



<u>Title</u>	Exit Questionnaire and Interview
<u>CCMT Sponsor</u>	Director of Resources
<u>Department/Area</u>	Human Resources
<u>Section/Sector</u>	HR Strategy and Policy

1.0 Rationale

The ability to recruit, retain, develop and progress individuals to meet current and future organisational needs is one of the most important human resource issues facing Thames Valley Police (TVP). An important element of this is to understand why individuals leave the organisation through voluntary resignation or transfer to other police forces.

2.0 Intention

This policy seeks to provide Thames Valley Police with information about why individuals are leaving the organisation. It provides leavers with an opportunity to share their views by completing an anonymous questionnaire and /or attending an Exit Interview.

The policy complies with national requirements set out in the Home Office Circular 50/2005 - National Exit Interview Questionnaire.

3.0 General Principles

3.1 Aim

To provide leaver's with an opportunity to express their views on the organisation and their reasons for leaving. To help TVP build up a picture and better understanding of why people leave as a result of voluntary resignations and transfers to other forces. To identify areas for improvement to increase overall retention levels and to effectively manage concerns and issues identified.

3.2 Scope

This policy is concerned with Police Officers, Police Community Support Officers, Police Staff and Special Constables who have given notice to either voluntarily resign or transfer to another force.

October 2006

Outside the scope of this policy are: individuals who are thinking of resigning but have not yet resigned, individuals required to leave via the disciplinary or performance process, and, those retiring through age or ill health. The policy does not apply to Temporary Agency Staff and Volunteers.

Special Constables who have not been active for more than 12 months should be regarded as having resigned and therefore come under the scope of this policy. (Further information on how inactive Special Officers are to be dealt with is contained within the Special Constabulary intranet site - Policy and Procedures. External access requests should be made to the address provided at section 4 of this policy document).

3.3 Responsibility

Local HR Departments are responsible for the implementation and management of issues arising from the policy. This will include: providing leavers with the opportunity to complete an exit questionnaire; encouraging leavers to complete the questionnaire and attend an exit interview; conducting exit interviews and providing support to individuals and managers to deal with issues identified where appropriate.

Leavers are asked to assist the organisation in completing an exit questionnaire and interview: this is a voluntary process. Leavers have a responsibility to ensure that the information provided is accurate, honest and made in good faith.

The Human Resources Information System (HRIS) Team is responsible for providing quarterly management information for use within the Force and for completing the annual Home Office return.

3.3 Diversity

Diversity is a central theme within the exit questionnaire and interview process. The questionnaire specifically seeks views on issues that relate to the six strands of diversity (Age, Disability, Gender, Religious Belief / Faith, Race and Sexual Orientation), in particular seeking to identify any examples of apparent discriminatory behaviour or practice that the leaver may have experienced or observed. This provides the organisation with valuable feedback on how well we are doing against our stated intention to deliver a workplace and services which promote respect and diversity.

October 2006

3.4 Confidentiality and use of Information

Data obtained from exit questionnaires and interviews will be treated as confidential.

Exit questionnaires are anonymous and the information provided is not looked at on an individual basis but combined with other responses. Therefore, if leavers identify issues of concern which they want TVP to look into and take appropriate action, they must disclose this to the HR Manager either through the Exit Interview or via an alternative means of communication.

If a specific act of discrimination or harassment is identified, it may not be possible to keep this confidential, however no disclosure will take place prior to discussion with the individual. Disclosures are carefully monitored to ensure that they are proportionate and fair to the individuals involved.

Information shared through the Exit Questionnaire/Interview process will not affect job references and will not be held in personal files. The information will only be used in general analysis within the organisation and to provide external reports.

De-personalised reports will be produced and made available to senior managers, Diversity Groups and Staff Associations to assist in the management of retention and diversity initiatives. The data will also be used to meet external reporting requirements such as the annual Home Office returns.

3.5 Follow on Actions

HR Managers will take appropriate follow up action to manage issues or concerns raised by individuals. Should disciplinary or grievance issues emerge such as harassment or discrimination, these will be dealt with in accordance with existing force policies.

4.0 Challenges & Representations

Head of Human Resources
Thames Valley Police
Oxford Road
Kidlington
OX5 2NX

5.0 Guidance, Procedures & Tactics

5.1 Questionnaires and Interviews

All staff within the scope of this policy who voluntarily resign or transfer to another police force, will be sent an exit questionnaire, and subject to resources should also be invited to attend an exit interview.

October 2006

Questionnaires and interviews should wherever possible be completed prior to the end of the individual's notice period.

Exit questionnaires are confidential and anonymous. Data obtained from an individual's completed questionnaires will be collated with other responses and used to identify trends and patterns – it will not be used in isolation.

Exit Interview will be conducted by a member of a HR Team. In cases where it would be inappropriate for the leaver's HR Department to conduct the interview, mutual aid may be requested from an independent HR Department to conduct the interview. The interviewer should NOT be the leaver's line manager.

Leavers may wish to ask a 'supporter' to accompany them to the Exit Interview. A 'supporter' may be a: Federation or Union representative, a workplace colleague, a Staff Association representative e.g. BAWP, GPA or BPA.

Information gained from exit interviews will be treated as confidential and held on an Exit Interview file by the HR Department.

6.0 Communication

6.1 Communications Strategy

This policy will be made available to all staff via the Policy and Procedures page on the force Intranet site.

All HR/Personnel staff will be informed of this new policy and requested to cascade details to all managers within their BCU/OCU.

7.0 Compliance and Certification

7.1 Human Rights Certification

This policy has been drafted in accordance with The Human Rights Act 1998.

(i) Legal Basis

There is no legal basis for this policy.

(ii) Human Rights Articles Engaged

List here the Articles of the convention this policy has the potential to engage.

Article 8 - Right to respect for private and family life

October 2006

Article 14 - Prohibition of Discrimination

(iii) Prohibition of Discrimination

There is potential for the policy to discriminate if applied in a discriminatory manner.

Thames Valley Police has the following policies in place to prevent such acts of discrimination: Equal Opportunities in Employment Policy and Respect in the Work Place Policy.

7.2 Diversity Impact Assessment

A Diversity Impact Assessment was completed in September 2006 and each of the six strands was assessed as low.

7.3 Diversity (Human Resources)

In the application of this policy, the Force will not discriminate against any persons regardless of their gender, sexual orientation, race or ethnic origin, religion, age or disability.

7.4 Data Protection

All personal data processed in compliance with this policy will be managed in accordance with the provisions of the Data Protection Act 1998.

7.5 Freedom of Information Act

This policy is suitable to be made available to the public and will be placed in the Thames Valley Police Freedom of Information Publication Scheme site. Copies of the policy can also be obtained by writing to:

Policy Co-ordinator
Policy Management Unit
Corporate Development
Thames Valley Police Headquarters
Oxford Road
Kidlington
Oxon
OX5 2NX.

October 2006

7.6 Protective Markings

All information processed in compliance with this policy will be assessed against the Government Protective Marking Scheme and managed accordingly. In the event of information being disseminated it is the responsibility of the disseminator to ensure that the recipient is aware of their obligations under GPMS and are able to adequately secure the information.

The document has been assessed for the appropriate level of marking.

The policy is NOT PROTECTIVELY MARKED

7.7 Health & Safety at Work

This policy does not contain Health and Safety Implications.

8.0 Monitoring and Review

8.1 Links to Best Value/ PPAF/ Force Priorities

Home Office Circular 50/2005
National Exit Interview Questionnaire

Thames Valley Police
Force Race Equality Scheme 2002-2005
Final year report

Thames Valley Police
Force and HR Delivery Plans 2006 - 2007

8.2 Review Process

A full policy review will be conducted, by the policy author, on a 3 yearly basis or whenever relevant legislation changes, whichever is sooner.

An initial review, reporting to the Home Office, will be made after the first 12 months (February 2007).

The policy will be due for its next review in February 2009.

Interim Review

An Interim Review will be carried out, at the mid point between the policy being signed by the Chief Officer to its full review date, by the Policy Management Unit. A short but structured questionnaire will be sent out to potential users about:

- Their awareness of the new policy
- How easy it is to understand
- How practical it is to use.