



Gangmasters
Licensing Authority

GLA39/14 Preliminary Results of Licence Holder and Applicants Survey

16 October 2013

Board Paper Reference – GLA39/14 – Preliminary Results of Licence Holder and Applicants Survey

1. Purpose of the Report

- 1.1. This is a preliminary report of the results of the licence holder and applicants' survey. A more detailed report will be presented to January 2014 Board meeting.

2. Recommendation

- 2.1. The Board is invited to note and comment upon this paper.

3. Summary of Key Points

- 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). The results will form a baseline for 2013/14 for satisfaction levels. Repeating the survey annually will enable satisfaction levels to be tracked over time.
- 3.3. 1,184 licence holders and 39 applicants were surveyed. 129 licence holders and 2 applicants replied.
- 3.4. Annex B provides an overview of the key results of the survey in each subject area. The GLA will present a more detailed assessment of the results and any proposed changes to ways of working to the next Board meeting on 15 January 2014. That will allow sufficient time for a thorough analysis of the results to be conducted.

4. Financial Implications and Budget Provision

- 4.1. There have been no financial implications except the staff time of the Licensing team to conduct the survey and analyse the results. Financial and budgetary implications of changes to ways of working in response to the survey results will be recorded in the paper presented to the January 2014 Board meeting.

5. Organisational Risks

- 5.1. None.

6. Policy Implications

6.1. 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.

7. Details of Consultation/ EQIA

7.1. Not applicable.

8. Background Papers and Relevant Published Documents

8.1. Related documents are:

- Gangmasters Licensing Authority: Annual Review 2008, Universities of Liverpool and Sheffield)
- GLA Strategy for Protecting Vulnerable and Exploited Workers 2013-16

Report Authors: Ryan Hooper/David Nix

Annex B

Initial Summary of Results

Overview

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

Licensing: Application, Renewal etc

Over 80% 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% 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 scores for licensing are 8.7.

Inspection

Over 90% 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 are between 8.9 and 9.5.

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

Over 60% of customers are satisfied with the process for reporting intelligence and that their calls are being handled in a professional and courteous manner.

40% of customers did not understand what would happen after they reported intelligence.

The average satisfaction scores for reporting intelligence is between 6.4 and 6.9.

GLA Website

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

Overall opinions of the GLA

Over 80% of respondents are satisfied with the GLA's performance. The average satisfaction score is 7.8. In the Universities of Sheffield and Liverpool 2008 customer survey ("2008 survey"), 69% of respondents felt that the GLA was doing a good job.

Over 80% of respondents felt that the GLA had either a slight or no impact on operating costs and profit margins in the past 12 months. In the 2008 survey around 50% of

respondents said that the GLA had either a slight or no impact on operating costs and profit margins.

Over 60% 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. In the 2008 survey, 62% of respondents stated that the GLA had either a slight or no impact on reducing fraud/ illegal activity whilst 40% of respondents considered that licensing had either a slight or no impact on pushing labour providers into sectors not covered by the GLA scheme.