



Gangmasters
Licensing Authority

Performance and Insight Report

**Period Covered:
1 April 2016 to 30 June 2016**

External Publication

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Glossary

NRM	National Referral Mechanism
OCGM	Organised Crime Group Mapping
PAWR	Pay and Worker Rights helpline
NBCI	New Business Compliance Inspection
CPA	Change of Principal Authority
MG3	National forms report for advice to Crown Prosecution Service

Please note that some of the data contained in this report has been taken from live systems and is therefore subject to minor fluctuations

Strategic Priorities

- Preventing worker exploitation.
- Protecting vulnerable people.
- Tackling unlicensed/criminal activity & ensuring those licensed operate within the law.

Strategic Objectives

- Through joint working, target, dismantle and disrupt serious and organised criminality including the early identification of human trafficking.
- Identify and tackle forced/bonded labour by licensed or unlicensed gangmasters.
- Maintain a credible licensing scheme creating a level playing field for the industry and promoting growth.
- In partnership tackle those who engage in tax evasion, health and safety negligence, fraud, breach of regulations.
- Provide effective and meaningful engagement with key partners, stakeholders and sponsors.
- To work with the regulated sector to enable them to recognise and address issues of noncompliance before the GLA is forced to intervene.

1. Business Plan Targets

Delivery Plan Targets 2016-19

- ❖ Develop closer relationships with the supply chain (including but not restricted to retailers, labour users and labour providers) relating to addressing the identification of workers unpaid holiday pay, breaches of national minimum wage and enforcement of breaches of employment standards/statutory employment rights.
- ❖ Monitor and maintain the assistance given to labour users/providers in the co-identification of and dealing with potential worker exploitation prior to formal regulatory engagement.
- ❖ Monitor and maintain the number of actual and potential victims of labour exploitation identified, and given support to remove them from danger/raise awareness of their rights.
- ❖ Monitor and review the level of identified criminal profits from GLA investigations and joint investigations, for consideration of seizure of proceeds of crime through unlawful activity within the sector.
- ❖ Monitor and maintain year on year the number of referrals (successfully identified as victims) made to the UK Human Trafficking Centre) (NRM referrals).
- ❖ Monitor and maintain the number of referrals concerning the identification and activity of OCGs to law enforcement ROCUs.
- ❖ To develop closer working relationships with HMRC,EAS, HSE, NCA, Local Authorities and law enforcement agencies through monitoring and maintaining the number of joint operations year on year.
- ❖ Monitor and maintain the satisfaction of licence holders with the service provided by the GLA at 86%.
- ❖ Monitor and maintain the perception amongst all key stakeholders that the GLA is doing a good or very good job at 93%.

OFFICIAL - SENSITIVE

The following three objectives are those actions the GLA is leading on behalf of the modern slavery strategy:

- ❖ Work with the regulated sectors to raise standards of worker treatment through the entire supply chain.
- ❖ Provide expert witness evidence and impact statements to law enforcement organisations undertaking investigations into labour exploitation.
- ❖ Develop partnerships with other enforcement bodies across Europe focussed on the sharing of information, emerging trends, best practice as well as conducting joint operations to prevent exploitative practices.

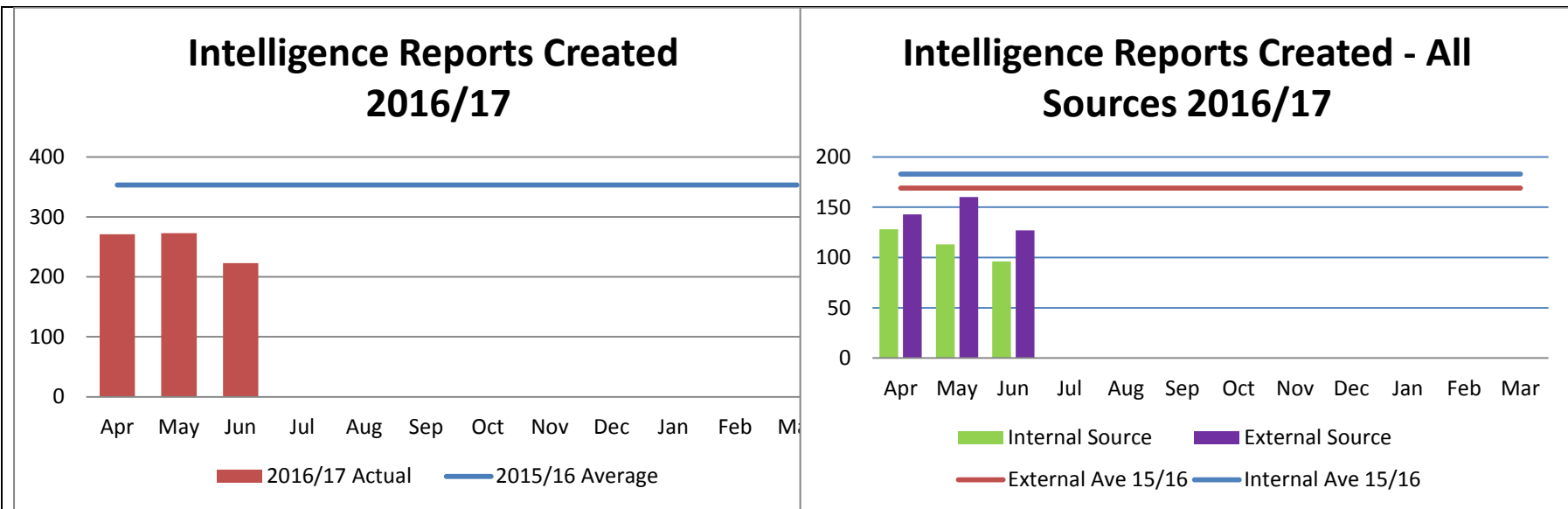
Within year 2016-17

- ❖ To ensure the smooth transition of the GLA into the Gangmasters and Labour Abuse Authority in accordance with the Immigration Bill 2016, subject to the appropriate central allocation of corresponding budget requirements.
- ❖ To support the Director of Labour Market Enforcement when appointed in setting up a national profile of the scale and extent of labour market exploitation
- ❖ To support the Director of Labour Market Enforcement's strategy formulation for 2017/18
- ❖ Maintain the delivery of the GLA's in year strategic aim, priorities and objectives
- ❖ Through Home Office support, to have put in place the processes and systems to deliver the new enhanced role of the GLA
- ❖ To work with the Home Office to develop a cost effective and sustainable IT platform

2. Intelligence and Information Sharing

Key Points:

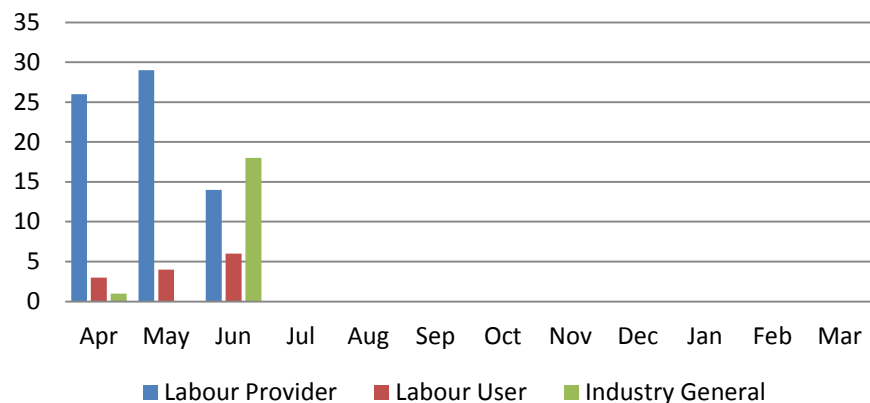
- Intelligence reports created remain low compared to previous year's average at this point. This is linked to changes in recording and recent significant abstractions within the Intelligence team.
- Actionable intelligence accounts for 25% of all new submissions during the first quarter period
- Police and HMRC remain the most significant source and receiver of intelligence material. Labour providers are consistent contributors.



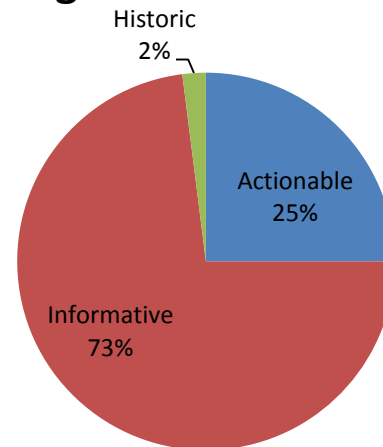
Explanatory Notes:

- Intelligence 'reports' are individual information 'logs' created on the GLA Intelligence database. The information can relate to any aspect of licensing, compliance or enforcement activity and may contain a single strand or a combination of information that is either **Informative**, **Actionable** or **Historic**.
- Intelligence reports are generated in response to a variety of circumstances which include information received from external sources (e.g victims, industry sources or partner agencies) and also Internal sources that includes Licensing, Enforcement Officers and Intelligence Unit personnel, This information can be derived from a range of activity
- Intelligence reports or 'logs' are disseminated to and from partner agencies either as a proactive/dynamic response to events or to inform potential regulatory/compliance activity by that agency; or as part of joint operational activity.

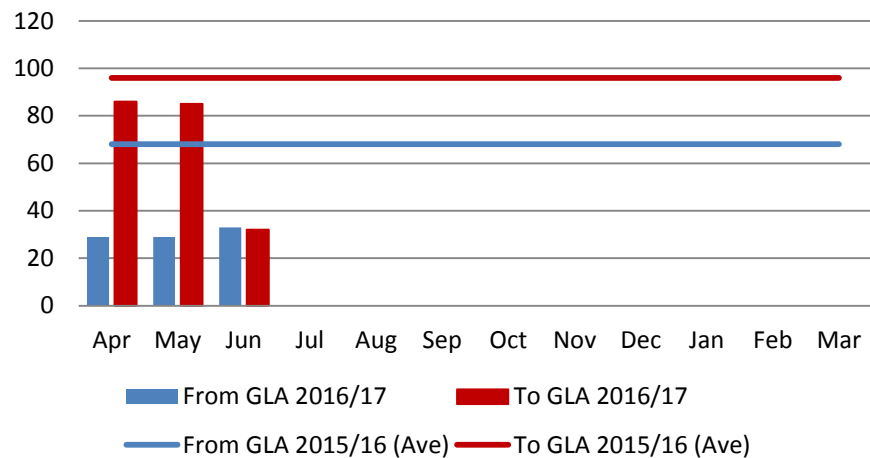
Intelligence Created Industry Source 2016/17



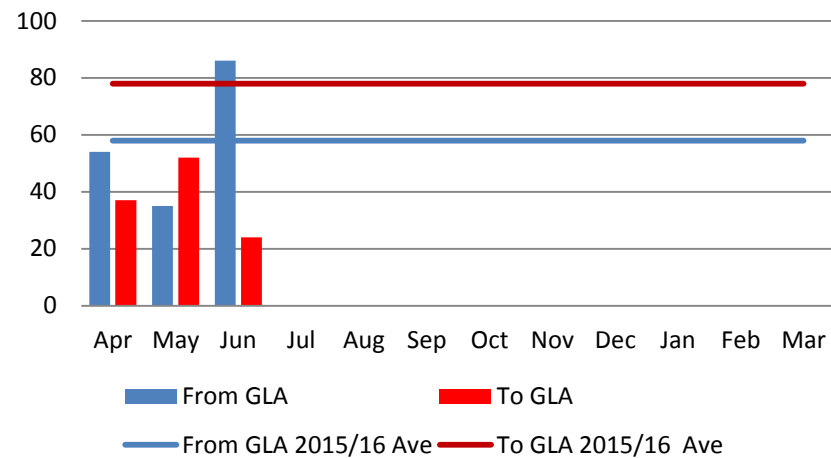
Intelligence Value 2016/17



Intelligence Disseminated to and from Partner Agencies 2016/17



Requests for Information to & from Partner Agencies 2016/17

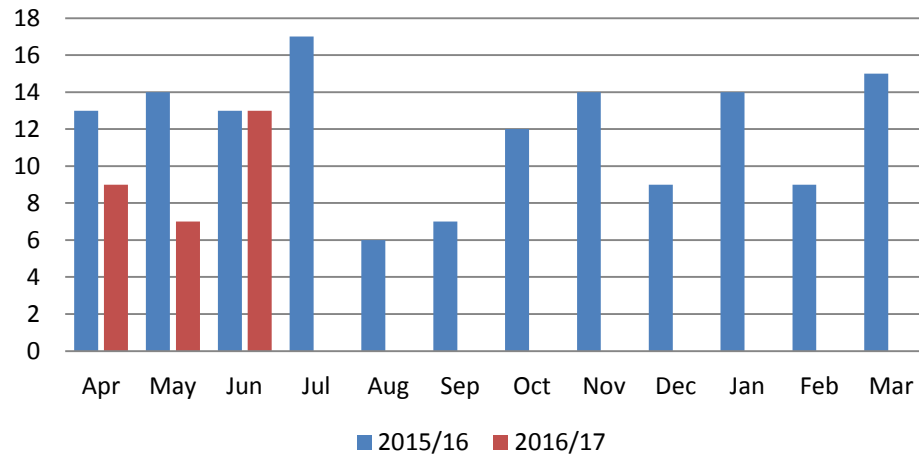


3. Tasking Process

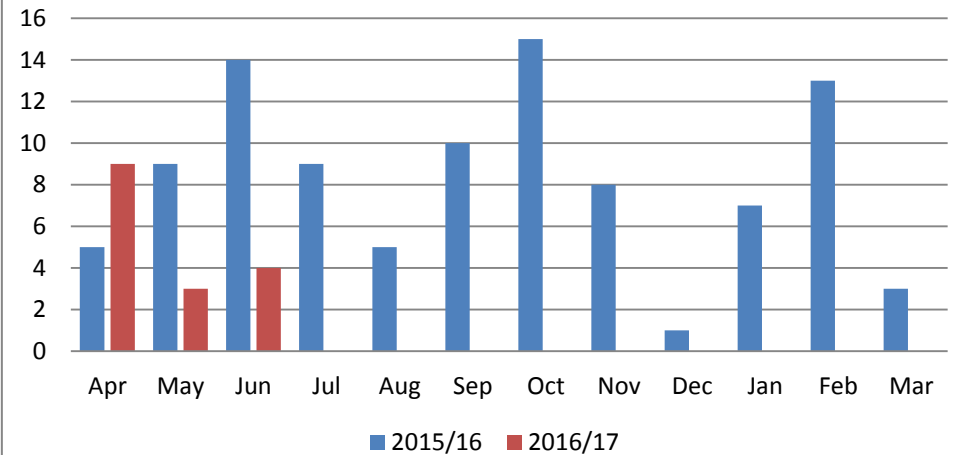
Key Points:

- AI's – slower start than the previous year, although the number rose significantly during June.
- CI's – fell back during the last 2 months and are currently below the number of the corresponding period last year.
- Enforcement cases – remain lower than previous year's corresponding period.
- Tier 1 interventions recovered over £29,000 for workers in first three months of the year

Application Inspections 2016/17



Compliance Inspections 2016/17

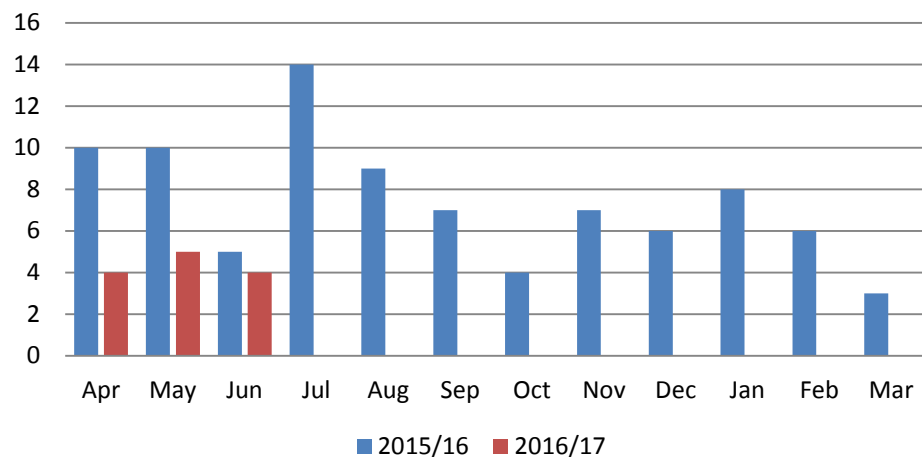


Explanatory Notes:

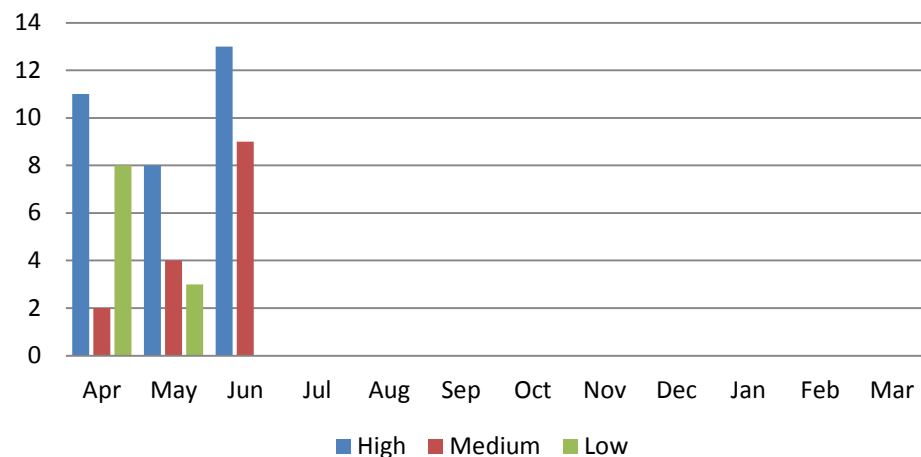
This section deals with the output from the intelligence analysis. All inspection activity is determined according to the intelligence case.

- Application Inspections always attract a high priority so as to minimise the impact and burden on the business. Compliance and Enforcement activity is prioritised following an assessment of the intelligence case.
- Tier 1 interventions are cases where the Intelligence Unit or Licensing Team have made a direct approach to the labour provider to resolve an issue informally without the need for formal regulatory intervention or the deployment of inspection resources.

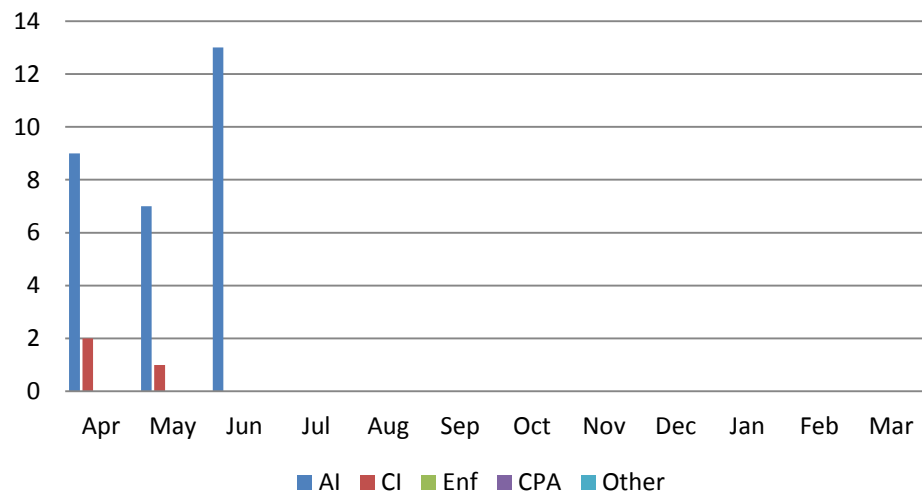
Enforcement Cases (Unlicensed)



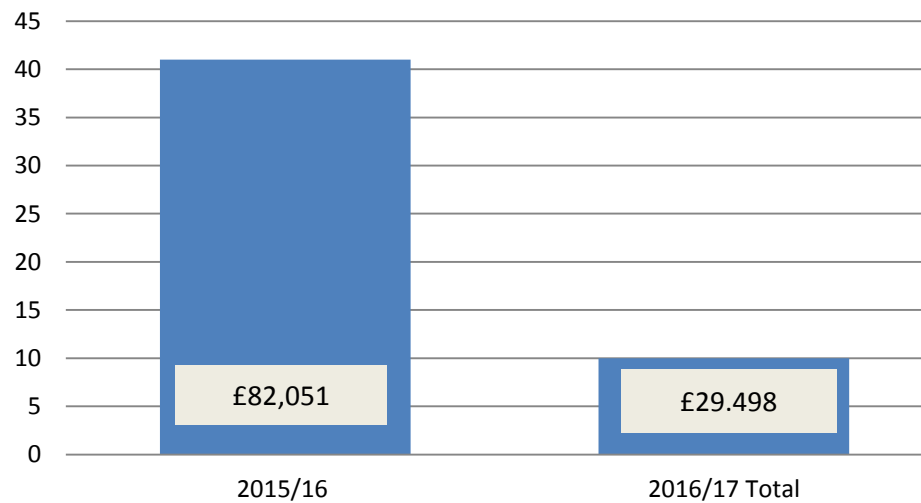
Tasking by Priority 2016/17



High Priority Tasking by Category



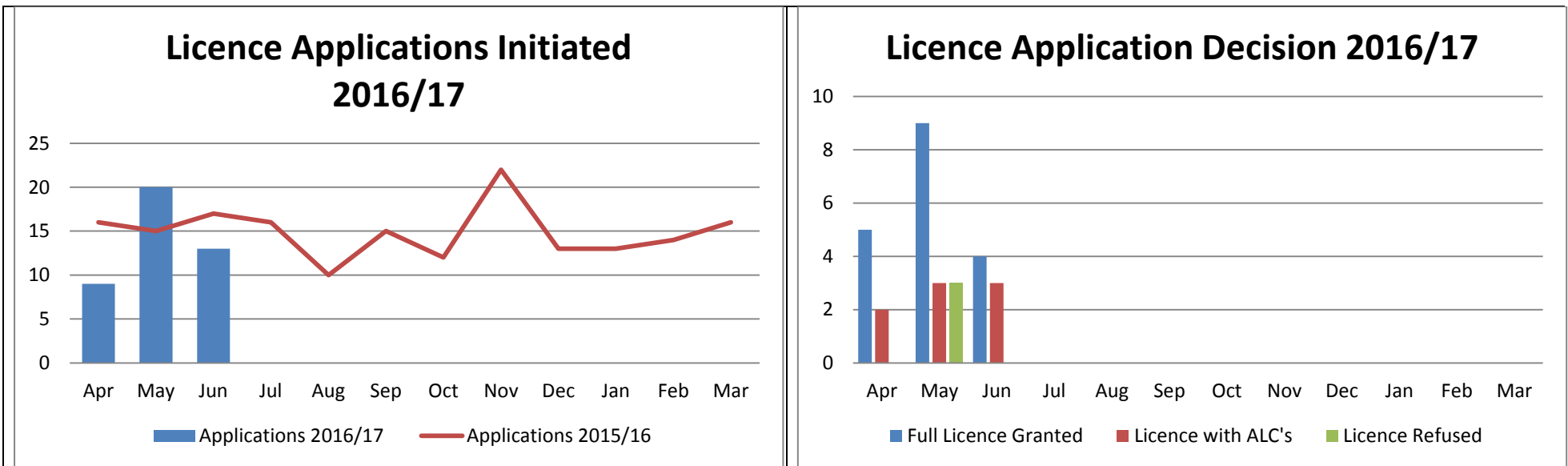
Tier 1 Interventions



4. Licensing Process

Key Points:

- The number of Licence applications initiated is slightly below the corresponding period in the previous year but broadly the same as the previous quarter.
- Appeals are currently very low compared to previous reporting periods.
- There were 6 revocations and 3 licence refusals in the first quarter of the year.

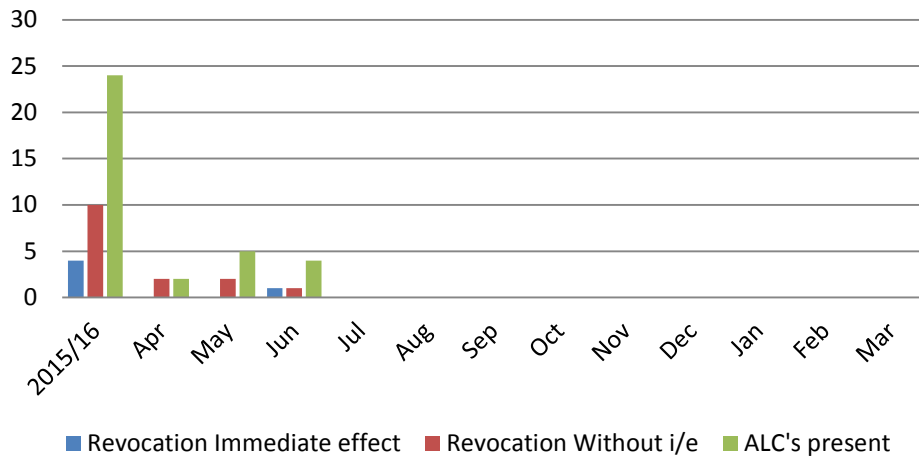


Explanatory Notes:

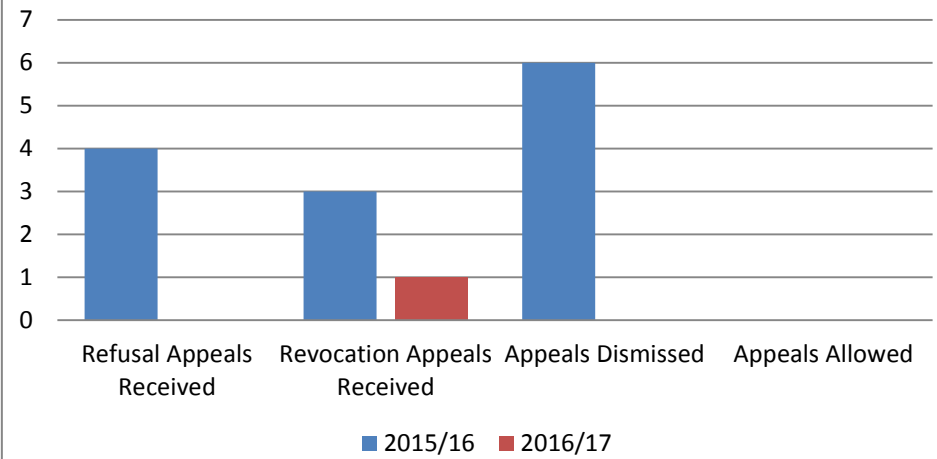
This section deals with the initial licence application and subsequent decision process following inspection activity.

- Licence Applications Initiated is where an initial application for a licence has been submitted – however at that stage payment may not have been made or funds cleared.
- Licence decisions relate to either an 'Application' for a licence, or following a 'Compliance' inspection which is invariably intelligence lead.
- Licence 'Standards Breached' – are the standards accepted by the Licensing Officer as having been breached and on which the licence decision is made. Such decisions are based on the basis of case 'proven' on the balance of probabilities – not on on the basis of the initial allegation.

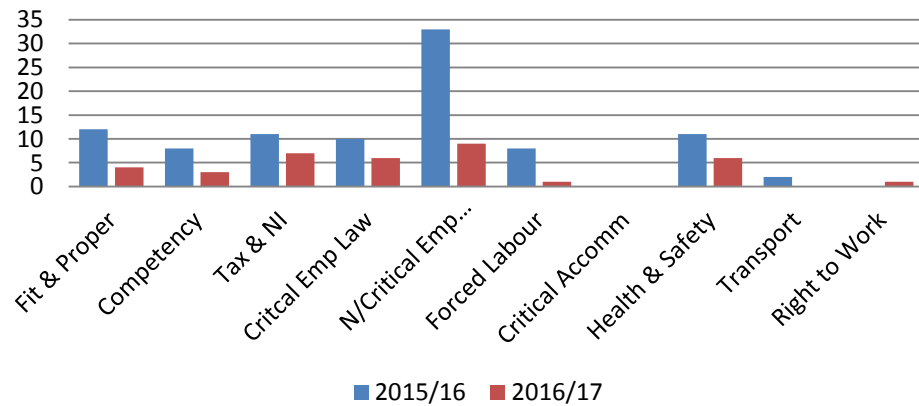
Licensing Decision - Compliance



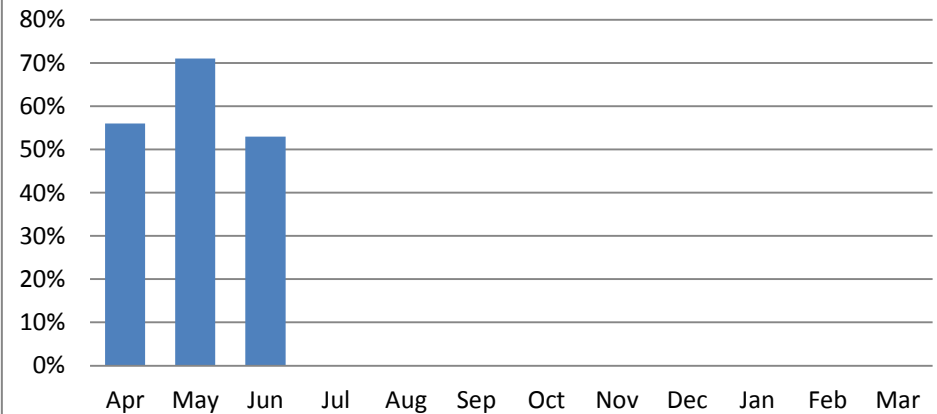
Licensing Case Appeals - Rolling Total



License Compliance Standards Breaches



% of OGD Checks completed within 10 working days

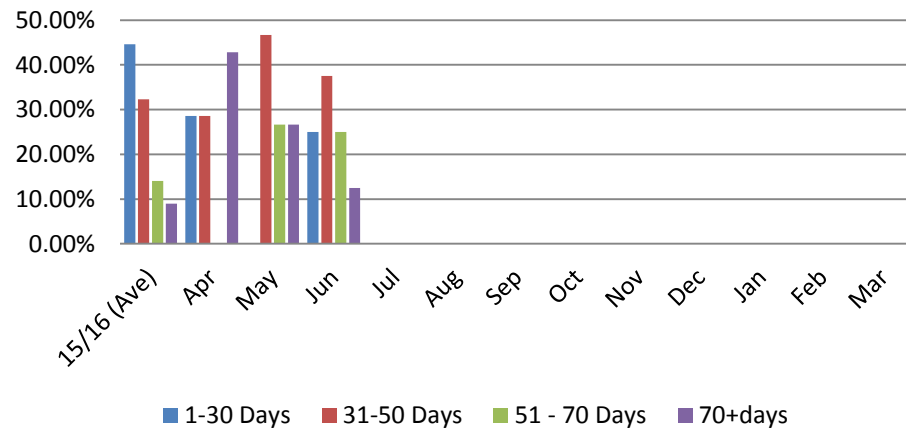


5. Inspection & Enforcement

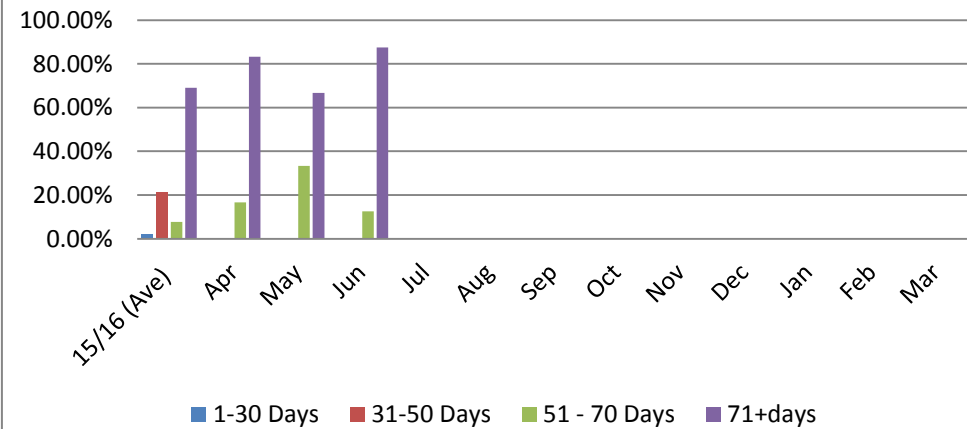
Key Points:

- The discovery of unlicensed trading will cause the suspension of the AI process in most cases and may therefore adversely affect completion times in those cases.
- Timeliness for the completion times for AI's remains generally healthy. Some delays are attributable to suspension due to the identification of unlicensed trading prior to or during the inspection process. However, CI's have been taking longer to resolve which reflect the increasing complexity of some cases.
- 5 Enforcement cases are currently with the CPS for a charging decision

AI - Inspection Timeliness - days to Completion

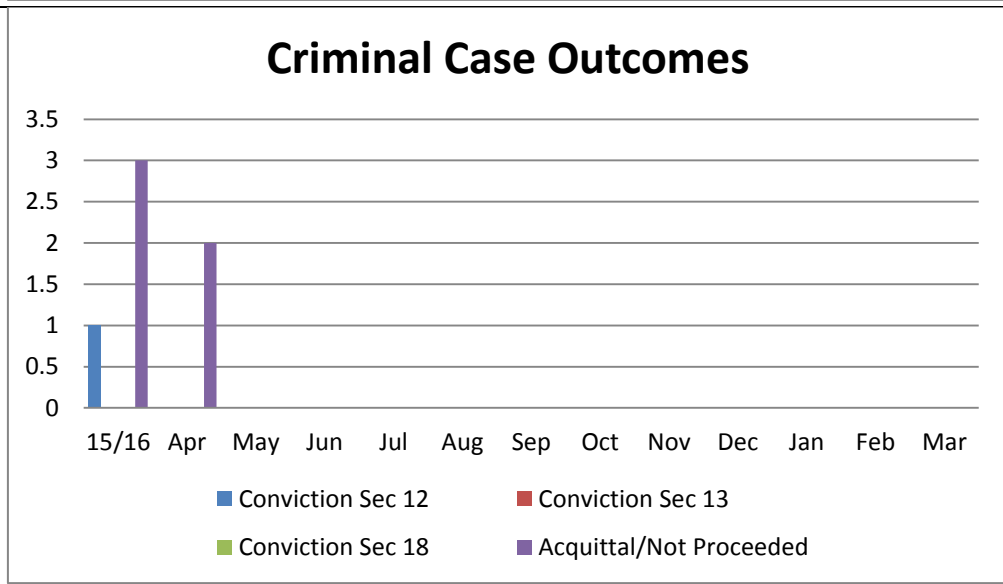
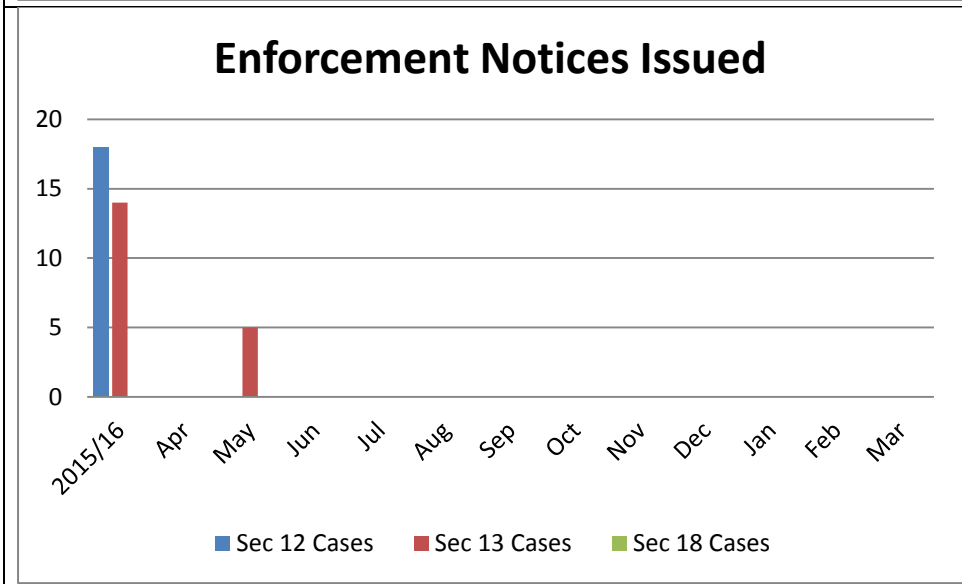
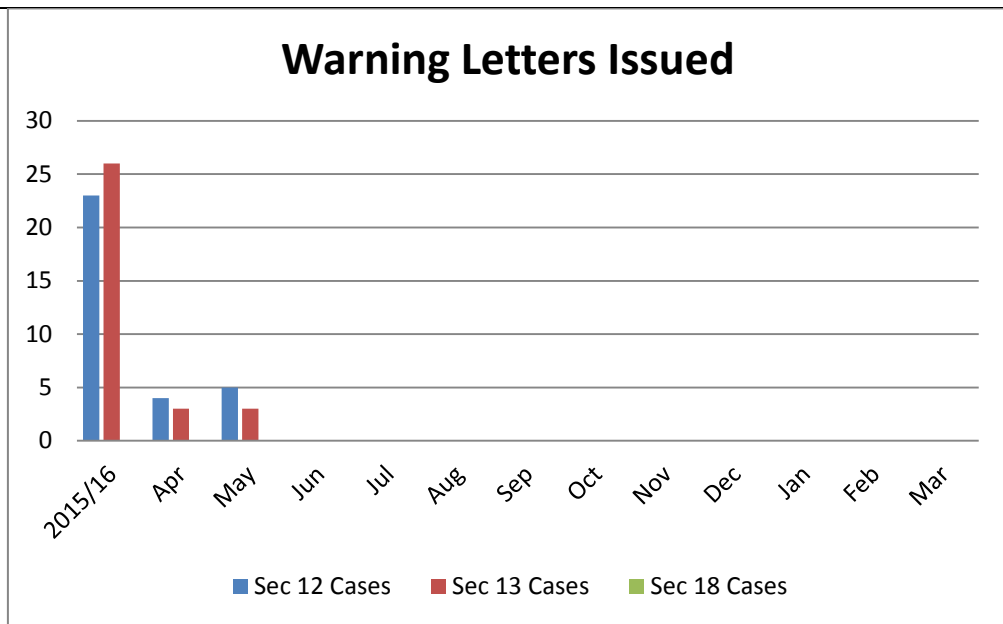
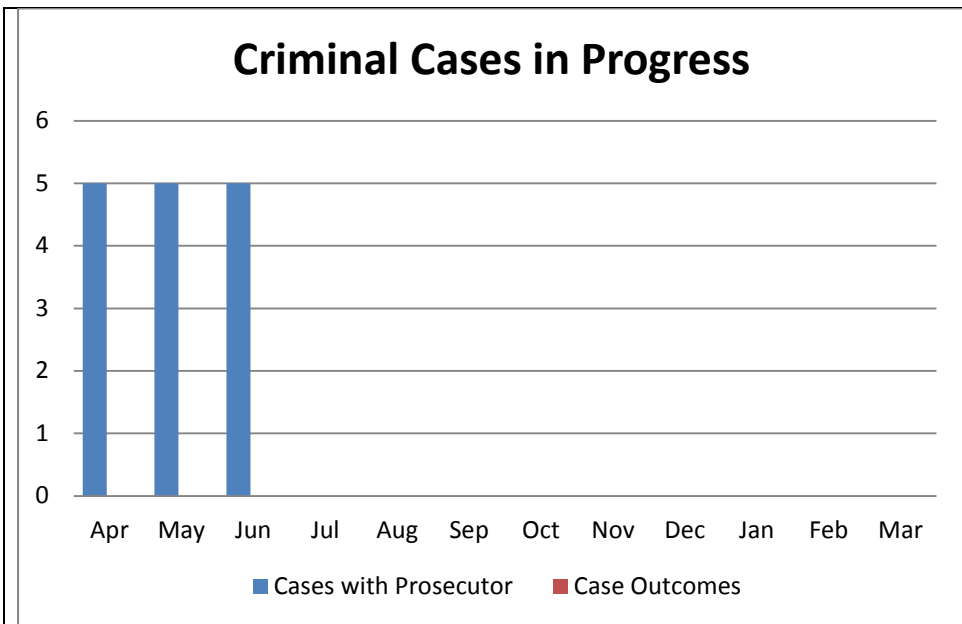


CI - Inspection Timeliness - Days to Completion



Explanatory Notes:

- Timeliness of inspections can vary for many reasons and delays may occur during the inspection or licensing decision phase or possibly both.
- Completion times are calculated from the date of 'tasking' to the date the licence decision is made.
- An 'Enforcement Notice' is a document given to a labour provider where ongoing unlicensed supply has been discovered. It is an advisory notice warning the offender of the possible consequences should they continue trading without a licence whilst a decision is made as to prosecution.
- A 'Warning Letter' is issued to a labour provider or labour user where sufficient evidence has been found to prove an offence to the criminal standard but a decision has been made that it is not in the public interest to pursue a prosecution through the courts.



6. HR & Finance

Key Points:

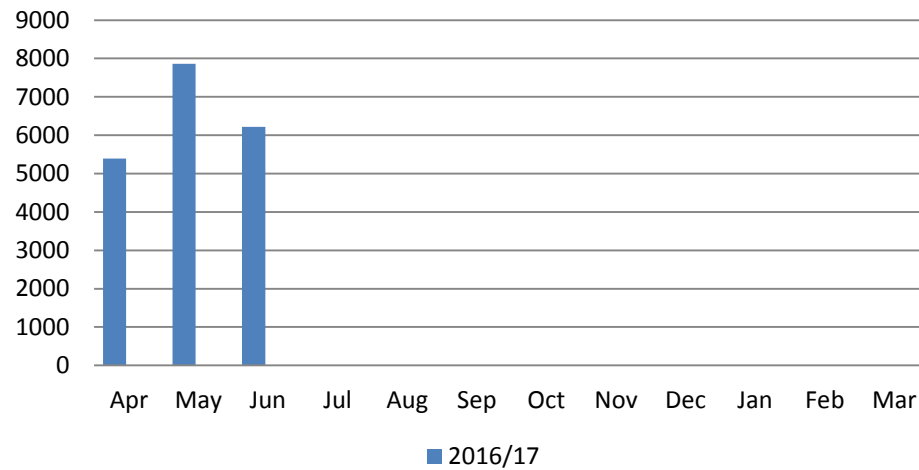
- Expenditure is currently within projected tolerance levels

7. GLA Website

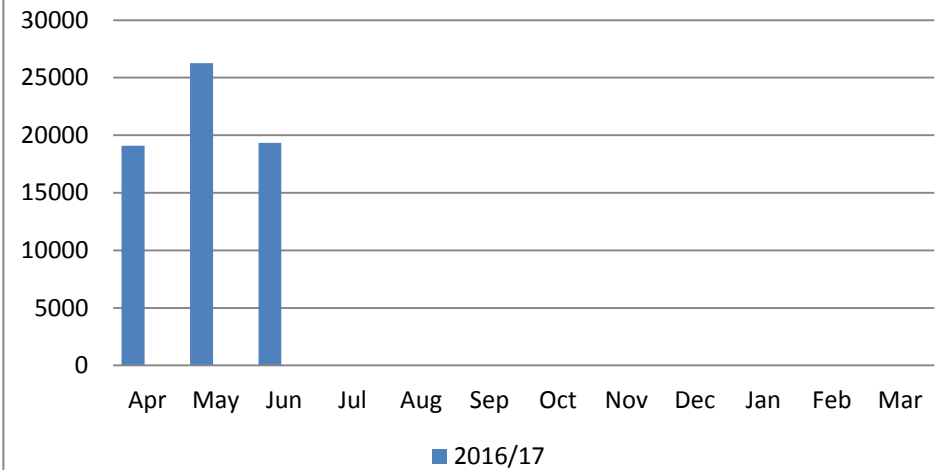
Key Points:

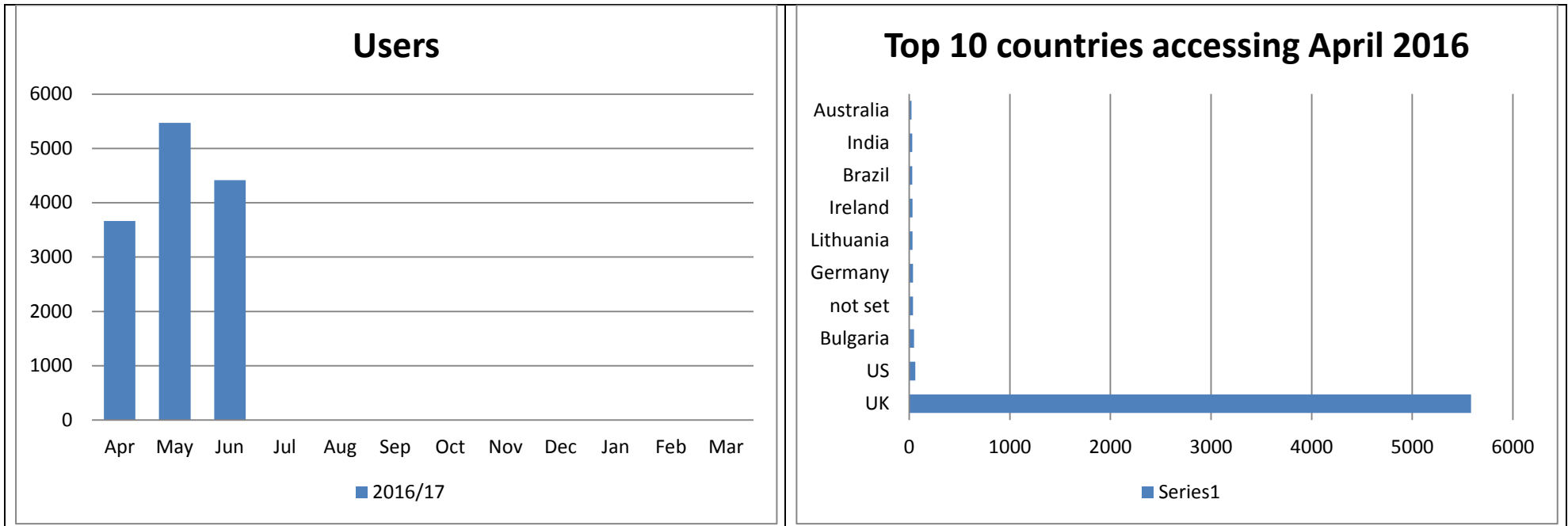
- New GLA Website provider from January 2016.
- Session - a period of time a user is actively engaged with the website
- Page view - The number of pages viewed - repeat views of a single page are counted
- Users - users that have had at least one session within the selected period - both new and returning

Website Sessions



Page Views





Due to a change in Website provider from 01/01/2016, no prior recorded comparable data is available