



Gangmasters  
Licensing Authority

# **GLA40/9.1 Licence Holder and Applicants Survey Results**

**15 January 2014**

# Board Paper Reference – GLA40/9.1 – Licence Holder and Applicants Survey Results

## 1. Purpose of the Report

- 1.1. This paper presents the results of the survey of licence holders and applicants as well as the GLA's response.

## 2. Recommendation

- 2.1. The Board is invited to note this paper.

## 3. Background

- 3.1. The GLA Strategy for Protecting Vulnerable and Exploited Workers 2013-16 includes a delivery plan target to:

*Improve the satisfaction of licence holders with the service provided by the GLA by 10 per cent year on year*

- 3.2. The GLA surveyed all licence holders and applicants between 22 July and 13 September 2013 to measure satisfaction levels with the various areas of the Authority's work (see annex A for a copy of the survey). 1,184 licence holders and 39 applicants were surveyed. 129 licence holders and 2 applicants replied. A detailed analysis of the survey responses is at annex B.

## 4. Methodology

- 4.1. The survey questions covered:

- Licensing (application, licence maintenance, renewal and helpdesk queries)
- Intelligence
- Inspections
- Website
- Overall opinions

- 4.2. Some questions were based on those used in the 2008 customer survey conducted by the Universities of Liverpool and Sheffield on the GLA's behalf (the "2008 survey"), thereby allowing some broad historic comparisons.

- 4.3. Most questions required an answer from 1 to 10 (for example, 1 is very dissatisfied and 10 is completely satisfied). The mean average scores allows for satisfaction levels to be tracked over time.

- 4.4. A quarter of respondents provided additional detailed comments. Many responded anonymously.

## 5. Summary of results

- 5.1. The following provides an overview of the key results of the survey in each subject area.

### *Licensing*

- 5.2. Over 80 per cent of applicants are satisfied with the application process, found the application form easy to complete and are satisfied with the methods for paying the fee. Over 90 per cent of respondents are additionally satisfied with the renewal process, the service received on the GLA helpline and with the way that the GLA handles queries. The average satisfaction score for licensing-related activities is 8.7.

### *Inspection*

- 3.1 Over 90 per cent of licence holders are satisfied with the thoroughness of the inspection process and found the inspector to be professional and courteous. The average satisfaction scores in this area 8.8. However, the average satisfaction score for the question related to the length of time taken to be informed of the result of the inspection is 7.9.

### *Reporting Intelligence*

- 3.2 Over 60 per cent of customers are satisfied with the process for reporting intelligence and that their calls were being handled in a professional and courteous manner. However, 40 per cent of customers did not understand what would happen after they reported intelligence. The average satisfaction scores for reporting intelligence is between 6.7.

### *GLA Website*

- 3.3 Nearly three-quarters of respondents said that they had visited the GLA website in the past 12 months. 95 per cent of these respondents are satisfied with the GLA website and provided an average satisfaction score of 8.2.

### *Overall opinions*

- 3.4 Over 80 per cent of respondents are satisfied with the GLA's performance. The average satisfaction score is 7.8.
- 3.5 Over 80 per cent of respondents felt that the GLA had either a slight or no impact on operating costs and profit margins in the past 12 months.
- 5.3. Over 60 per cent of respondents consider that licensing has had either a slight or no impact on reducing fraud/illegal activity or pushing labour providers into sectors not covered by the GLA scheme.

## **6. GLA Response**

6.1. Annex B also includes the GLA response to issues identified.

## **7. Background Papers and Relevant Published Documents**

7.1. Related documents are:

- Gangmasters Licensing Authority: Annual Review 2008, Universities of Liverpool and Sheffield)
- GLA Strategy for Protecting Vulnerable and Exploited Workers 2013-16
- Board paper GLA39/14 Preliminary Results of Licence Holder and Applicants Survey

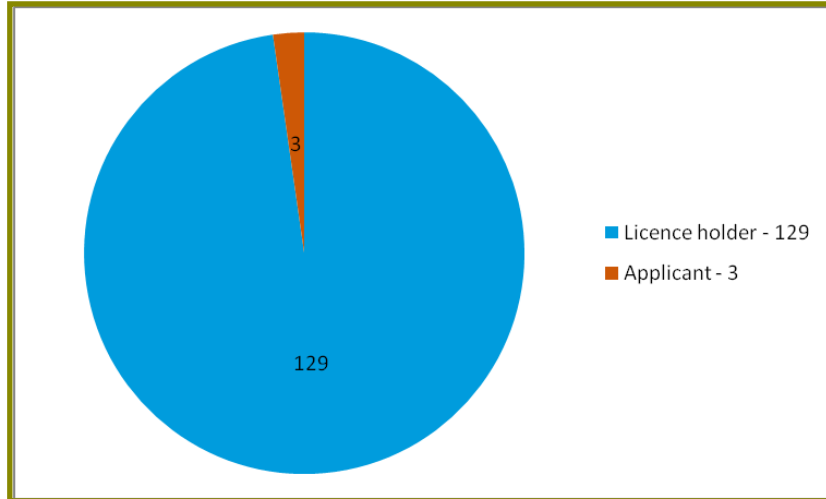
**Report Authors: Ryan Hooper/David Nix**

## Annex B

### Licence Holder and Applicants 2013/14 Survey Results

#### Background Information

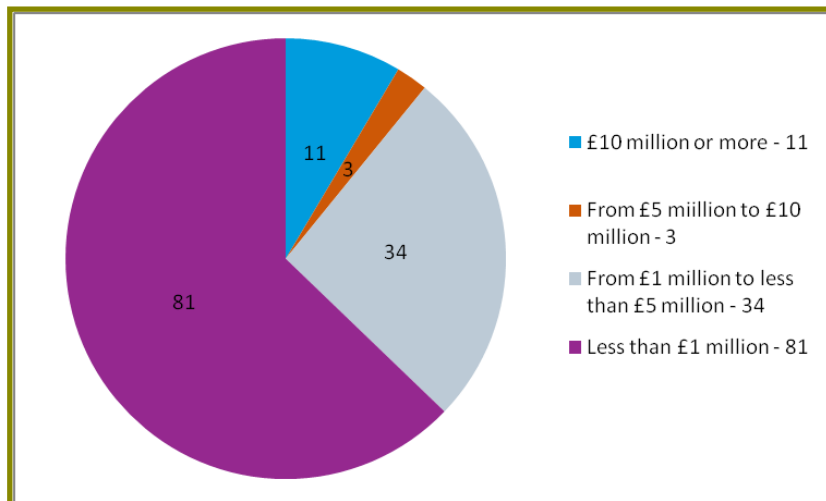
##### Question 1: Are you a licence holder or an applicant?



Objective: To assess whether the respondent is a licence holder or an applicant.

Result: 98 per cent are licence holders (129 responses).

##### Question 2: What is the turnover of your business in the GLA licensed sectors?

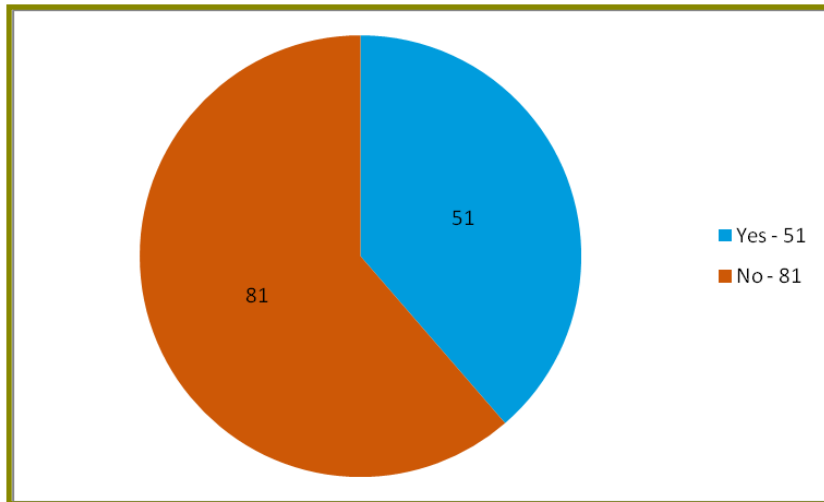


Objective: To assess the turnover of the respondents in the GLA licensed sectors.

Result: 63 per cent (81 responses) have a turnover of less than £1 million. 26 per cent (34 responses) have a turnover between £1 million and £5 million.

## Application Process

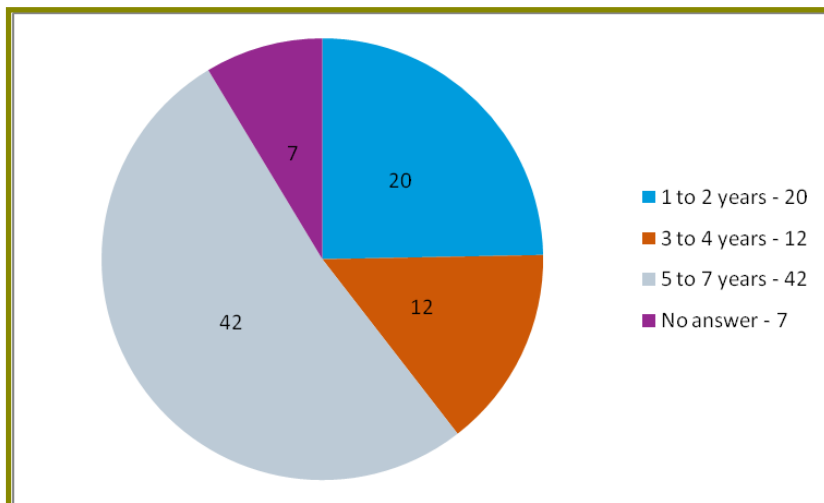
### Question 3: Did you apply for a licence in the past 12 months?



Objective: To assess if a licence holder applied for a licence in the last 12 months.

Result: 61 per cent applied for a licence more than 12 months ago (81 responses).

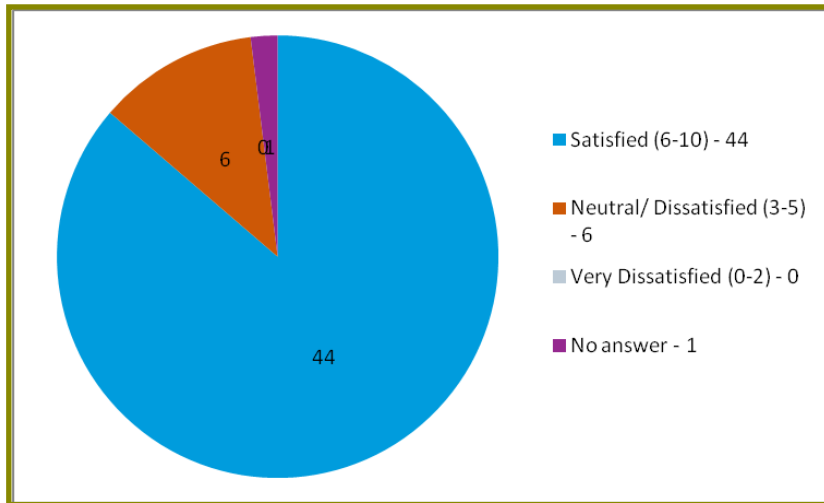
### Question 4: How long have you been licensed?



Objective: To assess the number of years that the respondent who answered "No" to question 3 have held a licence.

Result: 57 per cent have held a licence for longer than 5 years (42 responses).

**Question 5: Overall, how satisfied were you with the application process?**

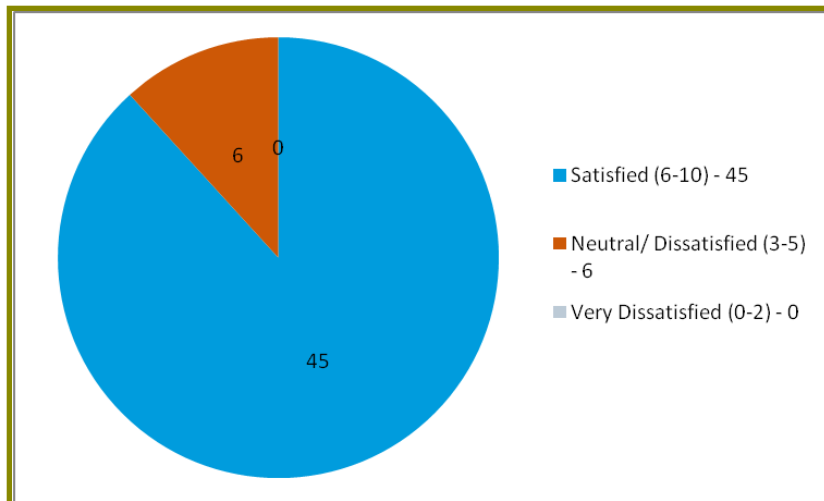


**Objective:** To assess the number of applicants who applied for a licence in the last 12 months are satisfied with the application process.

**Result:** 88 per cent are satisfied with the application process (44 responses).  
Average score: 8.4.

**Response:** Since the survey, the application process has been revised with the introduction of a discretionary approach to application inspection (see GLA Brief 28 for information).

**Question 6: How easy was the application form to complete?**

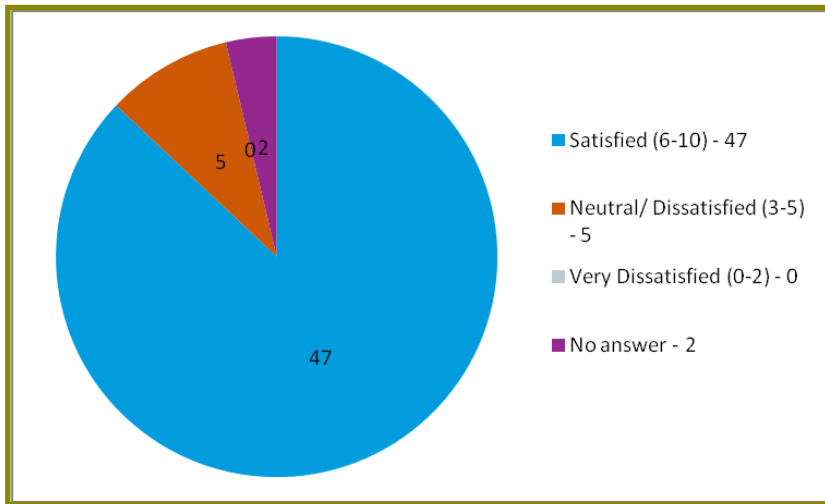


**Objective:** To assess how easy applicants found the application form to complete.

**Result:** 88 per cent found the application form easy to complete (45 responses).  
Average score: 8.3.

**Response:** The GLA intends to review its application form as part of wider IT improvements.

**Question 7: How convenient were the methods for paying the application fee?**



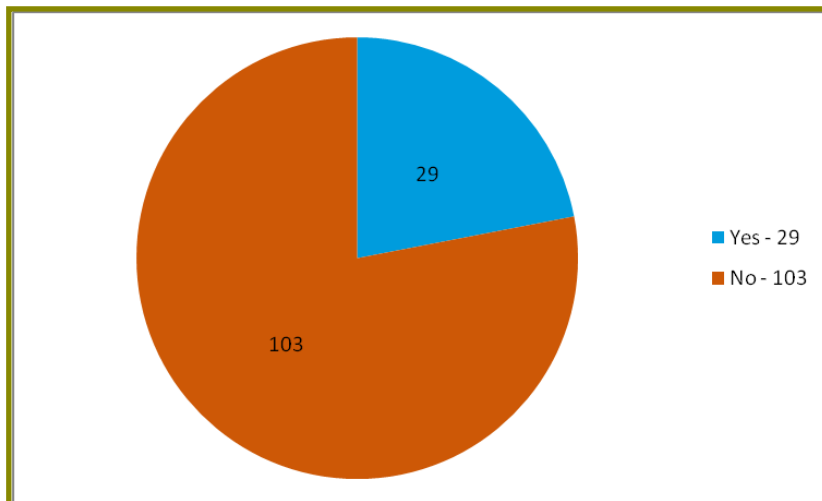
**Objective:** To assess how convenient applicants found the methods of paying the application fee.

**Result:** 90 per cent are satisfied with the methods for paying the application fee (47 responses). Average score: 9.1.

**Response:** As part of a review of the GLA’s IT functionality, the Authority will consider increasing the ranges of payment options including whether online payments are feasible.

**GLA Inspections – Inspections in the past 12 months**

**Question 8: Have you been inspected by the GLA in the past 12 months?**

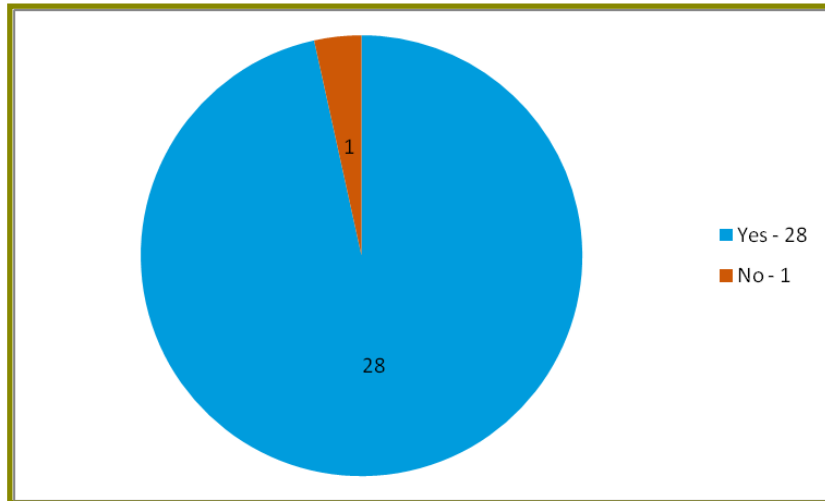


**Objective:** To assess the number of respondents who have been inspected by the GLA in the past 12 months.

**Result:** 22 per cent were inspected in the past 12 months (29 responses).



**Question 9: Did the inspector explain the inspection process?**

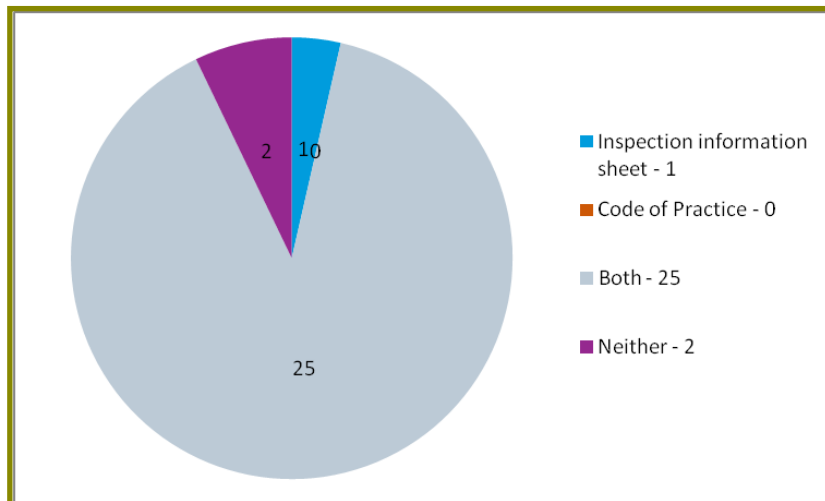


**Objective:** To assess whether GLA inspectors explain the inspection process.

**Results:** 97 per cent stated the inspection process was explained (28 responses).

**Response:** This will continue to be monitored as part of ongoing quality assurance of the GLA’s inspection work.

**Question 10: Did the inspector provide copies of the explanatory leaflet “Inspection Information Sheet” and the GLA Compliance Code of Practice?**

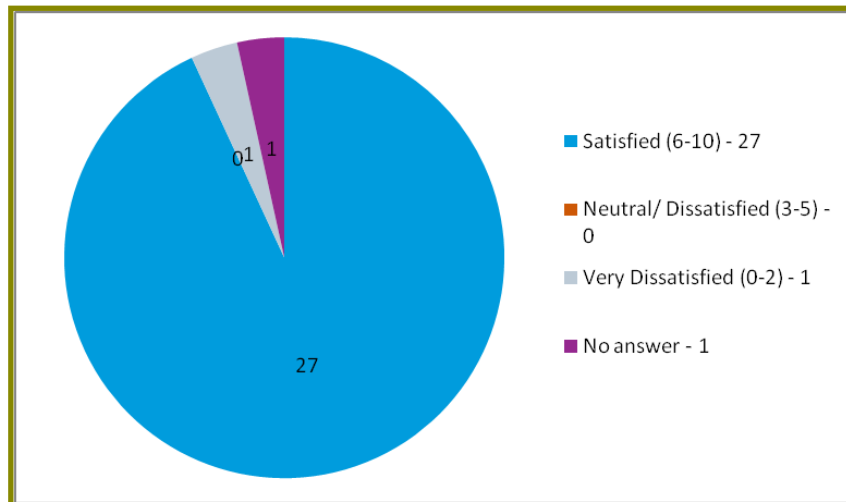


**Objective:** To assess whether GLA inspectors provide copies of the “Inspection Information sheet” and the GLA Compliance Code of Practice.

**Result:** 89 per cent (25 responses) stated that the GLA inspector provided both the “Inspection Information sheet” and the GLA Compliance Code of Practice. 7 per cent stated that they did not receive this information.

Response: This will continue to be monitored as part of ongoing quality assurance of the GLA's inspection work.

**Question 11: How satisfied were you with the thoroughness of the inspection?**

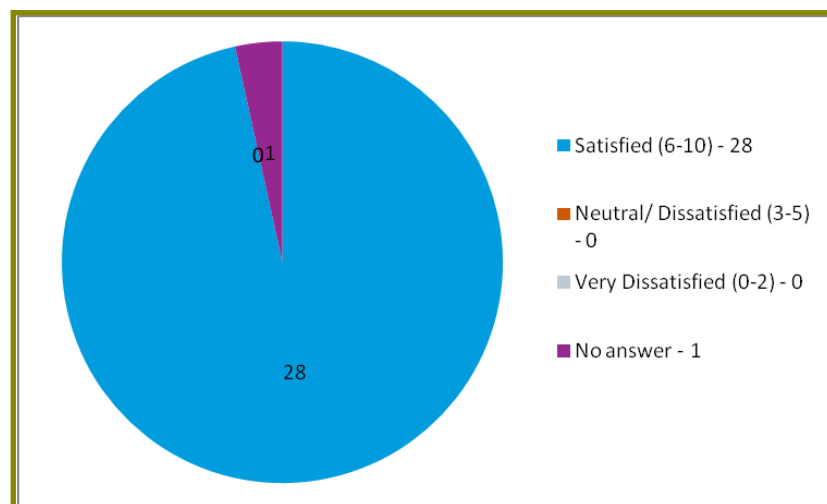


Objective: To assess how satisfied customers are with the thoroughness of GLA inspections.

Result: 96 per cent were satisfied with the thoroughness of the inspection (27 responses). Average score: 8.9. 62 per cent of respondents to the 2008 survey considered that inspections were thorough.

Response: This will continue to be monitored as part of ongoing quality assurance of the GLA's inspection work.

**Question 12: How professional and courteous was the inspector?**

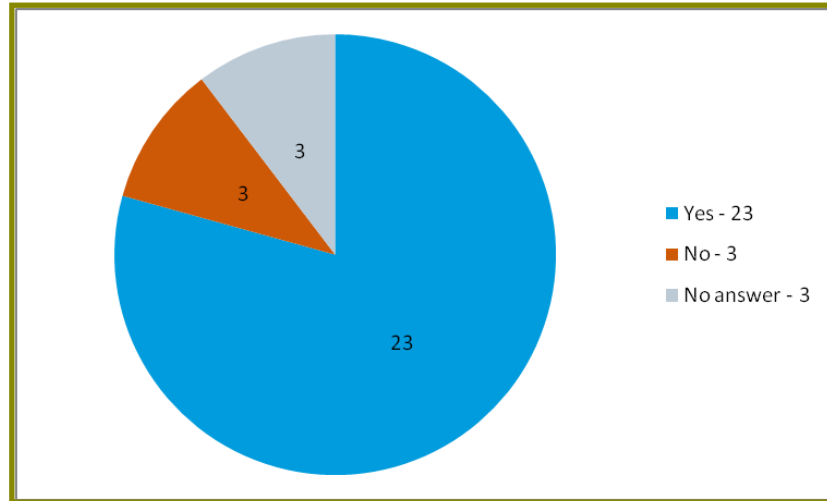


Objective: To assess how professional and courteous the inspectors were during the inspection process.

Result: 100 per cent found the inspector to be professional and courteous (28 responses). Average score: 9.5.

Response: This will continue to be monitored as part of ongoing quality assurance of the GLA's inspection work.

**Question 13: Did the inspector properly explain any areas of concern?**

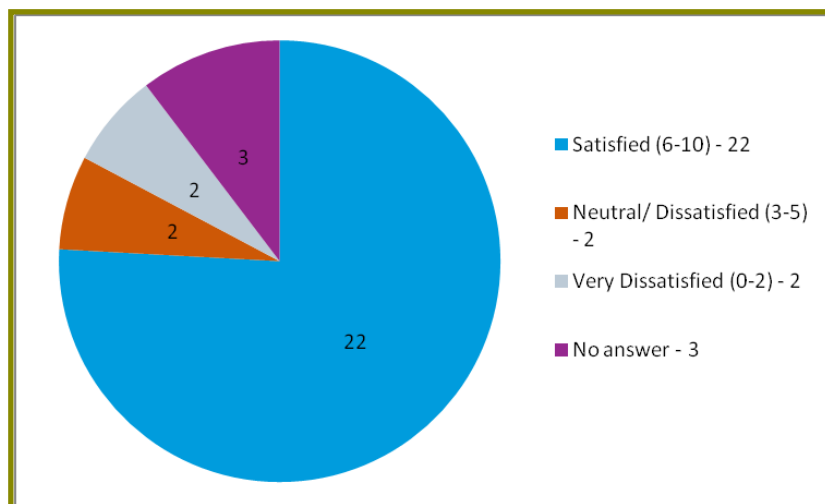


Objective: To assess if the inspector explained areas of concern during the inspection process.

Result: 88 per cent stated that the inspectors explained areas of concern (23 responses). 12 per cent stated that the inspectors did not explain areas of concern (3 responses).

Response: This will continue to be monitored as part of ongoing quality assurance of the GLA's inspection work.

**Question 14: How satisfied were you with the length of time for you to be informed of the results of the inspection?**



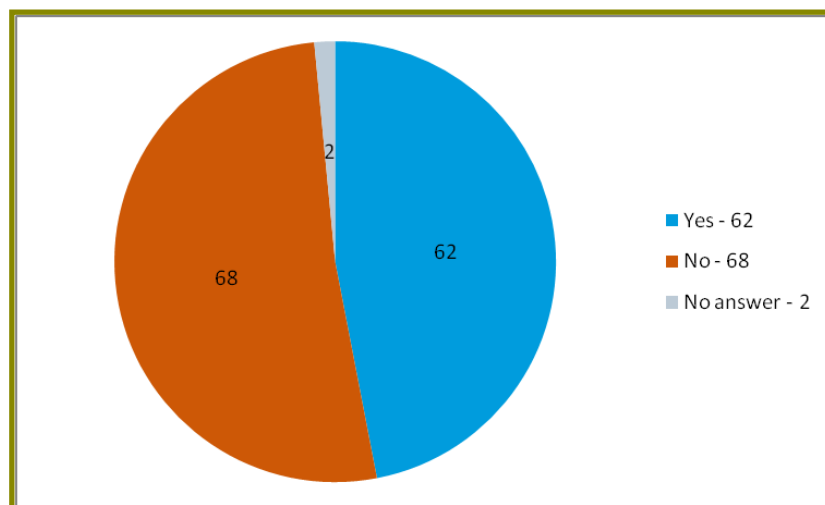
Objective: To assess how satisfied licence holders are with the length of time taken to be informed of the result of the inspection.

**Result:** 85 per cent (22 responses) were satisfied with the length of time taken to be informed of the result of the inspection. 15 per cent were dissatisfied or very dissatisfied. Average score: 7.9.

**Response:** The average number of days between inspection and licence decision is improving. In 2012, the average number of days between an application inspection and decision was 40 days and between a compliance inspection and decision was 94.8 days. In 2013 (up to 25 October), for application inspections the average is 26.8 days and compliance inspection it is 52.2.

## Licence Maintenance

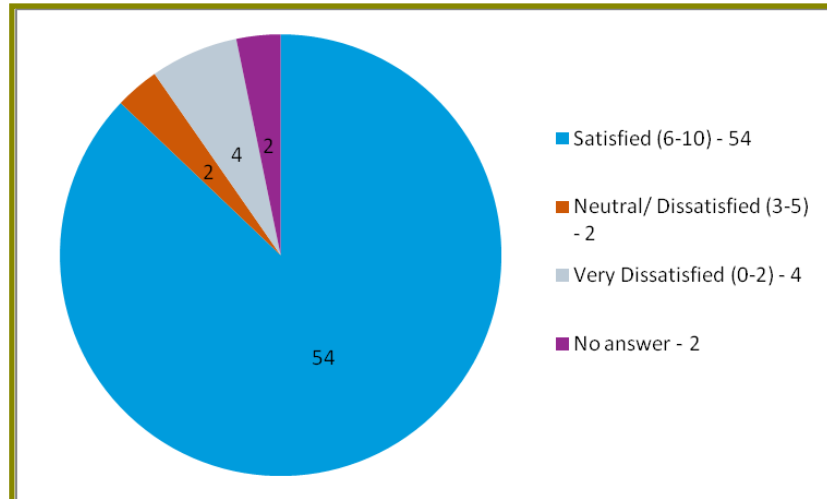
**Question 15:** Have you had to update your licence record in the past 12 months?



**Objective:** To assess the number of respondents who have updated their licence record in the past 12 months.

**Result:** 48 per cent have updated their licence record in the past 12 months (62 responses).

**Question 16: How satisfied were you with the process for updating your licence record?**



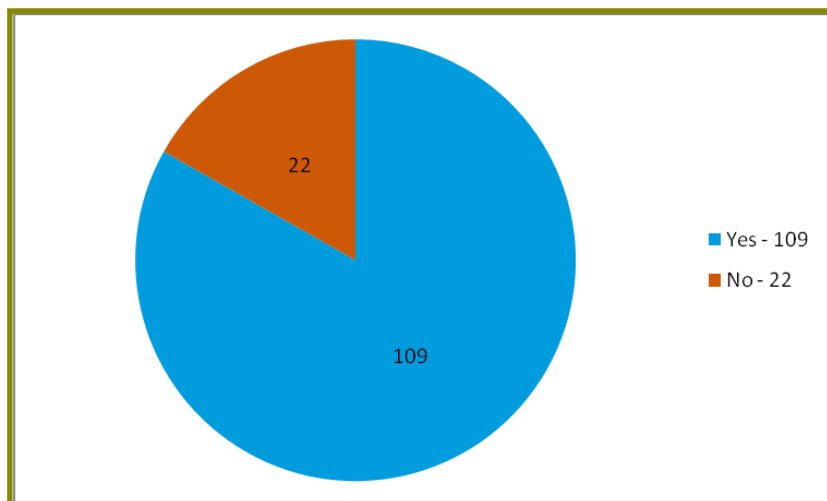
**Objective:** To assess how satisfied licence holders are with the process for updating licence records.

**Result:** 90 per cent (54 responses) were satisfied with the process for updating licence records. 7 per cent were very dissatisfied with the process (4 responses). Average score: 8.9.

**Response:** The GLA will review the process of updating licence records to identify whether any improvements can be made, including the feasibility for updating records online.

**Renewal Process**

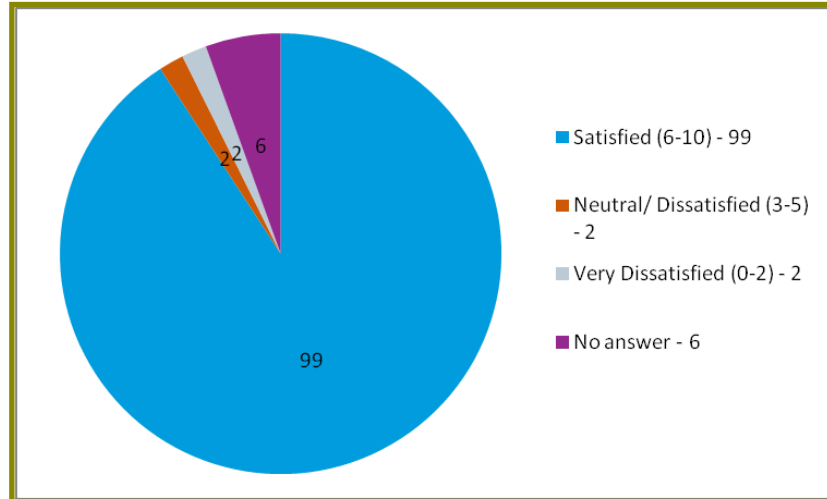
**Question 17: Have you renewed your licence in the past 12 months?**



**Objective:** To assess the number of licence holders who have renewed their licence in the past 12 months.

**Result:** 83 per cent had renewed in the past 12 months (109 responses).

**Question 18: Overall, how satisfied were you with the process for renewing your licence?**

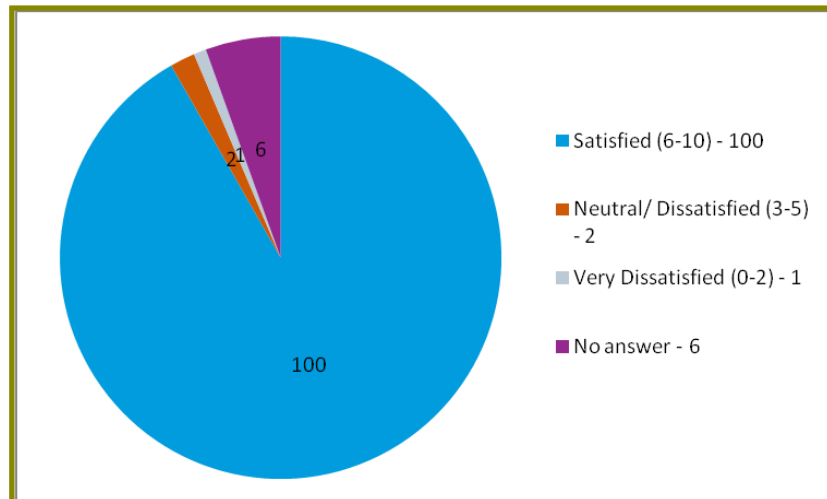


**Objective:** To assess how satisfied licence holders are with the process for renewing a licence.

**Result:** 96 per cent (99 responses) were satisfied with the process for renewing a licence. 2 per cent were very dissatisfied with the process (2 responses). Average score: 8.9.

**Response:** Following the Red Tape Challenge review, the GLA is planning to introduce longer licence periods in recognition of good compliance, subject to the necessary supporting IT changes.

**Question 19: How convenient were the methods for paying the renewal fee?**



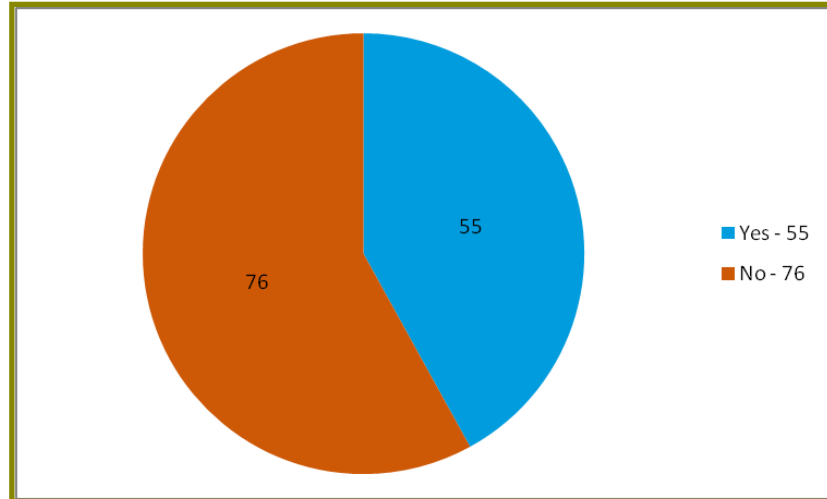
**Objective:** To assess how convenient licence holders find the methods for paying the renewal fee.

**Result:** 97 per cent were satisfied with the methods for paying the renewal fee (100 responses). Average score: 9.3.

Response: As part of a review of the GLA's IT functionality, the Authority will consider increasing the ranges of payment options including whether online payments are feasible.

### Advice and Guidance

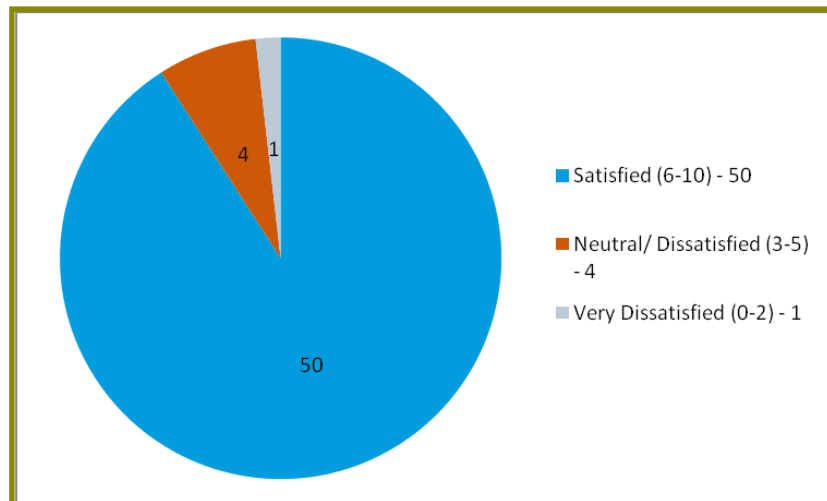
**Question 20: Have you telephoned the GLA helpline in the past 12 months?**



Objective: To assess the number of respondents who have telephoned the GLA helpline in the past 12 months.

Result: 42 per cent have telephoned the GLA helpline in the past 12 months (55 responses).

**Question 21: Overall, how satisfied were you with telephoning the GLA helpline?**

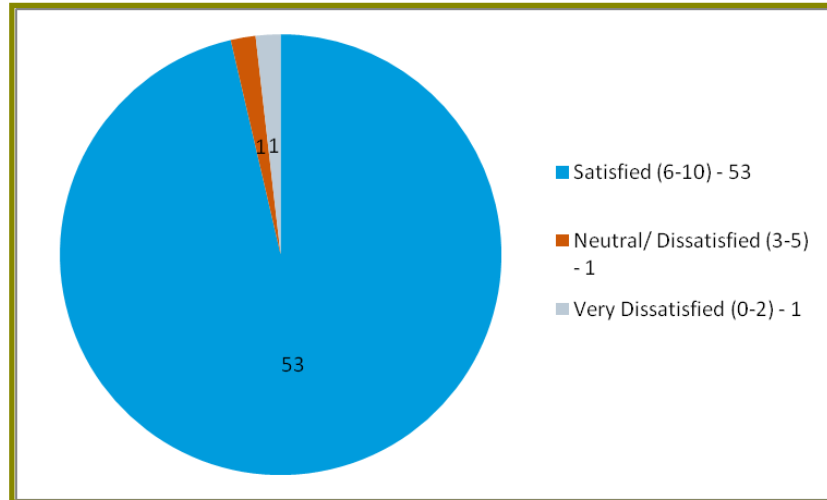


Objective: To assess how satisfied customers are when telephoning the GLA helpline.

Result: 91 per cent were satisfied after telephoning the GLA helpline (50 responses). Average score: 8.6.

Response: A telephone menu system was introduced in June 2013 which should make it easier for callers to access the service they require.

**Question 22: Was your call handled in a professional and courteous manner?**

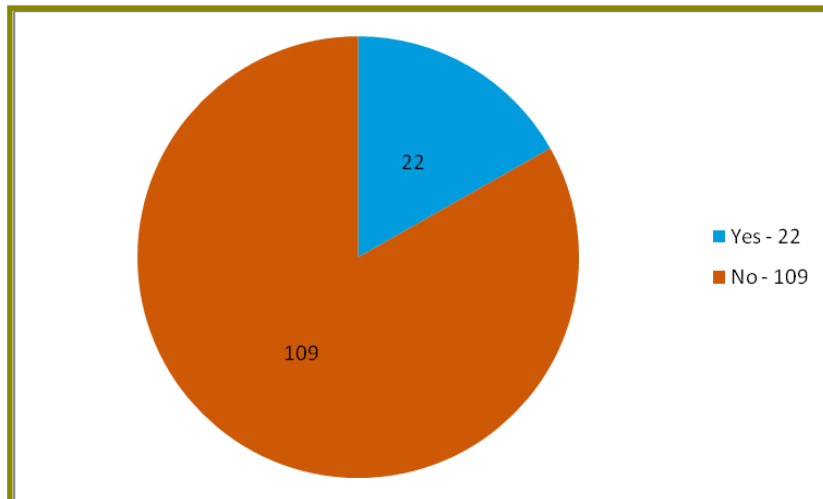


Objective: To assess if customer calls are being handled in a professional and courteous manner.

Result: 96 per cent were satisfied their call was handled in a professional and courteous manner (53 responses). Average score: 8.9.

Response: All contacts are handled in a professional and courteous manner, a point demonstrated by the very low number dissatisfied.

**Question 23: Have you written to the GLA for advice in the past 12 months?**

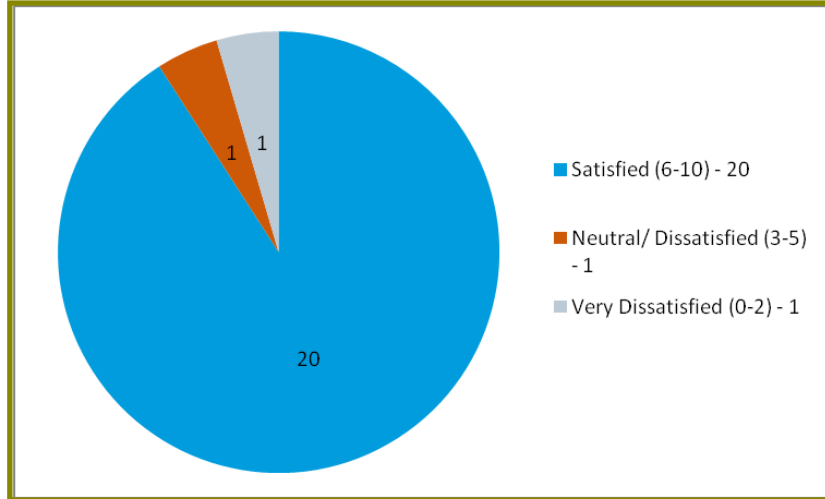


Objective: To assess the number of respondents who have written to the GLA in the past 12 months.

Result: 17 per cent have written to the GLA in the past 12 months (22 responses).



**Question 24: How satisfied were you with the way the GLA handled your query?**



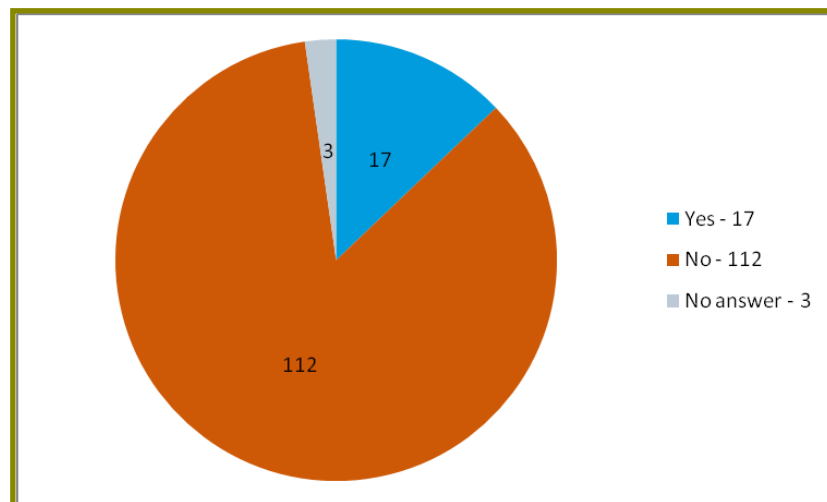
**Objective:** To assess how satisfied customers are with the way the GLA handles queries.

**Result:** 91 per cent were satisfied with the way that the GLA handles queries (20 responses). Average score: 8.4.

**Response:** This will continue to be monitored to make sure queries are responded to in a quality and timely manner.

**Reporting Intelligence**

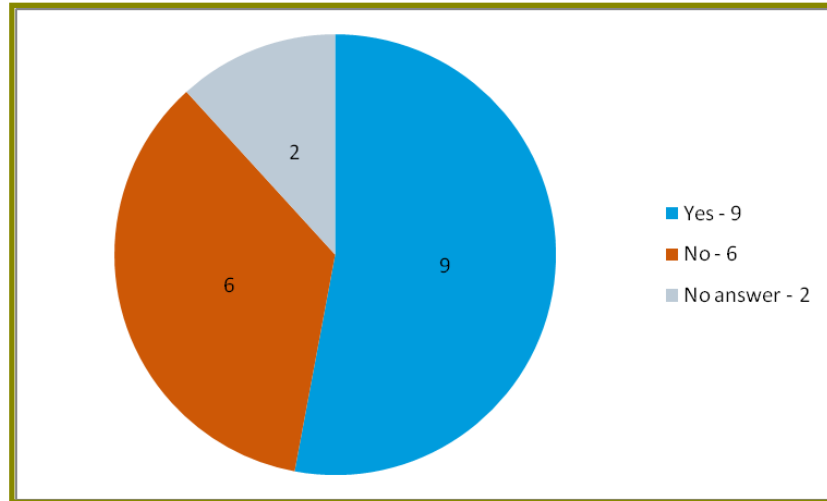
**Question 25: Have you reported intelligence to the GLA in the past 12 months?**



**Objective:** To assess the number of respondents who have reported intelligence to the GLA in the past 12 months.

**Result:** 13 per cent have reported intelligence in the past 12 months (17 responses).

**Question 26: After you had reported intelligence, did you understand what would happen next?**



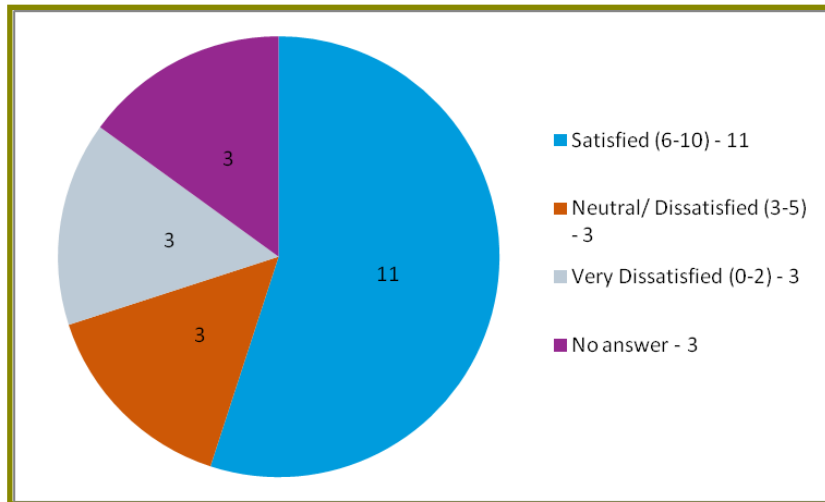
**Objective:** To assess if customers understood what would happen after they reported intelligence.

**Result:** 60 per cent understood what would happen after they reported intelligence (9 responses). 40 per cent did not understand what would happen after they reported intelligence (6 responses).

**Response:** It is not clear from the responses whether the information reported was provided by a contactable source. The GLA's Intelligence team will always acknowledge and attempt to make direct contact with the person providing the information to obtain the fullest information and also to answer any questions the source may have. Feedback to the source will depend on the nature and content of the information provided. If the information relates to an ongoing case or a matter that appears suitable for potential investigation the caller will be advised that their information will be considered at the next available Tasking Meeting. If the information does not appear appropriate for further action the source will be thanked for their call.

**Question 27:**

**Overall, how satisfied were you with the process for reporting intelligence?**



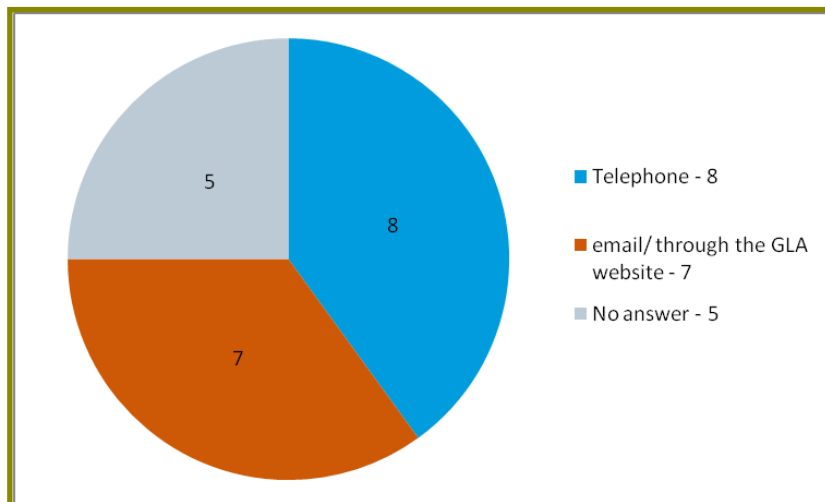
**Objective:** To assess how satisfied customers are with the process for reporting intelligence.

**Result:** 65 per cent were satisfied with the process for reporting intelligence (11 responses). 18 per cent were very dissatisfied with the process for reporting intelligence (3 responses). Average score: 6.4.

**Response:** The statistical significance of the results to this question may be questionable given the small number of responses. The GLA provide a number of ways in which information can be reported: telephone (including a free confidential reporting line), website (in several languages) and email.

**Question 28:**

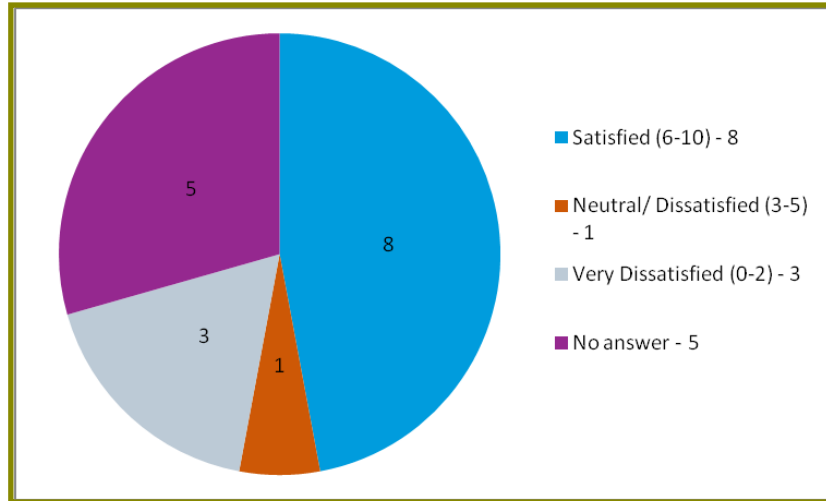
**How did you report intelligence to the GLA?**



**Objective:** To assess if respondents were reporting intelligence to the GLA by telephone or email/ through the GLA website.

**Result:** 53 per cent reported intelligence by telephone (8 responses) and 47 per cent by email/ through the GLA website (7 responses).

**Question 29: Was your call to report intelligence handled in a professional and courteous manner?**



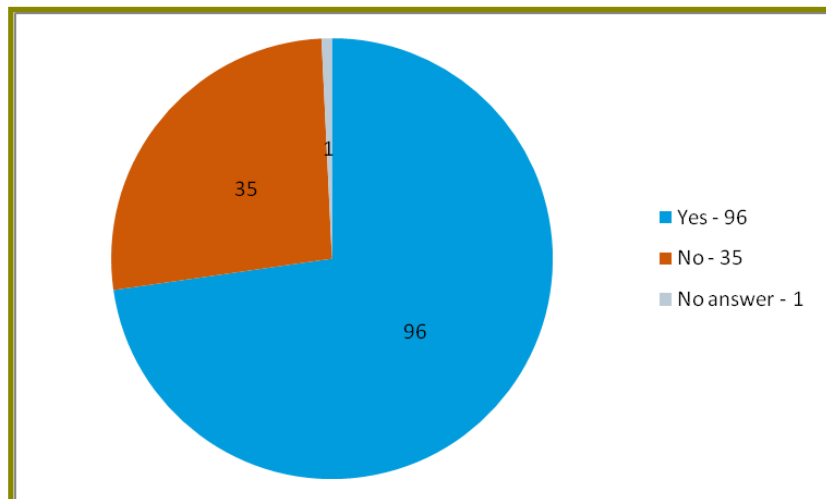
**Objective:** To assess if calls reporting intelligence are handled in a professional and courteous manner.

**Result:** 67 per cent (8 responses) were satisfied that their calls were handled in a professional and courteous manner. 25 per cent were very dissatisfied (3 responses). Average score: 6.9.

**Response:** All contacts with the Intelligence team are handled in a professional and courteous manner. The low number of responses with no indication as to the method of reporting or reasons for dissatisfaction makes it difficult to comment further.

**GLA Website**

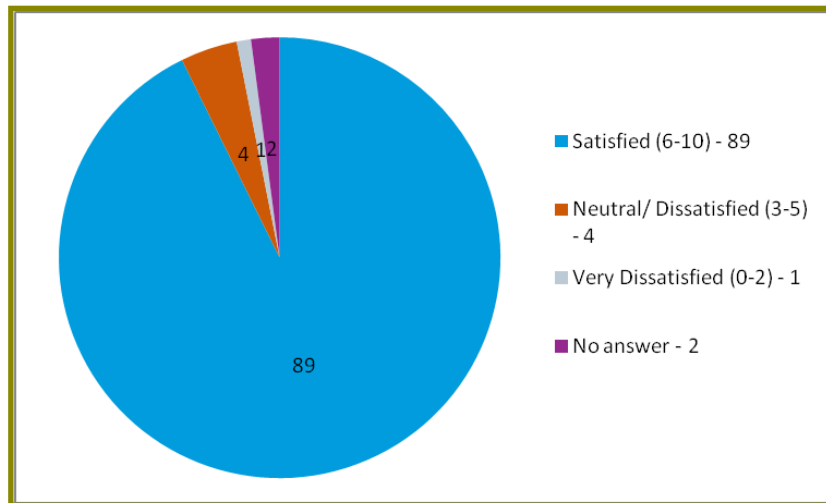
**Question 30: Have you visited the GLA website in the past 12 months?**



**Objective:** To assess the number of respondents who have visited the GLA website in the past 12 months.

Result: 73 per cent have visited the GLA website in the past 12 months (96 responses).

**Question 31: How satisfied were you with the GLA website?**



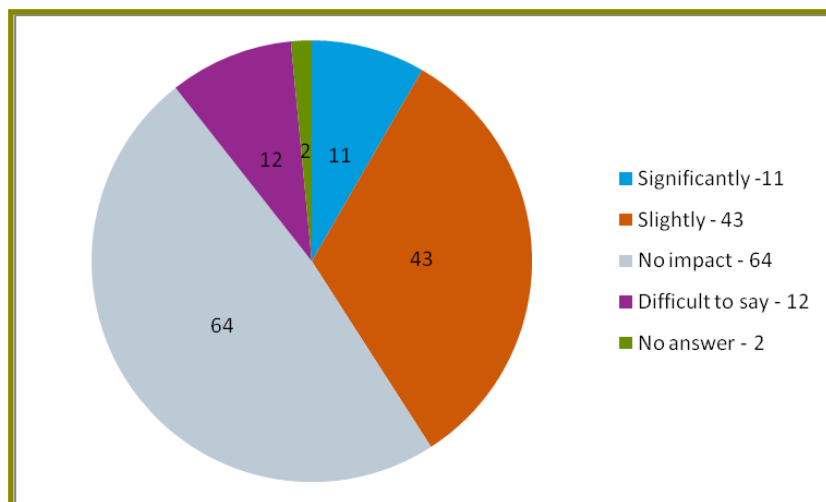
Objective: To assess how satisfied customers are with the GLA website.

Result: 95 per cent are satisfied with the GLA website (89 responses). Average score: 8.2.

Response: The GLA Communications team seeks to make sure the website's content is up to date, understandable and easy to find.

**General Questions**

**Question 32a: For your business over the past 12 months, has GLA licensing increased operating costs?**

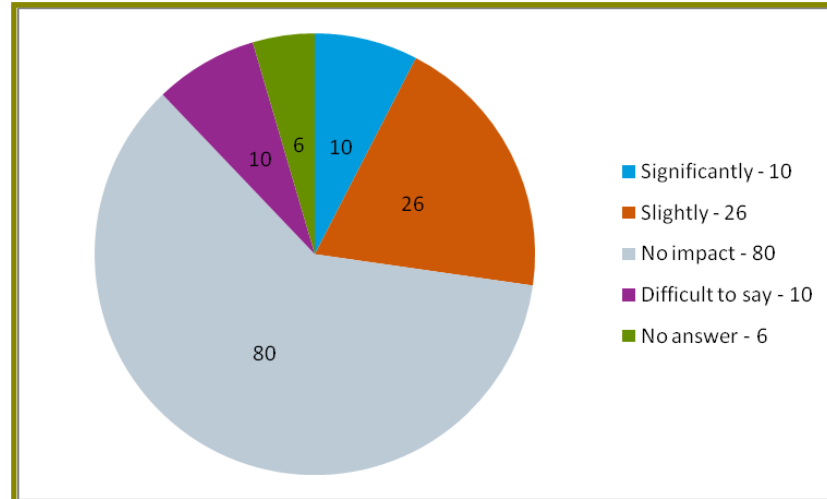


Objective: To assess if licence holders consider that GLA licensing has increased their operating costs in the past 12 months.

Result: 82 per cent felt the GLA had either a slight or no impact on operating costs (64 responses). 9 per cent said the GLA has significantly

increased operating costs (11 responses). 52 per cent of respondents to 2008 survey said that the GLA had either a slight or no impact on operating costs, 38 per cent said that the GLA had significantly increased operating costs.

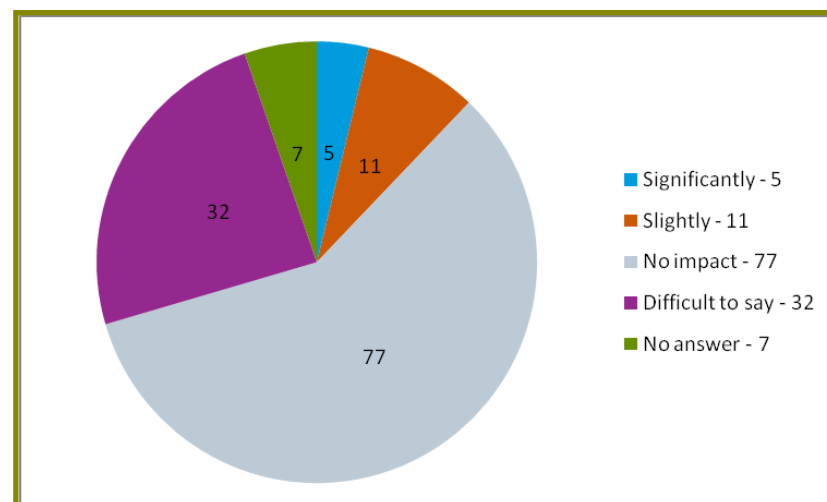
**Question 32b: For your business over the past 12 months, has GLA licensing reduced profit margins?**



**Objective:** To assess if licence holders consider that GLA licensing has reduced their profit margins in the past 12 months.

**Result:** 84 per cent said that the GLA had a slight or no impact on profit margins in the past 12 months (80 responses). 8 per cent considered that GLA licensing has significantly reduced profit margins (10 responses). 45 per cent of respondents to the 2008 survey said that the GLA had a slight or no impact on profit margins in the past 12 months, 32 per cent felt that GLA licensing had significantly reduced profit margins.

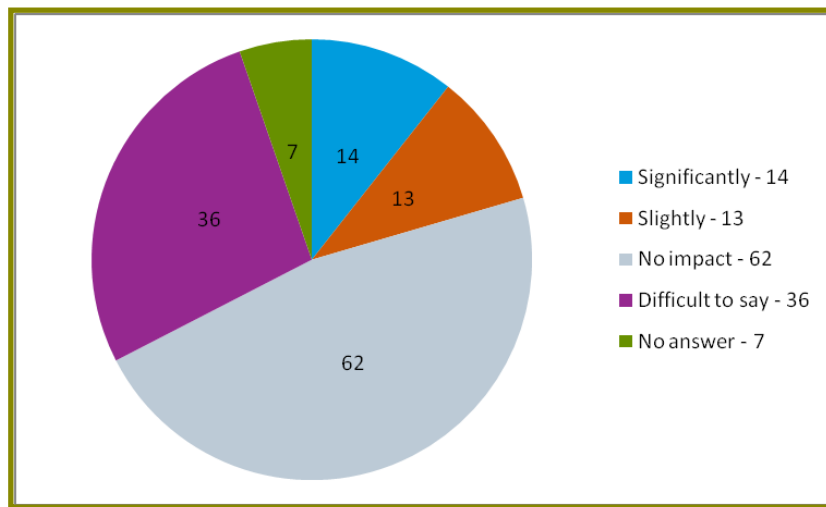
**Question 32c: For your business over the past 12 months, has GLA licensing pushed labour providers into sectors not covered by the GLA scheme?**



**Objective:** To assess if licence holders consider that GLA licensing has pushed labour providers into sectors not covered by the GLA scheme in the past 12 months.

**Result:** 70 per cent (77 responses) considered that licensing has had either a slight or no impact on pushing labour providers into sectors not covered by the GLA scheme. 4 per cent (5 responses) considered that licensing has had a significant impact on pushing labour providers into non GLA sectors. 40 per cent of respondents to the 2008 survey considered that licensing had either a slight or no impact on pushing labour providers into sectors not covered by the GLA scheme, 23 per cent considered that licensing had a significant impact on pushing labour providers into non GLA sectors.

**Question 32d:** **For your business over the past 12 months, has GLA licensing reduced fraud/ illegal activity?**



**Objective:** To assess if licence holders consider that the GLA licensing scheme has reduced fraud/ illegal activity in the past 12 months.

**Result:** 60 per cent stated that the GLA has had either a slight or no impact on reducing fraud/ illegal activity (75 responses). 11 per cent stated that the GLA had a significant impact on reducing fraud/ illegal activity (14 responses). 62 per cent of respondents to the 2008 survey stated that the GLA had either a slight or no impact on reducing fraud/ illegal activity, 19 per cent stated that the GLA had a significant impact on reducing fraud/ illegal activity.

**Question 33: Do you have any views on how the GLA might improve its licensing scheme?**

Objective: To assess if licence holders have any views on how the GLA might improve its licensing scheme.

Result: A quarter of respondents provided comments on how the GLA might improve its licensing scheme.

Comment provided	Response (where appropriate)
<i>"Allow licence details to be updated on-line"</i>	To be considered as part of wider IT improvements
<i>"I appreciate the effort the GLA are putting in this great scheme and wish more industries can be regulated"</i>  <i>"I am completely happy with the GLA and its standards"</i>  <i>"As a compliant user we have found the scheme comparatively straight forward"</i>	
<i>"Many providers only have a small turnover and therefore lowest category of under £1m is too high"</i>  <i>"Less demand against agencies who do not employ workers only recruit them. Also the high fee which is not refundable at unsuccessful application may stop companies applying for GLA"</i>	Fee and charging regime to be reviewed (see GLA 39/9.1 "Review of Licensing and Associated Fees 2014-15")
<i>"Be more proactive with more inspectors"</i>  <i>"Increase the number of inspectors but also seek commercial/ legal advice as some requirements (e.g. to provide PPE to agency workers) conflict with other areas of law - in the example of PPE, employment businesses are not employers"</i>  <i>"More inspections and be free to recommend legal compliant agencies to the industry"</i>	Operational activity is targeted to the identified risk and available resources, in line with the GLA's Strategy for Protecting Vulnerable and Exploited Workers 2013-16
<i>"More un-announced spot checks of labour providers and users who from intelligence reports are acting illegally with the GLA"</i>	See above

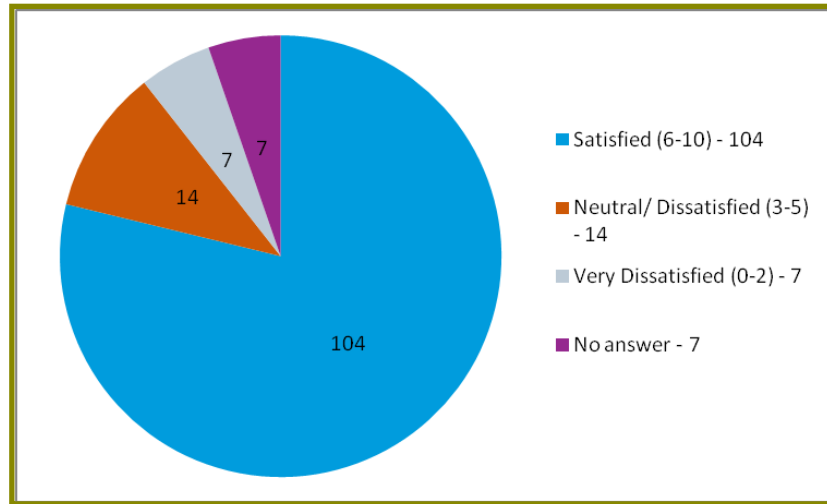


Comment provided	Response (where appropriate)
<p><i>guidelines”</i></p> <p><i>“More random investigations are needed into contractors businesses. I understand this would be costly and very time consuming”</i></p> <p><i>“More enforcement”</i></p> <p><i>“By acting more severely with people that ignore the licensing act yet still provide staff to clients”</i></p> <p><i>“To correctly target and inspect rogue agencies rather than large businesses like ... which strive to be fully compliant”</i></p>	
<p><i>“Better attitude - the initial application process was dealt with by a rude and arrogant scare-monger”</i></p>	<p>Anyone concerned about the conduct of a GLA officer should submit a complaint.</p> <p>GLA inspectors are also undertaking an ongoing programme of training and development to ensure standards remain high.</p>
<p><i>“It never did any good for the things it was meant to stop”</i></p> <p><i>“The GLA should be scrapped. It should pay back the money it has taken from honest small businesses”</i></p>	
<p><i>“I do not think a company should have to pay for another inspection visit when they are simply changing their business name for example becoming a limited company”</i></p> <p><i>“By making the process of changing company details easier”</i></p>	<p>A new licence is required where a new legal entity is created. New discretionary approach to application inspections now in place which may remove the need for an application for such applications.</p> <p>The issue of the need for fees to be applicable will be reviewed (see GLA 39/9.1 “Review of Licensing and Associated Fees 2014-15”)</p>
<p><i>“Get every agency in the UK licensed! No matter what area they</i></p>	<p>The remit and powers of the Authority is a matter for the</p>

Comment provided	Response (where appropriate)
<p><i>specialise in</i></p> <p><i>“Extend it into other areas such as catering and hospitality”</i></p> <p><i>“Allow our business to be exempted!”</i></p>	<p>Government</p>
<p><i>“Yes - but these have been expressed in more strategic terms to the ALP”</i></p>	
<p><i>“Continue with application inspections. Extend licensing to 2/3 years. Carry out 1 surveillance audit for each licence holder every year. Review Licence Standard scoring as can be quite harsh. For Licence Standard failures, issue more corrective actions (unless gross mistreatment of workers is uncovered) instead of revocations where possible”</i></p>	<p>Following public consultation, the GLA Board agreed to a discretionary approach to applications inspections with ongoing review (see GLA Brief 28).</p> <p>The GLA has no plans to conduct annual inspections for all licence holders. They would be costly and impose a considerable burden on business. Compliance inspections will continue to be conducted on according to a risk and intelligence-led basis.</p> <p>Standards are failed and licences revoked only if it is proportionate to do so.</p>
<p><i>“Self regulatory annually - all labour providers should provide evidence of compliance and answer a series of questions in addition to inspections”</i></p>	<p>The GLA is considering the options of earned recognition (which self-assessment could contribute to)</p>
<p><i>“Attitude They may be able to check with DVLA? And Midas? As to who owns vehicle's and their legality. The information may help with the audit process threatening rather than advisory”</i></p>	<p>The GLA does conduct checks with a range of other enforcement agencies, including with DVLA and VOSA where appropriate</p>
<p><i>“It was a lot of work for the size of business we are running and the type of work we are doing even though I understand that you are trying to protect people”</i></p>	
<p><i>“No need for GLA in forestry”</i></p>	<p>Forestry activities now excluded through the Gangmasters Licensing (Exclusions) Regulations 2013</p>
<p><i>“Faster response times from the point of inspection to receiving the licence”</i></p>	<p>Time between date of inspection and licence decision is reduced (see response to question 14). However, it may take longer to</p>

Comment provided	Response (where appropriate)
	serve a licence decision in more complex cases.
<p><i>“Due to unforeseen circumstances our renewal did not take place at the allocated time and I was treated like a criminal and GLA did not make it easy at all to renew the licence. We were one of the first agencies in the north to get a GLA licence and have paid on time for 9 years - you need to employ more sympathetic customer service people”</i></p>	
<p><i>“Too difficult to say at the moment, I have started trading since February 2013”</i></p>	
<p><i>“Reduce its annual costs”</i></p>	

**Question 34: Overall, how satisfied are you with the GLA's performance?**



**Objective:** To assess how satisfied customers are with the GLA's performance.

**Result:** 83 per cent (104 responses) are satisfied with the GLA's performance. 6 per cent (7 responses) are very dissatisfied with the GLA's performance. Average score: 7.8. 69 per cent of respondents to the 2008 survey felt that the GLA was doing a good job.

**Question 35: Do you have any additional comments?**

Objective: To assess if customers have any additional comments with regards to the GLA's performance.

Result: Nearly a quarter of respondents provided additional comments with regards to the GLA's performance.

Comment provided	GLA Response (where appropriate)
<i>"It would be nice if the GLA would interview a few more gangmasters in the area"</i>	Operational activity is proportionate to the identified risk and in line with the GLA's Strategy for Protecting Vulnerable and Exploited Workers 2013-16
<i>"As a forestry contractor over the last 30 years the gangmasters licence has been an added expense to my business with no benefit. We still hear stories of contractors exploiting their workers and this will never change without random investigations"</i>  <i>"When tendering for Government/ public authority work they do not know anything about the need for a GLA licence. I therefore have to tender against unlicensed service providers. 2/ NI Forestry Services provide a list of contractors who do work in the licensed sector. Most are not licensed! The fact that the government is legitimising labour providers is a breach of GLA regulations is unfair to those who are unlicensed"</i>  <i>"GLA has targeted forestry in what appears to be a fund raising exercise. It has then gone on to pursue businesses for petty misdemeanours and increase it in itinerant labour"</i>  <i>"As I am in the forestry sector I have not had to pay. If I had to pay I don't believe I would have taken on the contract as licence costs would price me out of the market. This would be a shame since it prevents business expansion. Also HSE have streamlined their processes and provide excellent downloads thereby aiding small business to develop"</i>	Forestry activities now excluded through the Gangmasters Licensing (Exclusions) Regulations 2013

Comment provided	GLA Response (where appropriate)
<i>"I find having only one employee and having to have this licence a bit of unnecessary experience for one working within forestry while most agricultural/ domestic fencers did not have to register."</i>	
<p data-bbox="203 344 1169 416"><i>"We have had to contact the GLA about queries etc two or three times this year and they have been most helpful"</i></p> <p data-bbox="203 456 1169 528"><i>"Best of the current industry bodies operating. The GLA at least takes action when needed"</i></p> <p data-bbox="203 568 1169 679"><i>"The 2 people I have dealt with Mr Jeremy Boot and Mr Neil Court came across very professional, along with giving me help and advice. They are a credit to your team"</i></p> <p data-bbox="203 719 1169 831"><i>"It is very useful; to speak to the GLA especially when you first go through the initial registration process. The information on the website is good but having assistance via phone is very helpful"</i></p> <p data-bbox="203 871 1169 983"><i>"Whilst the GLA gets a lot of stick, providing it continues to work to reduce fraud and illegal activity it does an important job in working with other agencies in ensuring that workers are properly treated."</i></p> <p data-bbox="203 1023 1169 1206"><i>"We continue to need a strong and capable governing body to ensure that rouge or fraudulent operators are dealt with and punished accordingly thereby justifying those genuine and hardworking labour providers who fully comply with the rules and regulations set"</i></p>	
<p data-bbox="203 1206 1169 1278"><i>"Put more pressure companies never on those it was meant to control cockle pickers e.g. in my opinion"</i></p> <p data-bbox="203 1318 1169 1362"><i>"The GLA has done nothing but put honest small businesses</i></p>	

Comment provided	GLA Response (where appropriate)
<i>under added pressure. It has been nothing but a stealth tax”</i>	
<i>“Close down the GLA it is targeting areas not needed”</i>	
<i>“Recent HMRC investigations into factory contractors in SW Scotland show that fraudulent activity still exists despite GLA”</i>	
<i>“Still people getting licensing from you to move certain labour suppliers. Money. Labour users also in on this fraud e.g. Farmers”</i>	
<i>“Margins are now so low that we are having to decide if we can continue to operate in this area”</i>	
<i>“There are many agencies operating in the UK I believe they should all be required to hold a GLA licence to ensure a national standard. I also feel that the industry generally takes advantage of candidates/ workers by using schemes that avoid paying government dues in order to create more profit, often to the candidate’s detriment”</i>	The remit and powers of the Authority is a matter for the Government
<i>“My reason rating on question 34 is that when we reported someone for flouting the rules nothing was done”</i>	All intelligence received is analysed and operational activity is then tasked according to identified risk and available resources, in line with the GLA’s Strategy for Protecting Vulnerable and Exploited Workers 2013-16
<i>“The GLA should be given more resources or be able to give investigations to the Police to handle when appropriate”</i>	
<i>“Users of unlicensed providers should be targeted more”</i>	Operational activity is proportionate to the identified risk and in line with the GLA’s Strategy for Protecting Vulnerable and Exploited Workers 2013-16
<i>“Penalties for court cases seem to be low and act as no deterrent to certain companies or farmers. i.e. Devon NFU Members.”</i>	Sentencing is a matter for the Courts
<i>“We have only been a member a short period of time and are looking to increase our supply to the GLA sectors, so a bit early for us to make comment”</i>	
<i>“GLA website does not show detailed company profile. It should show trading company’s profile details also i.e. what company</i>	The GLA Public Register is a register of licence holders. However, it does display sectors the licence holder operates in.

Comment provided	GLA Response (where appropriate)
<i>provides to the clients”</i>	
<i>“Our major dissatisfaction with the GLA has been the length of time it has taken to deliver a decision on inspection. We have had two audits where a decision has taken several months to achieve and in both cases this has resulted in issues with our client confidence. Although in our recent survey your inspectors were certainly polite and courteous, it is worth mentioning that their approach is by its nature intimidating and overly formal. Given that we are very familiar with the GLA, I believe that inspectors could well be frankly terrifying for smaller businesses.”</i>	Time between date of inspection and licence decision is reduced (see response to question 14). However, it may take longer to serve a licence decision in more complex cases.
<i>“I think that there are still too many companies out there that operate outside of the legislation”</i>	Anyone aware of unlicensed gangmasters or non-compliant licence holders should report the information to the GLA
<i>“About the inspection - as far I am aware the copies of Inspection Information Sheet and Compliance Code of Practice have not been provided, however, I might have overseen something”</i>	