



Gangmasters &
Labour Abuse Authority

GLAA Joint Liaison Group meeting 20 April 2023

Agenda

- Welcome and Introductions, Julia Mulligan, Chair GLAA
- GLAA Strategy 2023-26, Julia Mulligan, Chair, GLAA
- Case study: Recruitment agency loses GLAA licence after receiving slavery order, Ian Waterfield, GLAA Head of Enforcement
- Working together to deliver good intelligence, Samantha Ireland, GLAA Head of Governance
- An introduction to Jobs Aware, Keith Rosser, Chair of JobsAware
- Building an alliance to educate and promote worker rights, Frank Hanson, GLAA Head of Prevention and Partnerships & Adina Magla, CEO and Co-Founder, The Romanian and Eastern European Hub
- AOB





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Welcome and Introductions

Julia Mulligan, GLAA Board Chair



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GLAA Strategy 2023-26

Julia Mulligan, GLAA Board Chair

Why?



Who?



How?



Our strategic goals



Regulation



Intelligence and Prevention



Enforcement





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Case Study - Supply of Seasonal and Temporary Workers from Nepal: Follow-up Enforcement Action

Ian Waterfield - Head Of Enforcement

Working in partnership to protect vulnerable and exploited workers

Overseas Supply of Workers

- UK heavily reliant in some sectors on the supply of seasonal and/or temporary workers
- In the past the supply was predominantly from Eastern Europe
- Businesses are now sourcing workers from many other areas of the world
- Relationships with Law Enforcement and Labour Inspectorates
- Fee charging which breaches GLAA Licence Standards but maybe legal in those countries
- Inherent problems with the associated visa schemes (Seasonal Workers, Skilled Worker Visas)
- Jurisdictional difficulties if things go wrong



Case Study

- Investigation into A GLAA Licence Holder - Adept and Agile based in Kathmandu, Nepal
- They were sourcing workers for a UK based Recruitment Agency, for supply into the Poultry Sector
- End-point business had gone through a GLAA Licenced Agency but were not personally aware of A and A
- We now know that A and A was effectively a criminal enterprise
- Adept and Agile targeted vulnerable prospective workers in Nepal, desperate for work outside of Nepal. They also used other agency names to entice workers



- They were given false information about the nature of their work in the UK
- Workers were bullied and cheated into paying unwarranted fees (11-19k) costs that by right the victims never needed to pay
- Workers were forced into payments of instalments, obtaining loans secured against family property and withholding their passports and identity documents
- They were threatened and abused and further penalties were talked about should they mention these payments. They also made threats towards family
- Issues uncovered when UK Borders officers detained 8 Nepalese individuals at Manchester airport. Aug 22
- Welfare visits by Immigration officials and GLAA



- **Legislative Difficulties:**

- GLAA Licensing Standards
- Fees not illegal in Nepal
- Investigative limitations
- Safeguarding



GLAA Investigation

- Over 155 workers from Nepal identified
- Additional fees levied in the UK (5k) per worker to cover costs that would be expected, Visa/Training/Covid etc
- UK recruitment agency contacted by business seeking to recruit international workers
- Adept and Agile introduced themselves in UK as established recruitment agency
- Due diligence issues
- Workers started to disclose to UK businesses, 4 initially (120 eventually)



- Threats and intimidation occurred in the UK (Key)
- Investigation and Jurisdiction difficulties
- Unique and Ground breaking use of a Slavery And Trafficking Risk Order (STRO)
- £275k recovered for workers, hopefully more to come
- Investigation still ongoing and discussions taking place re ability to prosecute
- Significant media coverage in Nepal
- Recent intelligence re supplying workers into Construction
 - Breach of STRO



Slavery and Trafficking Risk Orders

- Modern Slavery Act 2015
- Prevent slavery and trafficking by someone who has already committed such offences
- Court must be satisfied, defendant may commit offence, and that an order is necessary to protect against the risk of harm
- Issued during investigation
- Control of suspects and to enable safeguarding
- GLAA have become national lead in this area
- 34 in place
- This was first ever in UK issued abroad



Licensing

- GLAA Licence issued to Adept and Agile in Feb 2022
- Some difficulties in issuing Licences to overseas applicants, especially post Covid
- As a result of the Investigation into Adept and Agile Licence suspended in December 2022
- Evidence collected during investigation then allowed GLAA to safely revoke the licence without risk of challenge in March 2023
- Joined up enforcement and Licensing Activity



Learning Points

- Strengthening of Visa Schemes
- Due Diligence of Recruitment agencies - Don't forget to look upstream
- Worker engagement on arrival (Meet and Greet)
- Use of alternative sanctions not just prosecution
- Could GLAA have revoked earlier?





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GLAA Control Strategy and why good intelligence is important

April 2023

Stopping worker exploitation

The Control Strategy

- ✓ Sets out and communicates the operational priorities for the GLAA
- ✓ Sets the long-term priorities for crime prevention, intelligence and enforcement.
- ✓ Control strategy issues should be given priority when resources are allocated.



Our Control Strategy



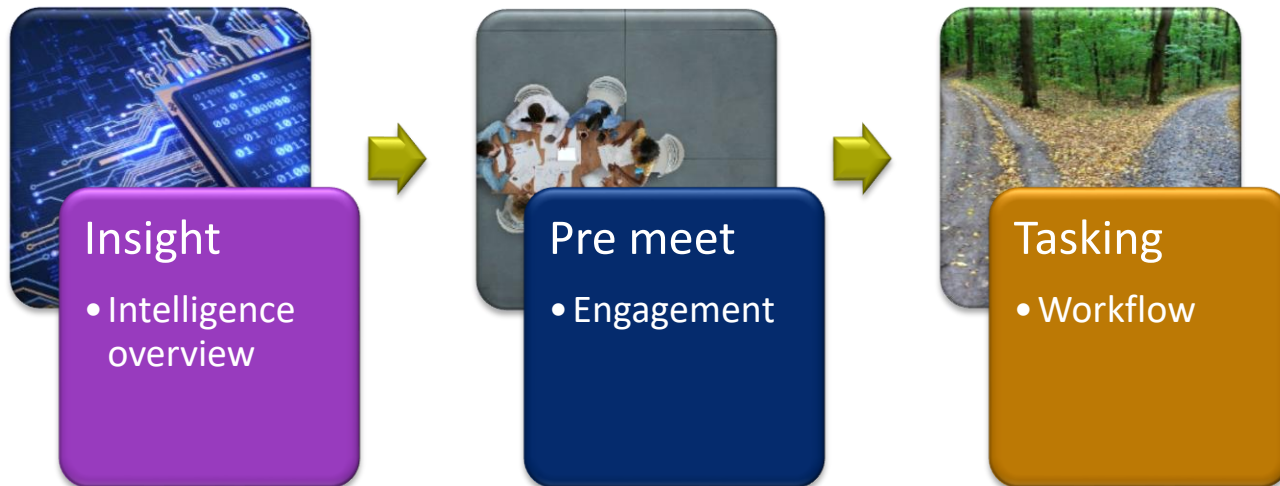
- 1** Identify & Protect Vulnerable Workers
- 2** Disrupt & Deter Criminal Activity in the Labour Market
- 3** Maintain a Credible Licensing Scheme
- 4** Work in Partnership with Stakeholders to Protect Workers' Rights & Prevent Labour Exploitation



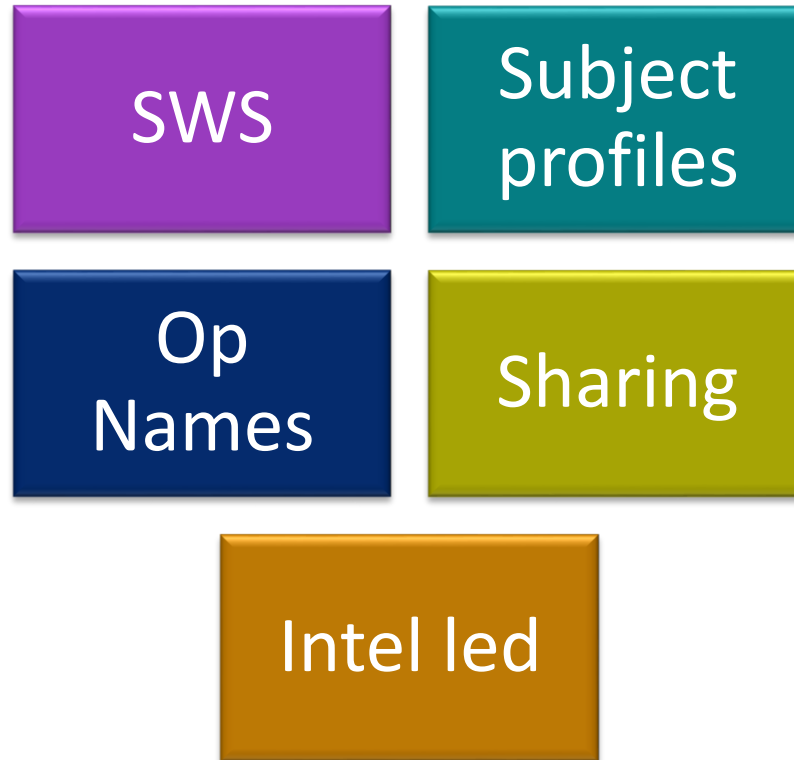
CS: The Influence



CS: In Practice



CS: Coming to Life



CS: Decision Making



Why good intelligence matters

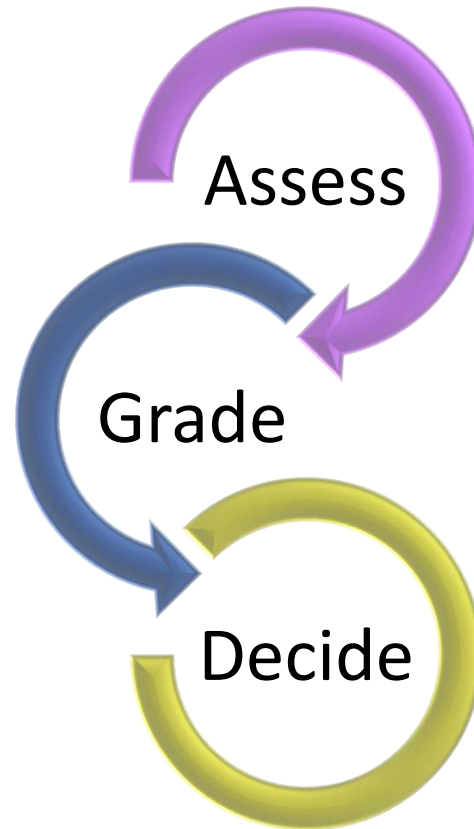
We rely on your good intelligence to help us target our resources where the biggest threats are.

We need information that covers:

Who, What, Where, How and Why



How we use it



Example intelligence explainer video



GLAA Joint Liaison Group Webinar

An Introduction to JobsAware

Keith Rosser



What is the issue we are tackling?



Ofcom: The scale & impact of online fraud

An estimated 43 million UK adults have encountered online scams or fraud:

- 87% of online adults have encountered it, with 25% losing money as a result
- 30% experienced fake employment scams (more than identity, dating etc)
- 61% of respondents said online tech firms have a responsibility to act

Under the Online Safety Bill, tech firms will be required to assess and take steps to mitigate the risks of harm to users. This will include certain types of fraudulent content. They'll also have to take steps to mitigate the risk of the platform being used to commit or facilitate fraud.

Larger online services will also have to use systems and processes designed to prevent individuals from encountering fraudulent adverts and take them down when they become aware of them.

Source: <https://www.ofcom.org.uk/news-centre/2023/scale-and-impact-of-online-fraud-revealed>



Press release
New Year jobseekers urged to watch out for 7 signs of job scams

DBS is putting jobseekers on alert for the scams that could leave them victims of theft and fraud.

From: [Disclosure and Barring Service](#)
Published 26 January 2023

Revealed: The latest scams circulating on WhatsApp

Fraudsters pose as recruitment agencies and crypto traders on messaging app

Updated: 19 Jan 2023

How to find a new job: Everything you need to know about recruiters, 'ghosting' and virtual interviews

Bad practices by agencies and employers can waste jobseekers' valuable time – here's how to avoid them

Student left with huge debt and no qualification slates distance learning college 24/7 Training UK

College accused of promoting itself with Tommy Walsh video made for a different training provider

By [Andrew Penman](#)
09:45, 16 Mar 2023 | [UPDATED 12:51, 17 Mar 2023](#)



CV alert: how fraudsters target jobseekers with fake adverts

Cybercriminals are increasingly using bogus job ads to persuade jobseekers to share their personal information – and sometimes part with money – to secure their ideal roles

I paid to train for a new career but ended up in debt and with no qualification

Training company New Trades Career rebuts claims from unhappy former students

“LinkedIn scammers step up sophistication of online attacks”

‘Think carefully!’: WhatsApp scam warning as dangerous offer message circulates

A dangerous scam is circulating on WhatsApp, taking advantage of the cost of living crisis to exploit unsuspecting victims.

By [BEREKAH EVANS](#)
06:00, Mon, Feb 13, 2023

Man reveals he was hired for a fake job at a fake company as job seeker scams continue to rise

Scammers pose as recruiters before stealing money from job-seekers

By [Andrew Griffin](#) • Friday 23 December 2022 18:04 • [Comments](#)



The rise in recruitment scams

January – March 2023



Who are JobsAware and what are they doing about it?



About JobsAware

JobsAware, a brand of SAFERjobs, is supported by GLAA, HMRC and DBT.

There are currently:

- **0.4m** online job adverts
- **10,000+** payslips
- **250+** recruitment sites

Carrying the SAFERjobs or JobsAware logo.



Vital scam warning as your dream job offer could be fake - Brits urged 'be alert!'

A SCAM warning has been issued to Britons as the prevalence of employment fraud and job scams is unfortunately on the up, meaning people are at risk of being seriously misled or even put into financial harm.

By REBEKAH EVANS



HRnews

Two in five workers would accept worse job rights than before pandemic

Press release

DBS continues work with JobsAware




Worker Voice Platform

Learn about labour market abuses



Report suspected abuses



Deal with abuses and gather worker insight


Business Partner Program

Join the Partner Program



Sign up your supply chain as Partners



Promote free help & advice to workers


Collective Regulation

Identify threats using worker voice



Co-develop standards (Industry + Regulators)



Create accredited compliance schemes

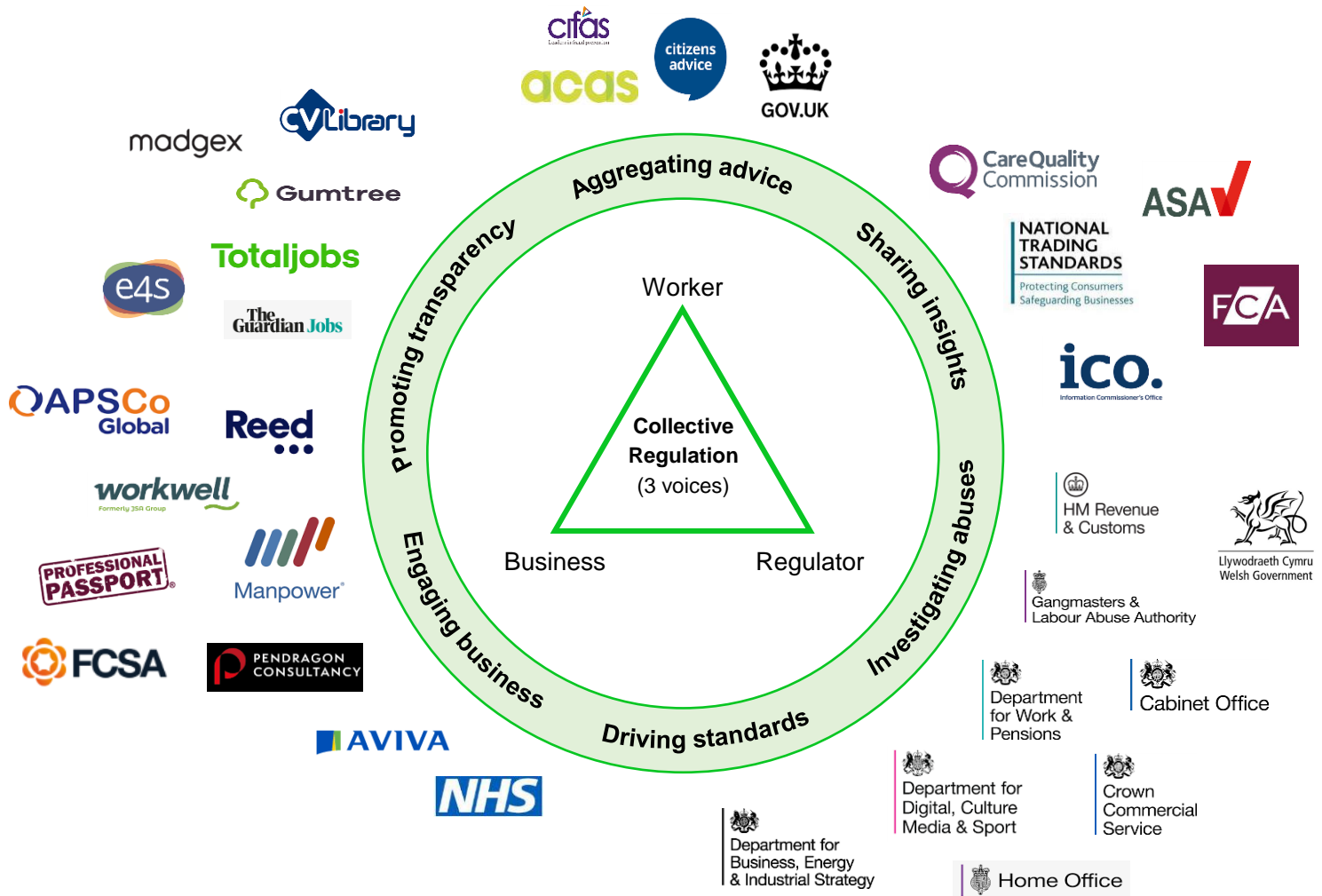
JobsAware Reports & Referrals

JobsAware receives reports daily from workers and work-seekers on a range of labour market issues including job scams, non-payment of wages and poor practice by recruitment intermediaries.

We identify reports that may require further investigation and make referrals to the relevant regulator or law enforcement agency.

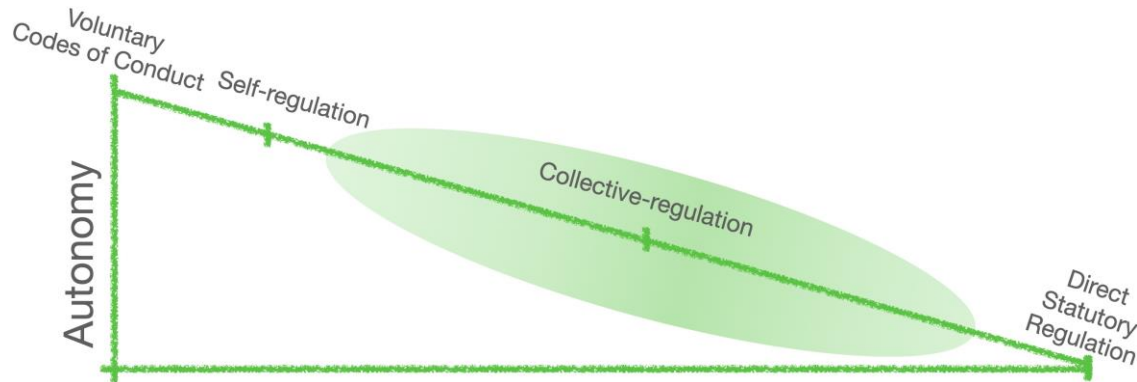
- Reports to JobsAware regarding Labour Market abuses increased in Q1 2023 from the same period in 2022
- JobsAware referrals of potential cases to the GLAA have also increased this year





Collective Regulation

- Approved by Ministers, jointly led by a Professor at Open University
- Brings together the perspectives of workers, business and regulators to determine proportionate approaches
- The first example is the launch of an Online Recruitment certification scheme alongside the Online Safety Bill



What can businesses and other organisations do to help?



Partner with us through our Partner Program

JobsAware partners are businesses and organisations committed to stamping out labour market abuses. They do so by adopting our voluntary principles that promote free help & advice to the UK workforce.

The benefits to business in partnering with JobsAware are vast:

- Providing free help & advice on labour market issues to your customer-base
- Diverting non-company specific concerns and questions
- Levelling the playing field for businesses by minimising the bad or poor-quality players
- Enabling greater supply chain transparency

See our partnership principles & sign up here: [\[insert link\]](#)



JobsAware Partnerships

430+ Total Partner Organisations

275 Recruitment Agencies

78 Job Boards

24 Payment Intermediaries



Thank you for your time

Website: jobsaware.co.uk

Email: keith.rosser@jobsaware.co.uk

LinkedIn: [JobsAware](#)





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Romanian Workers' Rights project

Frank Hanson
Head of Prevention and Partnerships

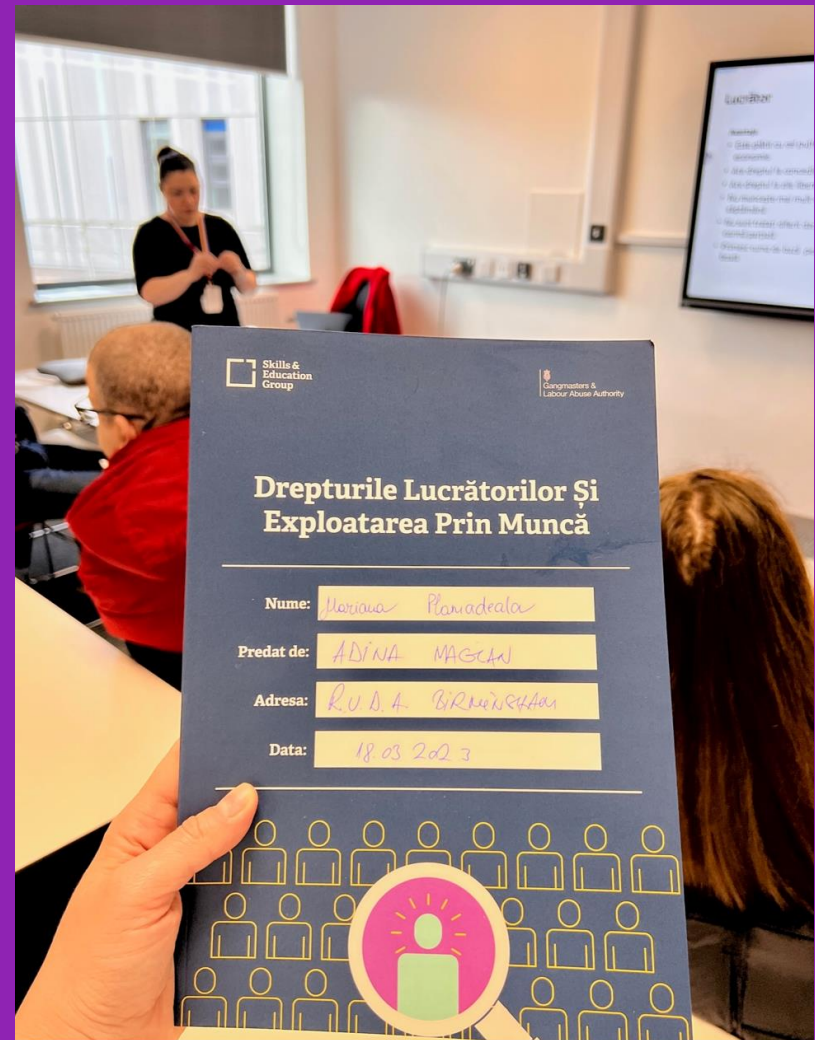
Adina Maglan
CEO and Co-Founder, The Romanian
and Eastern European Hub





Introduction

- ❑ Successful launch of Level 1 Worker Rights qualification
- ❑ Feedback suggests need for simplified version to meet specific needs
- ❑ Romanian Embassy Modern Slavery event
- ❑ GLAA commission the design and pilot of new course





Project delivery

- ❑ Content translated and adapted for cultural relevance
- ❑ 33 training sessions delivered nationally in 6 weeks
- ❑ 271 learners attended the course & received certificates
- ❑ Diverse cohorts of learners including Roma Romanians.
- ❑ Bespoke sessions held to accommodate specific needs of learners.





Interim evaluation: Project findings

- ❑ Facilitators adapted delivery pace to ensure accessibility
- ❑ 99% of course attendees experienced one or more work related issues
- ❑ Online delivery for domestic abuse survivors
- ❑ Highly skilled workers also experienced discrimination at work
- ❑ Young Roma Romanians struggling to secure employment





Interim evaluation: Opportunities & recommendations

- ❑ Upskill more Romanian community facilitators - Level 1 training helped upskill informal community leaders
- ❑ Provide free access to Level 1 course to completing the pilot course
- ❑ Consider UK wide expansion of course
- ❑ Stakeholders should resource course delivery to their Romanian communities
- ❑ Consider other bespoke short employment related courses

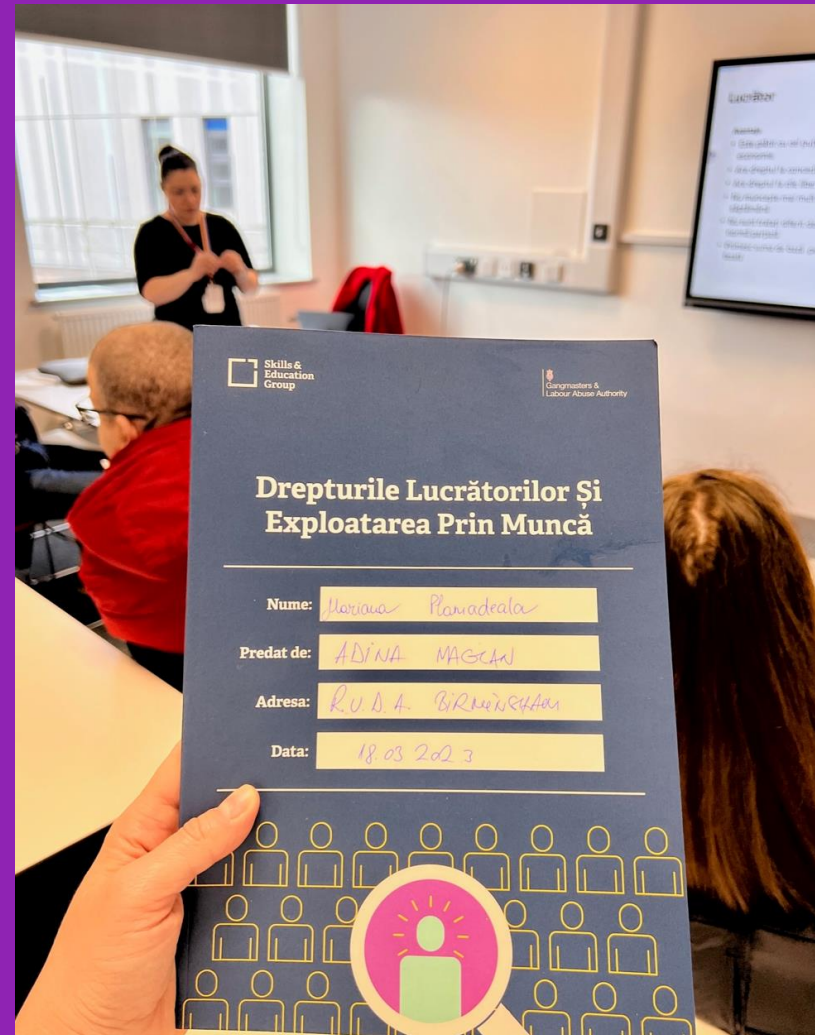




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Next steps

- ❑ Complete and publish full evaluation
- ❑ Complete translation of course into other languages
- ❑ Pilot Easy Read version
- ❑ Invite partners to work together to roll out the course to other vulnerable communities.



Thank you for joining us today

Feedback survey

Please complete our survey as we really do appreciate your feedback. This short survey helps us to understand our impact and improve our training and events such as this webinar.

Survey Link:

<https://www.surveymonkey.co.uk/r/liaisongroup>

