



Ref: [REDACTED]

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28 July 2022

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[REDACTED]  
[REDACTED]  
[REDACTED]

Dear [REDACTED]

**OFFICIAL INFORMATION REQUEST FOR DATA RELATING TO STAFF TURNOVER AND  
THE TIME TAKEN TO RECRUIT FOR VACANCIES**

I refer to your official information request dated 15 June 2022 and our subsequent conversation on 30 June to clarify and refine the request.

The request has two parts:

- 1) Staff turnover numbers over the past five years, organised by department or group:

Permanent Staff Turnover by Group					
Group	Total 30 June 2018	Total 30 June 2019	Total 30 June 2020	Total 30 June 2021	Total 30 June 2022
Chief Executive	0.00%	0.00%	19.05%	0.00%	0.00%
Community Services	15.89%	13.64%	11.76%	18.44%	14.38%
Corporate Services	11.11%	8.16%	9.68%	17.78%	27.14%
Environmental Management	14.00%	14.29%	10.00%	10.45%	16.67%
Infrastructure	10.39%	22.78%	16.09%	7.92%	13.59%
Strategy and Communications*	0.00%	1.39%	12.70%	24.24%	27.78%
* Strategy and Communications was formed in 2018					

- 2) Average length of time it takes to fill vacancies in the Environmental Planning team, Capital Projects team and the Customer Services teams respectively. The data sample will be taken over the 12 month period ending 30 June 2022. Any significant outliers have been noted alongside the data.

Team name	Average time taken to recruit (in Months)	Outliers
Capital Projects	3.7	1 x 12 months
Customer Service Centre	0.6	
Environmental Planning	5.5	1 x 12 months

You have the right to seek an investigation and review by the Ombudsman of this response. Information about how to make a complaint is available at [www.ombudsman.parliament.nz](http://www.ombudsman.parliament.nz) or Freephone 0800 802 602.

Internal Document ID:

If you wish to discuss this decision with us, please feel free to contact me on email  
andrea.king@ncc.govt.nz.

Yours sincerely



**Andrea King**

Acting Manager People and Capability