



Freedom of Information Act Request

Ref: FOI 21-22 35

Date issued: 7 March 2022

Subject: 'Complaints' in the agriculture and horticulture sectors

Question(s):

- 1) The total number of complaints (including referrals, reports, emails and phone calls) you have received related to the agriculture and horticulture sectors since 2017 to date, broken down per year.
- 2) If possible, for each year since 2019, can you also provide the number of complaints in the agriculture and horticulture sectors that were related to the seasonal worker visa scheme.
- 3) If possible, for each year, can you also break down the complaints by the types of potential breaches of licensing standards (for example accommodation, pay, working conditions, etc) and/or possible criminal offences they were related to.
- 4) If possible, for each year can you also break down the number of complaints by the local authority where the workplace the complaint is related to is located. If the data is not available per local authority, please provide it per county. If it is unavailable per county, please provide it per region. If it is not available per local authority, county or region please provide it by whichever geographical breakdown is most appropriate or available.
- 5) If possible, for 2021, could you also provide a breakdown per type of breach/offence for each specific local authority, county or region.

Response:

- 1) The GLAA does not record 'complaints', what we do record are 'general issues'. Therefore, what we can tell you are the number of general issues we have received where a person has made an allegation in the agriculture and horticulture sector. Please find this broken down by year from 2017-2021 below:

Year	Total issues related to an allegation
2017	218
2018	209
2019	405
2020	362
2021	274

- 2) The GLAA does not specially record allegations made against SAWS scheme. Therefore, the GLAA does not hold information of the type you have requested. You may wish to submit an FOI request to the Home Office for this information. You can contact them at foirequests@homeoffice.gov.uk.

- 3) Please find the general issues we have received linked to an allegation in the agriculture and horticulture sector broken down by the type of allegation. We have provided the top ten most common allegation for each year below.

Type of allegation	2017	2018	2019	2020	2021
No GLA License	35	30	34	43	23
Withholding wages (LS 3.3)	27	23	43	23	14
Paying wages / NMW (GLA-sector) (LS 2.2)	23	27	22	33	19
Fees and providing additional services (LS 7.1)	11		22	22	25
Working conditions - working hours (LS 5.2)	10	12	37	26	
Quality of accommodation (LS 4.1)	10	17	28	28	19
MS1 - Slavery Servitude & Forced Labour	10	7			
PAYE NI and VAT (LS 2.1)	10	10	21	22	
Workers: contractual arrangements and records (LS 7.3)	9	8		25	23
Safety at work	8		16	29	14
Physical and mental mistreatment (LS 3.1)		9			
National Minimum Wage (non-GLAA sector)		9	20		
Rest periods, breaks and annual leave (LS 5.1)			25		12
Holiday pay (LS 2.5)				17	17

Fit and Proper (LS 1.1)					14
Other	65	57	137	94	94

4) Please find below general issues we have received where a person has made an allegation in the agriculture and horticulture sector broken down by our syndicate areas. Please note the first full year this data was recorded was 2019. Therefore, we can only provide data for the last three years.

Syndicate Area	2019	2020	2021
North East England	106	78	46
South East England	130	119	84
South West England, Mid and South Wales	86	65	53
North West England, North Wales, Scotland and Northern Ireland	58	65	55
Multiple areas	3	12	8
Area Unknown/ Unrecorded	22	23	28

5) Please find the general issues we received in 2021 linked to an allegation in the agriculture and horticulture sector broken down by the type of allegation cross referenced by our syndicate areas. We have provided the most common type of allegation.

	North East England	South East England	South West England, Mid and South Wales	North West England, North Wales, Scotland and Northern Ireland	Multiple areas
Holiday pay (LS 2.5)	9			4	
Workers: contractual arrangements and records (LS 7.3)	7		5		
Fees and providing additional	5	7	5	5	1

services (LS 7.1)					
1.0 No GLA License	4	10	4	3	
Fit & Proper (LS1.1)	4				1
PAYE NI and VAT (LS 2.1)	4				
Payslips (LS 2.4)	4			4	
Withholding Wages (LS3.3)	4		4	5	
Safety at Work		8	4		
Quality of accommodation (LS 4.1)		7	5	3	2
Other – Health and Safety		6			
Working conditions - working hours (LS 5.2)	3		4		2
Paying wages/ NMW (GLAA Sector LS2.2)	5		6	8	1
Physical and mental mistreatment (LS 7.1)			4	3	
Right to Work (LS 7.2)			4		
Rest periods, breaks and annual leave (LS 5.1)					1