Cyngor sir ddinbych denbighshire County Council

hamdden leisure

Procedure– Leavers and Exit Interviews

Approved by	Full Council
Date approved	**12/04/2016**
Date implemented	**12/04/2016**
Owner	HM
Review date	11/12/2027

Version control

This document is subject to regular review due to legislative and policy changes. The latest versions of all our publications can be found on our website. Before contacting us about the content of this document, we recommend that you refer to the most recent version on the website and any relevant guidance.

Version	Date approved	Approved by	Notes / changes
v1.0	12/04/16	Full council	Revised and formatted policy
v2.0	14/09/17	Andrea Malam	Reformatting, review, electronic process has been included and exit questionnaire has beenupdated.
v2.1	18/06/18	Andrea Malam	Updated terminology to include Headteachers and Governing Bodies, inclusion of notice periods.
v2.2	22/10/20	Andrea Malam	New leavers form
v2.3	11/12/24	David Kennedy	Reformatting
V2.4	01/06/26	Catrin Roberts	Clarification. Annual leave balance on leaving employment

Contents

Version control 2
Contents 3
TIMESCALES 4
ROLES AND RESPONSIBILITIES 4
HEADS OF SERVICE / GOVERNING BODY 4
MANAGERS 4
HUMAN RESOURCES (HR) 5
Leavers and Exit Interview Process 5
Introduction 5
Resignation from the employee 5
Notice Periods 6
For NJC staff: 6
Confirming an employee's last day of service 7
Completing the Leavers Checklist – line managers/Headteachers responsibility 7
Rescinding a Resignation 8
Guidance for Managers/Headteachers 9
Guidance for Employees 11
FAQ's 12
Will the council accept a verbal resignation? 12
Can an employee resign via email or does it have to be in a letter format? 12
Can an employee rescind their resignation at a later date? 12
How does an employee find out their notice period? 12
What happens to an employee's annual leave? 13
Can an employee be paid for Flexi leave (through vision time) accrued if they have not taken this before they leave the council? 13
What happens to any salary sacrifice schemes that the employee is part of at the departure? 13
Does an employee have to pay back any costs related to courses, training, qualifications that have taken place during their employment? 13
Will an employee need to payback any relocation expenses? 14

TIMESCALES

Notice Periods for Leaving	Various – see section 1 below
Manager/Headteacher to send Leavers Form and original resignation letter to HR	Immediately – documents must be received into HR by 1st of the month that the employee is leaving.

ROLES AND RESPONSIBILITIES

HEADS OF SERVICE / GOVERNING BODY

- Ensuring the policy is followed and implemented.
- Review numbers and percentages completed for their service from workforce planning data.

MANAGERS

- Complete Leaver Form and send to Human Resources (HR) promptly along with a resignation letter if applicable.
- Ensure that the Leaver Checklist is completed before the employee leaves the post.
- Ensure that employees leaving the council or transferring to a different post in the council are aware of this policy and encourage them to complete an Exit Questionnaire (on-line)
- Issue a paper version of the Exit Questionnaire (paper version) to the employee if requested prior to their leaving or transferring.
- Meet with the employee to make appropriate arrangements for the person to disengage from the post – complete leavers checklist.
- Hold an exit interview if requested by the employee.

HUMAN RESOURCES (HR)

- Reviewing and revising the policy.
- Update Trent upon receipt of leaver form.
- Contact the employee leaving or transferring, asking them to complete an on-line exit questionnaire. Alternatively, issue a paper version of the exit questionnaire to the employee as necessary.
- Hold an exit interview if requested by the employee.
- Consider the content of exit questionnaires/exit interviews and contact the employee if a full discussion is required.
- Take appropriate action in relation to exit questionnaire/exit interview findings.
- Produce statistical analysis on a quarterly basis for Business Partners.

Leavers and Exit Interview Process

Introduction

This procedure highlights the process which is to be followed prior to employee leaving their current post or the council. This procedure is to accompany the Leaver Checklist in order for line managers/Headteachers to deal with leaving arrangement effectively.

Resignation from the employee

An employee must give their resignation in writing with the appropriate notice period, including their intended last day of service to their line manager/Headteacher.

Notice Periods

For NJC staff:

During 6 months probationary period	1 week
Up to Salary Grade 8	1 month
Grade 9 to Grade 11	2 months
Grade 12 to Grade 14	3 months

In addition, where there is a recognised skills shortage, the notice period for such posts will be a minimum of two months. Any employee in receipt of a market supplement will be subject to a minimum of two months' notice.

For Teachers and Headteachers:

Classroom teachers, Assistant, and Deputy Headteachers are required to provide 2 months' notice in the autumn and spring term, and three months' notice in the summer term, with contracts terminating at the end of the term only.

For the purposes of resignations and notice periods, the dates of the three school terms are deemed to be:

- for the autumn term, from 1 September to 31 December inclusive;
- for the spring term, from 1 January to 30 April inclusive;
- for the summer term, from 1 May to 31 August inclusive.

Therefore, teachers who wish to leave their jobs should observe the following deadlines when giving their notice:

- to leave at 31 December, give notice by no later than 31 October;
- to leave at 30 April, give notice by no later than 28 February;
- to leave at 31 August, give notice by no later than 31 May.

It is important to note that these provisions only allow teachers to resign their posts with effect from the end of term. There is no right to leave at half term unless this is mutually agreed by the teacher and the school.

Headteachers are under three months' notice and in the summer term, four months' notice. They must therefore give notice one month earlier than the above dates.

Confirming an employee's last day of service

As soon as the letter of resignation is received, the line manager/Headteacher must complete the Leavers Form, attaching the resignation letter and send this onto HR promptly.

There may be occasions where an employee wishes to leave employment earlier than their contractual notice period for example an employee is required to give two months' notice but wants to leave within 5 weeks. In these circumstances it will be at the line managers/Headteachers discretion as to whether this is permitted, taking into consideration the needs of the service/school and the length of time it will take to recruit a replacement if applicable etc.

Completing the Leavers Checklist – line managers/Headteachers responsibility

The Leavers Checklist must be completed by the line manager/Headteacher prior to the employee leaving the council and sent to HR.

- Annual leave – if the employee has outstanding annual leave then a discussion must take place as to how the annual leave can be taken before the employee leaves the council. Payment in lieu of leave will only be paid in exceptional circumstances where the employee is unable to take all of the leave before their leaving date, for example, due to the pressure of work or operational reasons which have been

discussed and agreed. The manager/Headteacher will need to ensure that any leave to be paid on departure is noted on the Leavers Form.

- Payroll – line managers/Headteachers must complete the Leaver Form as soon as possible (attaching the resignation letter) and send to HR before the 1st of the month to ensure the paperwork is processed on time. The Leavers Checklist can be completed separately and sent at a later date.
- Learning and Development – line managers/Headteachers are responsible for checking whether any costs are owed to the council. For further information please see the Learning and Development Policy or the Employee Handbook.
- Salary sacrifice – employees are required to inform the relevant sacrifice schemes that they are leaving the council and agree the next steps.
- Lease cars – employee will need to contact the Fleet department and notify them of their intention to leave the organisation and their final day of employment.
- Relocation expenses – employees may be required to reimburse the council of any relocation expenses which have been paid. For further information please refer to the Relocation Policy or contact HR / Payroll.
- Expenses – the line manager/Headteacher is to ensure that they employee has submitted any final claim forms for outstanding expenses, for example, travel and subsistence.
- ICT systems and equipment – line managers/Headteachers are responsible for the following:
    1. Ensuring that permissions are removed
    2. Information or files are accessible after the employee leaves
    3. ICT equipment is recovered
- Other property – line managers/Headteachers must ensure that all property belonging to the council is returned before the employees last working day.

Rescinding a Resignation

Employees must be informed that any request to rescind a resignation, must be in writing and that there is no automatic acceptance of this request. Each case will be considered by the line manager/Headteacher and there is no right of appeal against the line manager's/Headteacher's decision. However, if the resignation was in the heat of the moment and there are special circumstances, the manager/Headteacher should allow a

cooling-off period to ascertain if any other matters arise to cast doubt on whether the employee really meant to resign.

Guidance for Managers/Headteachers

When an employee resigns from their post, or transfers to a different post within the council/another school within Denbighshire, the line manager/Headteacher should encourage the employee to complete the Exit Questionnaire (on-line) and consider the option of attending an exit interview.

The line manager/Headteacher must complete a Leaver Form and forward it to HR along with a letter of resignation if applicable.

The line manager/Headteacher should arrange to meet with the employee to make appropriate arrangements for the person to disengage from the post through the completion of the Leavers Checklist.

If requested by the employee, the line manager/Headteacher should convene an exit interview. An exit interview should only be convened once an employee has completed the online exit questionnaire. The purpose of the exit interview is to gather any additional information the employee feels was not covered in the exit questionnaire itself.

The exit interview will usually be conducted by the line manager/Headteacher from the employing department/school, but it is accepted that occasionally an individual may request that the interview be held with a senior manager, member of the Governing Body, or by an officer from HR. It should be made clear to the employee by the line manager/Headteacher when arranging the exit Interview that alternative arrangements can be made if necessary.

Any notes taken during the exit interview should be made on the Exit Interview Form (paper version) and submitted to HR. The exit questionnaire and any discussion notes should be used as follows:

- For reviewing the post.

- To follow up any grievance or dissatisfaction expressed by the member of staff and ensure that all such issues are acted upon speedily and appropriately.

A note will be made of any matters of grievance or dissatisfaction and how they have been resolved.

All employees are encouraged to complete an Exit Questionnaire, including employees who are dismissed for conduct or capability reasons, are redeployed or are retired on the grounds of ill health. Employee participation in both completing an exit questionnaire and attending an exit interview are voluntary and cannot be imposed.

Line managers/Headteachers must use all their skills of tact, diplomacy and reassurance, to encourage employees to participate in this important exercise. Line managers/Headteachers conducting an Exit Interview must be flexible, sensitive and supportive to employees who have a disability and may require assistance. Reasonable adjustments may include having a representative present, allowing extra time to complete the form or providing the form in alternative formats such as large print.

The contents of the Exit Questionnaire will be considered by HR. Having noted their comments, the appropriate officer will decide whether the Exit Questionnaire is filed for information purposes or whether the employee is contacted to discuss matters further and/or to attend an Exit Interview with HR during the notice period.

Any issues raised on the Exit Questionnaire or at the Exit Interview either with the line manager/Headteacher or HR, will be addressed and action taken. This action may include:

- Speaking with the employee as detailed above.
- HR Business Partners discussing issues with the Line Manager if appropriate.

A record of all completed Exit Questionnaires/Interviews will be maintained on Trent for monitoring and statistical purposes. HR will examine statistics on a quarterly basis in respect of all leavers which will include:

- The number of employees leaving the council or transferring to different posts within the council.

- The number of Exit Questionnaires completed.
- Analysis of reasons for leaving or transferring.
- Information on any action taken as a result of findings.

Guidance for Employees

The information the council receives from Exit Questionnaires and Exit Interviews helps us identify where change may be necessary to improve the employment experience at the council.

The council's policy is that all employees are asked to complete an on-line Exit Questionnaire when they either leave the council or transfer to a different post in the council. In addition, such employees may request an Exit Interview with their line manager/ Headteacher or HR to discuss the content of the Exit Questionnaire.

However, employee participation in both completing an Exit Questionnaire and attending an Exit Interview are voluntary and cannot be imposed.

You can access the on-line Exit Questionnaire here. The on-line questionnaire is quick and easy to use and should only take a few minutes to complete and submit.

The contents of your completed Exit Questionnaire will be considered by HR. Having noted your comments, your questionnaire will either be filed for information purposes or you may be contacted to explore comments further. You may also be asked to attend a meeting conducted by HR.

If you choose to participate in the Exit Questionnaire/Exit Interview process please be assured that the objective is to try to improve the work and working environment for employees and your input, prior to leaving the post, will be extremely valuable to us.

There may be issues raised within your Exit Questionnaire or Exit Interview that the council may need to act upon. Such action may include HR raising the issues to managers/Headteachers where further investigation is required.

The council would like you to be as honest and open with your feedback as possible and would like to assure you that there will be no repercussions, or victimisation, as a result of

your response. If you do feel you have suffered any detriment as a result of your Exit Questionnaire/Exit Interview responses you should inform HR as soon as possible.

FAQ's

Do internal employees who leave one department/school and transfer to another need to complete an exit questionnaire? Yes, as the feedback is always relevant and useful. Employees who move internally and externally to the council are required to complete an exit interview questionnaire.

Will the council accept a verbal resignation?

No, all resignations must be in writing and signed by the employee.

Can an employee resign via email or does it have to be in a letter format?

The council will accept an email as a form of written resignation and will accept an electronic signature.

Can an employee rescind their resignation at a later date?

The decision will be at a manager's/Headteacher's discretion as to whether they will allow an employee to rescind their resignation. However if the resignation was in the heat of the moment and there are special circumstances, the employer should allow a cooling-off period to ascertain if any other matters arise to cast doubt on whether the employee really meant to resign. A reasonable cooling-off period may only be a day or two, but this will depend upon the facts of the individual case.

How does an employee find out their notice period?

Your contract of employment/terms and conditions will detail what your notice period is. The employee handbook will also detail notice periods for particular grades. For hard to

recruit to posts and post that attract a market supplement, the notice periods will differ from the standard ones.

What happens to an employee's annual leave?

Where possible the employee should take what remaining annual leave they have before they leave the council, however where this is not possible and there are justifiable operational reasons why the leave cannot be taken prior to leaving, then the manager/Headteacher will need to ensure that this is noted on the leavers form so that the annual leave is paid to the employee in their final salary.

Can an employee be paid for Flexi leave (through vision time) accrued if they have not taken this before they leave the council?

No, the employee must use any flexi leave/time accrued through vision time before they leave. Any flexi time that is not used will be lost.

What happens to any salary sacrifice schemes that the employee is part of at the departure?

Employees must ensure that they contact the salary sacrifice scheme providers to agree the next steps. Payroll must also be informed.

Does an employee have to pay back any costs related to courses, training, qualifications that have taken place during their employment?

This may be the case. The manager/Headteacher will need to refer to the learning and development policy or contact HR to have confirmation of what is contained within their personnel file with regards to fees paid etc.

Will an employee need to payback any relocation expenses?

Line managers/Headteachers will need to contact HR who will advise on this matter. Reimbursement fees will depend on the date in which they received relocation expenses.