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# FIFTY EIGHT

Just good business.

JUST GOOD WORK FOR THE SEASONAL WORKERS SCHEME  
THE ASSOCIATION OF LABOUR PROVIDERS

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## THE SEASONAL WORKERS SCHEME

The [Seasonal Worker visa route](#) allows employers in the edible and ornamental horticulture sector to source workers for up to 6 months through an approved scheme operator.

The route has been [confirmed until the end of 2024](#), with 30,000 visas available in 2022 and the potential to increase by 10,000 if necessary. Government says that the number of visas will begin to taper down from 2023 and the sector will have to ‘improve pay and conditions’.

The Home Office has reviewed the requirements placed on the scheme operators and updated the [seasonal worker sponsor guidance](#).

The Home Office has reported that the scheme is relatively expensive to operate compared with other sponsorship routes, particularly the compliance and monitoring activities

## WORKER WELFARE ISSUES

The [United Kingdom Labour Market Enforcement Strategy 2019/20](#) defines agriculture as the sector with the highest risk of labour exploitation after car washes, and in their [Industry Profile for Agriculture](#), the GLAA reports health and safety issues around both work and accommodation, as well as non-payment of National Minimum Wage.

The March 2021, Focus on Labour Exploitation (FLEX) [report](#), based on interviews and surveys with 112 workers and other stakeholders, findings included that workers incurred debt to travel to the UK, were given inaccurate or misleading information during the recruitment process, were provided with unsafe housing by employers and were subject to precarious contracts and economic vulnerability.

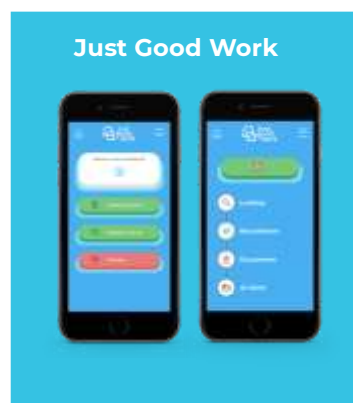
The [review of the 2019 Seasonal Workers Pilot](#) published on 24 December 2021 states that, “*alleged welfare issues identified are unacceptable*”. Findings include that: “*22% of respondents alleged they were not treated fairly by farm managers*”, “*responses reported racism, discrimination, or mistreatment by managers*”, “*15% said their accommodation was neither safe, comfortable, hygienic nor warm and 10% said their accommodation had no bathroom, no running water, and no kitchen.*” The end of year survey of migrant workers achieved a response rate of just 26%.

## JUST GOOD WORK

JGW is a free multi-language app that gives workers critical information about living and working in the UK and where to go for help if needed. Off-line capability means that once downloaded JGW can be used without internet connection. Information is provided in their own language, on their own device to be accessed whenever convenient to them.

Data security is integral to the design of the Just Good Work app. Outputs will be anonymised and aggregated and no personal details will be shared in any output activities.

Just Good Work is adaptable to any sector and we can see it working in other immigration routes such as the Skilled Worker Route, and in other sectors such as the NHS, the construction industry, or any environment where worker exploitation is a concern.



Simple, concise and up-to-date information for all workers or candidates in a language they understand

Educated on rights and responsibilities at home and abroad and where to access help at every stage

Signposts to further help, raising issues, and how to access remedy

## THE PROPOSAL

To develop a Seasonal Workers Scheme (SWS) customised version of the Just Good Work (JGW) app. This will use the set-up information that workers input when downloading the app, plus the responses from built in questions and polls to build a picture of worker experience on the SWP

The Seasonal Workers Scheme customised version of the Just Good Work app will provide:

- **Seasonal workers with:**
  - Specific and transparent information on the scheme, their operator, their farm and the nature of the work and the means to access help and support.
  - Information on their rights, risks of hidden exploitation and where to go for help if needed, reducing exploitation through education.
  - In-line and spot questions to allow confidential, non-confrontational feedback thus enabling worker voice.
- **Scheme operators with:**
  - Functionality:
    - Consistent scheme-wide advice and information for workers, always up-date in multiple languages
    - To send multi-lingual messaging and their own additional spot questions to all of their workers on the platform
    - To send documentation through the app for efficient and recorded delivery of important documents such as contracts, Assignment Details, payslips and tenancy agreements with a DocuSign function for evidence of acceptance of terms and reading of messages **Optional** (to be scoped with scheme operators individually as API integration requirements will vary by operator)
  - Evidence that workers have been provided with consistent, transparent and accurate information, irrespective of their original recruiter.
  - Individual dashboards showing data for their own workers by supply chain recruiters, farm, nationality and other demographics. Benchmarking across:
    - Peers allows each Scheme Operator to understand the relative success of their programme.
    - Farms allows sharing of good practice and intervention where standards need to improve.
  - Understanding and evidence of workers' experience and what is important to them, in order to continuously improve their recruitment and management processes and work with farms and growers on the improvements they need to make.
  - Early warning where there are concerns in their recruitment supply chain allowing them to deploy investigative and due diligence resources to deal with issues swiftly. Ongoing feedback will inform whether interventions are successful.
- **The Home Office and Defra with:**
  - an online dashboard, providing real time data of worker experiences and many of the monitoring statistics required. An automated and independent source of data on worker welfare and scheme operation. Continuously populated with incoming data showing issues and trends to aid future scheme design and allow more efficient collection of required scheme data. This will improve response rates and decrease the cost of operating the route for the Home Office.
- **Farms and growers will benefit from:**
  - The ability to share videos of the work, the workplace and housing to aid transparency and to reduce misplaced expectations.
  - Online training modules for induction, preventing exploitation or site-specific requirements
  - a rich source of data about what is important to workers, allowing them to improve their offer to workers for better attraction, engagement and retention.

## HOW WILL IT WORK?

- Scheme Operators and their supply chain recruiters will require workers to download the Seasonal Workers Scheme customised version of the Just Good Work app at the point of recruitment.
- Pre and post departure recruitment and employment documentation, information and education will be issued and accepted through the app.
- Simple yes/no/multi-choice questions throughout the app with automatic advice and signposting dependent upon the answers, enables worker polling with responses collated into an online dashboard. For example workers are asked whether they paid anybody for the job; whether the work is as expected, what their accommodation is like and whether they are being paid in line with their expectations.
- The system will track and report on download and response rates to inform activity by both Just Good Work and the Scheme Operators.
- Labour users can also promote download of Just Good Work – multi-language posters and social media tiles will be provided.

## TIMELINE

The following timeline assumes the proposal will be signed-off and actioned by 31 March 2022 – to be adjusted in-line with final sign-off date.

| Phase   | Completed By     |
|---|------------------|
| <ul style="list-style-type: none"> <li>▪ Scheme wide content, messaging and spot questions at the scheme level.</li> <li>▪ All app data (inline and spot questions disaggregated down to the farm level). Shared with scheme operators manually (fortnightly/monthly)</li> <li>▪ Aggregated scheme data shared with Home Office and Defra manually (fortnightly/monthly)</li> </ul> | June 2022        |
| <ul style="list-style-type: none"> <li>▪ Automated dashboards for scheme operators and Home Office/Defra</li> </ul>   | Late August 2022 |
| <ul style="list-style-type: none"> <li>▪ Content templates to enable farm-level custom content</li> </ul>   | September 2022   |

## FUNDING REQUIREMENT

The project will be completed against the timeline on the previous page. ALP will provide and fund project management, technical expertise and co-ordination between scheme operators and users and Just Good Work at no cost.

| Description of cost   | One-time JGW Cost | Ongoing Cost                | ALP Devpt costs |
|---|-------------------|-----------------------------|-----------------|
| Functionality development (download section, contextualised messaging function, spot questions function, dashboards)  | £26,000           |                             |                 |
| Content creation and contextualisation including in-line questions  | £2,500            |                             |                 |
| Content and messaging development and testing (uploading and design of accessible content contextualised for the SWP, testing with scheme operators and workers)                        | £3,500            |                             |                 |
| App platform costs (platform and dashboard updates and improvements, app-store and security updates), support for ongoing content and messaging updates and other ongoing improvements. |                   | £895 per month per operator |                 |
| Development of materials and support for SWP scheme operators to roll Just Good Work out to their workforce (e.g. development of designed online and printed materials)                 |                   |                             | £2,500          |
| Translation of content, messaging, spot questions and materials into key languages throughout pilot incl. Ukrainian, Romanian, Bulgarian, Russian, Moldovan                             | £10,000           |                             |                 |
| <b>Total</b>  | <b>£42,000</b>    |                             | <b>£2,500</b>   |