
TROWBRIDGE TOWN COUNCIL

Working with the Community

Leavers Procedure

1. Introduction

When an employee decides to leave Trowbridge Town Council (“the Council”) it is important to obtain information to ensure that the best interests of the Council and employees are maintained, i.e.;

- Monitoring reasons behind employees’ decisions to leave will identify areas in need of improvement in the workplace e.g. training, levels of support etc.
- Highlighting these issues will assist in improving employee retention levels and reducing recruitment costs as well as in the review and development of policies and procedures.
- Ensuring the return of any Council assets loaned to the employee and/or any monies due to either party e.g. training fees, holiday pay, cash floats, safeguards both the Council and the employee.

2. Responsibilities

Line Managers will be responsible for:

- Forwarding the letter of resignation to the Head of Service: Resources and Venues as soon as possible after receipt

The **HR Officer** will be responsible for:

- Arranging an exit interview at a time convenient to the employee and the Head of Service: Resources and Venues or HR Officer
- Undertaking other administration as indicated in the leavers checklist (Appendix 1)
- Maintaining records of reasons for leaving.

The **Head of Service: Resources and Venues** will be responsible for:

- Undertaking the exit interview in line with the information on the Exit Interview Form (Appendix 2)
- This can be delegated to the HR Officer, for non-managerial roles

The **Leaver** should:

- Be open and honest during their exit interview to assist the Council in highlighting potential issues
- Ensure that all Council property is available for return on, or before, their last day of employment.

3. Documentation

Completed documentation will be held on the employee’s record for 12 months from the time of leaving and, in accordance with Data Protection, the information will be used for employee administration and evaluation only.

Appendices

- Appendix 1** Leavers Checklist
- Appendix 2** Exit Interview Form

Lance Allan – Town Clerk & Proper Officer

Signed:..... **Date:**.....

*Approved at the meeting of the Policy & Resources Committee on 8th January 2019.
Unless the size and nature of the Council changes the date of the next review is January 2023.*

APPENDIX I**Leavers Checklist – for completion by Head of Service: Resources and Venues only****NAME:****AGREED LEAVE DATE:**

ACTION REQUIRED: <i>On receipt of letter of resignation / notice of termination of employment</i>	ACTION BY:	ACTION DATE:
Agree final leave date	Line Manager / Leaver / Head of Service: Resources and Venues HR Officer	
Liaise with Line Manager to establish whether any training fees are owed	Head of Service: Resources and Venues / Line Manager	
Send letter acknowledging resignation, confirming leave date and salary payments etc. Copy letter to payroll	Head of Service: Resources and Venues	
Update Employee Master Records	Head of Service: Resources and Venues HR Officer	
Arrange exit interview – within last 3 working days of final day	Head of Service: Resources and Venues HR Officer	
If applicable, complete pension leavers form and send to WCC	Head of Service: Resources and Venues HR Officer	
Conduct exit interview and file comments accordingly	Head of Service: Resources and Venues	
Update the staff organisational chart	Head of Service: Resources and Venues HR Officer	
Issue P45	Finance Officer	
File records on individuals' personnel file. Archive file for 12 months (or longer if other factors deem necessary e.g. disciplinary/grievance records)	Head of Service: Resources and Venues HR Officer	

APPENDIX 2

Exit Interview - to be undertaken by the Head of Service: Resources and Venues or HR Officer

Exit Interview

Name	
Job Title	
Date	

The leaver may request that the information discussed remains confidential between the interviewer and interviewee. In these instances, any recorded comments will be held in a secure location by the HOS. Otherwise details will be held on the employee's record for 12 months from the time of leaving.

Please ensure this form is sent to HR upon completion.

Why have you decided to leave Trowbridge Town Council?
Do you consider the pay and benefits fair?
What did you like most about your job?
What was least satisfying about your job? What would you change?
Did you find your job or your work challenging and rewarding? Why?
Do you feel you had the resources and support necessary to accomplish your job? If not, what was missing?

Did you have clear goals and know what was expected of you in your job?
Did you receive adequate feedback about your performance when carrying out tasks?
Did the Town Council help you to fulfil your career goals?
What are your views about management and leadership within your department?
How would you rate morale in your department?
Are there any security/ safeguarding issues we should be aware of?
Is there anything that we could have done differently that would have influenced you to stay longer with the Town Council?
Can you offer any other comments that will enable us to understand why you are leaving, how we can improve, and what we can do to become a better company?

Head of Service: Resources and Venues Signature:

Employee Signature: