

# Employment

## News

### New Pay and Work Rights Helpline: progress continues

A new single helpline for the statutory workplace enforcement bodies – the Pay and Work Rights Helpline – went live in May 2009, with the successful ‘behind the scenes’ transfer of the existing helplines of the Employment Agency Standards inspectorate, HMRC (for the national minimum wage) and Defra (for the agricultural minimum wage). The new Helpline will have its ‘hard launch’ – with an associated publicity campaign – in the autumn, and it is hoped that the Gangmaster Licensing Authority’s helpline will also be incorporated in due course.

The establishment of the new, single helpline was a key recommendation of the report of the Government’s Vulnerable Worker Enforcement Forum in August 2008, and has been warmly welcomed by Citizens Advice. The aim is to streamline access to the various statutory enforcement bodies and, by identifying abuses needing investigation by more than one enforcement body, transfer the burden of navigating the system of enforcement from vulnerable workers to the system itself. The new Helpline covers abuses of:

- ⌚ the national minimum wage (and the equivalent for the agricultural sector)
- ⌚ the right not to work more than 48 hours a week (on average)
- ⌚ health and safety law
- ⌚ the rules governing the conduct of employment agencies and gangmasters

Bureaux and clients can report suspected abuses by calling the Pay and Work Rights Helpline on 0800 917 2368.