

GLA Monthly Summary Performance Report

Against Business Plan FY07/08

To 31st May 2007

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Target 2.1 Strategic Direction – Priorities to be reviewed in November 2007 and at 6 monthly intervals thereafter.

Preparatory work has started on ways to engage the whole of the GLA and others in a strategic business development review which will identify the long term objectives of the GLA and strategies to achieve the objectives.

Target 2.2 Measuring Outcomes – Baseline research to be completed by April 2007 and first year report to be completed by August 2007.

Initiation of this project was delayed by the Defra moratorium on spending and a requirement to get specific approval for the expenditure. Letting the contract was delayed by 12 weeks and it has not been possible to claw back any of the delay the moratorium caused. The Baseline research will be completed by June 2007.

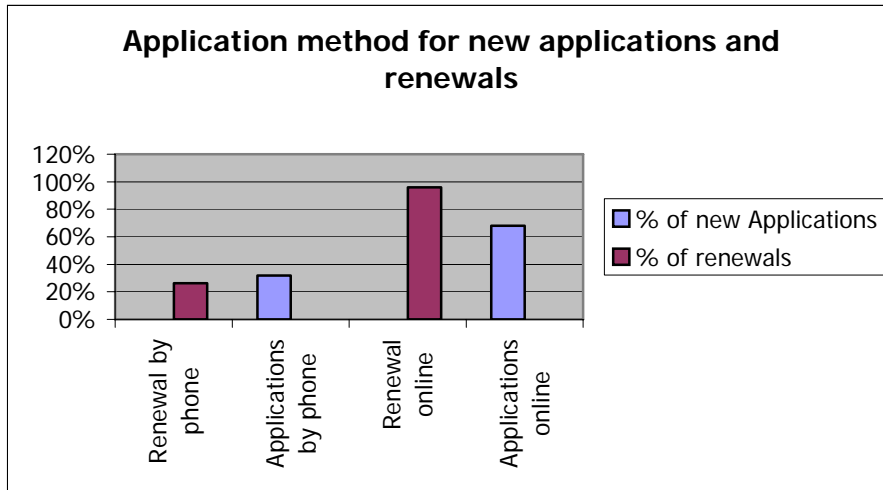
Policy and Communications

Target 3.1 – External Communications Strategy

Priorities related to workers have been to build trust with organisations that work with workers and the workers themselves and provide information in English and other languages especially the Accession States. Secondly, to establish links with overseas jurisdictions and British Embassies therein and distribute GLA literature. Guidance to labour providers and users has been consolidated into one publication and published in English and other languages.

Target 3.2 – Responding to Public Correspondence

Correspondence	No. received to date	No. responded to within timescales	Percentage of enquiries to date resulting in further correspondence
Written PQs	1	1	0
Oral PQs	0	0	0
Ministers	0	0	0
Members of Public (non-operational enquiries)	4	2	0
FOI	3	3	0
Appeals	10	10	0



Target 3.3 - Application submission strategy

75% of applications and renewals for a gangmasters licence should be made online.

Applicants chose the web as their preferred option due to ease of use, speed and accessibility as evidenced through feedback.

Target 3.4 – Developing External Communications Plans

Press enquires – each phone call and email counted

In May 2007 the GLA received 27 press enquiries. This included requests about the BBC news investigation.

Website hits + sessions per month

The website has received 340,810 hits during May with 13,670 sessions completed. With an average of 10,994 hits per day with 441 sessions.

The vast majority of usage takes place between Monday to Friday.

Events, presentation and media highlights (Monthly)

- Operation Trafalgar

Links with other organisations

- World Employment Conference Dublin
- Kent Sea Fisheries
- A8 Embassy Seminar
- TUC
- DTi
- Lithuanian Embassy

Distribution of publications	
2007/8	May
Worker Rights	
Posters & Concertina leaflets available in English, Benglai, Bulgarian, Gujerati, Hindi, Latvian, Lithuanian. Polish, Portuguese, Punjab, Romanian Slovak, Urdu	18500
Brochures	
An Introduction to the GLA How to apply & pay An Introduction to Licensing Standards Do you need a licence? Licensing Standards Will you need a licence How to keep your licence Labour User	500
Newsletters	
Including quarterly, general, Workers, licensing news	2300
Postcards	
Including Shellfish, Forestry, Workers Rights	50

Target 3.5 – Customer and Stakeholder Feedback – To deliver a survey on customer and stakeholder views of the GLA’s performance by 31 March 2008.

The labour users group meets quarterly and there is an opportunity for members to raise questions about the services that the GLA provide and the quality of those services. The group has met twice so far. A voluntary organisations seminar is planned for the early summer to discuss issues of mutual interest.

Corporate Services

Target 4.1 – The GLA will continue to operate on an effective and efficient basis to ensure that no undue financial burden is imposed on licence fee payers.

By July 2007 the GLA will identify a measure of the regulatory burden imposed on industry as a result of its activities.

By October 2007 the GLA will develop the terms of reference for a study to set baselines and develop targets for achievement during 2008-9.

Target 4.2 – The GLA will implement any agreed recommendations emanating from the December 2006 VFM study which will require implementation during the period of the Corporate Plan.

The VFM Study was adopted by the EMB on 4th June 2007 and circulated to all staff on 14th June. It has been agreed that the staffing position of the GLA will be further reviewed within the next two years.

Target 4.3 – The GLA will continue to strive to reduce the unit cost of issued licences.

Further proposals to be agreed by the Audit and Risk Committee at its June meeting.

Target 4.4 – The GLA will keep under constant review any areas that are perceived to be appropriate to maximise its miscellaneous income from receipts other than licence fees.

Nothing to report at this stage.

Target 4.5 – To promote sustainable development within the work of the GLA, and to improve sustainable development performance in our operations. To include a quarterly report to EMB to demonstrate the action being proposed and taken in this area.

The first quarter report will go to the Executive Management Board by the end of June 2007.

Target 5.1 – To ensure that the GLA is staffed appropriately to meet its business objectives.

Staff from 01.04.07	B/F from previous month	Leavers	New Recruits	Actual	Budget	Variance	Comments
Directorate	2	0	0	2	2	0	
Policy & Comms	4*	0	0	4	4	0	1 x Consultant covering director's maternity leave 1 x AO covering maternity leave finishes on 22/6/07 1 x P/T AO sought to job-share with returner from maternity leave
Corporate Services	7*	1	0	6	8	2	Replacement for Finance Assistant required. Corporate Services Assistant vacancy.
Operations	32*	0	0	32	39	7	2 x transfer and 1 x recruit to enforcement to commence on 4/6/07 plus further 1 on 11/6/07
Of which							
Compliance, Licensing, Intel, Projects	19	0	0	19	19	0	Advertising for 2 x enforcement officers in NI
Enforcement	15	0	0	13	20	5	FTC Licensing Assistants sought to replace existing FTC

*Employees on Fixed Term Contracts, Casuals or Consultants are not included within these figures

Target 5.2 – The GLA will seek to be a proactive organisation in relation to its HR policies and operations to enable its most important resource (people) to be: effectively recruited (on time); properly rewarded; trained and developed; motivated; multi-skilled (where appropriate); and retained

Revised strategy to be agreed at EMB by 31 August 2007.

Revised strategy to be implemented by 31 March 2008.

Retention policy – staff turnover: no. of leavers in month expressed as a percentage of establishment: The staff turnover for May was 0% (no leavers)

Target 5.3 – The GLA will continue to communicate effectively with staff at all levels within the organisation

By 1 April 2007 GLA to publish its Internal Communications Strategy: This strategy has been published.

By 30 June 2007 the GLA to conduct a staff survey concentrating on internal communications within the organisation.

By 30 September 2007 the GLA to produce an action plan resulting from the survey.

Target 5.4 – Best practice in management and staff co-operation – to achieve liP status by June 2007

The liP Assessor conducted interviews with GLA staff during April 2007 and feedback will be provided at the Executive Management Board on 25th June.

Target 5.5 – To recruit and employ staff according to diversity and equal opportunities policy

On the recent recruitment exercise to employ a Finance Assistant the following results were gleaned from the Equal Opportunities Monitoring Form

	Totals
Nationality	
British or Mixed British	2
English	2
Irish	
Scottish	
Welsh	
Not answered	
Ethnic Background	
• Asian	
• Bangladeshi	
• Indian	
• Pakistani	

• Black	
• African	
• Caribbean	
• Chinese	
• Mixed Ethnic Background	
• Asian and White	
• Black African and White	
• Black Caribbean and White	
• Any other mixed race background	
• White	
• Any white background	
• Not answered	

Age	
16 - 19	2
20 - 24	1
25 - 29	
30 - 34	
35 - 39	1
40 - 44	
45 - 49	
50 - 54	
55 - 59	
60 - 74	
Prefer not to say	
Gender	
Male	3
Female	1
Prefer not to say	

On the recent recruitment exercise to employ up to 2 enforcement officers in Northern Ireland the following results have been gleaned from the Equal Opportunities Monitoring Form.

	Totals
Nationality	
British or Mixed British	18
English	
Irish	4
Scottish	2
Welsh	
Not answered	
Community	
I am a member of the Protestant Community	14
I am a member of the Roman Catholic Community	6
I am a member of neither Community	4

Ethnic Background	
• Asian	
• Bangladeshi	
• Indian	
• Pakistani	
• Black	
• African	
• Caribbean	
• Chinese	
• Mixed Ethnic Background	
• Asian and White	
• Black African and White	
• Black Caribbean and White	
• Any other mixed race background	
• White	21
• Any white background	
• Not answered	

Age	
16 - 19	
20 - 24	1
25 - 29	
30 - 34	4
35 - 39	5
40 - 44	3
45 - 49	6
50 - 54	4
55 - 59	2
60 - 74	
Prefer not to say	1
Gender	
Male	20
Female	5
Prefer not to say	1

These figures reflect the actual breakdown of applicants and no attempt is made to achieve specific targets in ethnic mix. However, advertising campaigns were launched in a number of ethnic minority newspapers/websites in an effort to encourage a wider mix of applicants.

Target 5.6 – Complaints Procedure

No. of complaints received to date from 01.04.07	Target achieved? (Initial response 5 working days/Full response 15 working days)	No. that require further correspondence	Comments
3	3	0	

Target 7.1 – Merger of GLA and HSE – By April 2007 the GLA will produce a timetable for the key dates and events that are scheduled to occur during 2007-8

At a recent meeting of the Steering Group the discussion focused on the Parliamentary Reform Order (PRO) that will be required as primary legislation to enable the merger to take place. All functional workstreams are held in abeyance awaiting the outcome of the PRO.

Financial Report – May 2007

Due to problems associated with the interface between LAWS and the GLA accounting system, the accounts have been delayed. These will be circulated to all members under separate cover as soon as the problems have been resolved. Should you require any information in the interim please contact Ray Dawson directly on 0115 900 8949.

Renewals Received 2007-8				
Budgeted to 31 March 2008		Actual From 01st Apr 07 to May 31st 07		
	No	%	No	%
A	13	1.2	4	3.1
B	18	1.7	10	7.7
C	192	18.3	46	35.4
D	827	78.8	70	53.8
Total	1050	100.0	130	100.0

New Applications 2007-8				
Budgeted to 31 March 2008		Actual From 01st Apr 07 to May 31st 07		
	No	%	No	%
A	0	0.0	0	0.0
B	0	0.0	1	1.4
C	50	50.0	7	9.7
D	50	50.0	64	88.9
Total	100	100.0	72	100.0

NB: Actuals based on cleared funds at application

Operations

Licensing Update

	April	May	YTD 07/08	06/07	Projection to end of March 2008
Applications received (process commenced)	41	31	72	1113	492
OGD Checks complete	35	39	74	1120	420
Application Inspections scheduled (Non TLWG)	33	47	80	652	396
Application Inspections completed	33	44	77	632	396
Licence decisions	30	39	69	1035	360
Minded to refuse	0	0	0	47	0
Pre-Appeal	0	0	0	18	0
Refused (Critical non-compliance)	0	0	0	32	0
Appeals against refusal	0	0	0	12	0
Appeal against ALCs	1	2	3	4	18
Revoked without immediate effect	3	3	6	14	36
Revoked with immediate effect	0	0	0	1	0
Appeal against revocation without immediate effect	7	2	9	9	54
Appeal against revocation with immediate effect	0	0	0	1	0

Appeal results for 2007/08

Appeal against ALCs	0
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Appeal against Refusal	0
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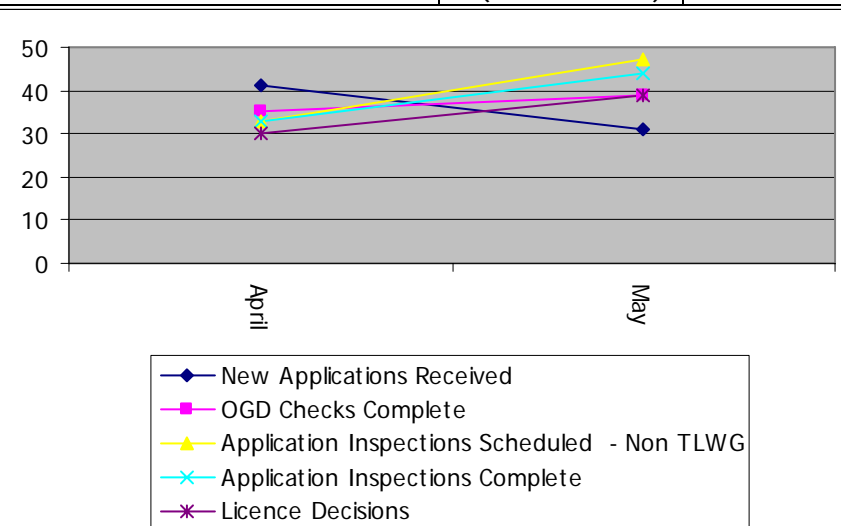
Summary of 06/07 Appeal Results

Appeal against ALCs – 1 Dismissed. None upheld.

Appeal against Refusal – 5 Dismissed. None upheld.

Operations Outputs FY 07/08

Activity	Planned Output 07/08	Output YTD	Actual	
			Projected	Variance
1. Licensing	711	30	360	-52%
2. Intelligence	3500	488	2928	- 16%
3. AIs	711	77	462	-35%
4. CIs (inc ALC work-offs)	234	79	474	+202%
5. Enforce (Investigate)	150	73	0	- 100%
6. Enforce (Disrupt)	264	3	36	-87%
7. Projects (Major)	12	2	12	0%
8. Projects (Mini)	24	1	6	-40%
9. Follow-up CI	180	8	48	- 74%
10. Project support	93	0	0	-100%
11. Section 16 Requests		77		
12. Interviews Under Caution		6		
13. Arrests		0		
14. Enforcement Notice		0		
15. Formal Cautions		1		
16. Referred for Prosecution		1		
17. Prosecutions		0		
18. Convictions	1 (Milestone 11)	0		



From the 1st April 2007 to 31st May 2007 we have received 2446 calls on the 0845 602 5020 number.

Target 6.1 – Licence decisions (time from application to decision)

80% of applications requiring an Inspection to be completed within 30 days.

Decision Month	Year		
	APR	MAY	to Date
Processed Applications	30	39	69
Processed within 30 days	47 %	56 %	52 %
Processed within 31 days	53 %	59 %	57 %
Processed within 32 days	53 %	59 %	57 %
Processed within 33 days	57 %	59 %	58 %
Processed within 34 days	60 %	72 %	67 %
Processed within 35 days	60 %	77 %	70 %
Processed within 40 days	80 %	82 %	81 %
Processed within 50 days	80 %	90 %	86 %

Target 6.2 – Effective use of intelligence analysis to support field operations – 95% of intelligence systems checks to be entered into the GLA licensing system within the 10-day turnaround timeframe.

	APR	MAY
Total for Month	28	31
<= 10 Days	21	20
<= 10 Days %	75 %	65 %
> 10 Days	7	11
> 10 Days %	25 %	35 %
Total	100 %	100 %

Target 6.3 – Inspection timescales (time from scheduling to inspection report input). At least 90% of application inspections will be carried out within 18 days.

	APR	MAY
Total for Month	33	46
<= 10 Days	9	6
<= 10 Days %	27 %	13 %
> 10 and <= 18 Days	10	19
<= 18 Days %	58 %	54 %
> 18 <= 25 Days	6	11
<= 25 Days %	76 %	78 %
> 25 Days <= 30 Day	3	3
<= 30 Days %	85 %	85 %
> 30 <= 180 Days	5	7
<= 180 Days %	100 %	100 %

Target 6.5 – Investigation timescales (from initiation to appropriate conclusion – e.g. appropriate sanction, if offences are proven).

<p>90% of LP investigations requiring sanction to be referred to Defra Legal, DARDNI or Procurator Fiscal for a decision within 3 months of the date of allocation to an investigating officer</p>	<p>No case as yet referred, albeit all investigations have been concluded to sanction decision within given timeframes.</p>
<p>90% of LU investigations requiring sanction to be referred to Defra Legal, DARDNI or the Procurator Fiscal for a decision within 6 months of the date of allocation to an investigating officer</p>	<p>No case as yet referred, albeit all investigations have been concluded to sanction decision within given timeframes.</p>
<p>100% of LP cases not requiring sanction to be closed by enforcement within 3 months of the date of allocation to an investigating officer</p>	<p>Target met.</p>
<p>100% of LU cases not requiring sanction to be closed by enforcement within 6 months of the date of allocation to an investigating officer</p>	<p>Target met.</p>