

FOI 25/26-3237

Scope of request	The Number of NCC staff in a customer facing role (Telephony, Email, Webchat) employed in by Serco, for the following periods: • Financial year 2023-24 • Financial year 2024-25 • Financial year 2025-26 Year To date (or to the end of the most recent quarter, whichever is more readily available) • the number of staff onboarded and offboarded within each period referenced above
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Response:

	Staff	Onboarded	Offboarded
Financial year 2023-24	1027	686	488
Financial year 2024-25	1278	935	706
Financial year 2025-26	1237	498	509