

# **NORTHSTOWE TOWN COUNCIL**

## **Employee Departure Policy (DRAFT)**

**JUNE 2025**

### **1. Purpose of the Policy**

The purpose of this policy is to ensure a structured and supportive process for employees leaving the organisation.

It aims to facilitate a smooth transition for both the departing employee and the organisation. Specifically, the objectives of the Employee Departure 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 ; and
- evaluate the success of HR policies and procedures and determine where changes need to be made or new strategies developed.

This policy is non contractual and can be amended or removed at any time.

### **2. Scope**

This policy applies to all permanent, temporary, and contract employees who resign, retire, or are terminated from the Council.

### **3. Exit Procedure**

- **Notification of Intent to Leave:** Employees must provide written notice of their intention to resign as per the terms specified in their employment contract.
- **Acknowledgement of Resignation:** Upon receipt of a resignation letter, the line manager should acknowledge the resignation in writing.

### **4. Exit Interview**

Exit interviews are a critical component of the exit process, aimed at understanding the reasons for the employee's departure and identifying areas for organisational improvement.

- **Who Conducts the Exit Interview:**

- The Personnel Committee will primarily be responsible for carrying out the exit interview. Cllrs undertaking exit interviews will have been adequately trained on conducting exit interviews.
- In some cases, an external consultant or a senior manager who is not directly associated with the departing employee may conduct the interview to ensure neutrality.
- **Timing:** Exit interviews should be conducted during the employee's notice period, preferably in the final week of employment.
- **Format:** The interview can be conducted face-to-face, over the phone, or via a virtual meeting platform, depending on logistical considerations and the preference of the employee. Exit interview will contain a set of questions as outlined in the Exit Interview template in Annex 1.
- **Documentation and Confidentiality:** Responses from the exit interview and any further comments should be documented and treated as confidential. The feedback should be used constructively to enhance workplace policies and practices.
- **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.
- **Follow-up:** Where a member of staff indicates discrimination, harassment or bullying as his or her reason for leaving the Council the Line Manager must inform the Town Clerk who will refer to the Personnel Committee. After analysing the information provided through the questionnaire or interview, Personnel Committee will prepare a plan of any actions required and progress these.

## 5. Final Settlement and Handover

- **Final Payroll:** Those responsible for payroll will ensure that the final settlement, including owed wages, leave encashment, and any deductions, is processed smoothly and paid on the next scheduled pay date.
- **Handover:** The departing employee must hand over all Council property, including hardware, software, and documentation, on or before their final working day.

## 6. Responsibilities

- **Personnel Committee:** Manage and oversee the entire exit process, ensure all documentation is complete, and conduct the exit interview.

- **Line Manager (or Personnel Committee in the case of the Town Clerk) :**  
Support the departing employee during their notice period and ensure a smooth handover of duties and responsibilities.

## 7. Policy Review

This policy will be reviewed annually or as required, to ensure it remains compliant with relevant legislation and aligned with best practices.

### Document History

Status	Date	Version
Draft by Cllr Bros Sabría	April 2025	V1.0
Draft to Personnel Committee	10 <sup>th</sup> June 2025; recommended to Full Council for adoption	V1.0
Date approved by Full Council	24 <sup>th</sup> June 2025	V1.1
Review Date (Full Council)	June 2026	

## **Annex 1: Northstowe Town Council – Employee Departure Interview Form**

**Name:**

**Position:**

**Leaving Date:**

**Date of Interview:**

**Interviewer:**

**1. What prompted you to search for another opportunity or to leave NTC? [SKIP if contract has been terminated by NTC]**

**2. How has your job changed since you were hired, if at all?**

**3. Do you feel your manager supported your success?**

**4. How did you find working with colleagues and Councillors?**

**5. Were office facilities and work arrangements suitable?**

**6. Any feedback on training, ongoing support and career progression?**

**7. What were the best and worst aspects of your job?**

**8. Did you feel valued and recognised within the Council?**

**9. Would you recommend working for NTC to a friend? Why or why not?**

**10. Did you share any of the concerns we discussed today with your line manager or a member of Personnel Committee before deciding to leave?**

**11. What suggestions do you have for the Council? How could we improve? What factors could have influenced your decision to leave or stay with the Council?**

**12. Do you have any other feedback regarding your time with Northstowe Town Council?**

**13. Do you consent to us providing a reference to any prospective employer?**