

Hilary Tennant
Finance, Governance and Corporate Services
Manager
Info@consumer.scot

[redacted]
By email: [redacted]

Our Ref 2023_FOI_001
Your Ref n/a

11 September 2023

Dear [redacted],

REQUEST UNDER THE FREEDOM OF INFORMATION (SCOTLAND) ACT 2002 (FOISA)

Thank you for your request dated 30 August 23 under the Freedom of Information (Scotland) Act 2002 (FOISA). You asked for information on:

- 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?

Our Response:

- Qu 1. 28
- Qu 2. 23
- Qu 3. Zero. Contracted out recruitment service
- Qu 4. Average 8 weeks from advert to confirmed offer
- Qu 5. 3.7%
- Qu 6. £550 plus VAT
- Qu 7. £49,000
- Qu 8. Agency: 3, Temporary/FTC: 3
- Qu 9. £329,000
- Qu 10. Yes
- Qu 11. 258 applications, 23 drop outs
- Qu 12. Out-sourced to external provider and we use their candidate management system

If you are unhappy with this response to your FOI request, you may ask us to carry out an internal review of the response, by writing to:

Sam Ghibaldan,
Chief Executive
Consumer Scotland
Meadowbank House,
153 London Road,
Edinburgh,
EH8 7AU
Or by email to: corporateservices@consumer.scot

Your review request should explain why you are dissatisfied with this response, and should be made within 40 working days from the date when you received this letter. We will complete the review in accordance with FOISA as soon as possible, and not later than 20 working days from the day following the date we receive your review request.

If you are not satisfied with the result of the review, you then have the right to appeal to the Scottish Information Commissioner. More detailed information on your appeal rights is available on the Commissioner's website at:

<https://www.itspublicknowledge.info/YourRights/Unhappywiththeresponse/AppealingtoCommissioner.aspx>.

Yours sincerely

Hilary Tennant

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Consumer Scotland