

Policies, Procedures, Guidelines and Protocols

Document Details		
Title	Leaver's Administration Policy	
Trust Ref No	1950-56316	
Local Ref (optional)		
Main points the document covers	The purpose of this policy is to ensure a fair and robust process for all employees leaving the employment of Shropshire Community Health NHS Trust.	
Who is the document aimed at?	All employees of the Trust or individuals engaged by the Trust to carry out work on behalf of the Trust for a defined time	
Author	People Services	
Approval process		
Who has been consulted in the development of this policy?	IT, Operational Managers, People Directorate, Payroll, Pensions, JNP	
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No	Date	Amendment
	Nov 2014	Re-write
2	June 2016	Clarification that managers cannot access ESR exit questionnaire responses
3	May 2018	Rewrite to enhance leavers process: Main Changes: Introducing a new requirement for mandatory leavers review (interview) for individuals who leave before completing 12 months service with the Trust Introducing other options for leavers review interview to incorporate Freedom to Speak up Advocates Simplified Flowchart for leavers process New Leavers Review template, for completion and submission to the Workforce Information team (p33)
4	June 2018	Further changes following consultation during May and June 2018
5	August 2018	Additional question added to the Leavers Review Questionnaire (appendix G). 'What led you to make the decision to leave?'
6 V.3	July 2022	Review – Submission of hard copy Termination forms changed from W. Farr House, Shrewsbury to shropcom.esrselfservice@nhs.net point 3.3 on page 6 and point 8.2.5 on page 10.

7 V.3.1	November 2022	References to 'Retirement Policy' in section 12 removed and replaced with Working Flexibly (for Work Life Balance) Policy. There is no longer a separate retirement policy; information relating to retirement is contained in the Working Flexibly (for Work Life Balance) Policy.
8 V.3.2	December 2023	Additional manager and staff responsibility added to list in relation to personal data/information being removed from personal NHS mailbox/OneDrive/File Share, minor changes on Manager's Checklist for Leaver (Appendix A) and Manager's Checklist available as a Word document on Staff Zone.
9 V4	July 2024	<p>Numbering and formatting throughout policy.</p> <p>Section 3 Duties and Responsibilities:</p> <ul style="list-style-type: none"> • Changes to job titles • Line manager responsibilities – emphasis on managers ensuring outstanding annual leave taken during notice period, addition of extenuating circumstances senior manager must agree and approve any annual leave payment on exit. • Employee responsibilities – emphasis on taking annual leave during notice period. <p>Section 8 Leavers Procedure:</p> <ul style="list-style-type: none"> • 8.2.3 addition relating to senior manager approval required for annual leave payment. <p>Section 10 Calculating Annual Leave:</p> <ul style="list-style-type: none"> • 10.2 addition relating to senior manager approval required for annual leave payment. <p>Section 12 Retirement</p> <ul style="list-style-type: none"> • Policy name change <p>Appendix G Leavers Review Template</p> <ul style="list-style-type: none"> • Changes to format, document title and questions
10 V4.1	March 2025	Directorates updated in Leaver Questionnaire (Appendix G)

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1 Introduction

- 1.1 Shropshire Community Health NHS Trust recognises that employment may be ended for a variety of reasons. If handled effectively it can reduce any negative impact caused by such actions whether ending of employment is initiated by the employee or the Trust.
- 1.2 The Trust is keen to monitor and evaluate the reasons why employees leave their employment to identify trends and percentage turnover figures and in doing so determine where action may be taken to try and reduce turnover rates where appropriate.

2 Purpose and Scope

- 2.1 The purpose and scope of this policy is to ensure a consistent and proactive approach to managing the process of ending employment contracts for staff leaving the Trust and ensuring compliance with current legislation.
- 2.2 The policy applies to all employees who hold an employment contract with the Trust through either a permanent, fixed term or bank contract.
- 2.3 Additionally, the policy will also apply to locum staff or other non-employed workers (such as students or volunteers) where applicable to their relevant terms of engagement, specifically in recovery of Trust property and equipment at the end of a contracted assignment or placement.

3 Duties and Responsibilities

- 3.1 **The Trust Board** has overall responsibility for procedural documents and delegates responsibilities to the Director of Governance.
- 3.2 **The Director of People and Organisational Development** has devolved responsibility for the operational implementation and ongoing monitoring of the Employee Leaver's Policy to the People Services Team.
- 3.3 **The Organisation** will ensure that:
 - All employees whose employment with the Trust ends will receive the correct period of notice and/or payment in lieu of notice if appropriate.
 - All staff leaving employment with the Trust are invited to attend a leavers review interview and complete a leaver's questionnaire depending on their length of service with the Trust.
 - Where work-based challenges may have contributed to the decision to leave the organisation, staff will be encouraged to meet with a senior manager, the Trust Freedom to Speak up Guardian or advocate.
 - All Trust property and equipment is securely recovered from employees who are leaving our employment.
 - The procedural mechanisms for the ending of employment are handled in a sensitive, professional, and timely manner.

- Exit interview and leaver's questionnaire data is reviewed and used, to inform improvements to service delivery

3.4 **The Line Manager** is responsible for:

- Ensuring that the leaver's process is carried out in accordance with the Leaver's Administration Policy.
- Liaising with their manager and Human Resources and/or the Trust Freedom to Speak Up Guardian and advocates if they are concerned about an employee's reason for leaving, before acknowledging and accepting a resignation.
- Acknowledging an employee's resignation in writing using the template in Appendix B within five working days of receipt of resignation letter.
- Ensuring a copy of the resignation letter and response are recorded on the employee's main personal file.
- Instigating the employment termination process on ESR Manager Self Service or completing an ESR termination form for all leavers and emailing the information to shropcom.esrselfservice@nhs.net A copy will be retained on the personal file.
- Arranging an appropriate time and venue to conduct leavers review interview with the employee.
- Notifying the employee through the resignation acknowledgement letter that they should access the leaver's questionnaire through ESR self-service for completion. Encouraging leavers to complete the questionnaire.
- Completing the managers checklist for leavers as detailed in Appendix A by the employee's last day and retaining a copy on the personal file.
- Notifying the Local Counter Fraud Specialist of suspected fraud, bribery or corruption, or any Trust property or equipment not returned
- Ensuring the employee's annual leave entitlement is accurately reflected on ESR.
- Ensuring the health and wellbeing of staff by facilitating the taking of any outstanding annual leave balance prior to the end of employment. In extenuating circumstances payment of outstanding annual leave must be agreed and signed off by a senior manager for the service (band 8a and above). Final annual leave allowance whether under or overtaken must be recorded on the termination form and where payment has been agreed must include a copy of the senior manager approval.
- Ensuring employees on a fixed term contract are informed if their contract is coming to an end in a timely manner and are made aware of suitable vacancies within the Trust.
- Ensuring the leavers' employment records are up to date with all relevant leavers' paperwork when the person leaves.
- Line Manager's must ensure that an appropriate handover of work / cases is completed for all staff. Any leavers working in a clinical role must have their clinical caseloads reviewed and reallocated with an appropriate handover to ensure continuity of care. Additionally, Line Managers should ensure that all progress notes are up to date and outcomes completed prior to the end of employment where reasonably practicable.

- Line Managers are to ensure their staff have removed all business data/information from their personal NHS mailbox/OneDrive/File Share and transferred to the appropriate business mailbox/document management system and have removed staff from any MS Teams they are Owners of. Line Managers who are owners of MS Teams/N365 applications are to ensure they transfer ownership 30 days prior to their leaving date.
- Line Managers who are leaving the Trust must ensure a robust handover to their manager of issues relating to team, personal files, ESR Supervisor responsibilities and key dates (list not exhaustive)
- It is the responsibility of the Line Manager to inform IT Services of all leavers to ensure user accounts are closed down, this should normally be on the planned leaving date.
- The line manager must start the recruitment process to replace the leaving employee as soon as the resignation is acknowledged in writing.

3.5 **The Employee** is responsible for:

- Notifying their Line Manager in writing of their intention to resign from post giving the appropriate notice period as detailed in their contract of employment
- Ensuring that their Line Manager is made aware of any outstanding payments due on salary sacrifice schemes, for the purpose of the Trust reclaiming any money owed.
- Ensuring they have taken all their outstanding accrued annual leave during their notice period.
- If leaving the Trust before they have reached 12 months of employment with the Trust, attending the leavers review with either their line manager or other nominated reviewer. This can include the Trust Freedom to Speak Up Guardian or advocate. This is a mandatory requirement and is the responsibility of the line manager to support this arrangement.
- If leaving the Trust after 12 months of employment, completing a leaver's questionnaire, providing honest feedback about their employment. Attending leavers review interview if they wish.
- Returning all Trust property to their Line Manager by their last day - see Appendix A for full details.
- Reporting any lost, stolen, or damaged property immediately to their Line Manager
- Ensuring an appropriate handover of any outstanding workload or casework is carried out, including passing any case notes or files to their Line Manager.
- When leaving the Trust, staff must remove all business data/information from their personal NHS mailbox/OneDrive/File Share and ensure it is transferred to the appropriate business group mailbox/document management system and leave any MS Teams they are a member of. Staff who are owners of MS Teams/N365 applications are to ensure they transfer ownership 30 days prior to their leaving date.

3.6 **Human Resources** are responsible for:

- Notifying managers of any resignations submitted directly to Human Resources.
- Carrying out leavers reviews if requested by the employee.

- Reviewing leavers reviews and themes from exit questionnaires.
- Monitoring and reporting on themes from exit questionnaires completed through ESR self-service.
- Providing advice and guidance to managers and staff on the appropriate interpretation of this policy and guidance.
- Meeting with the Trust Freedom to Speak up Guardian and Operational Leads to discuss themes regarding reasons for staff leaving the organization to support improvements and preventing poor staff experience from reoccurring.

3.7 **Payroll are responsible for:**

- Processing termination forms ensuring that employees are not overpaid; recovering payment for any overtaken annual leave, salary sacrifice schemes and lease car schemes (this list is not exhaustive).

4 **Explanation of Terms Used**

4.1 The following definitions apply to this policy.

Resignation - For the purposes of this policy Resignation includes an employee's request to leave including retirement.

Employee - This relates to individuals appointed by the Trust through a contract of employment to undertake duties on behalf of the Trust. This includes individuals engaged in permanent or fixed term contracts on full or part time hours.

Bank Worker - A bank worker is someone who works on an "as and when" basis. There is no obligation on the part of the Trust to offer work and no obligation on the part of the bank worker to accept work assignments offered.

Locum - This term is generally applied to those working in the medical profession such as Doctors and Dentists. A locum worker is generally engaged as a Bank Worker.

5 **Notice Periods**

5.1 The notice period which should be given if employment is terminated by the employer, or the employee is shown on the statement of terms and conditions (contract of employment) issued to staff on appointment or as detailed in any subsequent ESR change of circumstance form or written amendment to terms and conditions following appointment.

5.2 An employee is entitled to receive whichever is the greater of:

- Two weeks' notice if the employee has been employed by the Trust continuously for two years, plus one additional week's notice for each further completed year of continuous NHS employment, up to a maximum of 12 weeks.

OR

- | | |
|-----------------------------|--------------|
| • Bands 1 to 4 | One month |
| • Bands 5 and 6 | Two months |
| • Bands 7 to 8d | Three months |
| • Very Senior Manager (VSM) | Three months |

- 5.3 Unless a contract states otherwise, notice can be given on any day of the week. The notice period runs from the start of the day following the day on which the notice was given e.g. if a month's notice is given on a Monday, the period of notice will begin on the Tuesday and will expire after one calendar month.
- 5.4 Normally, an employee's last day in service will be the last day of the notice period. If the employee uses any accrued annual leave immediately prior to their last day in service this will not affect their service end date.
- 5.5 Whilst an employee is working their notice, the Trust expects the employee to continue to conduct themselves in an entirely appropriate manner and uphold the high standards of performance required of employees.
- 5.6 During the notice period, the Trust may adjust an employee's duties, contact with clients / patients, access to information or resources and impose any other reasonable practice, to better facilitate a handover of work / cases and/or to protect business interests.

6 Staff Who Leave Without Notice

- 6.1 Staff who leave without giving notice or leave before the end of their notice period without the permission of the Trust will be regarded as taking unauthorised absence and will not be entitled to be paid for the day(s) not worked within their contracted notice period.
- 6.2 If, in exceptional cases, the Trust decides to waive the need for an individual to work their normal notice period this must be agreed with the Line Manager and a Human Resources Manager. This must be recorded on the ESR termination form. The manager's checklist must still be fully completed in this circumstance.

7 Disciplinary Process and Maintaining High Standards of Performance

- 7.1 The Trust reserves the right to instigate or continue with a disciplinary investigation / hearing involving an employee who resigns from the Trust in line with Trust policy. The employee will be notified of this decision and given every opportunity to play a full part in the proceedings (refer to the Disciplinary Policy for further information)
- 7.2 If an employee's performance during the notice period falls below the required standards, the Line Manager may address this as a performance or disciplinary matter in line with the relevant Trust policies.
- 7.3 If an employee resigns and any issue of fraud, bribery or corruption is suspected, the Line Manager should notify the local Counter-Fraud Specialist immediately and their Human Resources Manager.

8 Leavers Procedure

8.1 Acknowledging a Resignation

- 8.1.1 Employees who resign from their post must give written notice to their Line Manager in accordance with this policy and the terms of their individual contract of employment.
- 8.1.2 The Line Manager should confirm acceptance of the resignation letter using the acknowledgement letter (appendix B) as a guide, within 5 working days of receipt and should confirm the employees last day of service. People Services advice should be sought where appropriate.
- 8.1.3 The Line Manager must ensure a copy of the resignation and acknowledgement letter is retained on the employee's personal file.

8.2 Initiating the termination process on ESR self-service

- 8.2.1 The Line Manager should initiate the termination process through ESR self-service. If the reason for leaving is redundancy, then a termination form must also be completed. This must be within five working days of receiving the resignation letter, and in accordance with the payroll schedule to avoid any over payment of salary (deadline is 10th of the month).
- 8.2.2 A notification to the employee to complete the leavers questionnaire is triggered by the manager initiating the termination of employment through ESR self-service.
- 8.2.3 The Line Manager must record any over payment of annual leave on the ESR termination form. If there are extenuating circumstances why the employee has not taken their accrued outstanding annual leave entitlement during the notice period, the Line Manager must discuss this with the senior manager for their service (band 8a and above). The senior manager will need to agree and approve any payment for annual leave in writing and the Line Manager must provide this along with the completed termination form to the Workforce team for processing.
- 8.2.4 The Line Manager must establish whether there will be any payments outstanding for a salary sacrifice scheme and indicate this on the termination form to enable Payroll to arrange repayment.
- 8.2.5 Where a termination form is used, this must be sent by the appropriate authorised manager to the ESR team email address: shropcom.esrselfservice@nhs.net
- 8.2.6 Where an overpayment is likely to occur the Line Manager should contact Payroll at the earliest opportunity.
- 8.2.7 For staff on annualised hours/term time contracts, the Line Manager must discuss the hours worked/paid with the employee. If these cannot be equalised prior to leaving, the over/under payment must be recorded on the termination form.
- 8.2.8 Outstanding expenses including travel should be submitted in the normal way. Any outstanding payments will be made the month after the employee's termination date.

- 8.2.9 Line Managers must complete a change of employee contractual details form and not a termination form for employees moving internally within the Trust.

9. Improving Employee Experience

ESR Exit Questionnaire and Leavers Questionnaire Review Interview

Shropshire Community Health NHS Trust is a learning organisation, and as such we value the opportunity to build on good employment practice and learn from things we can improve on. One of the ways which we do this is by listening to the experiences of individuals who leave the Trust.

9.1 Requirements for leavers are as follows:

- 9.1.1 All staff are required to complete an exit questionnaire through ESR self-service and will be invited to do so by their line manager. The employee will receive an automated message from ESR when their line manager has entered their leaving date on ESR.
- 9.1.2 Responses to exit questionnaires are confidential and are not accessed by the line manager of the employee. Response themes only will be analysed by the People Services and Workforce Team and used for People Services and Workforce statistical reporting and discussion with the Trust Freedom to Speak Up Guardian and Operational Managers to support improvement of staff experience.
- 9.1.3 In addition to completing the ESR exit questionnaire, all staff are also encouraged to attend face-to-face leavers review interview with their line manager and will be invited to do so by their line manager. If they would prefer to have their review with someone other than their line manager, they can request a review with one of the following:
- Freedom to Speak Up Guardian or Advocate
 - Human Resources
 - A nominated manager other than their direct line-manager, or from another department
- 9.1.4 A leavers review interview is **mandatory for all employees who have been employed by the Trust for less than 12 months** at the time of leaving.

9.2 Face to Face Review (Leaver Questionnaire)

- 9.2.1 Line Managers must offer all leavers the opportunity to attend face-to-face leaver review questionnaire or complete the Leaver Questionnaire. **Leavers reviews are mandatory for employees who have worked for the Trust for less than 12 months on their last day of employment.**
- 9.1.2 If the employee agrees to attend a face-to-face leaver review (see 9.2.1 above) then the line manager must arrange a mutually convenient time and date for the review to take place, details of which can be confirmed in the acknowledgment of resignation letter. A template for the review is provided at appendix G and as a separate Word document.
- 9.2.3 If the employee does not wish to attend a face-to-face leaver review interview (note that this is not optional for those with less than one years' service) with their manager or another manager within their service, then they can request a meeting

with a member of the Freedom to Speak Up Team or Human Resources.

- 9.2.4 Employees should be advised at the outset that if their leaver review contains information that is of a serious concern to the organisation, the Trust will reserve the right to act accordingly on that information.
- 9.2.5 The People Services Team analyse trends and themes from ESR exit questionnaires and leaver review questionnaire and will share them as appropriate e.g. JNP, People Committee, senior management. This list is not exhaustive.
- 9.2.6 The exit questionnaire and leaver review questionnaire process will provide tangible information for analysis in order to identify recruitment and retention issues or common themes which result in resignation or ending of employment. It will also help to gain positive feedback and identify areas of good practice which can be shared across the organisation.
- 9.2.7 Analysis of exit interviews and leaver review questionnaires will help inform the Trusts people strategy with a view to continually improving the employee experience within the Trust. Additionally, it will help to inform the future planning and organising of work within the Trust, in particular the specific core roles and responsibilities of each post.

9.3 Leaver Checklist and Returning Trust Property

- 9.3.1 Line Managers, or their nominated deputy, must arrange to meet with all leavers during their notice period to complete the Manager Checklist (Appendix A). This is a mandatory requirement.
- 9.3.2 The checklist may need to be completed over more than one meeting. The final checking and sign off should be undertaken by the Line Manager or nominated deputy and employee on the leaver's last working day.
- 9.3.3 Once fully completed and signed off, a copy of the Manager's Checklist should be placed on the main personal file. The employee must also be given a copy of the form.
- 9.3.4 The Line Manager or nominated deputy, must ensure that they secure recovery of all Trust property and equipment from any leaver and to disable their access to all Trust secure systems and accommodation on or before their last day, for example, ID badge, uniform, door entry fobs or cards, keys and any other property / IT equipment. This must be recorded on the leaver's checklist.
- 9.3.5 Should a leaver fail to return any item of Trust property, the Line Manager or nominated deputy should immediately report this to the Trusts Local Counter Fraud Specialist who will advise on an appropriate course of action for recovery. This could result in non-returned property being reported to the Police as stolen.

10 Calculating Annual Leave

- 10.1 Line Managers should calculate the employees annual leave entitlement in accordance with the entitlements outlined in the Trusts Annual Leave and General Public Holidays Policy and through ESR records.

- 10.2 Any outstanding annual leave should be taken prior to the agreed last day of service and should not extend the employee's notice period. If due to extenuating circumstances such as service provision the employee is unable to take all their annual leave prior to their leaving date, the Line Manager must discuss this with the senior manager for their service (band 8a and above). The senior manager will need to agree and approve any payment for annual leave in writing and the Line Manager must provide this along with the completed termination form to the Workforce team for processing.
- 10.3 If the employee has taken more annual leave than their entitlement for the period of the year that they have worked before their leaving date, this should be recorded on the termination form so the equivalent amount of pay can be deducted from the employee's final salary payment.
- 10.4 In calculating the annual leave due on termination of employment, account must be taken of the employee's normal working days each week and public holidays.

11 Termination of Fixed Term Contracts

The process for ending a fixed term contract is as follows:

- 11.1 Line Managers must meet with any employee whose contract is due to expire and is not being renewed. A sample letter to invite the employee to attend a meeting can be found in Appendix C.
- 11.2 The meeting must take place within sufficient time to allow for the employee to be issued with their contractual notice (see Section 5).
- 11.3 The purpose of the meeting should be to:
- Confirm the end date of the contract.
 - Give the employee an opportunity to discuss this decision and raise any relevant issues.
 - Advise the employee of any other vacancies available in the Trust and how to apply for them.
- 11.4 Following the meeting the Line Manager must write to the employee confirming the outcome and a copy of the letter placed on the personal file.
- 11.5 If the fixed term contract is related to a particular business need, then the manager should be able to show that the termination of employment has come about as a result of the end of that need and is required to include this in a letter informing the employee of the termination of service.
- 11.6 The outcome letter to the employee should include information regarding their right to appeal against the decision to terminate their employment.
- 11.7 Line Managers must still follow the Leavers procedure described in Section 8, excluding the acknowledgement of resignation.
- 11.8 Line Managers should ensure that employees on a fixed term contract which is coming to an end have access to the weekly vacancy bulletin.

12 Retirement

- 12.1 The procedure to follow when an employee is looking to retire is detailed in the Trust's Retirement Policy.
- 12.2 Line Managers should still follow the leaver's process for retirees including an leavers review/exit questionnaire and completion of the manager checklist.
- 12.3 Those employees wishing to retire and take their pension and then return to work for the Trust must do so in line with the Trust's Retirement Policy. There is no automatic right to return to employment following resignation for the purpose of retirement.

13 Death in Service

- 13.1 Benefits are only payable when an employee who dies in service was a member of the NHS Pension Scheme at the time of their death and have contributed to the scheme.
- 13.2 The Line Manager should immediately notify by telephone the Pension Advisor in the Payroll Department of the death followed by the completion of a termination form. This should give the date of death, indicate any outstanding annual leave and give the name of next of kin or person to contact regarding probate.
- 13.3 The Line Manager should also identify any extra duties undertaken by the deceased if recorded and advise payroll to ensure the final payment is accurate.
- 13.4 The Line Manager should also notify the People Services team of the death to ensure measures can be put in place to ensure no written correspondence in the deceased's name is sent to the home address.
- 13.5 The People Business Partner will be able to provide advice and guidance on the protocols to be followed following a death in service including information for the family and advice on the sensitive recovery of any Trust property.
- 13.6 The Pensions Department will work with the survivor to complete the necessary forms. Once these are completed, they will calculate what outstanding payments are due (e.g. salary, annual leave etc.) and will request a cheque payment from the Finance Department.
- 13.7 The Pensions Department will then send the cheque along with an Indemnity Form to the next of kin or person named as the contact for the estate. This indemnity states that they accept that all outstanding payments owed by the Trust have been received. This will be paid for the period from the start of the month to the date of death.
- 13.8 If there is a surviving spouse, registered civil partner or qualifying partner, once appropriate evidence of a relationship is received the Payroll Department will check to ensure that the deceased made the relevant contributions to the scheme. The ESR Team will be asked to set up the surviving spouse on ESR so that an initial pension can be paid by the Trust.

- 13.9 After the initial six months, the pension will be paid to the surviving spouse/partner directly by the NHS Pensions Agency.
- 13.10 Since 1 April 2008, the pension mentioned in section 13.6 above, can also be paid to a partner who was nominated by the deceased employee as someone they had an exclusive and long-term relationship with, for at least two years, and with whom they were financially dependent or interdependent.
- 13.11 Dependents' pensions are payable for life to the legal spouse, registered civil partner or qualifying partner from the date of death. For employees who are not in a legally recognised relationship both they and their partner are required to complete a form to register their relationship. There are criteria that must be met for the partner to qualify for benefits, and these will be checked in the event of a death in service.
- 13.12 Further information and a PN1 form to nominate a non-legal partner can be downloaded from the NHS Pensions website at www.nhsbsa.nhs.uk/pensions

14 Retention of Leavers Personal File

- 14.1 Personal files will be kept until the employee's 75th birthday after which they will be confidentially destroyed in line with the Trust's Records and Document Management Policy.
- 14.2 From 1st October 2018 when an employee or bank worker leaves the Trust the personal file will need to be transferred to the People Services (HR) Department for archiving - this should be done within 5 working days of the individual's leaving date.
- 14.3 The Records and Document Management Policy provides guidance and advice in relation to safely transferring personal confidential data and records tracking.

15 Smart Cards

- 15.1 When a member of staff leaves the Trust but remains in NHS employment, they will take their smartcard with them; the new employer will approve access to their systems.
- 15.2 When a member of staff leaves the Trust and is leaving the NHS, they should return their smartcard to their line manager who will record that the card has been received on the Manager's Checklist (Appendix A). The manager should return the smartcard to the Registration Authority (RA) team.
- 15.3 All access to systems via the smartcard will be disabled automatically when the employee's assignment ends on ESR.
- 15.4 Loss, disclosure, or suspected theft of a smartcard should be reported to the RA team immediately. The RA team will deactivate the smartcard and issue a new one if required. An incident report must be created and forwarded by the line manager as appropriate.

16 Equality Impact Assessment

- 16.1 All relevant persons are required to comply with this document and must demonstrate sensitivity and competence in relation to the nine protected characteristics as defined by the Equality Act 2010. If you, or any other groups, believe you are disadvantaged by anything contained in this document please contact the policy author who will then actively respond to the enquiry.

17 Monitoring Compliance and Effectiveness

- 17.1 Monitoring arrangements for compliance and effectiveness will be carried out by the Human Resources Department in liaison with the Local Counter Fraud Specialist and Payroll Manager.
- 17.2 The People Services Team and/or Workforce Team will be responsible for the analysis of data captured in the returned leavers reviews and exit questionnaires. This will be summarised into grouped themes and included in People Services metrics reports. Individual employee identity will be withheld unless the employee is notified differently by their line manager or People Services.

18 Anti-Fraud, Bribery and Corruption

- 18.1 In accordance with NHS Protect Standards for Providers, other directions and procedures published by NHS Protect, and the NHS Anti-Fraud Manual, the Trust are committed to eradicating, wherever possible, instances of fraud, bribery or corruption within the Trust and the wider NHS. The Trust will do all within its power to reduce losses arising from fraud, bribery or corruption and will adopt a zero-tolerance approach when fraud, bribery or corruption is discovered. Therefore, consideration has been given to the inclusion of guidance with regard to the potential for fraud, bribery or corruption to occur and what action should be taken in such circumstances during the development of this policy document.

19 Relevant Care Quality Commission (CQC) Registration Standards

- 19.1 The standards and outcomes which inform this policy document are as follows:

Section	Outcome
Suitability of staffing	12 Requirements relating to workers 13 Staffing 14 Supporting workers

20 References and Associated Documents

20.1 References

- Agenda for Change Terms and Conditions of Service Equality Act 2010
- Employment Act 2002 and 2008
- Employment Relations Act 1999 and 2004
- Fixed Term Employees (Prevention of less favourable treatment) Regulation 2002
- Employment Rights Act 1996
- NHS Pensions Agency Regulations

- Department of Health Records Management NHS Code of Practice
- NHS Protect Standards for Providers
- NHS Anti-Fraud Manual

20.2 Cross reference to other procedural documents

- Annual Leave and General Public Holiday Policy
- Disciplinary Policy
- Anti-Fraud, Bribery and Corruption Strategy
- Anti-Fraud, Bribery and Corruption Response Policy
- Management of Personal Files
- Policy on Recruitment and Selection
- Records and Document Management Policy
- Retirement Policy
- All current policies and procedures are accessible in the policy section of the Staff Zone of the Trust Website

21 Appendices

- 21.1 For the avoidance of any doubt the appendices in this policy are to constitute part of the body of this policy and shall be treated as such.

Appendix A	Managers checklist for leaver's Available as a Word document on the Staff Zone
Appendix B	Template letter to acknowledge resignation
Appendix C	Template letter for non-renewal of a fixed term contract
Appendix D	Calculating annual leave on termination of employment
Appendix E	Leavers Procedure Flow Chart
Appendix F	Leaver's questionnaire
Appendix G	Department of Health Records Management NHS Code of Practice
Appendix H	Retention of leavers personal files

Appendix A Managers checklist for leavers

Available as a Word document on Staff Zone

This checklist is to be completed for all leavers including those on fixed term or temporary contracts, secondment to the Trust or contracted or non-employed workers e.g. bank workers, locums or temporary staff. The checklist should be completed in all cases whether due to resignation, retirement, redundancy, end of contract or dismissal. For any exceptional cases please seek advice from Human Resources.

A signed copy of the form must be retained on the personal file.

Leaver Name:	Service or Team:
Date of leaving organisation or Date of department transfer:	Current Line Manager: New Line Manager (if applicable):

<i>Please mark the end column N/A if the listed item is not applicable to the post.</i>	<i>Date</i>	<i>Manager's initials and comments</i>
Leavers Procedure		
Resignation or retirement acknowledged in writing, and date to undertake a leavers review arranged using Appendix B as example letter.		
A: Employment termination form completed with employee and termination process initiated on ESR. B: ESR annual leave entitlement checked and added to termination form		
Leavers review with employee completed (mandatory for leavers with less than 1 years' service) and record retained on personal file with copy to employee and copy to Human Resources. Any concerns arising from the interview discussed with Human Resources.		
Equipment		
Remote Access Fob/VPN/PIN Access Codes Agree arrangements for handover and return and sign when all received.		

<i>Please mark the end column N/A if the listed item is not applicable to the post.</i>	<i>Date</i>	<i>Manager's initials and comments</i>
<p>Notify IT Department to disable pin code access and VPN permissions with effect from leaving date.</p> <p>IT also require information on whether user is leaving the Trust, moving departments, or returning on the Bank. If the user is returning to Trust, then the new manager will need to contact IT to grant VPN access as if they were a new user.</p>		
<p><i>Laptops and Computers</i></p> <p>Agree arrangements for handover and return and sign when all received.</p> <p>IT to be notified of who the equipment is going to be handed to and where it will be stored. IT will then update their documentation.</p> <p>IT to be notified if the department are going to reallocate the laptop out again, so that the encryption records stay accurate.</p>		
<p><i>IT Hardware and Software</i></p> <p>Encrypted memory stick, removable media, SD cards, information storage devices, copies of programmes and Trust issued devices – agree arrangements for handover and return and sign when all received.</p> <p>Any software licences that may become available if the user has left the Trust and another department member would like to use the software e.g. Microsoft Project or Visio.</p>		
<p><i>Mobile phone, pager, charger, headphones, and accessories</i></p> <p>Agree arrangements for handover and return and sign when all received.</p>		
<p><i>Equipment supplied by Trust to carry out role</i> (please list on a separate page and attach this checklist).</p> <p>Agree arrangements for handover and return and sign when all received.</p> <p>If equipment purchased via Access to Work, manager to discuss with People team whether it is appropriate for individual to take equipment on leaving.</p>		
<p><i>Office / desk telephone</i> - Arrange to amend telephone lists and update any voicemail messages.</p>		
<p><i>Personal Alarm</i> - Agree arrangements for handover and return and sign when received.</p>		

Please mark the end column N/A if the listed item is not applicable to the post.	Date	Manager's initials and comments
Property		
Trust issued uniform - Agree arrangements for handover and return and sign when all items received.		
Car park permit and/or barrier access Agree arrangements for handover of permit or removal of access through barrier. Sign when received and actioned. Ensure personal details and number plate records are removed from ANPR systems.		
Security		
Computer Access login, system access, email Manager to notify IT department to ensure all accounts are expired from leaving date. Ensure housekeeping for nhs.net accounts undertaken. Systems access which is controlled by a smartcard will automatically cease when an assignment is terminated on ESR. If systems access needs to be revoked prior to last working day, you will need to contact the appropriate team (RiO, ESR etc.).		
Keys, entry cards and fobs, and door access codes Confirm return of security access resources and arrange for reprogramming of door codes if applicable.		
Smartcards - Confirm process detailed in section 15 has been followed.		
ID Badge – Agree arrangements for handover and return, and sign when items received.		
Prescribing / Prescription Pads Confirm return of pads and notify medicines manager to remove authorised prescriber rights in this Trust.		
Governance		
Website Responsibilities Ensure responsibilities are handed to an identified person. All Website/Intranet content has been transferred to the appropriate staff member.		

Please mark the end column N/A if the listed item is not applicable to the post.	Date	Manager's initials and comments
N365 Responsibilities (e.g. MS Teams) Ensure responsibilities are handed to an identified person. All ownership/membership has been removed/transferred to the appropriate staff member.		
Official Trust branded ink stamps – Agree arrangements for handover and return and sign when items received.		
Files, papers, manuals, paper diaries, library items - Agree arrangements for handover and return and sign when items received.		
Caseload Handover - Manager to arrange to meet with employee to arrange a full handover of all outstanding caseloads and to ensure, where appropriate, cases are closed.		
Appointments – confirm all patient related notes have outcomes completed on relevant systems.		
Progress notes – confirm all progress notes are complete and up to date.		
Leavers who manage other staff <ul style="list-style-type: none"> – Handover of files of team (who, and where stored) – Change of supervisor on ESR – Handover of key diary dates <p>This list is not exhaustive, please use another sheet and attach if required.</p>		
Training Expenses If employee has received training fees which require recovery if the employee leaves within an agreed minimum period of service, manager to liaise with individual/OD to confirm amount and notify Pay Services to arrange deduction from final salary.		
Petty Cash Holders – Manager to notify Financial Accounting team of leaver and ensure return of cash boxes, keys and remaining cash float.		
Authorised Signatories – Manager to notify Financial Accounting team of leaver.		

Please mark the end column N/A if the listed item is not applicable to the post.	Date	Manager's initials and comments
Lease Car Holder – Manager to notify GMP Drivercare of leaver so that discussions can take place regarding return of vehicle and, if appropriate, early termination fees.		
Salary Sacrifice Schemes through Vivup, or Tusker (e.g. cycle to work, home and electronic, car benefit scheme) Manager to notify Pay Services of leaver if the employee is in a salary sacrifice scheme to arrange payment of outstanding balance through ESR termination form or add to free text box in ESR self-service if initiating.		
Any Other Areas		

Managers Declaration

I confirm that I have fully completed this checklist with the above-named individual in line with Trust policy and that the instructions within have been carried out in full.

Name

Signature

Date

Employees Declaration

I confirm that I have returned all Trust property and equipment held by me.

I declare the information given on this form is complete and correct. I understand that if I knowingly provide false information this may result in disciplinary action, and I may be liable for prosecution and civil recovery proceedings. I consent to the disclosure of information within this form to and by the Trust for the purposes of verification and prevention, detection and prosecution of fraud, bribery, or corruption.

Name

Signature

Date

Appendix B Template Letter Resignation

The following is intended as a guide only

To be added to appropriate Trust letterhead

Dear [Name]

ACKNOWLEDGEMENT OF RESIGNATION

Thank you for your letter dated [DATE] informing me of your wish to resign from your post as [JOB TITLE] with Shropshire Community Health NHS Trust.

I acknowledge receipt of your resignation letter and confirm that taking into account your notice period of [X MONTHS] your last day of service with the Trust will be [DATE].

Your pro rata annual leave entitlement in the current leave year is [DAYS/HOURS]

CHOOSE ONE OF THE FOLLOWING SENTENCES, AS APPLICABLE:

As you have used up all of your pro rata annual leave entitlement, your last working day and final day of service will be the same.

As you have exceeded your pro rata annual leave entitlement for this year the extra number of DAYS/HOURS taken will be deducted from your final salary payment.

As it has been agreed that you will be paid your remaining [X DAYS/HOURS] of leave before your last working day, this will also be your final day of service.

As you have [X DAYS/HOURS] annual leave remaining, at your last working day will be [DATE] and your last day of service will be [DATE].

Leavers Review and Questionnaire

We are very keen to understand your experience of working in the Trust and your reasons for leaving. Your comments will help us to highlight any areas of concern in order to put appropriate measures in place to improve the working lives of our staff.

All leavers are encouraged to attend a Leavers Review and if you have been employed by Shropshire Community Health NHS Trust for less than 12 months on the day that your contract ends, a Leavers Review is mandatory.

**Delete as appropriate*

We have agreed to meet on at [TIME] at [VENUE] in order that we can talk through your experience of working for the Trust. **OR** you have declined the offer of a leavers review, please let me know if you change your mind.

If you would prefer to meet with another manager, a Freedom to Speak up Advocate, or a representative from the People Services team to carry out your exit interview, please let me know.

I would also, be very grateful if you could take a few minutes to complete an Exit Questionnaire through ESR self-service. This will sent to you by automated email through the ESR system.

The purpose of the questionnaire is to enable the Trust to;

- Gain an understanding of employees' experience of working for the Trust
- Establish reasons for leaving
- Improve the working lives of employees of the Trust.

Information gathered from your exit questionnaire and/or review will be reviewed by the People Services and Workforce Team and used to inform the Trust People Strategy. Themes will be reported through People Services metrics reports. Information will be kept anonymous where possible and appropriate, however, if any concerns around patient or staff safety are raised, these may be investigated further.

I will be working with you to complete the leavers checklist during the coming weeks, and I will also arrange a separate meeting with you on your last working day in order to sign-off the checklist to ensure that you have the opportunity to return any outstanding Trust property or equipment in your possession.

Please refer to Appendix A of the Trusts Leaver's Administration Policy for further details.

Following recording and analysis, questionnaires will be appropriately stored and destroyed in line with Department of Health Records Management NHS Code of Practice the General Data Protection Regulations 2018 and Data Protection Act 2018

Finally, I would like to thank you for your service with Shropshire Community Health NHS Trust and I wish you every success for the future.

Yours sincerely

NAME OF LINE MANAGER
Job Title

Copy: Name, Job Title, organisation Personal File

Appendix C Template Letter End of fixed term contract

The following is intended as a guide only

To be added to appropriate Trust letterhead

Dear [Name]

END OF FIXED TERM CONTRACT

As you are aware, your fixed term post as [JOB TITLE] in the [DEPARTMENT NAME] is due to expire on [DATE]. At the present time, Shropshire Community Health NHS Trust is not in a position to renew or extend this contract because [STATE APPROPRIATE REASON].

I therefore, invite you to attend a meeting on [DATE] at [TIME] in [VENUE] to discuss the proposed cessation of your fixed term contract. The meeting will be attended by [MANAGERS NAME]. The purpose of the meeting will be to discuss the reasons why the contract is ending and explore any possible alternative options such as redeployment. You will also have the opportunity to ask any questions or raise any relevant issues.

The final decision regarding your contract will take into account any representations you make at this meeting and you have the right to be accompanied by a work colleague, a representative of a trade union or an official employed by a trade union.

I would be grateful if you could confirm your attendance at the meeting by contacting [me/my secretary] on the above telephone number.

If you have any questions in the meantime, please do not hesitate to contact me.

Yours sincerely

NAME

Job Title

Enc (if appropriate)

Copy: Name, Job Title, Organisation

Appendix D Annual leave calculation following resignation

When an employee resigns from post they will generally have a last working day and a last day of service. Sometimes this date will be the same if there is no outstanding annual leave to be taken but in many cases it will be different. These dates are defined as;

Last working day - the last day an employee reports for a shift or duty.

Last day of service - the last working day plus any outstanding annual leave.

The last working day and last day of service should be calculated as detailed in the following examples.

Calendar used for examples

2018

January	February	March	April
S M T W T F S 1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30 31	S M T W T F S 1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28	S M T W T F S 1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30 31	S M T W T F S 1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30
May	June	July	August
S M T W T F S 1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30 31	S M T W T F S 1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30	S M T W T F S 1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30 31	S M T W T F S 1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30 31
September	October	November	December
S M T W T F S 1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30	S M T W T F S 1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30 31	S M T W T F S 1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30	S M T W T F S 1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30 31

Calendar Templates by Vertex42.com

<https://www.vertex42.com/calendars/2018.html>

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Example One – An employee who works five days a week, Monday - Friday

- Employee resigns giving one months' notice to leave on **Tuesday 31 July 2018**
- Annual leave outstanding at Tuesday 31 July 2018 = **eight days**

Last working day will therefore, be **Thursday 19 July 2018**

Last day of Service will therefore, be **Tuesday 31 July 2018**

Example Two – An employee who works three days per week, Monday, Tuesday and Wednesday

- Employee resigns giving one month's notice to leave on **Friday 3 August 2018**
- Annual leave outstanding at Friday 3 August 2018 = **eight days**
- Last working day will therefore, be **Monday 16 July 2018**
- Last day of Service will therefore, be **Friday 3 August 2018**

Example Three – Employee has no outstanding annual leave

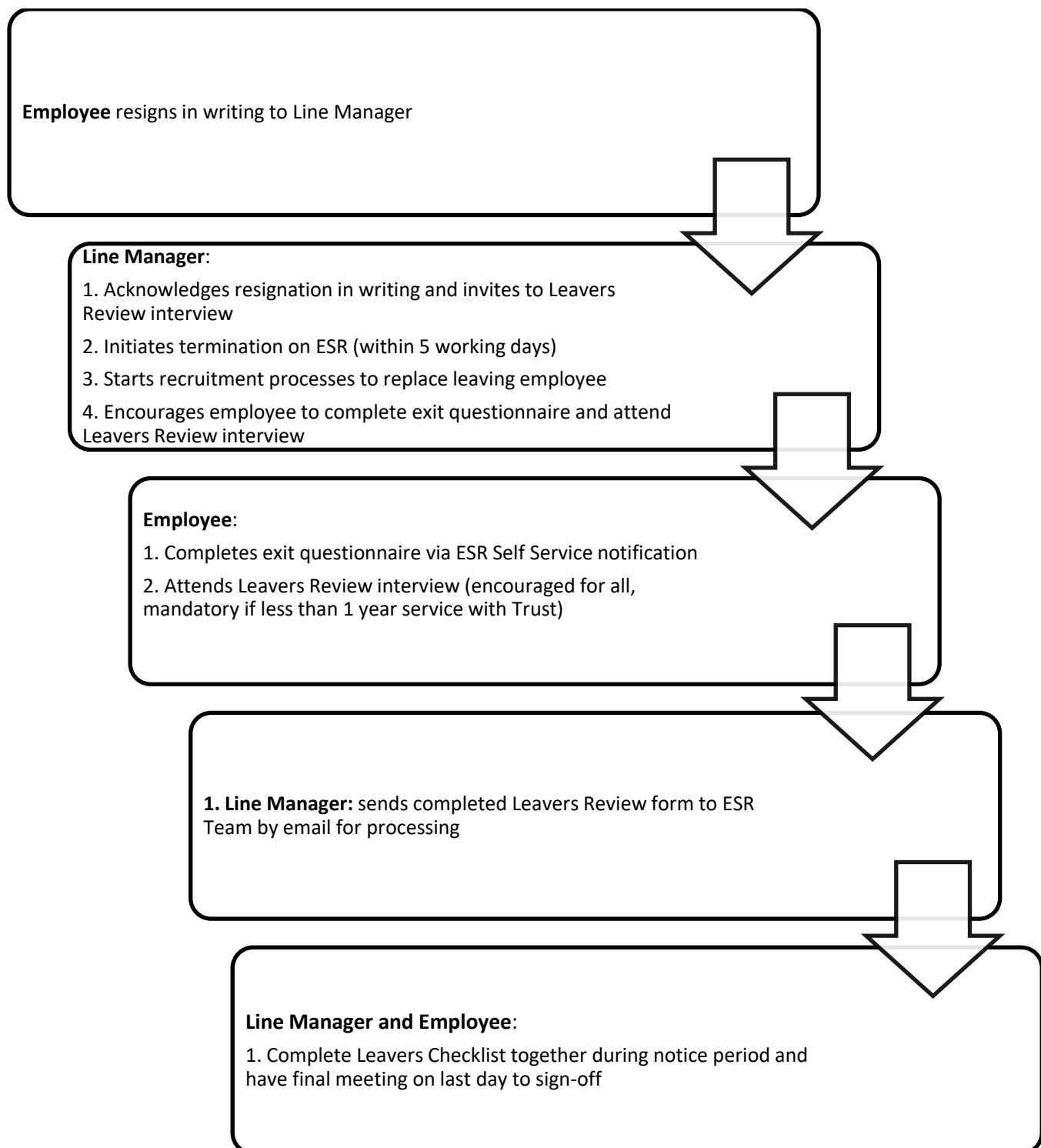
- Employee resigns giving one month's notice to leave on **Tuesday 31 July 2018**
- Annual leave outstanding at **Tuesday 31 July 2018** = **nil days**
- Last day of service will therefore, be **Tuesday 31 July 2018**

Example Four – Employee has taken more annual leave than accrued up to last working day.

- Manager must record on the termination form the days/hours of excess leave taken
- Payroll will deduct any excess leave taken from the final salary payment
- Using **example one** above, if the employees last working day was **Tuesday 31 July 2018** but, they had taken two days excess annual leave, they would receive pay up to **Friday 27 July 2018**

Please note: Service is not extended by the number of weeks' notice; neither will annual leave be accrued in respect of notice paid as a lump sum.

Appendix E Outline of leavers procedure flowchart



Appendix F ESR Leavers Exit Questionnaire

The following form should be accessed and completed through ESR self-service and is provided within this policy for illustration purposes only. An automated notification will be sent to the employee from ESR when the Line Manager has initiated the employment termination on ESR Manager Self Service.

The manager initiates a termination on the ESR system with the leaving date for the individual. The individual then receives a notification from the system to complete the questionnaire. This questionnaire has 10 questions with a standard Likert scale of responses and an opportunity to complete a section with comments (Appendix 2).

The Leavers (exit) questionnaire should be completed by the employee in addition to attending a face-to-face leaver review with their manager or other nominated representative.

The page cannot be found NHSmal Policies Notification Details X

ORACLE® Manage your Notifications

Worklist >

Exit Questionnaire for: Mrs. Regina Billington

To **Billington, Regina**
Sent **08-Nov-2013 14:00:23**
Due **06-Feb-2014 14:00:23**
ID **147304662**
The 825 Human Resources Management has a commitment to ensuring the best conditions for staff. In order to help us make continued improvements, it would be helpful to us to know how you have found us as employers.

The following questionnaire has been designed to collect that information. Please help us by answering the questions honestly. Your responses will be kept confidential.

May we take this opportunity of thanking you for your service to the Trust and wish you well in the future.

Action History

Num	Action Date	Action	From	To	Details
1	08-NOV-2013 14:00:23	Submit	NATIONALREQUEST	Billington, Regina	

Response

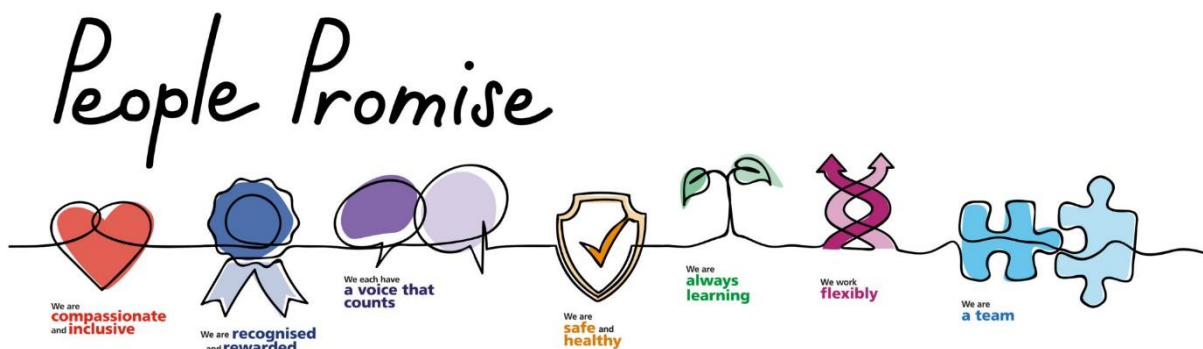
I have been able to voice my opinions and influence change in my area of work	Strongly Agree
I have always been involved in decisions that affect me in my area of work	Agree
My Line Manager has always welcomed ideas that I have put forward	Neither Agree or Disagree
Communication is good and I knew what was happening in the Organisation	Disagree
People can speak their minds about how things are in the Organisation	Strongly Disagree
Adequate facilities and flexibility exists to fit work around my family life	No Response Received
The Organisation has encouraged me to learn and develop	No Response Received
I have regularly discussed my objectives and performance with my Line Manager	No Response Received
I have encountered no violence or aggression in the course of my work	No Response Received
If you have any other comments to make please use this section	

[Return to Worklist](#)
☒ Display next notification after my response

Home Logout Preferences Help

Appendix G Leaver Questionnaire

This can be found as a standalone Word document on Staff Zone



Leaver Questionnaire

Thank you for taking the time to complete the Trust's Leaver Questionnaire.

Every role at SCHAT plays an important part in ensuring that patients receive the best possible care. The responses you provide to the questionnaire will help us to understand the experiences of staff leaving SCHAT, not only to reduce turnover, but to look at how these experiences can be improved and what learning can be made.

Understanding and acting on this feedback will result in a more positive experience for our patients and staff.

Please note, the data you provide in the Leaver questionnaire is collated centrally within the People Directorate. Responses are analysed to identify patterns or trends and to make recommendations on what interventions or practices the Trust should focus on to help improve staff experience. The themes reflected within the questionnaires are shared as appropriate with relevant managers/leaders across the Trust to recognise good behaviours and highlight and address areas for improvement.

Where concerns are raised in a leaver questionnaire that report potential harm to self, patients, or others i.e. concerns of conduct, discrimination, or harassment, safeguarding or criminal activity, these will be escalated within the People Directorate for review. It is important to note that we have a duty of care to share this information and that may include disclosure of names to Senior Managers across the Trust to enable appropriate action to be taken.

Thank you for your honesty and feedback and supporting us to continually improve.

Section 1 Personal Details

Question 1 Full name

Question 2 Assignment/Employee number

Question 3 Please confirm your job title/role (required answer)

Question 4 Which staff group best describes your job role at SCHAT? (required answer)

- ☐ Additional Clinical Services (e.g. HCA)
- ☐ Administrative and Clerical
- ☐ Allied Health Professionals
- ☐ Estates and Ancillary
- ☐ Medical and Dental
- ☐ Nursing and Midwifery

Question 5 Please confirm your banding (required answer)

- ☐ Band 2
- ☐ Band 3
- ☐ Band 4
- ☐ Band 5
- ☐ Band 6
- ☐ Band 7
- ☐ Band 8
- ☐ Medical/Dental
- ☐ Very Senior Manager (VSM)

Question 6 Which directorate do you work in? (required answer)

- ☐ Finance, Digital, Strategy and Estates Directorate
- ☐ Governance Directorate
- ☐ Medical Directorate
- ☐ Nursing and Clinical Delivery Directorate
- ☐ Operations Directorate – Adult Community Division
- ☐ Operations Directorate – CYP&F Dudley Division
- ☐ Operations Directorate – CYP&F Shropshire Division
- ☐ Operations Directorate – Planned Care Division
- ☐ Operations Directorate – Urgent Care Division
- ☐ Operations Directorate – Management Division
- ☐ Operations Directorate – Medicines Management Division
- ☐ People and OD Division
- ☐ Trust Board Division

Question 7 How long have you worked at SCHAT? (required answer)

- ☐ Less than 6 months
- ☐ 6 to 12 months
- ☐ 1-2 years
- ☐ 2-5 years
- ☐ 5-10 years
- ☐ 10-15 years
- ☐ 15-20 years
- ☐ More than 20 years

Section 2 - Decision to Leave

Question 8 Are you leaving SCHAT? (required answer)

- ☐ Yes
- ☐ No, I am moving departments/teams/role

Question 9 What was the main reason for you leaving or moving role?

Please select at most 3 options.

- ☐ Career progression
- ☐ Did not return from maternity leave
- ☐ Fixed term contract ended
- ☐ Further education
- ☐ Health reasons
- ☐ More favourable staff benefits and rewards package
- ☐ More favourable terms and conditions
- ☐ More favourable working conditions / flexible working
- ☐ Nearer home
- ☐ Personal / domestic reasons
- ☐ Poor working relationships
- ☐ Promotion
- ☐ Retirement

Question 10 Please provide more detail around your reasons for leaving if you feel it will help us to have a greater understanding.

Question 11 Was there anything that influenced your decision to leave?
Could this have been avoided (If yes, how?).

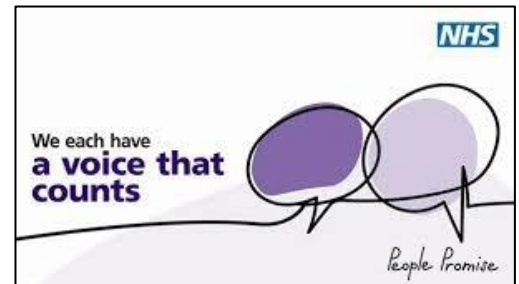
Section 3 - Your experience at SCHAT

The following questions relate solely to your experience in your most recent job.

Question 12 What have you enjoyed most during your employment?

Please select at most 4 options.

- ☐ Job content
- ☐ Patient/public contact
- ☐ Location / environment
- ☐ Flexibility
- ☐ Pay / Benefits
- ☐ Training / Development
- ☐ Support from Manager
- ☐ Support from Colleagues
- ☐ Communication



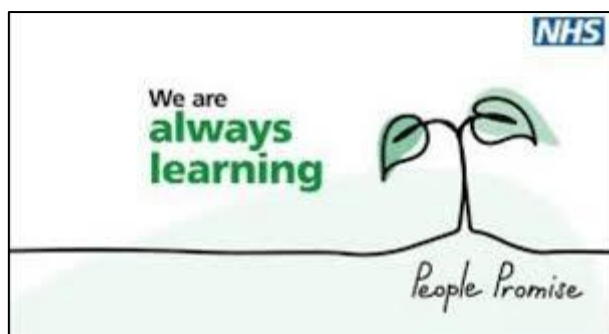
Question 13 Are there any aspects of your role you would change to enable your role to be more effective? (please identify why).

Question 14

Do you feel you were encouraged and supported to further develop your skills?

- ☐ Yes
☐ No

If you answered no, please provide reasons why.



Question 15

Do you feel that SHT takes positive action to support staff health and well-being?

- ☐ Yes
☐ No

If you answered no, please provide reasons why.



Question 16 If you have accessed health and well-being support, which services have you accessed? Please select as many options as appropriate

- ☐ Occupational Health
☐ Mental Health Support through Optima (formally known as NoSS), Maximus or Midlands Partnership Foundation Trust (MPFT) Staff Psychological Wellbeing Hub
☐ Shropshire Telford Wrekin Wellbeing Webinars (e.g. stress management, long term conditions).
☐ Fast Track Physiotherapy
☐ Menopause Support via OH
☐ Health and Wellbeing Days
☐ Flu Vaccination
☐ Professional Nurse Advocates
☐ Coaching
☐ Staff Zone Wellbeing Blog
☐ Other (please specify)

Question 17 Have you experienced inappropriate and/or harmful sexual behaviour in the workplace?

- ☐ Yes
☐ No

Question 18 If you answered yes, did you report the behaviour?

- ☐ Yes
☐ No

If you answered no, please provide answers why.

Question 19 Do you feel you had or were able to request flexible working which worked for your work / life balance?

- ☐ Yes
☐ No

If you answered no, please provide reasons why.



Question 20 Is there anything else that you would like to add?

Question 21 How likely are you to recommend SCHAT as a good employer to a friend or family member?

0	1	2	3	4	5	6	7	8	9	10
---	---	---	---	---	---	---	---	---	---	----

Not at all likely

Extremely likely

Question 22 How likely are you to consider a return to SCHAT employment in the future?

0	1	2	3	4	5	6	7	8	9	10
---	---	---	---	---	---	---	---	---	---	----

Not at all likely

Extremely likely

Copy of completed Leavers Questionnaire should be retained on individuals personal file, a copy provided to the individual, and a copy to Shropcom.hr-advisory@nhs.net

Appendix H Retention of leavers personal files

TYPE/SUBTYPE OF RECORD	MINIMUM RETENTION PERIOD	DERIVATION	FINAL ACTION	CODE
Personnel/Human Resources records –major e.g. personal files, letters of appointment, contracts, references and related correspondence, registration authority forms, training records, equal opportunity monitoring forms (if retained)) NB Includes locum doctors	6 years after individual has left Summary (ESR Record) to be retained until individual's 70th birthday or until 6 years after cessation of employment if aged over 70 years at the time. The summary should contain everything except attendance books, annual leave records, duty rosters, clock cards, timesheets, study leave applications, training plans	The 6-year retention period is to take into account any ET claims, or EL claims that may arise after the employee leaves NHS employment, requests for information from the NHS pension's agency etc. Claims of this nature can include periods of up to 6 years or more prior to the claim and where evidence could be needed from a number of sources, it is appropriate to retain as much as possible from the original file.	Destroy under confidential conditions See note 1	N

SOURCE: Department of Health Records Management NHS Code of Practice Part 2 (2nd Edition) – Page 102

http://www.dh.gov.uk/en/Publicationsandstatistics/Publications/PublicationsPolicyAndGuidance/DH_4131747

Gateway reference: 10678 (Part 2)