

Request

Using the definition of the proportion of housing officers who leave your organisation as a percentage of total housing officers at your organisation, please provide the turnover of housing officers for the following years:

January 1 2017 to January 1 2018

January 1 2018 to January 1 2019

January 1 2019 to January 21 020

January 1 2020 to January 1 2021

January 1 2021 to January 1 2022

January 1 2022 to January 1 2023

By 'housing officer', I mean someone who is a front line worker, assigned to a certain number of tenants and with whom tenants raise any issues/concerns they have.

If the council doesn't use a patch based approach, someone who deals with housing related complaints or queries from tenants and updates tenants on housing applications (for example).

Please can the information be based only on housing officers who leave by the reason of resignation.

- 1) How many housing officers have resigned from your organisation before serving six months in the role between January 1 2017 and January 1 2023.
- 2) How many housing officers have resigned from your organisation before serving 12 months in the role between January 1 2017 and January 1 2023.

Could you please provide a breakdown of the two above figures per year.

Response

See Attached. Please note the figures are provided from 01/04/2017 when Housing TUPE transferred into Wigan Council.