

Exit Interview Monitoring Form

Instructions

This form should be completed by the Line Manager undertaking the exit interview as a record of the points that were discussed.

The employee should be informed that the purpose of the exit interview is to enable the Council to examine the reasons why people leave the organisation and to identify any improvements in employment practice that could be made. Details supplied will be recorded on a database and used to produce regular monitoring information to help the Council develop its employment practices.

The employee should be made aware that any comments made during the interview would not influence future references or re-employment with the Council.

If you have any queries regarding this form or the exit interview process, please contact HR.

In the event that after discussion an employee refuses to take part in the process, managers should indicate this in the form and make a best effort to return the form with the monitoring details completed.

Through discussion with the employee you should establish their views on the different aspects of working with Highland Council listed below and record any comments or suggestions for improvements. Example questions to stimulate discussion are included.

Monitoring Details

Employee Name:	John MacDonald	Payroll Number:	32456789
Job Title:	Home Carer	Date of Birth:	08/01/1955
Sex:	<input checked="" type="checkbox"/> Male <input type="checkbox"/> Female	Length of Service:	01 years 06 months
Service:	Care & Learning	Location:	The Orchard
Leaving Date:	23/09/05	Employee on Rota?	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
Contract Type:	<input type="checkbox"/> Permanent <input type="checkbox"/> Temporary / Fixed Term <input checked="" type="checkbox"/> Variable/ As and When	Work Pattern:	<input checked="" type="checkbox"/> Full-time <input type="checkbox"/> Part-time
Type of Job that employee is leaving for::	Retail Assistant	Name of employer that employee is leaving for::	Morrisons
1. Method of Leaving			
<input type="checkbox"/> Retirement <input type="checkbox"/> Ill-health Retirement <input type="checkbox"/> Redundancy <input type="checkbox"/> Dismissal <input checked="" type="checkbox"/> Resignation <input type="checkbox"/> End of Temporary Contract		Where the method of leaving is resignation please complete Section 2	

2. Reasons for Resignation

Personal Reasons	Reasons relating to career progression	Reasons relating to the job	Reasons relating to the workplace
<input type="checkbox"/> Health <input type="checkbox"/> Home relocation <input type="checkbox"/> Caring responsibilities <input type="checkbox"/> Not returning to work following maternity leave <input type="checkbox"/> Need for change <input type="checkbox"/> Travel problems/work closer to home <input type="checkbox"/> Other personal reasons	<input checked="" type="checkbox"/> Promotion/higher paid job <input type="checkbox"/> Lack of training/career development opportunities <input type="checkbox"/> Taking up full/part-time education/study	<input checked="" type="checkbox"/> Lack of job security <input type="checkbox"/> Dissatisfaction with workload <input type="checkbox"/> Dissatisfaction with duties <input checked="" type="checkbox"/> Dissatisfaction with working environment	<input type="checkbox"/> Problems with work colleagues <input type="checkbox"/> Problems with Manager <input type="checkbox"/> Discrimination <input type="checkbox"/> Harassment and/or bullying

Interview Notes

Trigger Questions	<ul style="list-style-type: none"> ▪ Do you find your job satisfying? Why has this been the case? ▪ Are there any changes to your job description or working environment that could have been made to improve your level of job satisfaction? Tell me about them. ▪ How did you feel about the workload associated with your job?
Job Satisfaction	<p>John stated that he was satisfied with the role and really enjoyed his duties he was asked to do because every day was different and brought its own challenges. His Job Description was up to date as he had only been in post for 18 months. Overall the workload was fine too, most of the time.</p> <p>The main problems, however, were that he was not sure when his next shift would be, sometimes he would only get a call to come into work with only one hour notice. There was also no guarantee of weekly hours or shifts and most of the time he was only asked to cover the night shifts which had a knock on affect on his personal life. The pay was also an issue with John feeling like he would be better off working for a local supermarket. Taking all those factors into account John was finding it difficult to secure a mortgage on a new property as there was no gaurantee of regular income. So whilst he enjoyed the job and the duties he was asked to perform, he felt that he had to move posts in order to satisfy other aspects in his life.</p>
Trigger Questions	<ul style="list-style-type: none"> ▪ How would you describe the training provided to carry out your job? ▪ How have you had the opportunity to develop your career at Highland Council? ▪ Could any changes be made to improve training and career opportunities at Highland Council? Tell me about them.
Career Progression and Development	<p>John felt that the training was sufficient to carry out the role he was asked to do although he could have done with further Health and Safety guidance in relation to manual handling.</p>

Trigger Questions

- Can you suggest any improvements that could be made to Council employment policies?

Employment Policies

John was really concerned about the level of pay which he received for what he believes is a highly responsible post. Hence why he chose to go to a job with less prospects but more pay.

The other thing that irked John was the pension entitlement. No one at interview stage told him that he had to actually apply to enter the scheme, he thought he would automatically entered as is the case with Full or Part time staff.

Trigger Questions

- Have you made use of any of the Council's flexible working arrangements? Which ones have how have they benefited you?
- Could you suggest any improvements that the Council could make to help you balance your home and work life?

Work-Life Balance

Would have preferred more day shifts.

Miscellaneous Comments

Please note any other comment made:

None

Manager Feedback

Has the Employee decided to stay?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	If Yes, what changed their mind?	Although the rate of pay and number of shifts could not be changed, John has agreed to stay on in a relief capacity and we will still call on his services as and when required when he is available from his other job.
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Are there any changes that you intend to make locally as a result of the exit interview	Regularly rotate shifts for relief staff so the same ones are not working regular nights
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What improvements/ changes would you propose for the Service as a result of the exit interview?	The service to look at guaranteed hours for relief staff. A checklist to be made available at interview and induction stage to remind relief staff that they will need to fill in a form to request entry into the pension scheme.
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Signature of Line Manager:		Date	
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Signature of Employee:		Date	
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