

CHILDREN'S HEARINGS SCOTLAND EXIT INTERVIEWS

1. Introduction

- 1.1 Voluntary resignation is the least predictable category of staff turnover within CHS and we require to minimise the number of 'surprise' resignations.
- 1.2 Many factors, both internal and external, influence resignations and CHS need to determine how much control they have over the underlying causes for resignation. CHS must have a process in place that gives access to reliable data regarding all types of voluntary resignations. This would help to reduce resignations of staff in whose development CHS have invested considerable time and money.
- 1.3 Canvassing the views of leavers regarding their reasons for leaving can help management understand the employees' decision to leave and which aspects of their management practices might be contributing to the decision. Issues surrounding career development and career breaks could also be contributing to their decision to resign.
- 1.4 The reasons for staff resignations are many and varied. These can include moving to alternative employment for a higher salary, frustration due to lack of promotion, the current job falling short of expectations, dissatisfaction with organisation/ line manager or alternatively requesting voluntary early retirement.

2. Process

- 2.1 The exit interview should be conducted during the employee's notice period. The aim is to gather information about why the employee has chosen to resign and details of the job they are moving to. The purpose of the interview is for statistical reporting purposes only. This interview is not designed to change the leaver's mind about resigning.
- 2.2 The exit interview should be conducted internally by a 'neutral' person, in CHS' circumstances, who is trained in interviewing, to ensure that the quality and accuracy of the data collected is not compromised and that confidentiality of the information is maintained. The leaver is not obliged to participate in the interview and can be offered the opportunity to complete the exit interview questionnaire anonymously, in their own time, and return the completed form to the HR Shared Services Team.
- 2.3 Information is sought from the leaver during a structured interview, either face-to-face, by telephone (dependent on location) and/or by the leaver completing the template questionnaire (attached at Appendix 1), the results of which can inform management of the

real reasons for leaving. This interview should be viewed as a positive process generating valuable information to facilitate the continuous improvement of CHS' staff management.

2.4 Exit interviews should be conducted with all permanent members of staff and temporary members of staff with a contract lasting 3 months or more.

2.5 All information obtained pertaining to existing CHS employees throughout this exercise will be treated as confidential.

Scottish Children's Reporter Administration

EXIT INTERVIEWS

To be undertaken by a member of HR Shared Services Team during the notice period of the leaver. Exit interviews should be carried out for all permanent members of staff and temporary members of staff with a contract length of 3 months or more.

Section A

To be completed by HR Shared Services Team prior to interview. However, if leaver providing anonymously, please enter details only at *.

Name Employee Number

Team Office Address

Line Manager

Post Title Current Salary

Continuous Service Start Date Termination Date

Section B

Reason for Voluntary Resignation

New Job (Better Pay)		New Job (Promotion)	
Personal Reasons		Dissatisfaction	
Retirement		End of Contract	
Health		Pregnancy	
Other			

Section C

1. What did you like most about your job and why?
2. What did you like least about your job and why?
3. Was your workload reasonable?
4. Were your duties clearly defined? Is the job description accurate?
5. Did you receive adequate training?
6. Any suggested improvements to the job?
7. Did you think morale in your Team was: Very Good Good Fair Poor
Why?
8. Were Health and Safety procedures followed properly?
9. How would you rate your line manager? Very Good Good Fair Poor
Why?
10. Did your line manager encourage you to develop your future career?
11. Did your line manager let you know what was expected of you in your role?
12. Did you receive feedback about your performance?
13. How do you feel about the terms and conditions offered by CHS?
14. Do you feel you were treated in line with CHS' policy on Equal Opportunities during your employment?
15. If you are leaving to take up a new job, where will you be working?

16. What type of work will you be doing? Why is it better?

17. Any other comments?

Signature

Date