

FOI Release
Information released under the Freedom of Information Act

Title: Pay and Work Rights Helpline

Date of release: 1 October 2014

Information request

To understand how the Pay and Work Rights Helpline supports migrant workers.

Specific questions are:

- how many calls has the Helpline received each year since 2010?
- what proportion of calls to the Helpline have been from EU-8 nationals (Poland, Lithuania, Czech Republic etc.) per year since 2010?
- in how many calls to the Helpline per year since 2010 has the caller required EU-8 language support (i.e. Polish, Lithuanian, Czech etc.)?
- In respect of calls from EU-8 nationals or those requiring EU-8 language support what are the main three issues about which they require advice (e.g. unpaid wages, holiday pay, discrimination)?
- how many referrals has the Helpline made per year since 2010 to the GLA, HMRC, HSE, HMRC and EAS Inspectorate?
- how many staff (full time equivalent) are employed by the Pay and Work Rights Helpline as telephone advisers?

Information released

The information requested on the majority of these questions is held by the Department. The available information is as follows:

- *how many calls has the Helpline received each year since 2010?*

2010	2011	2012	2013	2014 to date
88,181	64,968	61,292	53,841	35,559

- *what proportion of calls to the Helpline have been from EU-8 nationals (Poland, Lithuania, Czech Republic etc.) per year since 2010?*

The following table shows the number of calls broken down by nationality.

	2010	2011	2012	2013	2014 (to 10/9/14)
Czech Republic	71	43	53	48	21
Lithuania	203	142	75	138	57
Poland	1159	791	671	771	424
Slovakia	122	79	48	48	22

No figures are held for Hungary, Slovenia, Estonia, and Latvia – nationality was not captured at the time of the call or the caller declined to identify their nationality.

- *in how many calls to the Helpline per year since 2010 has the caller required EU-8 language support (i.e. Polish, Lithuanian, Czech etc.)?*

	2010*	2011	2012	2013	2014 (to 31/8/14)
Czech Republic		35	13	8	3
Lithuania		50	18	27	11
Poland		436	295	350	201
Slovakia		39	17	22	17
Hungary		27	14	32	21
Slovenia		0	0	0	0
Estonia		0	0	0	0
Latvia		16	15	14	1

*Information for this year is not available from the supplier of real time translation services.

- *how many referrals has the Helpline made per year since 2010 to the GLA, HMRC, HSE, HMRC and EAS Inspectorate?*

	2010	2011	2012	2013	2014 (to 10/9/14)
HMRC	2049	2060	2314	2918	2270
EAS	525	437	539	562	368
HSE	125	174	198	212	134
DEFRA	129	105	121	115	39
GLA	54	54	57	37	29
Total	2882	2830	3329	3844	2840

- *how many staff (full time equivalent) are employed by the Pay and Work Rights Helpline as telephone advisers?*

The Helpline is staffed by 7 FTE staff. This number has not varied since the launch of the helpline in 2009.

- *In respect of calls from EU-8 nationals or those requiring EU-8 language support what are the main three issues about which they require advice (e.g. unpaid wages, holiday pay, discrimination)?*

In relation to your request, the search of our paper and electronic records has have established that the information you requested is not held by this Department.

Where a call does not relate to the areas covered by the PWRH, callers are signposted to the most relevant body for advice and information. Of the three possible scenarios that you mention, only the unpaid wages element would be covered by the Pay and Work Rights Helpline. Holiday pay queries would be dealt with by the Advisory, Conciliation and Arbitration Service (ACAS), and queries about discrimination would be handled by the Equality and Human Rights Commission (EHRC), through the Equality Advisory Support Service that was established in 2012.