

## Leavers Policy - Your Feedback Matters

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**Lincolnshire Community Health Services NHS Trust**  
**Your Feedback Matters Policy**  
**Version Control Sheet**

Version	Section/Para/ Appendix	Description of Amendments	Date	Amended by
1		New Policy	May 2009	
2		To be archived	Dec 2009	
3	Appendix 2, Exit Questionnaire	Added in up-dated form	July 2010	LC
3.2	Appendix 3 Exit Checklist Section 2.1	Added in details of VPN Tokens and Contact Point Security tokens. Added in reasons for someone leaving on fixed term contract/temporary contract.	Sept 2010	LC
	Section 2	Added in responsibility of manager and the employee to ensure that exit checklist is completed and all assets of organisation are returned.		
	Section 3	Added in reference to flexible retirement policy. Added in responsibility of managers to review budget nominal roll after someone leaves to ensure payment has ceased.		
	Appendix 3 Exit Checklist	Added in section on ordering and payments. Added in details re: employees within salary sacrifice schemes.		
3.3	Whole Document	Policy realigned following implementation of Transforming Community Services agenda and new legal entity.	22 March 2011	REI
3.4	Appendix 3	Section added following Expenses Meeting suggestion	November 2011	REI
4	Whole Document	Complete Review	November 2012	RT
5	Whole document	Updated to include the revised forms linked to this process.	Sept 2013 Oct 2014	Margaret Raw
6	Whole Document	Complete Review and change of policy name to Your Feedback matters (from Leaving or transferring)	April 2016	AW
6.1	Page 13	Change of address for smart cards	August 2016	Corporate Assurance Mgr
6.2	Whole document	Changes in relation to the Your Feedback Matters questionnaire. Removal of old questionnaire. Checklist updated based upon process changes.	June 2017	Sophie Coutts, Workforce Advisor
	Whole Document	Minor amendments	June 2017	Sophie Coutts, Workforce Advisor

7	Whole document	Complete review of policy. Reference to 'employee transfers from one department to another' removed. Exit checklist updated to reflect current process. Leavers questionnaire process updated	July 2018	Sophie Coutts. Workforce Advisor
7.1	Section 3 Employee Responsibilities  Appendix 2 Exit Checklist  Whole document	Notice period for Band 5 changed from 4 weeks to 8 weeks  Updated with new version  Replaced reference to Workforce with Human Resources	January 2020	Debbie Harrison HR Quality and Governance Manager

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# Lincolnshire Community Health Services NHS Trust

## Your Feedback Matters Policy

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# Lincolnshire Community Health Services NHS Trust

## Your Feedback Matters Policy

### Policy Statement

<b>Background</b>	<p>Lincolnshire Community Health Services NHS Trust recognises the importance of monitoring levels of turnover and analysing why employees leave the organisation.</p> <p>There is a requirement for the leaving process to be a formal one to ensure this is carried out consistently by all managers and that staff are given the opportunity to provide feedback regarding their own experiences during their employment.</p>
<b>Statement</b>	<p>The purpose of this policy is to implement a coordinated and uniform approach to be followed when an employee terminates their employment with the organisation.</p> <p>This will ensure there is high quality information for the analysis and reporting of staff turnover and enable the organisation to ascertain the reasons for leaving of employees and make adjustments as appropriate.</p>
<b>Responsibilities</b>	<p>Compliance with the policy will be the responsibility of all staff but it is particularly important that the employee leaving the organisation and their manager complete all elements of the leaving process correctly. It is the responsibility of Human Resources to ensure leavers questionnaire is sent on receipt of termination and leaders to direct leaver to intranet copy</p> <p>It is also the responsibility of the People and Innovation Directorate to assess completed forms and follow up any information which may require further investigation.</p>
<b>Training</b>	<p>HR Advisors will provide advice on the application of the process</p>
<b>Dissemination</b>	<p>Website</p>
<b>Resource implication</b>	<p>Costs of advertising, time of managers recruiting to vacant posts.</p>

# Lincolnshire Community Health Services NHS Trust

## Your Feedback Matters Policy

### 1. Introduction

- 1.1 This policy sets out the expectations of the organisation in relation to the processes which should be followed by both employees and managers when an employee terminates their employment with the organisation. It is applicable to all employees.
- 1.2 Inherent within all of its practices the organisation is committed to the principles of diversity, equality of treatment and equality of opportunity and believes that direct or indirect discrimination against any person is unacceptable.
- 1.3 This policy aims to ensure that no employee receives less favourable treatment on the grounds of gender, sexual orientation, civil partnership/marital status, colour, race, nationality, ethnic or national origins, creed, religion/belief, disability, age or trade union membership, or is disadvantaged by conditions or requirements which are not justified by the job.

### 2 Exit Process

- 2.1 On receipt of an employee's resignation, the manager will arrange to meet with the employee at the soonest availability to discuss the resignation and explore any ways of retaining the employee if appropriate e.g. through the Flexible Working Opportunities Policy.
- 2.2 If the reason for leaving is retirement refer to the Retirement policy following the Your Feedback Matters policy for leaving process.
- 2.3 The manager will acknowledge receipt of the resignation (Appendix 1) in writing to the employee within 2 working days and send termination documents to Human Resources, to include; a copy of the resignation letter, a copy of the manager's acknowledgment letter and EF2/EF3 to bank only. Documents will be recorded and saved into the employee p-file.
- 2.4 Employees will be given the opportunity to complete the Your Feedback Matters Questionnaire which will be sent to the employee by Human Resources upon receipt of the termination documents Questionnaires will be reviewed by HR Advisors and trends reported to the relevant Senior Manager =.
- 2.5 The Exit Checklist is to be reviewed and completed throughout the notice period as appropriate (Appendix 2). The Exit Checklist and Equipment Receipt (Appendix 3) are to be completed of on employees last working day. The manager will send a copy of the completed Exit Checklist and Equipment Receipt to Human Resources for recording and saving onto the employee p-file.

### **3 Employee Responsibility**

- 3.1. Employees have a responsibility to notify their manager in writing of their intention to resign stating the date of leaving as soon as possible. Employees should also give a notice period according to their contract. (See table below)

Agenda for Change Banding 1-4	4 weeks
Agenda for Change Banding 5-7	8 weeks
Agenda for Change Banding 8-9	12 weeks
Staff groups not covered by agenda for change	As per their specific contracts

- 3.2 Employees should ensure the details given on the Leaving Employment form (EF3) or Change/Transfer form (EF2) are correct and that both the manager and employee (where possible) electronically sign the form before it is emailed to the Human Resources Team.
- 3.3 Employees are encouraged to complete a Your Feedback Matters Questionnaire before leaving the organisation or transferring to bank only. The questionnaire provides an opportunity to give feedback on a number of aspects of their employment and make suggestions of how the organisation may be improved. The leaver's questionnaire is available on the staff intranet and Human Resources will email the leaver's questionnaire to the employee upon receipt of the termination documents.
- 3.1.4 Employees should comply with all elements of the Exit Checklist and Equipment Receipt and ensure they return all items as applicable by their last working day. Failure to do this will result in appropriate action being taken to redeem these items.

### **4 Annual Leave**

- 4.1 Manager and employee will calculate annual leave entitlement as part of the EF3/EF2 to bank only. Employees should arrange to take any outstanding annual leave before their termination date in accordance with the Annual Leave policy. Any annual leave owing will be paid in the employees final salary payment as indicated by the EF3. Overtaken annual leave will be recouped from the employee final salary payment as indicated by the EF3.



## Appendix 1

Our Ref:  
Your Ref:  
Please ask for:  
Telephone:  
E-mail address: @lincs-chs.nhs.uk  
Date:

Lincolnshire Community Health Services  
Beech House,  
Waterside South,  
Lincoln,  
LN5 7JH  
Tel: 01522 308687  
Calls via Text Relay are welcome  
Fax: 01522 539643  
[www.lincolnshirecommunityhealthservices.nhs.uk](http://www.lincolnshirecommunityhealthservices.nhs.uk)

### PRIVATE AND CONFIDENTIAL

[NAME]  
[Address]

Dear [NAME],

### Re: Acknowledgement of resignation

I am writing to confirm receipt of your resignation from your post of [NAME OF POST] which I received on [DATE].

Further to your resignation, I can confirm your last day of employment with Lincolnshire Community Health Services (LCHS) will be [DATE] and your last working day will be [DATE]

Please be aware your final salary will be paid into your account as usual on [DATE] along with any outstanding annual leave entitlement. Please be aware any overtaken annual leave entitlement will be deducted from your final salary.

Please ensure you return all LCHS property and equipment, including your uniform and Smart Card on or as soon as possible after your last working day.

I would be grateful if you could please complete a Leavers Questionnaire. Please be aware this will be emailed to you from the Human Resources team and is also available on the staff intranet.

May I take this opportunity to thank you for [add as appropriate] and I would like to wish you all the best in your future.

Yours sincerely,

**Name**  
**Role**



Appendix 2

Employee name \_\_\_\_\_ Date of Leaving \_\_\_\_\_

Subject	Action Required	Responsibility for Action	Actioned Y / N / NA
Resignation Documents	Copy of termination documents sent to HR: <ul style="list-style-type: none"> <li>• copy of the resignation letter</li> <li>• copy of the manager's acknowledgment letter</li> <li>• EF2/EF3 to bank only</li> </ul>	Manager	
Leavers Questionnaire	Direct staff member to leaver's questionnaire on the staff intranet. HR to also send a copy via email upon receipt of termination documents	Manager and HR	
ID Badge	Destroy ID badge under confidential conditions.	Manager	
Prescriber / Non-Medical Prescriber	Retrieve and record the numbers on any prescription pads held. Cross shred these in the presence of a witness and record when this was carried out. Inform the Non-Medical Prescribing Lead of the details of the employee who is leaving, i.e. name, date of leaving. Remove rights to prescribe from SystmOne as part of Smartcard usage	Manager	
Smartcard	Staff leaving the trust for another NHS organisation should retain their Smartcard. The manager must submit a request through the Care Identity Service (CIS) to remove all access from the users smartcard or contact the RA team by e-mail: <a href="mailto:agcsu.RA@nhs.net">agcsu.RA@nhs.net</a>  For any staff leaving the Trust and <b>not</b> transferring to another NHS organisation. The Smartcard must be wiped of access, retained by the Manager and confidentially destroyed.	Manager	
Uniform	Ensure that all uniforms and/or protective clothing is returned to the Ops Centre, Beech House, Waterside South, Lincoln, LN5 7JH stating reason for returned and employee name.	Manager and Leaver	
Laptop	Contact the IT Department on 0300 123 1020 <b>to arrange collection</b> of the equipment, advising who the equipment belonged to and date of leaving.	Manager	
Mobile Phone	Complete Appendix B of the Mobile Phone Policy for withdrawal and return to IT for re-allocation. Please ensure that any Windows/Google/Apple accounts have been deactivated from the phone, IT Department can advise further on 0300 123 1020.	Manager	
USB Memory Sticks / Portable Hard Drive	To be retained by Manager and returned to IT for either disposal or re-allocation.	Manager	
Computer/IT Access	Complete the Electronic Disconnection to Trust Computer Services <a href="http://help/Access_Request_Form.htm">http://help/Access_Request_Form.htm</a>	Manager	
Emails	Activate Out of Office message on final working day.	Leaver	
Staff Payments	If the employee authorised payments e.g. travel claims, notify HR of new authoriser.	Manager	
Financial Responsibilities	If employee was involved in the payments process advise the Finance department to cancel the authorised signatory authority and advise the finance department and accounts payable team of a replacement contact for any outstanding invoice matters.	Manager	

Company Credit Card	Card to be cut in half and returned to Finance Team, Beech House where the card will be cancelled.	Manager, Leaver and Finance	
Travel Expenses	Final claim to be completed by final working day and authorised before payroll deadline.	Manager and Leaver	
Relocation Expense	Identify whether the employee has any repayment obligations if leaving before the expiry date of the agreed time limits; If yes, Manager to inform HR, requesting deduction from final salary after seeking advice from the HR Advisors. Manager to remind employee of amount owing (if applicable) and of the fact that this value will be deducted from any final monies due.	Manager and Leaver	
Training Expenses	Identify whether the employee has any repayment obligations if leaving before the expiry date of the agreed time limits. Contact Education and Training Team.	Manager	
Salary Sacrifice Schemes	Check if the employee is part of any Salary Sacrifice Scheme and if so alert Payroll & HR as soon as possible indicating whether or not the employee is transferring to another Lincolnshire Trust.  The employee will be required to reimburse the organisation for any payment due to the contractor because of the premature termination of contract.  Manager to remind employee of amount owing (if applicable) and of the fact that this value will be deducted from any final monies due.	Manager and Leaver	
Childcare Voucher Scheme	Contact <a href="http://www.fideliti.co.uk">www.fideliti.co.uk</a> or 0800 288 8727 customer support if employee in receipt of childcare vouchers.	Leaver	
Lease Car Scheme	Employees are unable to keep a lease vehicle beyond their termination date. Refer to the Lease Car Scheme policy to ensure arrangements are made to return/transfer the vehicle ahead of termination date.	Manager and Leaver	
Professional Body	If termination is for any disciplinary or code of conduct reason HR team to be notified.	Manager	
Door Swipe Card	Retrieve from the employee any door swipe cards or fobs and return swipe access card / fob to issuer. Where swipe access is on the smartcard, user details need to be removed from the NET2 system.	Manager	
Key(s)	Retrieve from the employee any keys, completing equipment receipt Where appropriate label key(s) and return to issuer.	Manager	
Lockers	Ensure cleared, retrieve key and re-allocate as required.	Manager	
Equipment Receipt	Record all items returned and issue receipt (Appendix 2) Copy of receipt sent to the HR Team.	Manager and Leaver	
Management File	Send all employee management files to HR Team, Beech House.	Manager	
Any other comments			

Please send completed forms to Human Resources, Beech House, Witham Park, Waterside South, Lincoln, LN5 7JH or via [lhnt.hr-lchs@nhs.net](mailto:lhnt.hr-lchs@nhs.net)

## EQUIPMENT RECEIPT

Door swipe Yes/No/Not applicable

ID badge Yes/No

Smartcard Yes/No

Keys e.g. Locker Yes/No/Not applicable

Laptop Yes/No If yes, give hardware number.....

Mobile phone Yes/No/Not applicable.  
If yes, what is the passcode/password to get into phone.....

Please list any other items returned e.g. DSE equipment:

Name of leaver ..... Signed .....

Date: .....

Name Manager ..... Signed .....

Date: .....

**Manager NB**

- Copy should be given to the employee
- Copy to be held on management file
- Copy sent to Human Resources Team through internal mail or via lhnt.human-resources@nhs.net

## Appendix 4

Name of policy/procedure/function/engagement event/new service or change of service:

Your Feedback Matters

Equality Analysis carried out Sophie Coutts

by:

Date: July 2018

Equality and Human Rights Lead: Rachel Higgins

Director/ General Manager: Maz Fosh

### Section 1 - To be completed for all policies

A.	Briefly give an outline of the key objectives of the policy. <i>Intended outcome/ beneficiaries</i>	To explain the Leavers process for all staff to follow.		
B.	Would the policy have an impact on patients/ carers/ staff/ wider communities?	No		
C.	Is there evidence the policy/service relates to an area with known inequalities?	No		
D.	Will the implementation of the policy/ service result in having different impacts on protected characteristics? Equality Act (2010)		<b>Yes</b>	<b>No</b>
				X
		<b>Disability</b>		X
		<b>Sexual Orientation</b>		X
		<b>Sex</b>		X
		<b>Gender reassignment</b>		X
		<b>Race</b>		X
		<b>Marriage/civil partnership</b>		X
		<b>Maternity/pregnancy</b>		X
		<b>Age</b>		X
<b>Religion or belief</b>		X		
<b>Carers</b>		X		
<i>If you have answered 'yes' to any of questions above a full Equality Analysis is required and should be approved by the E&amp;HR Lead.</i>				
<b>Full equality Analysis required? If required, please continue to section 2</b>			<b>Yes:</b>	<b>No: X</b>
<i>If no, please sign and date</i>	<b>Equality analysis carried out by: Sophie Coutts</b>			
	<b>Date: 10/07/18</b>			

## Appendix 5

### Monitoring Template

Minimum requirement to be monitored	Process for monitoring e.g. audit	Responsible individuals/ group/ committee	Frequency of monitoring/ audit	Responsible individuals/ group/ committee (multidisciplinary) for review of results	Responsible individuals/ group/ committee for development of action plan	Responsible individuals/ group/ committee for monitoring of action plan
That this policy is being referred to when employee is leaving LCHS substantive employment	Review questionnaires received Complete leavers analysis and Cross-reference list of leavers with receipt of leavers questionnaires	Workforce Advisor/BP	On-going Quarterly 6 monthly	Workforce & Transformation Executive Group	Workforce & Transformation Executive Group	Workforce & Transformation Executive Group