



People & Performance



Exit Interview Policy

Document Control

Version	Date	Authority	Change
1.0	27.05.15	Partnership Working Forum / Resources Committee	Standard policy format

Introduction

The Council recognises that the achievement of its strategic goals and the securing of its values are dependent on the retention of a skilled and committed workforce. The Council's policy on the use of Exit Interviews is designed support this aim by monitoring the reasons why employees leave the Council and managing actions to ensure that the Council is satisfying place to work

Aims

The aims of the Exit Interview policy are to:

- identify reasons for and trends in turnover and manage actions to address these
- identify any training and development needs for employees, including management training
- assess the effectiveness of induction and recruitment practices
- identify factors that could persuade people to remain within the Council, such as changes to terms and conditions, working patterns or culture
- evaluate the success of HR policies and procedures and determine where changes need to be made or new strategies developed

- prepare for the review and development of the job specification to fill the vacant post
- identify any issues that are likely to lead to grievances or employment tribunal cases and to address these
- comply with statutory monitoring requirements

Principles

All employees leaving the Council's employment will be interviewed by their Line Manager as he or she becomes aware that the staff member's employment is to end.

Managers will record the employee's reasons for leaving and additional comments on the Exit Questionnaire.

In the event that an employee refuses an interview, the Line Manager will seek guidance from HR Services.

The policy will be relevant regardless of the reason for ending employment and will include retirement, redundancy, disciplinary dismissal, etc. as well as resignation.

Where a member of staff indicates discrimination, harassment or bullying as his or her reason for leaving the Council the Line Manager must inform HR Services.

After analysing the information provided through the questionnaire or interview, the Line Manager will prepare a plan of any actions required and progress these. Copies of



completed questionnaires and action plans will be forwarded to the relevant senior manager.

Service Directors will put in place mechanisms to monitor the outputs from this procedure relevant to their Service and implement improvement strategies as required.

Data Protection

Exit questionnaires and interview guidance must state the reasons why this information is being requested, how the information will be processed and how it will be used.

Guidance

Guidance, information and tools will be developed and maintained in partnership through the Highland Council Partnership Framework. In relation to employee exit interviews this guidance will:

- inform employees of their entitlement to an exit interview
- guide managers in the conduct of exit interviews

Legislation

The development and application of this policy is guided by:

- Equalities Act 2010

Monitoring

The application of this policy will be monitored through the Highland

Council Partnership Framework and the Highland Council Resources Committee.

To ensure that the policy is operated effectively and meets its objectives, regular reports of reasons for leaving will be prepared and advice provided to Service Directors as appropriate.

Service Directors will provide information to the Director of Corporate Services of actions taken to address issues raised by employees and issues of a corporate nature so that these can be used to inform future corporate policy and management strategies.