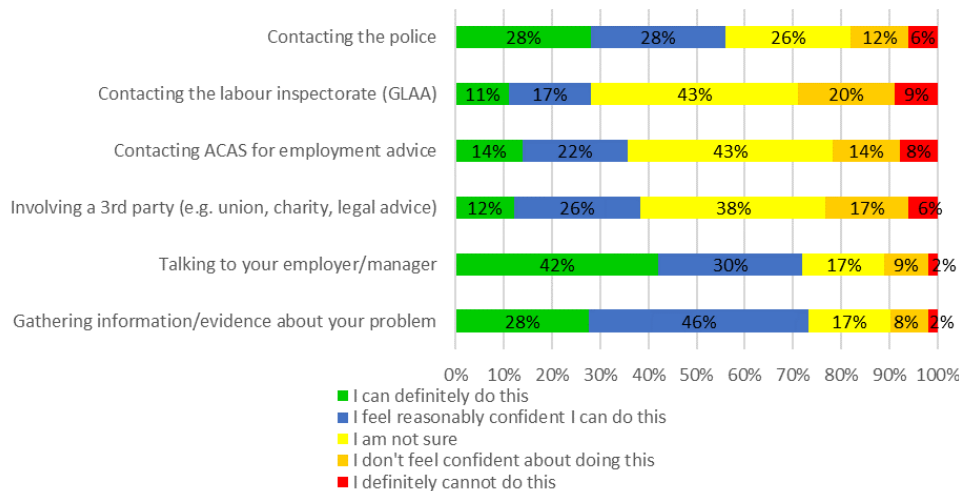


### Post-qualification ratings - Knowledge

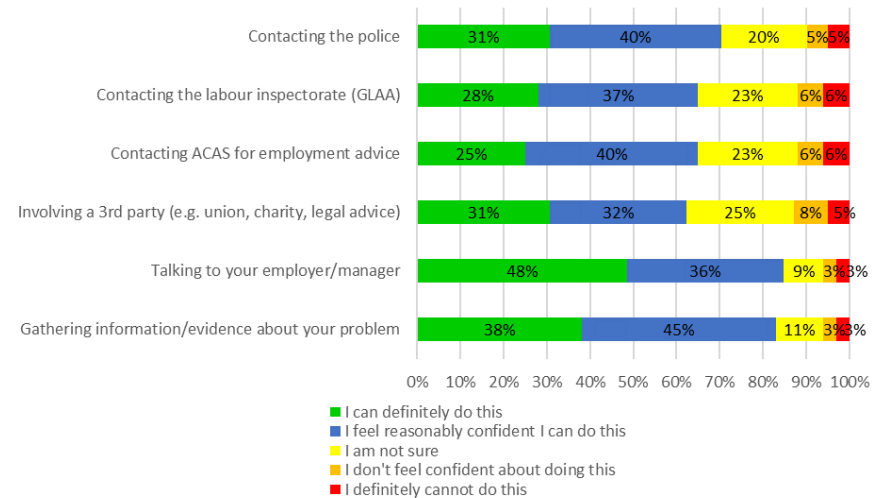




### Pre-qualification ratings - Confidence in completing tasks



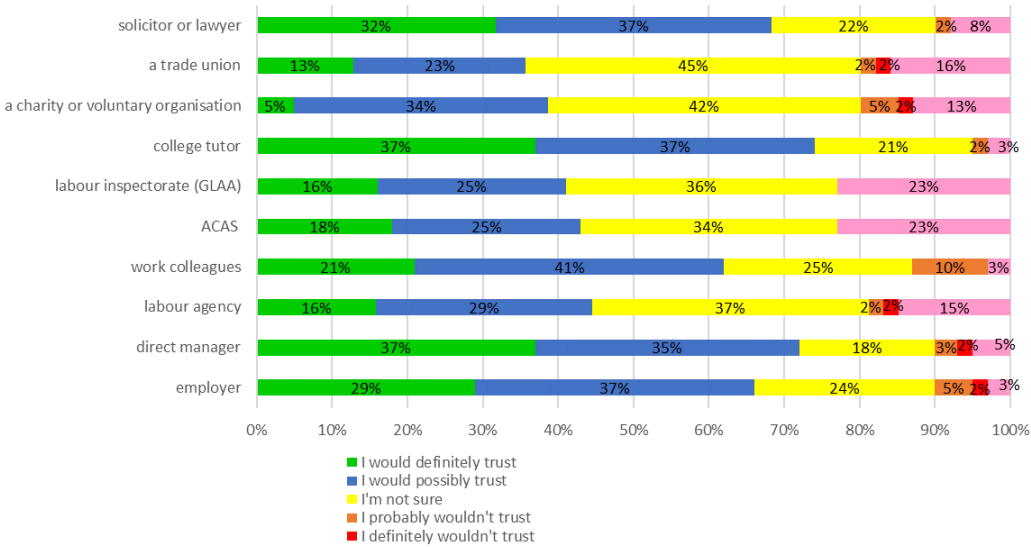
### Post-qualification ratings - Confidence in completing tasks



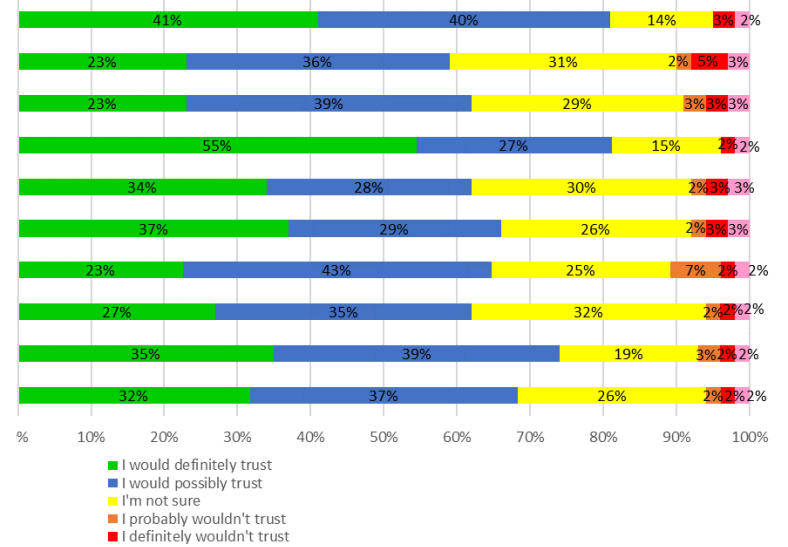




Pre-qualification ratings - trust



Post-qualification ratings - trust





*'to me this is filling a gap that there's no other qualification like it' (Tutor FG2)*

*'I didn't realise that modern slavery was that bad. I thought it was just a few people, so I never took it seriously as such. But when we start doing this research on modern slavery then you realise how much of a problem it is' (Learner FG1)*

*'once the students were on the course it was it was very accessible and very easy to use' (Tutor FG2)*

*'I certainly believe it would fit into a tutorial scheme for any learner at college' (Tutor FG2)*

*'In my job, I teach about modern slavery in induction, so it was helpful as I can pass it over to colleagues. I think this course would be good for people coming into work' (Learner FG1)*

*'It's good to have such vital information so that people like us or people who have attained this knowledge are able to help others' (Learner FG1).*



University of  
Nottingham  
Rights Lab

Thank you  
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[@alisongardner12](https://twitter.com/alisongardner12)



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# Q1 Performance

**Samantha Ireland**  
**Head of Governance**



# Monthly Performance Report - June 2021

## GLAA Performance Report - Business Plan Objectives

### Objective 1 - Identify and support victims of labour exploitation

10% Increase over 20/21 outturn of victims identified				Averse
20/21 outturn	21/22 YTD	Current Month	YTD Target	
7728	1732	1210	664	

*Now including compliance statistics*

50% of victims who have received support		Averse
20/21 outturn	21/22 YTD	
N/A	98%	

### Objective 2 - Fair and robust licensing scheme

Avg. of 65 working days from tasking to licensing decision - AI				Cautious
20/21 outturn	21/22 YTD	Current Month	Target	
91	83	68	65	

Avg. of 15 working days for license decision times			Cautious
20/21 outturn	21/22 YTD	Cur. Month	
26	29	18	

Avg. of 155 working days from tasking to licensing decision - CI				Cautious
20/21 outturn	21/22 YTD	Current Month	Target	
167	197	246	155	

% of Licenses with GLAA intervention			Cautious
20/21 outturn	21/22 YTD	Cur. Month	
N/A			

### Objective 3 - Work in partnership with all stakeholders to protect workers' rights and prevent labour exploitation

Overall engagement increased from 20/21			Open
20/21 outturn	21/22 YTD	Current Month	
3.85%	3.1%	3.3% ↑	

20 GLAA Led events completed			Open
20/21 outturn	21/22 YTD	Cur. Month	
71	40	19 ↑	

65% respondents indicate working with GLAA has influenced business		
20/21 outturn	21/22 YTD	Current Month
N/A	78.8%	77.5% ↓

65% respondents indicate working with GLAA influenced promoting rights		
20/21 outturn	21/22 YTD	Current Month
N/A	80.6%	77.5% ↓

50% Qualifications granted in high risk sectors			Open
20/21 outturn	21/22 YTD	Current Month	
N/A	N/A	N/A	

### Objective 4 - Disrupt and deter criminal activity within the labour market

10% increase on 20/21 outturn for all cases led by GLAA				Open
20/21 outturn	21/22 YTD	Current Month	Monthly Target	
380	56	20 ↑	35	

20% increase on 20/21 outturn for GLAA cases referred to CPS			Open
20/21 outturn	21/22 YTD	Target	
3	3	4	

10% increase on 20/21 outturn for all cases with an outcome				Open
20/21 outturn	21/22 YTD	Current Month	Monthly Target	
42	26	7 ↑	4	





**Objective 5 - Develop out people and culture in line with the GLAA's values, ensuring a diverse, resilient and change-ready organisation**

95% of employees with a completed PDR			Averse
20/21 outturn	21/22 YTD	Current Month	
100%	N/A	N/A	

95% of GLAA employees with a completed PDP			Averse
20/21 outturn	21/22 YTD	Current Month	
TBC	4.9%	9.1% ↑	

70% of employees reporting diversity data			Averse
20/21 outturn	21/22 YTD	Current Month	
56%	64.0%	65.0% ↑	

Absence rate below public sector average			Averse
Public Sector Avg.	21/22 YTD	Current Month	
2.80%	2.3%	2.3% ↓	

Employee Turnover below public sector average			Averse
Public Sector Avg.	21/22 YTD	Current Month	
TBC	1.9%	3.3% ↑	

75% employee satisfaction			Averse
20/21 outturn	21/22 YTD	Target	
N/A	N/A	75%	

**Objective 6 - Provide efficient and effective services, sound governance, robust risk management and value for money**

Positive Change in risk maturity score			Cautious
20/21 outturn	Prev. Quarter	Current Quarter	
Initial	Initial	Developing	

NAO score of at least moderate		Cautious
20/21 outturn	21/22	
Limited	Due Q4	

95% of BP objectives in progress and completed			Cautious
20/21 outturn	Prev. Quarter	Current Quarter	
	N/A	79%	

Net expenditure variance from forecast			Cautious
20/21 outturn	21/22 YTD	Current Month	
	-£ 69,228.33	-£ 96,450.00	



# Positive performance - Q1

- The identification of victims is above target
- The volume of prevention events has already surpassed target and respondents indicating that working with the GLAA has influenced their business or promoting rights is above target.
- There has been an increase in employees reporting diversity data which is currently just 5% below the 70% target.
- Employee satisfaction is on target.
- Risk maturity has improved and further work is planned
- Progress against the business plan is positive







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# Compliance Strategy

Nicola Ray  
Head of Regulation

Working in partnership to protect vulnerable and exploited workers

# Compliance Strategy

- Board signed off the response to the consultation and strategy at the July Board
- Minister informed over the Summer
- Strategy launched in September
- Briefs coming shortly with all the new processes.



# Compliance Strategy

- What will be different for business?
  - Listen to workers and take action
  - Conduct virtual application inspections
  - Have a greater focus on compliance inspections by prioritising investigator resources
  - Inspections triggered by a risk-based approach with a commitment to review all licence-holders
  - More compliance activity using other tools such as awareness visits, tier 1 informal resolution of issues, thematic reviews, unannounced spot checks, days of action



# Compliance Strategy

- Helping licence-holders to show us they are compliant through the use of training
- Better response rates for our activities
- Provide more guidance to applicants and licence-holders so they understand the approach the GLAA will be taking when assessing compliance with the Licensing Standards



# What will the Briefs cover?

- When is a physical AI required
- Triggers for an inspection – CI
- How we will determine when an inspection is required for a business which has started to supply workers.





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# Compliance Update and Seasonal Workers' Pilot update

Martin Jones

Senior Compliance Officer

Working in partnership to protect vulnerable and exploited workers

# Compliance Team

- Head of Regulation/Senior Compliance Officer
- 12 Home Based Investigation Officers includes 3 x part time officers
- UK remit



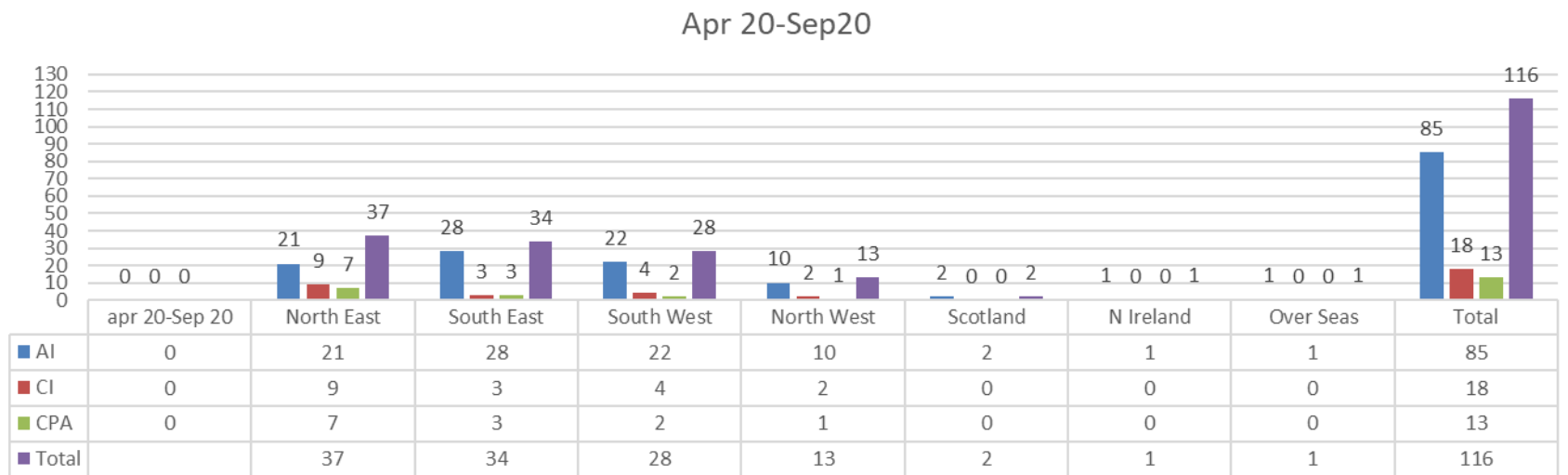
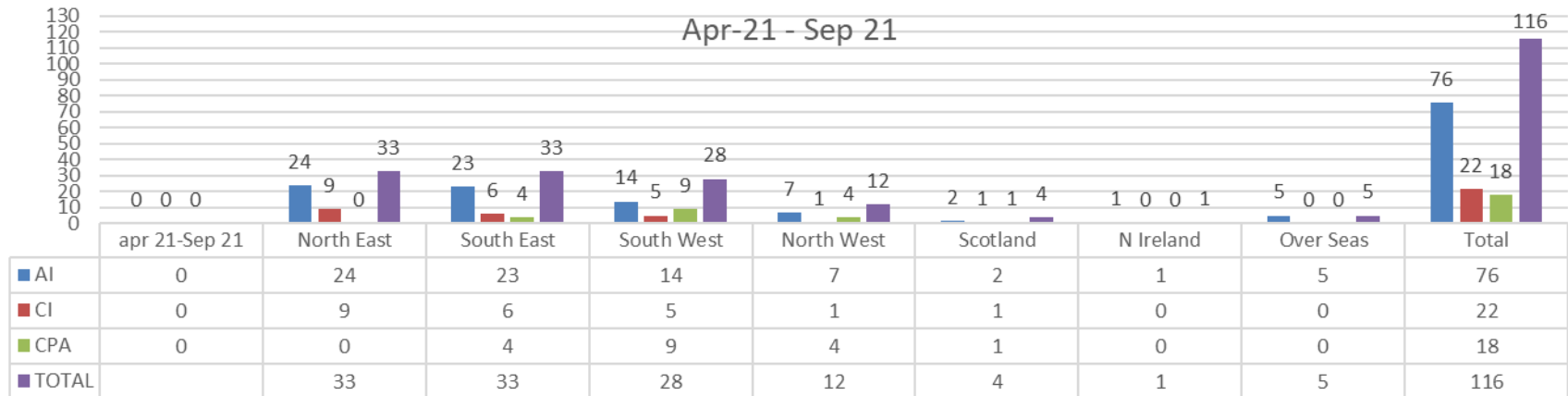
# Compliance Functions

- Application Inspections
- Compliance Inspections includes CPA, CNB
- Presentation & Awareness Work
- Multi Agency Operational Work
- Some Enforcement
- Support Syndicates



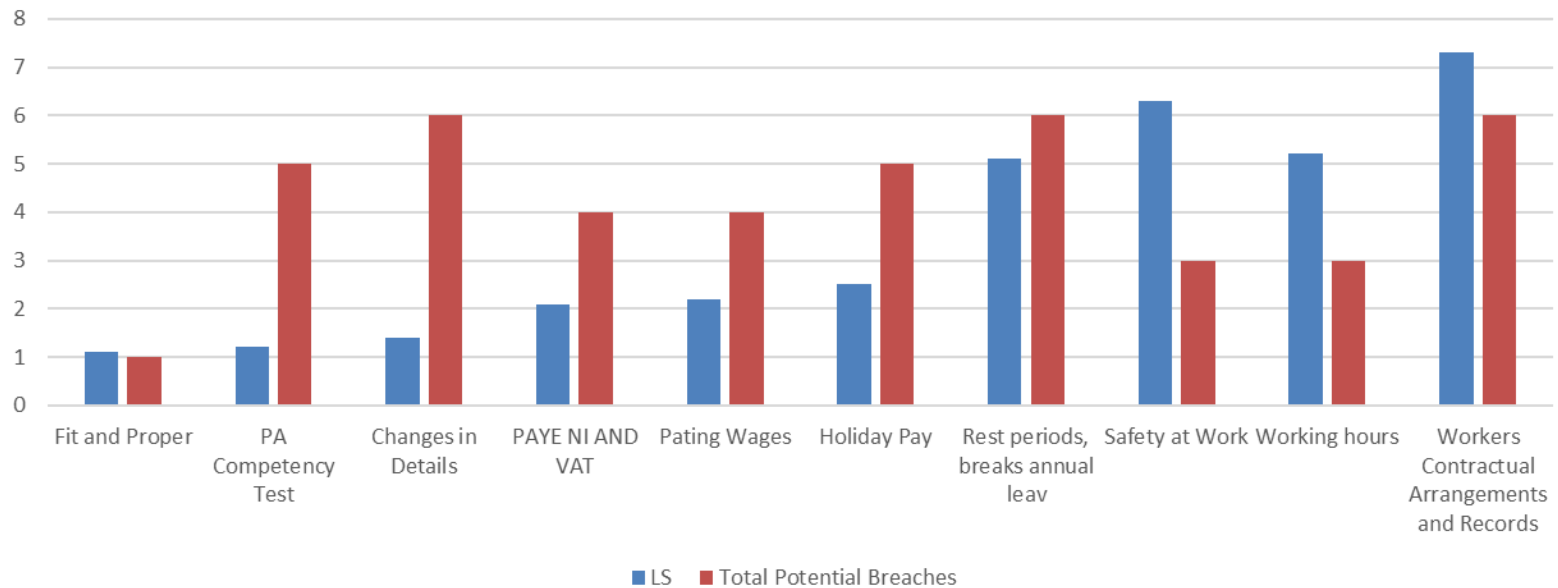


# Inspections



# Potential Licensing Breaches

Investigators identification of Potential LS Breaches 01 Apr 21-08 Sep 21



# Trends

- Overseas Agent complaints are on the rise – additional charges being put on workers to have fast track COVID tests (workers say they are told they must undertake such tests and pay).
- Communication is reported as being very poor between agencies and farms
- Workers arriving at labour user sites when not communicated by the LP.
- Workers leaving LU sites to go to other sites – has knock on effect for the labour user.



# Trends continued

- Accommodation – reports of racial abuse on accounts of nationality have been reference- when investigated it was established that when workers arrive on farms the best accommodation is occupied first.
- Therefore, last in gets the older accommodation.





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# Update on the Single Enforcement Body

Darryl Dixon,  
GLAA Head of the Single  
Enforcement Body programme

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# Update on Operation Tacit – Leicester textile industry

Daniel Scully,  
Director of Resources

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# A history of concerns in Leicester / sector

- Anecdotal reporting
- A surge of effort in 2018 (DLME)
- COVID cases rise above expectations
- Press reporting on Boofoo
- Levitt report > Leveson reporting



# TACIT

- Intelligence assessment
- Opportunities to gather intelligence
- Engagement and enforcement
- The wider community
- Exploiting data
- The collaboration





# To date

- Engage
- Prevent
- Enforce



# The future

- TACIT going forward
- Learning the lessons
- Partnerships
- The Single Enforcement Body (SEB)
- An ongoing caseload.





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**A.O.B**

**Date of next meeting  
23<sup>rd</sup> November 2021**

Working in partnership to protect vulnerable and exploited workers

# Q&A log

- If you're using a PC or laptop, and you'd like to save the questions and answers that have been shared in the question box today – select File and then 'Save questions' at the top of your control panel.
- You can also save the question log from a Mac – on the 'GoToMeeting' toolbar select 'File' and 'Save questions'
- The control panel will close at the end of the webinar.
- So, if you want to download the handouts, and haven't yet, you need to do that now.



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