



Gangmasters &
Labour Abuse Authority

An introduction to the GLAA

Risk within the Care Sector

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- Stopping worker exploitation

Who are the GLAA?

An arm's length body of the Home Office.

Our role is to protect vulnerable and exploited workers by investigating labour abuse and exploitation across all aspects of the UK labour market

Partnership work to target, dismantle and disrupt serious and organised crime

NRM first responder.



2017 – GLA to GLAA – new powers

- The creation of '**Labour Abuse Prevention Officer**' (LAPO).
- Investigate Labour market offences.
- PACE powers from Section 114B Police And Criminal Evidence Act 1984. (Only in England & Wales)
- Power to arrest and search in relation to offences contrary to:
 - Employment Agencies Act 1973
 - National Minimum Wage Act 1998
 - Gangmasters (Licensing Act 2004)
 - Part 1, 2 and 4 of the Modern Slavery Act 2015



What is Forced Labour

- According to the International Labour Organisation forced labour is:
- "all work or service which is exacted from any person under the threat of a penalty and for which the person has not offered himself or herself voluntarily."



Spotting the Signs

- Restricted Freedom
- Behaviour
- Working Conditions
- Accommodation
- Finances
- Appearance



Restricted Freedom

- Not be in possession of their passports or other travel or identity documents, as those documents are being held by someone else.
- show signs that their movements are being controlled
- be threatened with being handed over to the authorities
- depend on their employer for work, transport and accommodation without any choice
- have no access to medical care
- be subjected to violence or threats of violence against themselves or against their family members and loved ones
- have limited contact with their families or with people outside of their immediate environment



Behaviour

- be unfamiliar with the local language
- be distrustful of the authorities
- have limited or no social interaction either in the workplace or at their accommodation
- allow others to speak for them when addressed directly
- never leave the workplace without their employer
- show fear or anxiety
- feel that they cannot leave
- be afraid of revealing their immigration status



Working Conditions

- have no contract
- be unable to negotiate working conditions
- be unable to choose when or where they work
- be forced to work under certain conditions
- work excessively long hours over long periods
- not have any days off
- not be dressed adequately for the work they do: for example, they may lack protective equipment or warm clothing
- lack basic training or professional licences



Accommodation

- not know their home or work address
- not have been able to give their address to friends or relatives
- live in poor or substandard accommodation
- have no choice where they live or who they live with
- live in groups in the same place where they work and leave those places infrequently, if at all
- live in degrading, unsuitable places, such as agricultural or industrial buildings



Finances

- receive little or no payment
- have no access to their earnings
- be disciplined through punishment or fines
- be under the perception that they are bonded by debt
- have had the fees for their transport to the country of destination paid for by facilitators, whom they must payback by working or providing services in the destination
- be told that they can pay debts for transport or accommodation when they are found work
- be charged for services they don't want or need



Appearance

- suffer injuries that appear to be the result of an assault
- suffer injuries or impairments typical of certain jobs or control measures
- suffer injuries that appear to be the result of the application of control measures
- always wearing the same clothes
- dishevelled

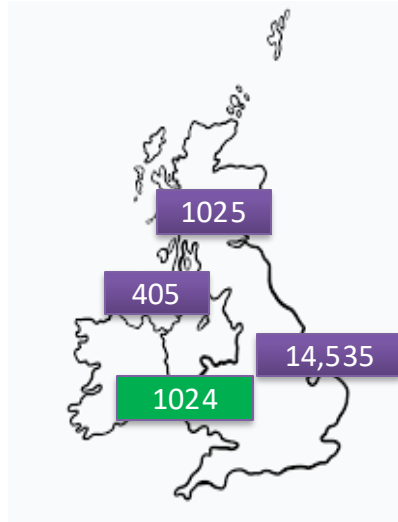




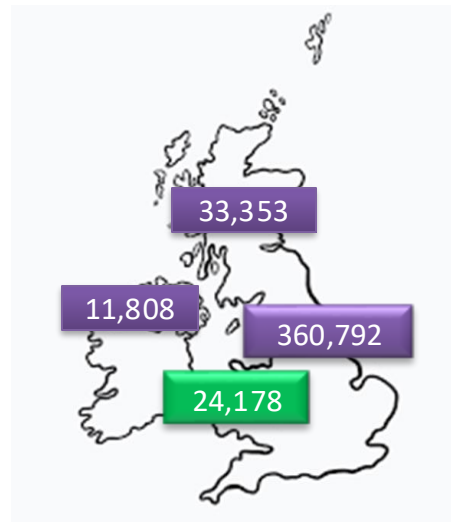
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Why the Care Sector?

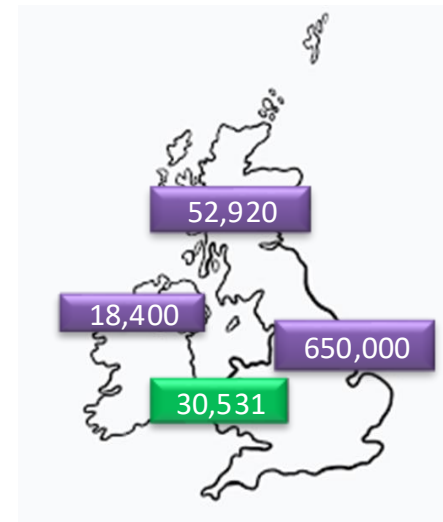
Care Homes in the UK



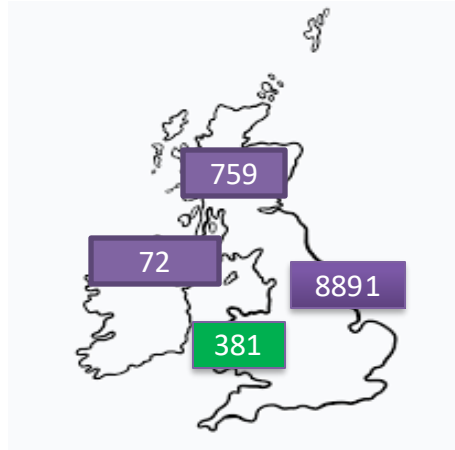
Population in Care Homes



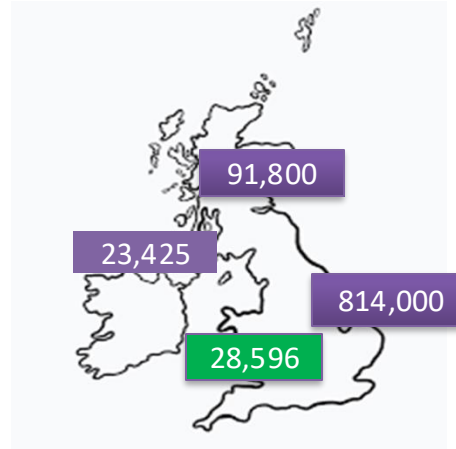
Work Force within Care Homes



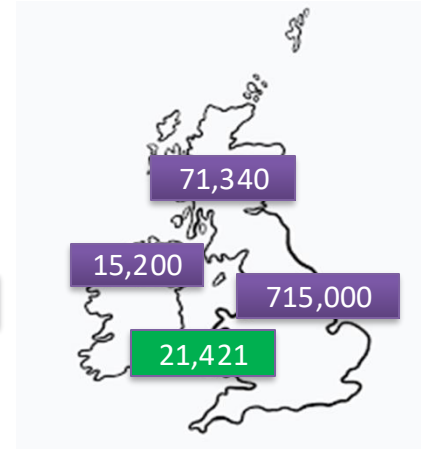
Home care providers



Number of people receiving Home Care



workers providing Home Care



What we are discovering....

Charging of excessive fees for Visa both abroad and in UK

Contracted hours not available as per Visa requirement

OR 'forced' to work excessive hours, 'forced' to sign Op Out or 'signed on their behalf

Not paid for hours worked, paid under NMW, cash payments.

Tied into accommodation and charged excessive rent for 'overcrowded and poor' housing

'Forced' to buy often unroadworthy vehicles through loan from employer



Not paid for travelling time between clients, continuous days working with no rest days

Tied to exploitative employer, 60 days to find alternative, payment of excessive fees if they leave

Threat of 'sacking' – and 'tactical' sackings to allow further exploitation of new victims

If complain then hours are reduced or changed with no notice

Forced to work in other Sectors – illegal working



Key indicators and Red Flags of Modern Slavery/Labour Exploitation in the Care Sector

Excessive Fees: Skilled care workers charged exorbitant fees for recruitment, accommodation, or transportation to the UK. These fees are being charged in the UK and overseas introducing Debt bondage at an early stage.

Low Wages: Care workers receiving wages well below the legal minimum wage, considering the long hours worked.

Confiscation of Documents: Employers or recruiters withholding identification documents, passports, or visas to control workers

Overcrowded Accommodation: Care workers residing in overcrowded and substandard housing provided by their employers. Cases of contracts that insist on living in exploiters accommodation and paying way over market rate.

Inadequate Rest and Breaks: Workers denied adequate rest breaks, working long hours with little time off.

Language Barriers: Workers with limited English language skills facing difficulties in asserting their rights or seeking assistance.

Isolation: Care workers being isolated from the broader community, including limited social interactions or freedom to leave their place of work or residence.

Fear and Coercion: Workers expressing fear, anxiety, or signs of psychological distress, often due to threats or coercion.

Lack of Hours: Particularly in Domiciliary settings, workers are promised 39hrs a week and in reality, only work from 5 to 10 hours a week.



New Additions



Care Quality Commission (CQC) registration in England



Recruitment priority for international care workers already in England



Regional hub registration



Case Study: Op Vermilion

- GLAA completed a welfare check at the home address of potential victims of labour exploitation in the care sector after intelligence was received from a whistle-blower who had recently left the care home. This intelligence specifically stated that the migrant workers at the care home were being treated very poorly by the company. GLAA ensured that Local Authority had been notified prior of the welfare check to ensure that those receiving care were not impacted. Fifteen migrant workers were identified at the address and the majority agreed to attend a local reception centre for further discussions and support. On arrival at the victims address it was clear that the property was overcrowded, contained mould in most of the bedrooms, there was no HMO in place, and we later found that some of the workers were contracted into their tenancy agreement for as long as they worked for the company and vice versa – this partly demonstrated the control that they were under.
- Nine workers, who were all Indian nationals, came forward as victims reporting that they had paid thousands to get the sponsorship (between £7000-£14,000), they were being pressured to work long hours and as a result had a lack of freedom, were being given even more hours if they complained and threatened with deportation if they did not comply. All victims were on the skilled workers visas as senior care assistants. As the victims were being housed by their exploiter it was thought that the best way to safeguard them was safe housing. All nine victims agreed to enter the NRM where they were able to access safe housing, financial support, amongst other support. Once the victims were safe, an investigation began, and ongoing specialist victim support was provided by the GLAA Victim Navigator. GLAA communicated with UKVI on the breaches of the sponsorship license which led to the company's license being revoked, which prevents them from employing migrant workers. Twelve months on and the GLAA Victim Navigator has supported all 9 victims into new sponsorship and into move on accommodation. The victims continue to support the prosecution and the case is now with CPS for early advice and subsequent charging decision. **Quote from one of the victims** “Thank you lots. Really, I'm so happy today. Feels so relax. You are amazing.”



Case Study: OP OBSIDIAN

- The GLAA were notified of this case after a previous worker reported concerns to UKVI, through partnership working they identified the following victim, also an Indian national, who had just stopped working at the homecare agency. The victim reported that her father had paid £28,000 to an agent in India for her to get this job. She had come over to the UK with her husband and 2 young children (ages 5 and 7). The plan was for her to work Mon-Fri, 9am-5pm so that her husband could work night shifts elsewhere. The hours and days of work had been agreed prior to her accepting the job. However, upon arrival she was only given 12-15 hours of work a week, hours were often sporadic (one day she worked for 1 hour in the morning, 1 hour in the afternoon and another hour in the evening) which made it impossible for her husband to also work. When she addressed this with the company, she was told that the reason her family is here is because of the sponsorship that they have offered her, therefore her family must work around the hours given. She was also threatened with being deported if she complained.
- The victim decided to leave the care agency after she considered suicide, luckily her husband disrupted her attempt. GLAA are engaging with the victim to pursue a prosecution and to support them as family whilst she finds alternative sponsorship. The victim's partner has managed to find work, but they disclosed that after paying bills they were surviving on £100 a month for food. A supermarket voucher was provided to the family by the GLAA Victim Navigator through Justice & Care funds, the family were also signposted to local foodbanks and a GLAA Investigator ensured that they received a food parcel to their home address the next day. Two victims have now received RG on entering the NRM and the GLAA OIC and Victim Navigator are working closely to offer support where needed, in particular, a new sponsor and alternative employment. The victim stated **"Thank you so much for all your help. Couldn't have ask more from God. As all of you have come like an angels in our life. We are feeling much relief now. We will also try our best to provide as much as evidence the investigation."** The case is still under investigation



