



Gangmasters Licensing Authority

GLA38/14

Licence holder and Applicants Satisfaction Survey

17 July 2013

GLA38/14 – Licence Holder and Applicants Satisfaction Survey

1. Purpose of the Report

- 1.1. 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% year on year.

- 1.2. The GLA intends to send a survey to licence holders and applicants to measure customer satisfaction levels. The responses to the survey will form a baseline for 2013-2014. Repeating the survey annually will allow satisfaction levels to be measured year on year against the individual service areas as well as a collective assessment taking into account all responses.

2. Recommendation

- 2.1. The Board is invited to note the survey at annex A.

3. Reasons for Recommendation

- 3.1. The "Gangmasters Licensing Authority: Annual Review 2008" conducted by the Universities of Liverpool and Sheffield on behalf of the GLA included a survey of licence holders. The survey included a number of questions designed to seek views on licensing (see annex B). The results of that survey are at annex C.
- 3.2. Repeating that survey now would usefully compare current views on licensing against views from five years ago. However, the 2008 survey did not cover all types of engagement with the GLA. It asked general questions, focussed on experiences of a GLA inspection and then asked questions regarding the GLA's remit (something which is not appropriate for the proposed survey).
- 3.3. The proposed survey at annex A repeats some questions from the 2008 survey. While the response options are slightly altered, it will be possible to have a broad historic comparison. The new survey also asks questions about the experiences of other areas of the GLA's work. The key areas covered are:
- Licensing (application, licence maintenance, renewal and helpdesk queries)
 - Inspections
 - Intelligence
 - Website

- Overall opinions on the GLA

3.4. To encourage candid and honest responses, respondents will be able to submit anonymous replies.

4. Summary of Key Points

4.1. The results of the proposed survey will form a baseline which can track satisfaction levels with the service provided by the GLA.

4.2. The proposed timeline for the survey is:

22 July 2013: Survey sent to all licence holders and current applicants.

26 August 2013: Reminder for responses issued to be sent.

13 September 2013: Deadline for responses (8 weeks). Responses can be received by post or email.

16 October 2013: Paper on the summary of responses presented to GLA Board.

Summer 2014: Process to be repeated.

5. Financial Implications and Budget Provision

5.1. There are no financial implications except staff time by the Licensing team to conduct the survey and analyse the results.

5.2. An alternative option to conducting the survey could be to appoint an external researcher. This option is unattractive due to obvious cost implications. Therefore, externally contracting for the research to be undertaken is not considered to be a viable option and is discounted.

6. Organisational Risks

6.1. Conducting the research internally raises risks about the quality of responses. Licence holders may be reluctant to respond directly to the GLA or be unwilling to give candid replies. However, that should be mitigated by allowing anonymous responses. The analysis of results will also be conducted without reference to the identity of the respondent.

7. Policy Implications and Links to Strategic Priorities

7.1. The survey links to two strategic objectives:

- Provide effective, meaningful engagement with stakeholders thereby enhancing reputation.

- Maintain credible licensing scheme creating level playing field and promoting growth.

8. Details of Consultation/EQIA

- 8.1. The GLA has had due regard to equality impact of the survey. The Authority is satisfied there is no adverse impact.

9. Background Papers and Relevant Published Documents

- 9.1. Related documents are:

- Gangmasters Licensing Authority: Annual Review 2008, Universities of Liverpool and Sheffield
([http://gla.defra.gov.uk/PageFiles/922/MainReportFinal%20\(2\).pdf](http://gla.defra.gov.uk/PageFiles/922/MainReportFinal%20(2).pdf))
- GLA Strategy for Protecting Vulnerable and Exploited Workers 2013-16

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Annex A GLA Licence Holder and Applicants Satisfaction Survey 2013

The GLA is surveying licence holders and applicants to assess satisfaction levels with the Authority's licensing scheme. Please submit your response by **23 August 2013**, returning the completed form by:

Email survey@glg.gsi.gov.uk or **Post** Satisfaction Survey, GLA, PO Box 10272, Nottingham NG2 9PB

The GLA will publish a summary of the responses received. If you prefer, you may submit an anonymous response.

Name <i>(optional)</i>	Business Name <i>(optional)</i>
1. Are you:	a licence holder <input type="checkbox"/> an applicant <input type="checkbox"/>
Application Process	
2. Did you apply for a licence in the past 12 months?	Yes <i>(go to question 4)</i> <input type="checkbox"/> No <i>(go to question 3)</i> <input type="checkbox"/>
3. How long have you been licensed?	_____ years
4. Overall, how satisfied were you with the application process? <i>1 is very dissatisfied, 10 is completely satisfied</i>	
1 <input type="checkbox"/>	2 <input type="checkbox"/>
3 <input type="checkbox"/>	4 <input type="checkbox"/>
5 <input type="checkbox"/>	6 <input type="checkbox"/>
7 <input type="checkbox"/>	8 <input type="checkbox"/>
9 <input type="checkbox"/>	10 <input type="checkbox"/>
5. How easy was the application form to complete? <i>1 very difficult, 10 very easy</i>	
1 <input type="checkbox"/>	2 <input type="checkbox"/>
3 <input type="checkbox"/>	4 <input type="checkbox"/>
5 <input type="checkbox"/>	6 <input type="checkbox"/>
7 <input type="checkbox"/>	8 <input type="checkbox"/>
9 <input type="checkbox"/>	10 <input type="checkbox"/>
6. How convenient were the methods for paying the application fee (the methods of payment are BACS, CHAPS, Faster Payment Service, cheque, bankers draft or international credit transfer)? <i>1 is not at all convenient, 10 is very convenient</i>	
1 <input type="checkbox"/>	2 <input type="checkbox"/>
3 <input type="checkbox"/>	4 <input type="checkbox"/>
5 <input type="checkbox"/>	6 <input type="checkbox"/>
7 <input type="checkbox"/>	8 <input type="checkbox"/>
9 <input type="checkbox"/>	10 <input type="checkbox"/>
GLA Inspections	
7. Have you been inspected by the GLA in the past 12 months?	Yes <i>(go to question 8)</i> <input type="checkbox"/> No <i>(go to question 14)</i> <input type="checkbox"/>
8. Did the inspector explain the inspection process?	Yes <input type="checkbox"/> No <input type="checkbox"/>
9. Did the inspector provide copies of the explanatory leaflet "Inspection Information Sheet" and the GLA Compliance Code of Practice?	Inspection information sheet <input type="checkbox"/> Both <input type="checkbox"/>
	Compliance Code of Practice <input type="checkbox"/> Neither <input type="checkbox"/>
10. How satisfied were you with the thoroughness of the inspection? <i>1 is very dissatisfied, 10 is completely satisfied</i>	
1 <input type="checkbox"/>	2 <input type="checkbox"/>
3 <input type="checkbox"/>	4 <input type="checkbox"/>
5 <input type="checkbox"/>	6 <input type="checkbox"/>
7 <input type="checkbox"/>	8 <input type="checkbox"/>
9 <input type="checkbox"/>	10 <input type="checkbox"/>
11. How professional and courteous was the inspector? <i>1 is not at all professional and courteous, 10 is very professional and courteous</i>	
1 <input type="checkbox"/>	2 <input type="checkbox"/>
3 <input type="checkbox"/>	4 <input type="checkbox"/>
5 <input type="checkbox"/>	6 <input type="checkbox"/>
7 <input type="checkbox"/>	8 <input type="checkbox"/>
9 <input type="checkbox"/>	10 <input type="checkbox"/>

12.	Did the inspector properly explain any areas of concern?	Yes <input type="checkbox"/>	No <input type="checkbox"/>
13.	How satisfied were you with the length of time for you to be informed of the result of the inspection? <i>1 is very dissatisfied, 10 is completely satisfied</i>		
	1	2	3
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	4	5	6
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	7	8	9
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	10		<input type="checkbox"/>
	<input type="checkbox"/>		
Licence Maintenance			
14.	Have you had to update your licence record in the past 12 months?	Yes (<i>go to question 15</i>) <input type="checkbox"/>	No (<i>go to question 16</i>) <input type="checkbox"/>
15.	How satisfied were you with the process for updating your licence record? <i>1 is very dissatisfied, 10 is completely satisfied</i>		
	1	2	3
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	4	5	6
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	7	8	9
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	10		<input type="checkbox"/>
	<input type="checkbox"/>		
Renewal Process			
16.	Have you renewed your licence in the past 12 months?	Yes (<i>go to question 17</i>) <input type="checkbox"/>	No (<i>go to question 19</i>) <input type="checkbox"/>
17.	Overall, how satisfied were you with the process for renewing your licence? <i>1 is very dissatisfied, 10 is completely satisfied</i>		
	1	2	3
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	4	5	6
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	7	8	9
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	10		<input type="checkbox"/>
	<input type="checkbox"/>		
18.	How convenient were the methods for paying the application fee (the methods of payment are BACS, CHAPS, Faster Payment Service, cheque, bankers draft or international credit transfer)? <i>1 is not at all convenient, 10 is very convenient</i>		
	1	2	3
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	4	5	6
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	7	8	9
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	10		<input type="checkbox"/>
	<input type="checkbox"/>		
Advice and Guidance			
19.	Have you telephoned the GLA helpline in the past 12 months?	Yes (<i>go to question 20</i>) <input type="checkbox"/>	No (<i>go to question 22</i>) <input type="checkbox"/>
20.	Overall, how satisfied were you with telephoning the GLA helpline? <i>1 is very dissatisfied, 10 is completely satisfied</i>		
	1	2	3
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	4	5	6
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	7	8	9
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	10		<input type="checkbox"/>
	<input type="checkbox"/>		
21.	Was your call handled in a professional and courteous manner? <i>1 is not at all professional and courteous, 10 is very professional and courteous</i>		
	1	2	3
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	4	5	6
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	7	8	9
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	10		<input type="checkbox"/>
	<input type="checkbox"/>		
22.	Have you written to the GLA for advice in the past 12 months (either by email or letter)?	Yes (<i>go to question 23</i>) <input type="checkbox"/>	No (<i>go to question 24</i>) <input type="checkbox"/>
23.	How satisfied were you with the way the GLA handled your query? <i>1 is very dissatisfied, 10 is completely satisfied</i>		
	1	2	3
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	4	5	6
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	7	8	9
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	10		<input type="checkbox"/>
	<input type="checkbox"/>		

Reporting Intelligence											
24.	Have you reported intelligence to the GLA in the past 12 months?	Yes (<i>go to question 25</i>) <input type="checkbox"/>					No (<i>go to question 29</i>) <input type="checkbox"/>				
25.	After you had reported intelligence, did you understand what would happen next?	Yes <input type="checkbox"/>					No <input type="checkbox"/>				
26.	Overall, how satisfied were you with the process for reporting intelligence? <i>1 is very dissatisfied, 10 is completely satisfied</i>										
	1	2	3	4	5	6	7	8	9	10	
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
27.	How did you report intelligence to the GLA?	by telephone (<i>go to question 28</i>) <input type="checkbox"/>					email / through the GLA website (<i>go to question 29</i>) <input type="checkbox"/>				
28.	Was your call to report intelligence handled in a professional and courteous manner? <i>1 is not at all professional and courteous, 10 is very professional and courteous</i>										
	1	2	3	4	5	6	7	8	9	10	
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
GLA Website											
29.	Have you visited the GLA website in the past 12 months?	Yes (<i>go to question 30</i>) <input type="checkbox"/>					No (<i>go to question 31</i>) <input type="checkbox"/>				
30.	How satisfied were you with the GLA website? <i>1 is very dissatisfied, 10 is completely satisfied</i>										
	1	2	3	4	5	6	7	8	9	10	
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
General Questions											
31.	For your business over the past 12 months, has GLA licensing:	Significantly	Slightly	No impact	Difficult to say						
	Increased operating costs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>						
	Reduced profit margins	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>						
	Pushed labour providers into sectors not covered by the GLA scheme	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>						
	Reduced fraud / illegal activity	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>						
32.	Do you have any views on how the GLA might improve its licensing scheme?										
33.	Overall, how satisfied are you with the GLA's performance? <i>1 is very dissatisfied, 10 is completely satisfied</i>										
	1	2	3	4	5	6	7	8	9	10	
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
34.	Do you have any additional comments?										

Annex B: 2008 Survey of Licence Holders conducted by the Universities of Liverpool and Sheffield

SECTION D VIEWS ON LICENSING

D1. Are you in favour of Gangmaster licensing?

No
 Yes
 Please explain

D2. Overall, do you think that the GLA is doing a good job?

No
 Yes
 Please explain

D3. Over the last 12 months, would you say that GLA licensing has:

Significantly Slightly No impact Difficult to say

Increased operating costs

Reduced profit margins

Pushed labour providers into sectors not covered by the GLA scheme

Reduced fraud / illegal activity

Improved conditions for workers

Comments:

D4. Have you been aware of any unlicensed labour providers operating in GLA sectors in the last 12 months?

No
 Yes
 Please estimate the percentage of unlicensed labour providers %

D5. How do you think the numbers of unlicensed labour providers has changed over the last 12 months?

More unlicensed labour providers
 No change
 Less unlicensed labour providers

D6. If you have been aware of any exploitation, fraud or unlicensed operators, have you reported this? If yes, who have you reported this to?

No
 Yes
 Please state who you reported to:

D7. Have you been visited by the Gangmasters Licensing Authority over the past 12-months?

No
 Yes

How many times?

D8. Were any of these visits unannounced?

No

Paper classification: For information	Yes		<input type="checkbox"/>	
D9. What did you think of the quality of the inspection? (Please provide any additional comments.)	Very Comprehensive	<input type="checkbox"/>	Superficial	<input type="checkbox"/>
	Average	<input type="checkbox"/>	Inadequate	<input type="checkbox"/>
	Comments:			
D10. Have you any views on how the GLA might improve the licensing system?	Comments:			
D11. Do you think the GLA scheme should be extended to employment agencies operating outside agriculture and food processing?	Yes		<input type="checkbox"/>	
	No		<input type="checkbox"/>	
	If yes, please indicate sectors where you think licensing is most needed:			
D12. Do you know of any labour providers who are operating illegally?	Yes		<input type="checkbox"/>	
	No		<input type="checkbox"/>	
D13. If yes, please describe the most common forms of illegal activity you are aware of	Comments:			
D14. Other than licensing, what else do you think the government could do to prevent worker exploitation and provide a level playing field for recruitment agencies?	Comments:			

Annex C: Results of 2008 Survey

Excerpt from 2008 report (pages 48-49):

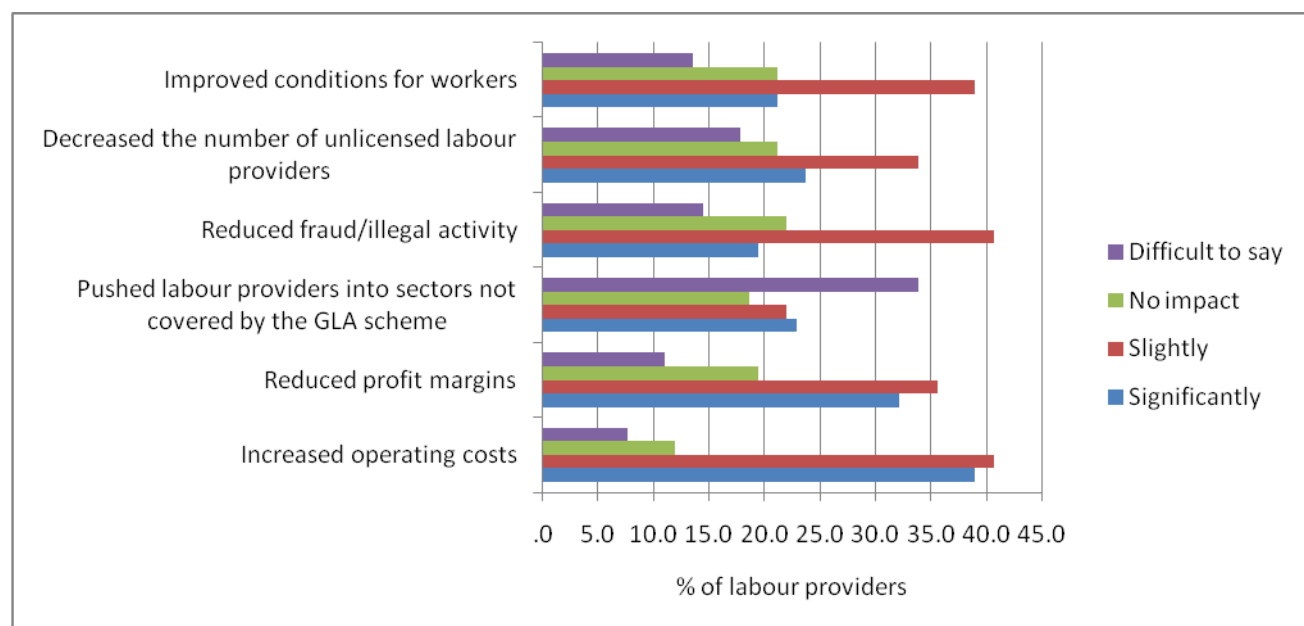
viii. Relationship with and views on the GLA

- Nearly half the respondents had been visited by the GLA in the previous 12 months (48%) with relatively few of these visits unannounced (19%).
- Most thought that inspections were very rigorous or thorough (62%) with only 6% describing an inspection as ‘superficial’. (Although it might not in a businesses interest to state that an inspection is superficial).
- Most of those that responded said that they were in favour of licensing (79%).
- Most felt that the GLA was doing a good job (69%).
- The vast majority reported that contact with the GLA was straightforward (80%) and only 18% of respondents described their contact with the GLA as burdensome.

ix. Impact of licensing

Although the above paints a generally positive view of licensing, over 60% of gangmasters also felt that the GLA had increased operating costs and reduced profit margins significantly or slightly. This said, over 6 in 10 of all gangmasters also felt that the GLA had significantly or slightly: improved conditions for workers, reduced the number of unlicensed labour providers, and reduced fraud and illegal activity. Views on whether the GLA had pushed labour providers into other sectors were more mixed (see Figure 21).

Figure 21: “Compared with 12 months ago, would you say GLA licensing has...”



x. Policy issues

Nearly three-quarters of respondents said that the GLA scheme should be extended to other sectors. Comments on improving the licensing system ranged from the specific (information which has now been passed to the GLA) to the general. The main issues raised were:

- Labour users to be better targeted by the GLA.
- Those with a licence to be 'left alone'.
- Inspectors to have more knowledge/expertise.
- Licensing to be extended to all sectors.
- Recruitment industry experts to do audits of labour providers.
- Make it cheaper for smaller companies.
- Better communication and feedback with the GLA.

When asked which sectors the GLA scheme should be extended into, the most common answers in order of frequency were: 'All Sectors', 'Construction', and 'Hospitality'. Additional comments included questions over the 'uselessness' of the GLA (e.g. 'it's a waste of taxpayers money'), suggestions about the WRS (e.g. 'to abandon it'), and opinions over the use of intelligence to weed out rogues (e.g. 'better scrutiny of accounting').