



For better
mental health

RICHMOND BOROUGH MIND

Exit interview procedure

1 Introduction

Richmond Borough Mind (RB Mind) recognises the importance of capturing employee's experience of working for RB Mind and using this experience to develop the organisation's employment practices, terms and conditions and working environments. Feedback on how the work is experienced is collected via supervision, appraisals, team meetings and exit interviews.

2 Scope

Exit interviews will be carried out for all permanent employees who leave their employment at RB Mind, regardless of length of service, and for all temporary staff who have been employed for 12 consecutive weeks or more.

3 The procedure

On receiving notice that an employee intends to resign from their post, the manager will arrange for an exit interview to take place with the manager's manager. In the case of a senior manager or Director exiting their post, interviews will be carried out by a Trustee who is a member of the Personnel Sub Committee.

An exit interview form will be forwarded by the line manager to the employee for consideration.



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The interviewer will be responsible for arranging for a confidential space for the meeting to take place. The interview will last for approximately one hour. The interviewee will be informed that any discussions occurring during their exit interview will not have any impact on any future references requested from RB Mind.

The interviewer will make notes on the completed exit interview form, discussing notable points. These notes will then be summarised and forwarded confidentially to members of the Personnel sub committee, for discussion at their next meeting.

4 **Development of RB Mind**

Operationally the interviewer will discuss findings and feedback from the exit interview with the manager in charge of the service as soon as possible after the interview has taken place.

Findings and feedback gathered from exit interviews will also be used to inform strategic planning, quality assurance and personnel sub committee work programmes.

A summary of findings from exit interviews will be forwarded to the full Board of Trustees every January in order to inform their business planning process for the upcoming year.