



Gangmasters &  
Labour Abuse Authority

# GLAA End of Year Performance Summary

**2021-2022**

Strategic objective	Performance measures	Year End	Achieved
1. Identify and support victims of exploitation	10% increase over 2020-21 outturn of victims identified (target – 8,501)	6,024	No
	50% of victims have received support	Not known	N/A
2. Have a fair, robust and customer responsive regulatory regime	Average of 65 working days from tasking to licensing decision for application inspections	94 working days	No
	Average of 155 working days from tasking to licensing decision for compliance inspections	229 working days	No
	Average of 15 working days for licence decision times	24 working days	No
3. Work in partnership with all stakeholders to protect workers' rights and prevent labour exploitation	Overall engagement increased from 2020-21 (target – 3.85%)	4.2%	Yes
	20 GLAA led events completed	257	Yes
	65% of respondents indicate working with the GLAA has influenced business	72.7%	Yes
	65% of respondents indicate working with the GLAA has influenced promoting rights	72.9%	Yes
	50% of Qualifications granted in high risk sectors	64%	Yes
4. Disrupt and deter criminal activity within the labour market	10% increase on 2020-21 outturn for all cases led by GLAA (target – 419)	246	No
	10% increase on 2020-21 outturn for all cases with an outcome (target – 47)	21	Yes
	20% increase on 2020-21 outturn for GLAA cases referred to CPS (target – 4)	4	Yes
5. Develop our people and culture in line with the GLAA's values, ensuring a diverse, resilient and change-ready organisation	95% of employees with a completed PDR	95%	Yes
	95% of GLAA employees with a completed PDP	100%	Yes
	70% of employees reporting diversity data	74%	Yes
	Absence rate below public sector average (target – 4.4%)	3.1%	Yes
	Employee turnover below public sector average (target – 12.4%)	15.97%	No
	75% employee satisfaction measured by people survey	71%	No
6. Provide efficient and effective services, sound governance, robust risk management and value for money	Positive change in risk maturity score (target 'Developing')	Developing	Yes
	NAO score of at least moderate	Limited	No
	95% of BP objectives in progress and completed	88%	No
	Net expenditure variance from forecast (target 5%)	16%	No