



GLA9/8.3

Verification Update

8 March 2006

BOARD PAPER REFERENCE – GLA9/8.3 – Verification

Issue

1. In order to prepare Labour Provider's (LPs) for the licensing regime, and to support early application, the GLA embarked on a verification programme. This paper provides an update on progress to date.
2. The purpose of verification is to assess whether LPs that have undergone TLWG Audits, have addressed the non-compliances that were identified, and whether they are now considered to be compliant with the GLA's Licensing Standards (i.e. score under 30). The verification programme commenced on 23/01/06.

Background

- 3 The results of completed TLWG audits are being forwarded to the GLA in batches. 225 Audit reports had been received and analysed up to 24/02/06. By 28/02/06 a total of 300 reports were expected. Since 24/02/06 a further 24 have been received out of the outstanding 75, leaving 51 reports to be received. This delay is attributed to some TLWG cancellations and rescheduling, and a delay in some cases before the TLWG secretariat receives the report from the auditor.
4. 118 of the 225 reports were classed as "successful" based on the **audit** report analysis. This does not mean that all the LPs are free from non-compliance, but that those LPs with non-compliances are scored under 30. Therefore, on application those LPs will be issued with a licence but with Additional Licence Conditions attached, where appropriate.
5. The remaining 107 cases required a verification visit, and 95 were notified of the GLA's intentions. 40 LPs responded to cancel the appointment and re-schedule. There have been no refusals of the offer to have their current level of compliance assessed. 6 letters were returned "gone away". 49 LPs were visited. In 5 cases the level of non-compliance remained at an "unsuccessful" level. The remaining 44 had improved their compliance, and are now classed as "successful".
6. Verification has been required in 47% of all cases. There are a total of 162 "successful" LPs so far, representing a success rate of 72%.
7. TLWG now expect to provide a total of 418 audit reports. If the success rate remains constant at 72% this will generate 301 "successes". To reach this level, based on current performance, 193 cases will potentially require a verification visit. Based on 1000 licence applicants 699 cases will require an Application Inspection. All inspections need to be completed in advance of the "switch on" date for the offences in October. This indicates a potential resource risk to achieve these figures.
8. 10 new staff have recently joined the GLA, and are currently being trained. They will begin to impact the required verification volumes from week commencing 20/03/06. Nonetheless, the GLA will need to consider additional resources for application inspection. The GLA is therefore considering accrediting external

auditors to inspect to the GLA's Licensing Standards. This is in accordance with the GLA's Transition work stream plan.

9. Contact has already been made with all the TLWG/REC approved auditors (a total of 15). All but one audit firm have expressed an interest in working for the GLA. Each auditor will then be required to undertake a process of accreditation before becoming a GLA approved inspector.
10. The accreditation scheme will ensure that each applicant can demonstrate to the GLA a thorough knowledge of the GLA Standards and the application inspection process. It is proposed that free training will be provided by the GLA and that accreditation will take place after that training. Only those auditors who reach a required standard within that training will be invited to apply to be accredited.
11. Those auditors who apply, and meet the required level of competency will become GLA accredited. This position will be reviewed annually, or earlier if required due to concerns that may be raised on the quality of inspection reports by the GLA Inspection Standards team.
12. It is important that the TLWG auditors are left to undertake TLWG/REC approved audits until the final date set by the GLA of the 12th May 2006 to achieve a minimum 418 audits. This will ensure the required volume of audits in order to undertake verification action and thereby reduce application inspection numbers initially.
13. Further updates will be provided on verification progress and the external accreditation process.