



GLAA Brief

Issue 75 – September 2021 Triggers for a Compliance Inspection

This brief sets out the GLAA’s new approach to determining when a compliance inspection will be conducted.

Introduction

The GLAA has been developing a new approach to our compliance activity which culminated in the publication of our new strategy: [Compliance strategy \(gla.gov.uk\)](https://www.gla.gov.uk/compliance-strategy). We have reviewed all of our compliance activity to ensure that it meets our strategic aim of ‘...a fair, robust and customer responsive regulatory regime that prevents labour exploitation and drives compliance’.

In our compliance strategy, we have committed to inspecting every licence holder over a rolling five-year period. Currently, the GLAA will consider intelligence reports when determining if an inspection is required. We have devised a new approach so that we can deliver more inspections. This means that we will schedule an inspection if we come across any of the indicators set out below. We will also carry out several random inspections each year to ensure that workers are not being exploited and businesses remain compliant with the Licensing Standards. We are also exploring the use of other compliance activities such as spot checks and thematic reviews.

Compliance Inspection Triggers

Compliance Inspection Triggers	Rationale
There is a credible allegation of a critical non-compliance with the licensing standards	The licence could require revocation, so an inspection is required
There is a credible complaint about non-compliance against several non-critical licensing standards	This is exploitation of workers and could indicate other areas of non-compliance.
There is a credible allegation of non-compliance with the licensing standards	An inspection is required to ensure they are compliant with the licensing

and the business has not been inspected for more than 5 years	standards
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This approach will be introduced on the 1st October 2021.

Further information

If you any questions about this Brief, please contact the GLAA helpline on 0345 602 5020 or email licensing@gla.gov.uk.

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