**Stakeholder webinar-20251007\_110107-Meeting Recording**

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 **Kathryn Roberts (GLAA)** started transcription

 **Suzanne** 0:32
Thank you.
Well, I'd like to welcome everyone to this online seminar. It is being recorded and will be shared after the event. Please don't use AI tools to record the session. My name, as it says on the screen is Suzanne McCarthy. I'm one of the.
Non executive directors of the GLAA and I'm delighted to welcome all of you to this online seminar. We expect it to last for around an hour and a half if if there are any groups or attendees logged on using one device today.
Could you please use the chat box to tell us how many additional people are taking part with you? For example, if there are three of you taking part of the group, then please Type 2 in the chat box.
And we will be sharing some slides on screen, but if you've joined by audio only then please be assured these slides are for reference only and you're not going to be missing any information. The information you'll be receiving today is.
Is correct at the time of this seminar today, the 7th of October 2025 guidance. As you probably know, is updated regularly by the GLAA. So we advise you to sign up to our bulletin or refer to our website gla.gov.uk for regular.
Updates now. Please use the chat function if you want to ask questions. If we can answer your questions simply online during the webinar, I will do so, but I will also be putting questions that you may have asked to the relevant speaker.
And we will try to answer as many of your questions as possible throughout the seminar to allow us to do that, we would ask that you ask your question just once. Please be aware we are unable to answer questions specific to individual circumstances.
For that reason, don't post any personal information in the question marks. Now we have a very exciting programme for you. Today. We're going to start off with Samantha Ireland, who's the GLAA director of strategy and impact, and she's going to be.
Sharing the latest performance data and then Claire Gardner, who is a senior intelligence and research research analyst at the GLAA, will then prevent key findings from the GLAA violence against women and girls profile.
There will then be an update from Nicola Ray, head of contact and licencing regarding certain licencing and regulation issues and finally we're delighted to be able to say that we're joined by Bradley Lawrence.
Who's a senior executive officer in the national minimum wage team who will update us on certain common issues his team has found in the GLAA regulated sector, I should mention.
That his slides won't be shared. They're the only ones that want to be shared. But at the end of his slides, you will find his mailbox address his e-mail address at the end, and they that will also be put into the chat.
Now there was one other issue I just want to mention to those who are on this seminar. It's a separate issue and it's about what we talked about at the last webinar and there you may recall, for those who were with us, an update from the Fair Works Agency implementation team.
And the GLA executive would like to know if you found that useful and if you would like to hear from them again if so, if you would like to hear from them what information in particular would you find useful about the Fair Work agency from the Fair Work Agency implemented?
Asian team so please add your thoughts on this subject to either the chat here or e-mail us@gla.gov.uk. So now I am pleased to say that I'm going to be handing over to Samantha to talk about performance update. Sam, come in.
Yeah.

 **Samantha Ireland (GLAA)** 5:20
Yeah.
Good morning, everybody.
Hopefully you can hear me OK. Yeah, I'm Sam. I'm the director of strategy and impact here. So I wanted to give you a bit of an update about the performance of the GLAA. Now we have worked really hard over the last.
12 to 18 months to really look at streamlining some of our processes now you guys know we're quite a small organisation anyway and we've got a very dedicated but small team of operational officers and we have been working really hard to make sure that we can make best use of those resources.

 **Suzanne** 5:59
Yeah.

 **Samantha Ireland (GLAA)** 6:00
Now one of the things we've done is we've looked at how we conduct our inspections from application right through to our compliance inspections and we've made some significant changes. Now. You will hopefully have seen this or felt this by ways of how quickly we turn around our licencing decisions. So we get people trading much quicker.

 **Suzanne** 6:08
Yeah.
Yeah.

 **Samantha Ireland (GLAA)** 6:20
Yeah.
We've worked closely with applicants, so when people are wanting to get a licence we've been doing lots of work upfront to make sure that we can iron out issues sooner and therefore we can then do inspections once those people start trading.

 **Suzanne** 6:25
Yeah.
Yeah.

 **Samantha Ireland (GLAA)** 6:38
This then allows us to do put more of our resources into compliance inspections so that we can gather information and can really start to dig deeper into some of the issues in the sector and and raise that standard.

 **Suzanne** 6:47
Yeah.

 **Samantha Ireland (GLAA)** 6:53
So our performance from April to August really does demonstrate that we are a regulator who is increasingly agile and impactful.

 **Suzanne** 7:02
Yeah.

 **Samantha Ireland (GLAA)** 7:04
As I said at the top that we have seen, we've been able to maintain a really, really positive performance around how quickly we turn around our licencing decisions. We are now at an average of 22.5 working days and we're able to maintain that at the moment we're seeing that.
Really steady, which really shows me that the processes that we've put in place are effective and they're and they're working. So we are a lot more responsive and efficient and we're, as I say, we're seeing that that process is is working. We have, you know, a small team who are doing this and we're able to manage.

 **Suzanne** 7:40
Yeah.

 **Samantha Ireland (GLAA)** 7:44
That with abstractions, annual leave things like that. So it's really, really positive.

 **Suzanne** 7:45
Yeah.

 **Samantha Ireland (GLAA)** 7:49
We've also then been able to dedicate and direct that information, direct that resource into compliance. So when somebody's been received a licence and been trading for a period of time, we we can then go to a compliance new business inspection.

 **Suzanne** 7:57
Yeah.
Yeah.

 **Samantha Ireland (GLAA)** 8:05
And make sure that things are set up in the right way. We can be supportive and we can also identify issues when they arise. But since being able to dedicate much more of our time to compliance inspections, we have seen more breaches of our Section 12 and 13 powers, which is using a.

 **Suzanne** 8:08
Yeah.
Yeah.
Yeah.

 **Samantha Ireland (GLAA)** 8:24
And master without a licence or providing labour without a licence.
Now this disruptive activity has also seen an increase in referrals, which is absolutely fantastic. We work in partnership and we need to work with all our stakeholders to be able to get information so we can identify issues and rectify them using all the tools at our disposal.

 **Suzanne** 8:33
Yeah.
Yeah.
Yeah.
Yeah.

 **Samantha Ireland (GLAA)** 8:50
Some of the things that we have seen through our through this in compliance inspections is we've started to see a bit more of an increase in the complexity of some of the section 12 and 13, which has also led to some modern slavery cases now later on in this, in this workshop, in this stakeholder webinar, we will hear from Nicola who will talk a little bit.

 **Suzanne** 8:59
Yeah.
Yeah.

 **Samantha Ireland (GLAA)** 9:10
More about the the licencing regime and why it's important and some of the key things that people need to be aware of, we have seen a range of issues from, you know, kind of things that people have just missed that might be quite low level right through to things that are are quite a lot more serious that we've that we've been looking into.

 **Suzanne** 9:17
Yeah.

 **Samantha Ireland (GLAA)** 9:29
And.
We've also on the enforcement side, so we've got the regulatory arm and we've also got enforcement powers and an intelligence team, and we've shown a strong qualitative impact on there. So our investigations resulting in.

 **Suzanne** 9:38
Yeah.

 **Samantha Ireland (GLAA)** 9:46
Disruption outcomes, we've met our target already and we've started to see that the the teams working collaboratively and working in partnership, we're starting to get a lot more outcomes for our victims and our workers. We have our victim navigator still in place and the engagement.

 **Suzanne** 9:54
Yeah.

 **Samantha Ireland (GLAA)** 10:05
With our victims is phenomenal. We're seeing 100% engagement rate there, which is really, really powerful and really does help our victims navigate quite a complex judiciary process. So that's that's really, really fantastic.

 **Suzanne** 10:14
Yeah.
Yeah.

 **Samantha Ireland (GLAA)** 10:23
On the intelligence front, so you'll hear in a moment from Claire about the intelligence picture that we've got and we've been putting a lot of focus and effort into making sure that we are making best use of the intelligence products that we have making best use of our intelligence resources.
And we are working very closely with different partners to make sure that the information we get is of high quality and can lead to disruptive outcomes or can lead to, you know, kind of investigations things that we can, things that we can proactively action. So we're seeing.

 **Suzanne** 10:44
Yeah.
Yeah.
Yeah.
Yeah.

 **Samantha Ireland (GLAA)** 10:58
A maturing intelligence culture there, we've also been hopefully you would have seen on our website or our social media that we've been publicising our briefs that we've been putting out recently and again.
You will hear from Nicola in a little while about some of the importance of the regulation that we're doing.
From a strategic point of view, we've been doing a lot of work across government, so the government will have lots of different strategies of different things. So you'll be aware that they're one of the key priorities is around house building. They have recently or just about to launch a strategy on violence against women and girls.

 **Suzanne** 11:27
If.

 **Samantha Ireland (GLAA)** 11:39
And obviously there's a lot of a lot of press and attention around immigration and visas. Now all of those things directly impact labour exploitation and directly impact what we will see on the ground and how we will interact with partners, victims and workers.

 **Suzanne** 11:50
Yeah.
Yeah.

 **Samantha Ireland (GLAA)** 11:56
So we've been making sure that we are really closely tied in to all of these strands to make sure that we have a really collaborative approach to how these different initiatives, how we can influence, how they're delivered or how we respond to make sure that we've.

 **Suzanne** 12:05
Yeah.
Yes.
Yeah.

 **Samantha Ireland (GLAA)** 12:15
We're across issues that could raise labour exploitation now going into the Fair Work agency that's going to be even more important because we're going to have wider powers etcetera. So we're really making sure that that strategic focus is.

 **Suzanne** 12:19
Yeah.

 **Samantha Ireland (GLAA)** 12:32
Is aligned, so I'm really pleased about the performance that we are showing at the moment. It continues to improve and I think given the the challenges and the change that we're going through.

 **Suzanne** 12:34
Yeah.
Yeah.
Yeah.

 **Samantha Ireland (GLAA)** 12:47
It's a really positive step. Thank you.

 **Suzanne** 12:51
Thank you, Sam. I'm just seeing whether or not there are any comments or questions to you at this moment. There aren't as yet, but you're not leaving, I know. And if things come in that you can contribute to, are we calling you back in? So thanks, Sam for your talk about the performance update.
I am.
Please also to see that we've had a comment in that Catherine has acknowledged in the chat about the Fair Work Agency and what a particular seminar attendee would like to see having an update on if other people have thoughts about updates from the Fair Work Agency, please put that in the chat and we'll take note.
That, but I'll move on now for the moment and we're going to Claire Gardner, who's going to talk about violence and exploitation against women and girls. So Claire, please.

 **Claire Gardner** 13:44
Hi, everybody. I'm Claire Gardner. I'm one of the intelligence Intel. And sorry was an intelligence analyst from the gang master slave and Abuse authority first. I'm just going to talk about a general intelligence picture that we've got at the moment. This is sort of over the last three months.
That we've sort of gathered this information. So at the moment the care sector is still one of our most reported sector, which means that most of our referrals made to the GLA either by the phone, e-mail, all throughout anonymous online reporting form is related to concerns about working conditions in the care sector. So that's one of our most reported sectors at the moment.

 **Suzanne** 14:05
Yeah.

 **Claire Gardner** 14:20
In August, we also saw an increase in reporting the agricultural sector sector as well as the construction sector compared to previous months, but it is still does remain within the level of expectation increases in these sectors aren't uncommon across the summer months, which is due to things maybe obviously we can't indefinitely say, but it could be things.

 **Suzanne** 14:23
Yeah.

 **Claire Gardner** 14:39
Which is the summer months is quite a busy time for the agricultural sector. The sector they have a lot more workers. It's a high high season for picking and also there's a lot more people out and about in the summer months which can they can sort of identify these issues again with the construction sector. It's a bit.
It's more obvious in the some months when people are working in these sectors, so the public and more out and about and aware of these situations. Also Sam mentioned earlier about the housing pledge the government have made. I think this is obviously a bit, it's quite a public.

 **Suzanne** 15:08
Yeah.

 **Claire Gardner** 15:15
Interest. So I think that may also increase some awareness about the building sector and that's also something we're going to be mindful of in the coming months that these sectors may increase in reporting in the construction sector, both sectors will be.

 **Suzanne** 15:32
Yeah.
OK.

 **Claire Gardner** 15:34
Continue to be monitored by the intelligence and the analysts just to see if it's an emerging threat or emerging trend. So it's something that continues to be monitored and the last month has also seen an increase in the report in the Food service and the nail bar sector.

 **Suzanne** 15:35
OK.
Yeah.
Yeah.

 **Claire Gardner** 15:50
But this is down to due to a number of joint working operations that we have going with ongoing in the GLAA. For example, one of our investigators in the South has received a request to work with the local police, housing officers, licencing officers to offer his expertise to support.

 **Suzanne** 15:52
Yeah.
Yeah.
Yeah.
No.
Yeah.

 **Claire Gardner** 16:09
Important assist in a local summer safe campaign. So they're the sort of joint working requests that we have that can sometimes increase our intelligence coming into the the gangbusters. And just then on to the next slide. So this is Susanna mentioned about the violence against women and girls and some mentioned.

 **Suzanne** 16:16
Yeah.
Yeah.
Yeah.

 **Claire Gardner** 16:29
Earlier this is something that's been a bit of a focus for us for the last couple of months. So just to give you an overview, the sort of things that we found when we've been looking into this, so between the 19th of March 2025 and the 21st of August 2025, we processed 54 referrals.

 **Suzanne** 16:29
Yeah.
Yeah.
Yeah.
Yeah.
Yes.
You.

 **Claire Gardner** 16:49
Rules where at least one of the victims was identified as an e-mail as a female. So this is when again, we get the reports in. It's been made obvious that one of those workers is a female. It could have been a group of workers where just one of them was a female.

 **Suzanne** 16:55
Yeah.

 **Claire Gardner** 17:05
But evident, it was identified that one of the workers was a female. Of those 54 reports, 13 mentioned some sort, some form of violence or sexual abuse or assault or harassment. Unfortunately, due to the nature of those reports.

 **Suzanne** 17:18
Yeah.

 **Claire Gardner** 17:23
They're not always the most detailed people moving in anonymously, anonymously, or we quite far frightened, a report in these incidents so the details can be very limited. So sometimes it could just mention the word violence or mention the word sexual assault. Very few had much detail that we could work.

 **Suzanne** 17:36
Yeah.

 **Claire Gardner** 17:42
With and, I think that's probably just a reminder that if you are reporting to the GLA with any, any concerns, if you could provide us with as much information as possible. I know sometimes they are quite sensitive subjects that the more information that we can get from the reporter helps us not only to support the victim but also to enrich.
Our intelligence picture, because some of the some of the incidents are like I say, quite sensitive. So it's important that we try to get that information, just that we can provide this best support possible to our potential victims going back to the information we've been finding. So from the reports of the female workers, the most common nationalities.

 **Suzanne** 18:03
Yeah.
Yeah.
Yeah.
Yeah.
Yeah.

 **Claire Gardner** 18:21
Reported were Indian, Pakistani and Nigerian. The gender of the exploiter was not recorded in many reports, but it was just over half and then within half those reports, half of the exploiters were reported as male exploiters.
17 different sectors were recorded, with most being in the care sector, so again it's quite prevalent that the care sector again is is a big part of our work at the moment and obviously quite a few work. Many workers within the care sector are female.

 **Suzanne** 18:42
The.
Yeah.
Yeah.

 **Claire Gardner** 18:58
Our workers as well as females reporting sexual and violence.

 **Suzanne** 19:00
Yeah.
Yeah.

 **Claire Gardner** 19:06
Allegations, one of the most common allegations that were also reported was female victims facing the affair of being sacked or threatened of cancellation of their visa, or the right to work in the UK. So it's quite a.

 **Suzanne** 19:10
Yeah.
Yeah.

 **Claire Gardner** 19:23
A vulnerable time for these females, who have obviously experiencing not only possibly violence and sexual harassment, but also the threat of being cancelled. It puts them in a very vulnerable position, and that's something we're looking to work with all our staff to ensure that they are trained in order to support.

 **Suzanne** 19:31
Yeah.
Yeah.

 **Claire Gardner** 19:41
Women not only just females, but also any vulnerable workers that we come across during our working day.
And just to remind as well, I think on the next slide, I've got my contact details. So if you do have any information or any intelligence that you think would help and support the things that working on the moment, but just anything that you come across in regards to labour exploitation, we'd be grateful if if you could send it to us.

 **Suzanne** 19:52
Yeah.
Yeah.
Yeah.

 **Claire Gardner** 20:08
Thank you.

 **Suzanne** 20:12
Claire, we've had a couple of things that have come in while you've been talking. One is, you may see Ryan Bennion, I hope I pronounced his name correctly, who's from the focus on labour exploitation, he said. Violence against women and girls. This may be of interest and he's put a link for other people to follow up.

 **Claire Gardner** 20:16
Yep.

 **Suzanne** 20:31
Also, we've got a note from Maria Kirby saying with your work on the construction industry, this is something else I think, which is to do with investigations there in relation to business practises, which Sam has answered. But I know that when a young.
Put in something for out for you, Sam. So I'll bring you back in if I can.
Sam, are you with us?

 **Samantha Ireland (GLAA)** 21:00
Hang on. Can you hear me? Hi. I've. I've put a I've put a more detailed comment in there to answer. Joe. Yeah, I've put the detail in there.

 **Suzanne** 21:01
Yes, aye.
This is the comment on performance update. Yes, I might ask you to actually speak to that as well.

 **Samantha Ireland (GLAA)** 21:13
OK. Yeah. So we've undertaken 41 compliance inspections and allocated a further 89. Sorry, I should just say Joe asked for a little bit more detail on the number of compliance inspections. We've done 27 compliance inspections on new businesses. So those are the ones who've just had a licence and then been trading for for a little period, I think it's.
To three months, we do those inspections and we've got a further 42 in the pipeline. We've completed 74 modern slavery investigations and have 45 section 12 and 13 investigations going on now. Joe also asked for detail on the the types of issues. Now, I don't have that detail to hand, but what I'm going to do after this.

 **Suzanne** 21:33
Yeah.
Yeah.

 **Samantha Ireland (GLAA)** 21:52
And I'm going to tap up the analysts. Claire's in the room might be coming your way. Claire. To look at. See if, like, on the basis of that, whether we can do a little report on some trends that we're seeing and we might be able to share that. So watch this space and I will see what the team can do.

 **Suzanne** 22:08
And there's another question from Maya Kirby. Now I'm not sure if it's supposed to Sam. Claire night for you about the construction industry.

 **Samantha Ireland (GLAA)** 22:14
But there's two there's two comments. So on the on Ryan Rhian, Rhian's comment that Vogue document that you've sent around. Thank you again for sending it. We've we've seen that document. I think it's really interesting on the back of that I spoke to.

 **Suzanne** 22:19
Yeah.
Yes.

 **Samantha Ireland (GLAA)** 22:33
Neff, who is one of the leads for seasonal worker scheme because there was a comment in there about how some females aren't spoken to by auditors. Obviously this is this is a, you know, kind of a it doesn't cover everybody, but it is, it does give trends and some views.

 **Suzanne** 22:36
Yeah.
Yeah.
Yeah.
Yeah.

 **Samantha Ireland (GLAA)** 22:50
So we've highlighted that internally, just to say, have a think about who was speaking to where these females might be within when we're doing seasonal work scheme visits, nerves got really good relationship with the like the seasonal work scheme operators and also the countries where they come from. So we're doing a lot of work. So I think that was a.
Be a useful report that we that we looked into with the construction industry. Yes, we're linked into DBT. We're also linked into the Home Office as well. So yeah, picking up. But again, if there are other forums that you come across and you don't know if we're involved in, please just ping them over. I'd rather say we're involved. Then the miss out.

 **Suzanne** 23:26
Yeah.

 **Samantha Ireland (GLAA)** 23:29
So thank you very much for that.

 **Suzanne** 23:31
Thank you, Sam and Claire, thank you for your comments as well. We'll come back to you if more comments come in that are relevant to your particular presentation, but we'll move on now to Nicola, who's the head of of, of contact and licencing and she's going to give a regulation update. Nicola.

 **Nicola Ray** 23:50
Thank you. Thank you, Suzanne. Good morning to everyone. As my slide says, those of you who don't know me, Nicola Ray, head of contact and licencing, I'm going to ask Laura if I could have my next slide please. OK, so I have a specific.

 **Suzanne** 23:54
Yeah.

 **Samantha Ireland (GLAA)** 24:00
We're out of class. Find points.
OK, so I haven't.

 **Suzanne** 24:07
We're getting some, yeah.

 **Nicola Ray** 24:07
I'm getting a lot feedback. Yeah, I don't know if someone's got there. There we go. I think it's somebody's had there. Yeah. Thank you. I was going to talk today about two issues. First one is about recruitment businesses. The reason why I want to talk about recruitment businesses is that we've had quite a lot of reports come again.

 **Samantha Ireland (GLAA)** 24:09
Feedback.

 **Suzanne** 24:11
Yeah.

 **Nicola Ray** 24:26
You've probably seen from my title. I not only managing on our licencing scheme and the delivery of the licencing scheme and particularly the work around applications, but also our contact centre and you've probably seen over the last two years that we've developed a contact centre for the organisation, which is what we call our front door where we ask people to send in reports.

 **Suzanne** 24:33
Yeah.
Yeah.

 **Nicola Ray** 24:45
Thoughts of any?
The information that they think might be of interest to us from an investigative point of view, or if they want to alert us to something that might be going on out there in the sector, not just obviously licenced actible, but modern slavery issues as well. Very recently we've had quite a lot of reports of businesses who would describe.
Themselves as recruitment businesses who have not been coming forward for licencing because I think they have misunderstood, maybe how licencing applies and whether it should apply to them, but they are carrying out what we would describe as recruitment activity. So there is a potential there for unlicensed trading.

 **Suzanne** 25:12
Yeah.
2nd.
Yeah.

 **Nicola Ray** 25:26
In the sector and as I think most of you that have worked in the sector alongside us for some time now, know that it is actually a criminal offence to be operating without a licence and you'll have seen from the Sam stats the number of section 12 and Section 13 and that's of our gangmasters licencing offences that are currently being investigated.

 **Suzanne** 25:28
I.

 **Nicola Ray** 25:47
So why would it be that a licence is required so when the legislation was originally written, it was written quite in a wide way and the legislation is pretty clear that any individual or business will need a licence if they supply a worker?
To a labour user to undertake work covered by licencing and the specific section of the ACT is Section 4. I'm just going to move on to tell you a little bit more about Section 4. So in relation to section four of the ACT we take supply to have quite a wide meaning.

 **Suzanne** 26:11
Yeah.
Yeah.
It.

 **Nicola Ray** 26:25
So that would include activities that a recruiter might be carrying out, which would include things such as introducing a worker to a business, sourcing candidates, maybe screening applications or reviewing CVS. The important distinction is it doesn't really matter if they don't make the final decision on who that candidate.

 **Suzanne** 26:30
Yeah.

 **Nicola Ray** 26:44
Might be because that can be left to the end client to employ the worker. It's whether they do anything that could be construed as doing sourcing of a worker, and that whole area around supply. And that's why it's really important that businesses do look at the guidance and the detail. It's also important.

 **Suzanne** 26:51
OK.
Play song.

 **Nicola Ray** 27:04
To draw attention to the fact that it applies to temporary and permanent workers, because again, I think there's a bit of a misconception there. The ACT was written so that they were hopefully no loopholes in the way that it was describing the activity. And I think over the time some people have probably just construed it as like agricultural work.

 **Suzanne** 27:07
Yeah.

 **Nicola Ray** 27:23
And temporary workers, but it's actually written wider than that, and it would encourage anyone who is interested in learning more about the topic just to have a look at the act as a starting point. So when would a licence be required? So we've talked about the sourcing of candidates. We've talked about some of the activities that might be required that would be considered.
As supply in that particular context, but we also need to obviously, as we all know, look at what work they're doing because it's not just a question of supplying workers, it's what those workers will actually be doing. So some of the types of activities that we see quite regularly in our sector and that would be considered to be.

 **Suzanne** 27:52
Yeah.

 **Nicola Ray** 28:03
Agricultural work and the reason why I'm talking about agricultural work is because that's what the ACT talks about, agricultural work as well as obviously sourcing people to work in food processing and packaging, key things that might be included in that area are things like working with livestock.

 **Suzanne** 28:06
Yeah.
Yeah.

 **Nicola Ray** 28:20
Dairy farming, obviously supplying people that might be dealing with the whole sort of area around dairy growing, harvesting crops, growing, harvesting non edible crops such as plants and bulbs. As we know we do quite a lot of work particularly in the springtime around the flowers and harvesting of flowers.

 **Suzanne** 28:23
Yeah.

 **Nicola Ray** 28:40
Horticulture, quite an important time of the year for horticulture at the moment, particularly edible horticulture. Land use. Obviously we're in non traditional animals and insects and agricultural mechanics employed directly by the farmer, so that's not an exhaustive list.
But I wanted to give you a flavour for the sorts of jobs that we're talking about in relation to recruitment and supply and sourcing of workers. I think we're all familiar with food processing and packaging, but that is also obviously covered, and that is also an activity where a licence would be required.
There are some exclusions in the exclusions regulations from 2013 which set out a whole host of different examples. I'm not going to go into all of them now because there's quite a few different ones, so they are very specific.

 **Suzanne** 29:20
Yeah.

 **Nicola Ray** 29:31
But part one of the regulations, if you'd like to have a look at the regulations, defines the circumstances where a licence won't be needed for the supply of workers, and Part 2 describes particular agricultural workers who wouldn't be caught by licencing. So I always would encourage anyone who's unsure, as in the first things, to go and have a look at the regulations.
They are written in such a way that they're not too difficult to read. All of the legislation is available on our website, and I'm just going to move us on to look at the guidance that we have to help people in this area. First and foremost, gang Masters Licencing Act 2004 sets the scope for licencing.

 **Suzanne** 30:04
Thanks.
Yeah.

 **Nicola Ray** 30:09
It sets the activities that are covered by licencing. It describes the type of businesses that would be covered by licencing. Obviously, then the Exclusions Act which came in in 2013 which was an update, but it does include all the original exclusions as well.

 **Suzanne** 30:11
Yeah.
OK.

 **Nicola Ray** 30:24
Also, then sets some of the scope for licencing and and actually highlights those areas where a licence wouldn't be required. Things that we all know like you know working in a catering or working in a warehouse, things like that which are not covered in the scope of the ACT, but it does also identify some specific roles.
Or it wouldn't be covered by the ACT. But I think one of the pieces of guidance that I would also draw up everyone's intention to is our guidance on who needs a licence. It's again, it's available on our website, there are some QR codes at the end of the slides. I know where you can.

 **Suzanne** 30:49
Yeah.

 **Nicola Ray** 31:01
Have a look at that on the website. It's regularly updated, but it completains all of the guidance that we've developed over the 20 years now, nearly that we've been doing licencing and really sets out the complete picture as to whether a licence you know applies to the work that you're doing or whether you need to.

 **Suzanne** 31:20
Yeah.

 **Nicola Ray** 31:21
To come forward for licencing, I think it's really important to say that we have the public register, so also you can check if you're a Labour user, whether you're the business that you're using, has a licence and I would encourage anyone as well to go on there. But I think the key thing I would say is if you're really unsure.

 **Suzanne** 31:25
The.
Yeah.
Yeah.

 **Nicola Ray** 31:40
Then please do contact us and ask us because we recognise that there are some areas that are quite nuanced and quite unusual and things have changed over time and somebody might be unsure whether they need to have a licence. What I would say is if any aspect of your business requires a licence, even if you're just supplying one person.

 **Suzanne** 31:41
Yeah.

 **Nicola Ray** 31:58
Then you will need to have a licence because we've we've had quite a lot of conversations with business in the past. Well, I only supply one person to do this. It would still require a licence even if it is just one person for one particular activity. Obviously you're all familiar with our contact at GLAA, which is my contact team. They're all really.

 **Suzanne** 32:11
Yeah.

 **Nicola Ray** 32:18
It's helpful there, but for any advice on licencing or if you need to report obviously contact at glaa you can use the O 345 number in this instance just to ask questions about licencing and they're all really helpful and we'll try and help you as much as possible. They might ask you to put it in writing.

 **Suzanne** 32:28
Yeah.

 **Nicola Ray** 32:38
Putting in an e-mail if it's something that's a little bit complicated, or if they want to be absolutely sure they understand the situation around that particular around because you know we understand that if you are a recruitment business, you might not be so familiar with the whole area of licencing and how it works and what that really means for you and your business.
I'm just going to talk now a little bit about changes to a licence. The reason I wanted to talk about changes to a licence, we've had quite a lot of instances recently where businesses have not notified us of a change in the in their licencing standards at 1.4 there is a requirement.

 **Suzanne** 33:09
Yes.

 **Nicola Ray** 33:17
For businesses to notify the GLA of specific changes within 20 days and those are set out in 1.4, and obviously these are things that I hope would be quite obvious, but there are things like obviously if the principal authority needs to change, if the licence holder, the principal authority directors.

 **Suzanne** 33:20
Yeah.
Yeah.
None.

 **Nicola Ray** 33:37
Secretary or partners are convicted of a criminal offence or receive an alternative sanction if the Business Centres Administration liquidation or is made bankrupt if the business fat number changes.

 **Suzanne** 33:50
Yeah.

 **Nicola Ray** 33:53
If the trading name changes, which is quite a key one, or if any directors, company, Secretary, Partners or other individuals named on the licence change, or if any contact details for the business change and there are lots of reasons why we need this information, first and foremost, you know, obviously if.

 **Suzanne** 34:10
Yeah.

 **Nicola Ray** 34:12
Details change, then you might not be getting information you need around things like renewal, because obviously they're linked to the communications that we have on the system, but it's also really important because some of those changes could impact on the licence.

 **Suzanne** 34:22
Yeah.
Yeah.

 **Nicola Ray** 34:28
Obviously, as you you will have seen if you are familiar with 1.4 that each of those different changes can attract a score and a number of points on your licence. Those points on the licence will contribute if you fail to tell us of those changes up to a maximum of 16.

 **Suzanne** 34:34
Yes.
Yeah.

 **Nicola Ray** 34:47
If you tell us you won't necessarily get any points on your licence, I don't want you to read it like that. What we're saying is, if you fail to tell us about those changes within the 20 working days, then it's likely we would put some points on your licence and those points will contribute to a maximum of 16 points. They don't all add up if you miss lots of different things.

 **Suzanne** 34:50
Yeah.
Yeah.
Yeah.

 **Nicola Ray** 35:07
And end up with lots of points and potentially lose your licence. It's a maximum of 16 points. The standard will only be failed once, and obviously it's only the highest score being accrued. So obviously if you did, if you didn't advise of something that was maybe an 8 pointer, it doesn't necessarily mean that you would or two eight.

 **Suzanne** 35:10
Yeah.
Yeah.

 **Nicola Ray** 35:26
Pointers. It would just depend if it was only 18. If it was 28 pointers, you would only get eight points and it's but up to a maximum of 16. If you failed to tell us about one of those things that links to a 16 pointer, I think it's really important to recognise the points.

 **Suzanne** 35:41
Yeah.

 **Nicola Ray** 35:42
Aren't there forever? The points remain on the licence for a 12 month period, but they could count towards any subsequent inspection score within that period. So for instance, if you had 16 points on your licence and one of our inspectors came out and looked in your business and found other non compliances, then your licence obviously could be at risk because the.

 **Suzanne** 35:44
Yeah.
Yeah.
Yeah.
Yeah.

 **Nicola Ray** 36:02
Score for revocation is 30 points.

 **Suzanne** 36:03
Yeah.

 **Nicola Ray** 36:06
The standard, obviously, as I was saying before, wouldn't be failed if the licence holder can provide a reasonable explanation for why they haven't told us about the changes within a specific time scale when we like to act in a proportionate and reasonable way and we recognise that sometimes there are good reasons why something hasn't been notified us.
A licence will expire if a licence holders registered company number or unique tax reference changes. A licence may also expire if the business is in liquidation as well, so it's worth bearing that in mind. So what I would do though is encourage people to come forward early and discuss changes with us.

 **Suzanne** 36:32
Yeah.
Thank you.
Thank you.
Yeah.

 **Nicola Ray** 36:44
As soon as you can, rather than falling foul of not notifying us. As I've said, the standard won't be failed. If you can provide a reasonable explanation for why you haven't told us and the licence, I think a key one at the moment, and one that comes up quite regularly, is that a licence may expire if the business.

 **Suzanne** 36:49
Yeah.
Yeah.
I think.

 **Nicola Ray** 37:04
Business is in liquidation. We've had quite a spate of those recently with businesses being an administration or liquidation and not telling us until almost the critical point that the business is about to close down, which makes it very difficult then for us to to work with that business and see what what action we can take.

 **Suzanne** 37:18
Yeah.
Yeah.

 **Nicola Ray** 37:25
That is the end of all of my slides, and I will then, apart from, obviously I'll remind you again about contact, but if I'll take any questions, if there are any questions.

 **Suzanne** 37:25
Yeah.
There are not any questions at the moment Nicola, but I know you're not leaving us and if anything arises, we will bring you back into the room as such. Joanne Young, thank you very much for your comment about real updates relating to the Fair Work Agency. We'll take note of that, but we're going to move on now.

 **Nicola Ray** 37:39
No.
Thank you.

**Suzanne** 1:11:07
So we've come to the end of the seminar online seminar and I'm delighted.
That people have been so active and listening so intently, our next one will be next year. So I said that I would wish everyone a Merry Christmas and a Happy New Year now because we won't be meeting again until the 13th of January 2026. So it's for me to wish you.
The rest of a very good day and we'll see you hopefully before then, but we'll certainly hopefully see you in January next year. Thank you.

