



# Frodsham Town Council

## Exit Interviews

### Policy & Procedure

#### 1 Introduction

- 1.1. Members of staff at Frodsham Town Council (FTC), like employees in other walks of life, sometimes leave their employment. The reasons for resignation from a post can be many and varied.
- 1.2. The Council is keenly aware of the loss of expertise when an experienced member of the team leaves, and recognises that Exit Interviews may provide valuable information for its future benefit.
- 1.3. This document defines the Council's Policy on Exit Interviews & the Procedure to conduct such interviews.

#### 2 The Policy

- 2.1. FTC will seek to conduct Exit Interviews with its employees - with their agreement - on receipt of their 'notice to quit' but before their respective dates of termination.
- 2.2. The Interviews will be conducted 'informally' with a view of achieving constructive results.

#### 3 Purpose of the Exit Interview

- 3.1. Exit Interviews will be conducted to enable FTC to identify:
  - i Possible weaknesses in the Council's policies & procedures and ways to remedy this based on the leaving employee's experience; and
  - ii Possible action the Council can take to help any successor of the leaving employee to perform his/her job more effectively.

#### 4 Scope

- 4.1. Exit Interviews will be conducted for:
  - i Permanent employees; and
  - ii Temporary employees who leave before the full term of their respective contracts.
- 4.2. Where it is deemed necessary & appropriate, interviews may also be conducted for Temporary employees who leave at the end of their respective contracts.

#### 5 Publicity & Access

- 5.1. All employees will be made aware of this Policy & Procedure.
- 5.2. Copies of this document will be available from the FTC Office.

#### 6 Monitoring & Review

- 6.1. FTC will monitor the accrued benefits and review this Policy & Procedure to assess their effectiveness, initially after conducting the first Exit Interview and, thereafter, every five years.

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## Frodsham Town Council Procedure for Conducting Exit Interviews

- 1 Normally, the Chair of Policy & Process Committee (P&PC) will conduct the Interview.
- 2 In exceptional circumstances, the Council will appoint another Councillor to conduct the Interview.

### 3 The Procedure

#### *Preparation*

- 3.1. The Chair of P&PC will seek the leaving employee's agreement to be interviewed, informing the leaving employee of the arrangements for the interview.
- 3.2. The Interviewee will be informed that information gleaned during the interview will be shared with the Council and/or used as basis for further action. [Data Protection Act 1998 refers]
- 3.3. The interviewee will be entitled to:
  - Accept the proposed arrangements;
  - Request an alternative interviewer, date, time and/or venue; or
  - Refuse the request

#### *The Interview*

- 3.4. The agenda for the Interview will be determined on the prevailing circumstances (see Annex A for examples of topics that may be included).

#### *Outcomes*

- 3.5. Following the Interview, the Interviewer will complete the Exit Interview Report form (see Annex B).
- 3.6. FTC will:
  - Analyse the outcomes,
  - Identify any actions that need to be taken for improving the Council's service(s) or aiding the leaving employee's successor; and
  - Put in place a plan to implement the identified actions.

#### *Report to Council*

- 3.7. The Chair of P&PC will submit the Report of Interview to FTC at its next meeting.
- 3.8. In the event of any issues arising that need specialist expertise to resolve, FTC may consider seeking advice/assistance from external advisor(s).

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## Annex A –Topics for an Exit Interview

The following list consists of **examples** of topics for discussion at an Exit Interview and is not exhaustive:

- Employee's role/responsibilities
- Ways to make the job more manageable
- Employee's advice/comments for his/her successor
- Enjoyable aspects of the Post
- Frustrating aspects of the Post
- Organisational issues that impact on the employee's role
- Systems in place:
  - Managerial/Reporting structure
  - Opportunities for professional development/training
  - Administrative policies & procedures
  - Financial arrangements
  - Personnel management
- Any other areas (relevant to the circumstances) of concern to the employee
- Any other comments by the employee
- Employee's reason for leaving

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**Confidential** (Subject to Data Protection Act 1998)

<b>Leaving Employee</b>		
Name		
Post		
Salary		
Date of Appointment to Post		
Date of Leaving		
<b>Employee moving to other employment (if applicable)</b>		
New Employer		
Post		
Salary (if known)		
<b>The Interview</b>		
Conducted by		
Date		
Reason(s) for Leaving <i>Please ✓ as many as applicable and indicate the most significant reason with an *</i>	Salary	
	Dissatisfaction with working environment/conditions	
	Dissatisfaction with relationship with colleagues	
	Dissatisfaction with supervision	
	Lack of prospects	
	To widen experience	
	Promotion	
	Retiring	
	Pregnancy/Maternity	
	Domestic	
	Traffic/transport difficulties	
	Preference for another area/location	
Other (Please specify):		
Interviewer's Observations:		
Signature		
Name (please PRINT)		
Date		

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