

Title/Status-	Exit Interview Policy and Procedure
New document or revised	New
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Responsible Head of Service	Kay Fletcher
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Leicestershire Procedure for Exit Interview Policy and Procedure

Applies to-

All children

Exit Interview Policy and Procedure – Children’s Social Care

Introduction

We recognise that exit interviews are an important method of gathering feedback from staff at their point of leaving their role and/or the Local Authority. This document sets out how we will identify, conduct and review exit interviews, and how we will ensure that learning is taken forward within each service.

Process and Scope

1. Exit interviews are to be offered to all LCC employed staff within Children’s Social Care who are leaving their post.
2. For agency staff who are leaving, a survey will be sent for completion to capture their views and reasons for leaving if they have been in post for less than 9 months. If an agency worker has been in post for over 9 months, a full exit interview will be offered.
3. There is no one single robust way to be informed of leavers prior to when they leave and so we will follow a number of methods so that members of staff are not missed. i) When a staff member is leaving – the manager is to inform that member of staff that they can have an exit interview. The manager is to e-mail the Principle Social Worker to notify them of the member of staff who is leaving. ii) When leavers forms are completed by HR at request of managers, HR are to notify the Principle Social Worker of the staff member who is leaving. iii) When leavers forms are completed, this data is available via business intelligence systems and will be reviewed by the Principle Social Worker iv) When vacancies are approved for recruitment, the Resource co-



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ordinator will confirm the name of the staff member leaving and inform the Principle Social Worker.

4. For staff who are transferring internally, consideration will be given as to whether an exit interview should be offered – for instance, if a worker is leaving a team due to a promotion an exit interview may not be needed, however, if they are moving teams due to other reasons, then the Principle Social Worker will consider whether or not to offer an exit interview.
5. The Exit interviews will be conducted by the Principle Social Worker where possible. Where this is not possible, they will be conducted by the Service Manager for the Practice Excellence Team.
6. The full exit interview will be shared with the relevant Head of Service and Service Manager for the purposes of learning for the service, in terms of both what is working well and what any worries are. A response and comments will be required to record how the feedback and any learning will be taken on board, and any proposed service specific actions that may be required with timescales. If the member of staff who has completed the exit interview does not consent for the full details to be shared, then the themes will be gathered within the 3 monthly report and anonymised comments will be shared. In the event that consent is not given to share specific details, yet the information provided is in relation to matters covered by the Whistleblowing policy, then that policy would be followed. This is the link to the policy:
<https://www.leicestershire.gov.uk/jobs-and-volunteering/staff-policies/whistleblowing-policy>
7. The Principle Social Worker will attend SMT on a 3 monthly basis and as part of the role in providing SMT with a link to learning from practitioners and will share learning from Exit interviews and survey, as a key measure of the departments retention and recruitment policy. This will review common themes and any departmental learning will also be shared.

Appendix 1 – Exit interview Template

Name of staff member

Role

Team

Service

Name of manager

Service

1. How long have you worked for LCC?
2. What is your reason for leaving?

Options – change of personal circumstances, promotion, change of career, negative experience within the role, location closer to home, end of contract, other.



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3. Do you have a future job already identified? Yes / No

4. Do you identify as being from a Black, Asian and Ethnic Minority group?

Yes / No

If so, do you consider that particular status has impacted upon any aspect of your employment and time within LCC?

Comments:

5. Do you identify as having a protected characteristic (as defined by the Equalities Act)?

Yes / No

If so, do you consider that particular status has impacted upon any aspect of your employment and time within LCC?

6. On a scale of 0 – 10, where 10 is that you felt fully supported in your role and work by your manager, team and service, and 0 is that you did not feel supported at all, where would you scale and why?

Comments:

Prompt questions for information gathering –

Regular case supervision – yes/no

Regular personal supervision – yes/no

Use of team meetings – yes/no

Wellbeing considered – yes/no

Aware of Smarter working - yes / no

Flexible working – yes/no

7. On a scale of 0 – 10, where 10 is that you felt fully supported to progress and develop your career and skills and 0 is that you have not been supported at all, where would you scale and why?

Comments:

Prompt questions –

Access to training – yes / no

Progression panel (for SW) – yes/no



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8. On a scale of 0 – 10, where 10 is that you had an induction that fully met your needs as a new starter, and where 0 is that you did not have an induction, where would you scale and why?

Comments:

Prompt questions –

Mosaic training - yes/no

Given team information – yes/no

Equipment - yes/no

Shadowing/observations – yes / no

Told where to find policies and procedures – yes/no

9. Has there been opportunities that we could have used to prevent you leaving?

Yes / no

Comments:

10. On a scale of 0 – 10, where 10 is that you had a manageable workload and appropriate tasks for your role, and 0 is that your workload was not manageable, and you were not given appropriate tasks, where would you scale and why?

Comments -

Caseload level – too low / manageable/too high

11. On a scale of 0 to 10, where 10 is that you feel valued and appreciated as a skilled practitioner, and 0 is that you do not feel valued and appreciated, where would you scale and why?

Comments:

Prompt questions:

Supported by team – yes/no

Supported by Manager – yes/no

Supported by organisation – yes/no



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12. What are the things that we do well?

13. What are the things that we could improve on?

14. Would you recommend working for Children's Services in Leicestershire?

15. Any other comments you would like to make or thoughts to share?

Sharing:

Are you happy for this interview to be shared in full with – Team Manager, Service Manager, Head of Service?

If not, the themes will be gathered as part of the 3 monthly review of exit interviews. Any possible anonymous information will be shared.

Name of person conducting the exit interview –

Interview sent to XXXXX (insert name) on XXXX (insert date)

Response required on XXXX (15 working days)

Response details - *please review the exit interview and consider what action may need to be taken in light of this: what does this action look like? What are the timeframes? How will you monitor this?*

Name of manager providing response -



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