



Hull  
City Council

*Stepney Primary School*



*A Small School With Great Expectations*

# Policy and Procedure on Exit Interviews

**Produced by: Workforce Strategy  
Implementation Date: 1<sup>st</sup> June 2000  
Revised: April 2008**

## POLICY ON EXIT INTERVIEWS

### INTRODUCTION

1. The City Council is committed to establish, via exit interviews/questionnaires, the reasons or 'influences' employees leave the Authority. This can then allow us to identify improvements that could be made to policies, procedures and practices.
2. Whilst this policy is concerned with capturing data from those employees deciding to leave Council employment, managers are still encouraged to adopt this good practice for those transferring internally to help establish why employees may choose to leave their section/service. **The documentation for internal transfers should be kept locally.**
3. This document sets out the Council's policy of Exit Interviews.

### SCOPE

4. This policy applies to all employees of the Council, except employees in schools, unless adopted by the governing body.

### AIMS OF THE POLICY

5. It is important for any organisation to understand the reasons employees leave employment as the information provided during the exit interview can be helpful to:
  - Identify reasons for trends in turnover;
  - Identify areas needing change within the authority;
  - Identify any training and development needs for employees, including management training needs;
  - Assess the effectiveness of recruitment and induction practices;
  - Identify factors that would encourage people to remain with the authority, such as changes to terms and conditions, working patterns or culture;
  - Evaluate the success of existing Council policies, procedures and practices and determine where changes need to be made.
6. The Council wishes to retain high calibre employees therefore it is the Council's policy that all employees are requested, by their managers, to participate in an exit interview/questionnaire, except employees who are dismissed (due to conduct or capability), or retired on grounds of ill health.
7. The Exit Interview Policy does not supersede the Grievance Policy, therefore if a grievance has influenced a decision to leave, the Grievance Policy and associated forms should be completed in addition to the exit interview questionnaire.

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## POLICY AND PROCEDURE

8. This Policy should be read in conjunction with the associated Procedure. The procedure is accessed by selecting the relevant hyperlink below:

[➡🖱️👈 Procedure ➡🖱️👈](#)

## MONITORING

9. A record of all exit interviews/questionnaires, **for employees leaving the authority**, will be maintained by Workforce Strategy for monitoring purposes and information used to inform Council policies, procedures and practices as appropriate.
10. Statistics will be made available on a quarterly basis (and in the future through the 'enabled manager' functionality) via the intranet. Workforce Strategy will monitor volume of completed exit interviews/questionnaires and may contact former employees recorded as not completing an exit interview questionnaire.
11. Where a specific service area's exit interview questionnaire return rate is low, Workforce Strategy will investigate possible causes and report back to the relevant Head of Service.
12. If anyone feels that they have suffered any detriment as a result of this policy they should inform the Head of Workforce Strategy as soon as possible.

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## EXIT INTERVIEWS

### PROCEDURE – Manager

1. Line manager/immediate supervisor receives employee resignation and acknowledges by providing an [exit interview questionnaire \(appendix A\)](#), associated procedure and the offer of an exit interview.
2. Line manager/immediate supervisor attends interview (preferably within the first week of receiving resignation) if offer accepted by employee, provides additional comments on exit interview questionnaire, signs and agrees content.
3. Line manager/immediate supervisor receives exit interview questionnaire from employee (whether interview attended or not).
4. If the employee is still to resign the line manager/immediate supervisor should confirm with the employee their final working day (taking into account annual leave, etc) and completes leaver documentation (accessed by clicking this link [Leavers Forms](#)) before sending to Employee Services along with the exit interview questionnaire.

### PROCEDURE – Employee

1. Employee notifies line manager/immediate supervisor of their intention to resign.
2. Employee completes the questionnaire and additional information section of the exit interview questionnaire and then either:
  - Arranges/attends interview with line manager/immediate supervisor;
  - Arranges/attends interview with alternative officer within service area;
  - Provides completed exit interview questionnaire to line manager/immediate supervisor.
3. If attending an interview, the employee is given the opportunity to read any comments noted on the interview questionnaire by the interviewer, signs and agrees content.

### PROCEDURE – Employee Services

1. On receipt of exit interview questionnaire, record date received and input the main influence on leaving specified within page 1 of the questionnaire into ORACLE 'end employment' screen before forwarding to Workforce Strategy.

### PROCEDURE – Workforce Strategy

1. Extract qualitative data from exit interview questionnaires and produce reports relating to leaver influences and emerging trends which are incorporated into the relevant workforce profile reporting period.

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2. Periodically review the information obtained during the exit interview/questionnaires to inform Council policies, procedures and practices as appropriate.

### **PERSON RESPONSIBLE WITHIN SCHOOL**

This is a Local Authorities Policy which was adopted at the Full Governing Body Meeting. Mrs M Codd will continue to monitor and update in accordance with the Local Authorities updates.

This policy was last monitored in Autumn 2011 by Mrs M Codd, and no changes have been made by the LA.

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