



## Freedom of Information Act Request

**Ref:** FOI 22-23 02

**Date issued:** 30 May 2022

**Subject:** Organisational structure

### Question(s):

[Requester's name] requests the total number of non-compliances for each GLAA Licence Standard for each of the previous three years, as per the table below.

### Response:

GLAA Licence Standards Non-Compliances	2021/22	2020/21	2019/20
<b>Total Application Inspections (conducted)</b>	147	153	150
<b>Total Compliance Inspections (conducted)*</b>	40	41	68
<b>GLAA Licence Standards Non-Compliances:</b>			
1.1: Fit and Proper	6	7	19
1.2: Principal Authority Competency Test	8	7	14
1.3: Correcting Additional Licence Conditions	4	11	8
1.4: Changes in Details	5	3	5
2.1: PAYE, NI and VAT	9	14	24
2.2: Minimum Wage	4	3	1
2.3: Record keeping for statutory benefits	0	0	0
2.4: Payslips	1	0	2
2.5: Holidays	4	0	2
3.1: Physical and mental mistreatment	0	0	0
3.2: Restricting a worker's movement, debt bondage and retaining ID documents	1	1	1

3.3: Withholding wages	3	7	2
4.1: Quality of accommodation	0	0	0
4.2: Licensing of accommodation	0	0	0
4.3: Where the worker works away from home	0	0	0
5.1: Rest periods, breaks and annual leave	0	3	2
5.2: Working hours	0	4	0
5.3: Right to belong to a trade union	0	1	0
5.4: Providing workers in industrial disputes	0	0	0
5.5: Confidentiality	0	0	1
5.6: Disciplinary and grievance procedures	0	0	1
5.7: Discrimination	0	0	0
6.1: H&S assigning responsibility and assessing risk	1	1	0
6.2: H&S instruction and training	0	2	3
6.3: H&S safety at work	0	4	0
6.4: Transport	0	0	0
7.1: Job-finding fees and additional services	0	1	2
7.2: Right to work	0	0	0
7.3: Worker contracts and record keeping	7	4	15
7.4: Labour user contracts and record keeping	0	0	0
7.5: Restriction on charges to labour users (temp to perm fees)	0	0	0
8.1: Sub-contracting and using other labour providers	0	0	0
8.2: Records of dealing with other licence	NA	NA	NA
<b>Total GLAA Licence Standards Non-Compliances</b>	<b>53</b>	<b>73</b>	<b>102</b>

\*This includes a combination of Complication Inspections (CIs), Compliance New Business (CNB) and Change of Principal Authority (CPA) inspections. Please note, the information provided is for inspections conducted. Previous numbers published may be for the number of inspections tasked, which may include some inspections that were not undertaken.