



21 SEP 2016



Dear 

On 20 July 2016 the Ministry received your request, under the Official Information Act 1982, for information regarding resignations, exit interviews and the experience profile of the Child Youth and Family social work workforce.

Child, Youth and Family's front line social work staff are those who work in the Field Social Work Line (FSWL), which is comprised of social workers, senior practitioners, supervisors, hospital liaisons, evidential interviewers and differential response coordinators. The FSWL is divided into the Care and Protection workforce and the Youth Justice workforce.

For the sake of clarity I will address each of your questions in turn.

- *How many care and protection social workers resigned from CYF in each of the financial years 2013, 2014, 2015?*
- *How many care and protection social work supervisors resigned from CYF in each of the financial years 2013, 2014, 2015?*

The below table shows the number of Care and Protection social work staff who resigned, by year, broken down by position; social workers, senior practitioners and supervisors:

Staff position	Care and Protection staff resignations by financial year		
	2012/13	2013/14	2014/15
Social worker	95	92	82
Senior practitioner	18	21	33
Supervisor	9	7	3
All positions	122	120	118

- *What proportion (%age) of the social work workforce did this represent by year?*
- *What proportion (%age) of the social work supervisory workforce did this represent by year?*

The below table shows the percentage of Care and Protection social work staff who resigned, by year, broken down by position; social workers, senior practitioners and supervisors:

Care and Protection staff position	Percentage of the Care and Protection workforce that resigned by year (includes Permanent and Short Term employees)		
	2012/13 financial year	2013/14 financial year	2014/15 financial year
Social worker	16.3 per cent	15.8 per cent	14.1 per cent
Senior practitioner	16.5 per cent	6.8 per cent	9.5 per cent
Supervisor	4.5 per cent	3.4 per cent	1.4 per cent
All positions	11.5 per cent	10.9 per cent	10.3 per cent

- Note: The overall Child, Youth and Family turnover is around 10 per cent per year and the turnover for the Field Social Work line (effectively Child, Youth and Family's front line workforce) is also about 10 per cent. The table above only concerns the resignations in the Care and Protection portion of the Field Social Work Line workforce (not Youth Justice) and therefore the figures above are higher than those indicated with normal workforce turnover statistics and also do not contain parts of the workforce normally counted in that process.
 - *What proportion of the above resignations were subject to exit interviews?*
 - *What analysis of these exit interviews has been undertaken and what does analysis of these exit interviews show?*

Exit questionnaires provide the Ministry with staff feedback on a variety of issues.

Staff can request a face-to-face exit interview which provides an opportunity for the staff member to talk to someone independently about feedback relating to their departure. The interview may be with the staff member's manager, another manager in the same area, or in some cases with Human Resources.

These interview requests are managed at an individual business unit level and there is no centralised exit interview repository for the Child Youth and Family social work workforce. No information is collected centrally about the number of staff who request an exit interview and as such I am unable to provide you the proportion of resignations subject to exit interviews. In order to provide you with this information Ministry staff would have to manually review hundreds of files. As such I refuse your request under section 18(f) of the Official Information Act. The greater public interest is in the effective and efficient administration of the public service.

I have considered whether the Ministry would be able to respond to your request given extra time, or the ability to charge for the information requested. I have

concluded that, in either case, the Ministry's ability to undertake its work would still be prejudiced.

There has been no collation or analysis of the FSWL workforce exit interviews undertaken. As such, your request for what the analysis of these exit interviews has shown is refused under section 18(e) of the Official Information Act as this information does not exist.

The Ministry does, however, have an anonymous online questionnaire which provides the opportunity for staff to give feedback about their role, their manager, learning and development opportunities and the overall organisation. The purpose of the exit questionnaire is to help the Ministry to understand what is important to staff and how to improve the working environment. All permanent staff members who are retiring or resigning from the Ministry are encouraged to complete the questionnaire.

Since the online exit questionnaire was introduced, 284 staff within Child, Youth and Family have completed the questionnaire, 135 of whom indicated they were a registered social worker. Please note that the Ministry cannot identify from the questionnaire whether the person was working in a social worker role when they left the Ministry. Some staff may be registered social workers but not be working in social work positions.

Child, Youth and Family staff who responded to the questionnaire and indicated they were a registered social worker generally expressed high levels of satisfaction with their roles, their working relationship with their manager and were aware of the benefits available to Ministry staff. They were less satisfied with their remuneration, workload, the acknowledgement they received from others and the frequency of feedback from their manager.

Departing staff rated their team highly in terms of what they liked most about working at the Ministry and were also more likely to indicate 'bureaucracy' as their least liked thing about working at the Ministry. Around one-third of questionnaire respondents indicated career opportunity outside of the Ministry as their main reason for leaving the Ministry.

These high level themes are generally consistent with the responses from staff across the Ministry who have completed the exit questionnaire.

- *What is the experience profile (by years of service) of the current CYF social work workforce.*

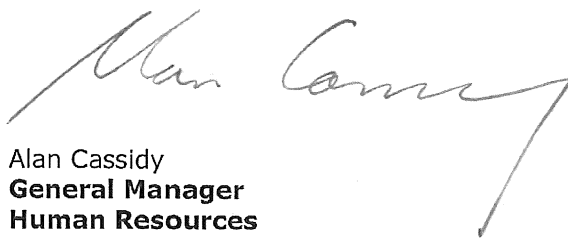
The table overleaf shows the total FSWL workforce broken down by years of service to Child, Youth and Family, as at August 2016. Please note that this does not include any relevant experience obtained by staff prior to joining Child, Youth and Family.

Years of service	Number of FSWL workers	Percentage of FSWL workforce
Less than 1 year	129	9.5 per cent
1 - 2 years	159	11.7 per cent
2 - 5 years	310	22.8 per cent
5 - 10 years	321	23.6 per cent
10 - 20 years	347	25.5 per cent
20 years or more	96	7.0 per cent

I hope you find this information helpful. If you wish to discuss this response with us, please feel free to contact OIA_Requests@msd.govt.nz

You have the right to seek an investigation and review by the Ombudsman of this decision. Information about how to make a complaint is available at www.ombudsman.parliament.nz or 0800 802 602.

Yours sincerely



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Human Resources