**Date issued:** 19th of October 2023

**Freedom of Information Request** 193/23

We are writing in response to your Freedom of Information request. Your request has been considered in accordance with the requirements of the Freedom of Information Act and our Data and Information Management Policy.

**YOU ASKED US…**

**Please can we request the following information under Freedom of Information regulations:**

**Qu 1. How many new permanent hires joined your organisation in 2022?**

**Qu 2. How many new permanent hires came through external providers in 2022?**

**Qu 3. How many team members work in your Recruitment Team?**

**Qu 4. What is your time to hire from adverting to onboarding?**

**Qu 5. What was  your attrition rate in 2022?**

**Qu 6. What is your average cost per hire (including attraction and screening) in 2022?**

**Qu 7. How much did you spend with external providers of permanent recruitment in 2022?**

**Qu 8. How many unique agency contractors/temps/interims did you use in 2022?**

**Qu 9. How much did you spend on agency contractors/temps/interims in 2022?**

**Qu 10. Are you meeting your diversity targets? (yes or no)**

**Qu 11. How many candidates applied for roles in 2022? What is your candidate drop-out rate?**

**Qu 12. Which systems do you use for your permanent recruitment process?**

**RESPONSE**

Please see the below information to answer your questions -

|  |  |  |
| --- | --- | --- |
|  | TfW Rail | TfW Non-Rail |
| Qu 1. How many new permanent hires joined your organisation in 2022? | 264 | 165 |
| Qu 2. How many new permanent hires came through external providers in 2022? | 5 | 0 |
| Qu 3. How many team members work in your Recruitment Team? | 6 | 4 |
| Qu 4. What is your time to hire from adverting to onboarding? | *ESTIMATIONS*  Operations = 196 days (20 weeks)  Non-Operations = 56 days (8 weeks) | 46 days (Median) |
| Qu 5. What was your attrition rate in 2022? | 6.11% | 18.8% |
| Qu 6. What is your average cost per hire (including attraction and screening) in 2022? | Currently in development | £1,450.05 |
| Qu 7. How much did you spend with external providers of permanent recruitment in 2022? | £30,742 | £81,600 |
| Qu 8. How many unique agency contractors/temps/interims did you use in 2022? | 2 | 15 temps |
| Qu 9. How much did you spend on agency contractors/temps/interims in 2022? | £7,463.80 | £204,840 |
| Qu 10. Are you meeting your diversity targets? (yes or no) | We’re committed to increasing the representation of people from multicultural backgrounds across all roles and at all levels, particularly train driving and engineering. We are working towards developing or WSD targets.  For example, the number of females in the Upper quartile of pay has increased by 2.3% in the past year. | Information not available. |
| Qu 11. How many candidates applied for roles in 2022? | 8326 | 4,285 |
| Qu 12. What is your candidate drop-out rate? | Currently in development | 11.51% |
| Qu 13. Which systems do you use for your permanent recruitment process? | MHR iTrent | MHR iTrent |

Unfortunately we have not been recording adequate data to answer questions 6 or 12 accurately, but we will be making changes to implement this going forward as one TfW.

We hope this information is of use to you.

Yours sincerely,

**Transport for Wales**

**Appeal Rights**

If you are unhappy with the way your request has been handled and wish to make a complaint or request a review of our decision, please write to the Head of Freedom of Information at either Transport for Wales, 3 Llys Cdwyn, Pontypridd, CF37 4TH or [freedomofinformation@tfw.wales](mailto:freedomofinformation@tfw.wales). Your request must be submitted within 40 working days of receipt of this letter. If you are not content with the outcome of the internal review, you have the right to apply directly to the Information Commissioner for a decision.

The Information Commissioner (ICO) can be contacted at Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF or you can contact the ICO through the 'Make a Complaint' section of their website on this link: <https://ico.org.uk/make-a-complaint/>

The relevant section to select will be "Official or Public Information".