



Leavers (inc. Retirement) Procedure

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The CCG is committed to an environment that promotes equality, embraces diversity and respects human rights both within our workforce and in service delivery. This document should be implemented with due regard to this commitment.

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Approved documents are valid for use after their approval date and remain in force beyond any expiry of their review date until a new version is available.

Version Control Sheet

| Version | Date | Reviewed By | Comment |
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| Final v1.0 | 19/11/14 | CCG Executive | For approval (comments incorporated from A Williams, Finance) |
| Final v1.0 | July 2016 | GMSS People Services | Changes required further to discussions at the IM&T Operations Board. Included App 2 Managers checklist. |
| Final v2.0 | Aug 2021 | CCG Board Secretary | Reviewed and minor updates to HR contact details etc. |
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Contents

1. PURPOSE AND SCOPE

2. PROCEDURE

| | |
|--|---|
| 2.1 Resignation and calculating last day of employment | 5 |
| 2.3 Termination Form | 5 |
| 2.4 Personal File..... | 5 |
| 2.5 Exit Survey | 6 |
| 2.6 Leavers Checklist..... | 6 |

- Appendix 1** Leavers Checklist
- Appendix 2** Manager's Checklist
- Appendix 3** Retirement Guidance
- Appendix 4** Exit Survey

Leavers (including Retirement) Procedure

1. PURPOSE AND SCOPE

- 1.1 The purpose of this procedure is to ensure that where employment ends for an employee for whatever reason; all relevant HR processes are completed in a timely manner.
- 1.2 This Procedure/Guide applies to all employees leaving the CCG due to resignation, retirement (including Flexible Retirement where New Starter documentation will then be required upon their return), redundancy, dismissal and end of a Fixed Term Contract. For purposes of this procedure the term 'employee' refers to those workers who are on ESR (the NHS Electronic Staff record) and are paid via the CCGs payroll system. This will include bank staff and workers on a contract for services.
- 1.3 This procedure will not usually apply to staff going on an external secondment as it is the norm for employees to remain on the substantive employer's payroll.
- 1.4 For guidance regarding Retirement please refer to Appendix 2.
- 1.5 This procedure may need to be read in conjunction with the following policies and procedures and guides: Recovery of Salary Overpayments, Fixed Term Contracts, Redundancy, Flexible Retirement, Attendance Management Policy, Managing Performance Policy, Probation Review Policy and Procedure and Disciplinary Policy. Advice from Bolton FT HR team is available and should be sought in cases of employment ending as a result of Redundancy, Fixed Term Contract, disciplinary and sickness.
- 1.6 The key actions for the line manager and/or employee to undertake prior to the employee leaving are listed below:

Leavers Procedure

Line manager acknowledges the employee's resignation, confirms their **last day of employment** and discusses outstanding/overtaken **annual leave, handover arrangements** etc.

Annual Leave entitlement will need to be recalculated based on months/part months worked. In order to calculate this, please refer to the annual leave calculator in the N:\shared\corporate office folder. Any Line Manager unable to calculate this can seek advice from the HR team at the FT.



Line Manager completes a termination form. This is available on the N:\shared\corporate office folder. The Line Manager and employee must sign the form.



The line manager emails the termination form to the email addresses for Payroll and Finance detailed on the form.

THIS MUST BE SENT BEFORE PAYROLL SHUTDOWN TO AVOID SALARY OVERPAYMENT. Payroll shutdown deadline dates can be found from the Payroll team at the FT – payroll2@boltonft.nhs.uk. A termination form is **not required in instances of internal transfers** or when the CCG employee is returning from a secondment to their substantive job in the CCG.



Line Manager places a copy of the completed termination form on the employee's personal file by sending a copy to the CCG Board Secretary – joanne.taylor14@nhs.net



Line manager – Request the employee's **personal file** is moved to the leavers section of the personal filing area. (request this action is undertaken by the member of staff in the CCG who is responsible for the secure storage of HR files)

Exit Interview to be completed following process for option A or Option B. In the majority of cases Option B should be used; however in certain circumstances it may be appropriate for the HR team to send the form directly to the employee. Line Manager to advise HR if this is the case.



Option A

The employee is prompted to 'cc' their line manager into their survey response if they wish to share it with them.

An option is offered on the survey for the employee to request that a HR Adviser contacts them should they wish to discuss an issue re their employment.

Option B

The **Line Manager** conducts the exit survey. The exit survey should be conducted face to face however if this is not possible the line manager can give the survey to the employee for completion alone. Once completed the survey should be emailed to the Board Secretary at joanne.taylor14@nhs.net



Line Manager completes Leavers Checklist (Appendix 1) and places it on the employee's personal file.

Appendix 1**Leavers Checklist**

| | |
|-------------------|---|
| Name of Employee: | Job Title: |
| Department: | Line Manager:- Name: Signature (this confirms that the checklist has been completed): |

| Tasks | Responsible Person |
|---|--|
| Resignation Letter | Employee (Manager to chase if not received) |
| Ensure/check notice period is correct | Manager to check on personal file if necessary |
| Complete termination form (calculating annual leave taken/outstanding/over taken).(It will usually be the starting point that an employee takes any outstanding leave unless a Manager determines that the needs of the service dictate that they would prefer the employee not to take them. Send to payroll2@boltonft.nhs.uk and Bolccq.financereports@nhs.net | Manager(termination form on N:\shared\corporate office folder) |
| Are there any other salary issues? e.g. bought annual leave | Manager |
| Agree handover plan with employee | Manager/employee |
| Consider vacant post and plan how it will be filled, changed, remain vacant or be disestablished | Manager |
| Complete exit survey and complete any actions – this is dependent on which option they choose | Manager/employee |

| | |
|--|---------------------------------|
| Place copy of termination form, leavers checklist and exit survey on personal file and move file to leavers section within personal filing area in CCG | Manager |
| There is no retirement award but there is a financial contribution to a buffet. Staff who take flexible retirement will not be entitled to the buffet as they are returning to the CCG. They will be entitled to the buffet upon final retirement. The buffet must be held on work premises and will be ordered through the normal CCG buffet procedure. | Manager |
| Retrieve: Confidential information Staff uniforms / equipment / keys Computer equipment/phones Car park passes / door swipes / ID badge/smart card if appropriate etc | Manager |
| Inform IT, RA, Finance (if approved signatory) etc | Manager |
| Explain to staff that they should no longer access any files/records/emails relating to their work at Bolton CCG. Ask staff to confirm prior to leaving that they have: <ul style="list-style-type: none"> • Deleted all emails in their inbox which have been received whilst working for Bolton CCG. • Contacted all relevant distribution list administrators to confirm that they are leaving the employment of the CCG and that they should be removed from any distribution lists relating to Bolton CCG. | Manager Manager/employee |

Once completed the manager should file this checklist on the employee's personal file

Appendix 2 - Line Managers – Leavers Checklist

Use the below series of checks to make sure all the right steps have been taken before a member of staff leaves employment.

You should check any access rights to data that are needed are sorted out ideally *before* they go. Please remember that, as line manager, it is **your responsibility** to ensure all BOLTON CCG's resources and data are accounted for.

Please retain a copy of this form for your own records.

Before Leaving:

| | |
|--|--|
| 1. Any resources accessed by non-standard methods (eg. finance system, intranet etc.) or non-standard accounts? If so, what? | |
| 2. Has access been granted to other users? | |
| 3. Have the leaver's access rights been de-allocated (inc. access to Oracle if applicable)? | |
| 4. Is access by other users needed to leavers: Email in case of leaving unexpectedly. Drive: space. Voicemail. Other shared drives. Physical locations. Inform leaver they will be removed from Bolton CCG related distribution lists. | |
| 5. Has consent for access to these resources been granted *in writing* by the leaver, or will a Request for access form need to be filled in? | |
| 6. If the leaver is in possession of a lease car, has the finance team been informed to ensure required processes are in place prior to the leaver's end date. | |

At the point of leaving:

| | |
|--|--|
| 1. Has the leaver returned their ID badge and has this been destroyed? | |
| 2. Have any keys been returned (lockers/safes/pedestals/room keys/others). | |
| 3. Has the laptop been returned (if applicable). | |
| 4. Has the mobile phone been returned (return to Board Secretary and inform finance team to ensure final payments made). | |
| 5. Any other equipment returned – ie car park pass (if applicable – send to Board Secretary). | |

After the person has left:

| | |
|--|--|
| 1. Will any shared accounts need passwords changing as a result of the user leaving? | |
| 2. Will any passworded files or other confidential information need changing as a result of user leaving? If | |

| | |
|---|--|
| <p>so, what? Phone data wiped. Laptop HD wiped. User account disabled. Removal from Email distribution lists. Inform all staff to remove person from their personalised distribution lists. Any other user accounts disabled.</p> | |
|---|--|

Notes for Line Managers checklist:

1. Employees leaving should delete emails in their mailbox – *however deleted emails can be restored up to 90 days.*
2. Emails and information is owned by the employer not individual, they are a privilege and an element of trust is expected from the employee.
3. In cases of urgency, IT could suspend the account by locking the email address, by changing the password – this is usual in cases of employee investigation.

Appendix 3**RETIREMENT GUIDANCE****PURPOSE OF THE GUIDANCE**

- 1.1 This guidance is designed to assist employees who are considering or have taken the decision to retire from their job in the CCG and outlines the options available and support that can be expected from management. The guidance will also assist line managers with employees who are considering retirement. Any information provided within this document should be verified before being relied upon in case subsequent changes have been made. For information regarding Flexible Retirement refer to the Flexible Working Policy.
- 1.2 People Services Pre Retirement Seminars and further information is available from People Consult.

KEY POINTS

- 2.1 There is no compulsory retirement age.
- 2.2 When considering retirement options employees should bear in mind the potential impact on their pension.
- 2.3 The provisions of Section 16 of the Agenda for Change Terms and Conditions of Employment Handbook will apply to employees retiring early on grounds of redundancy.
- 2.4 Members of the NHS Pension Scheme should be aware that there are differences between the 1995 Scheme and the 2008 Scheme e.g. different minimum retirement age and different normal retirement age.
- 2.6 Employees considering retirement, particularly flexible retirement, must discuss their plans initially with their line manager and as early as possible. Employees should refer to the Local Flexible Retirement / Flexible Working Policy.
- 2.7 Employees wishing to fully retire from work must resign from their employment, giving the appropriate contractual notice. They will be expected to take all accrued annual leave prior to their leaving date.
- 2.8 Information on retirement options and benefits is available from People Services or the NHS Pensions website www.nhsbsa.nhs.uk/pensions.
- 2.9 Employees should bear in mind that NHS Pensions requires 4 months' notice of any request for payment of pension benefits.
- 2.10 An employee approaching their retirement may wish to gradually reduce the number of hours they work leading up to their actual date of retirement or step down to a less demanding role (Pre-Retirement wind down/step down).

The employee should put their request in writing to their line manager, clearly outlining their proposed work pattern/role, start date and retirement date. Requests will be considered in line with the procedure in the Flexible Working policy, and judged on the basis of business needs. If a reduction in hours is agreed, the employee will be paid pro rata to hours worked. If there is a reduction in band, the employee will be paid on the new band.

- 2.11 For further Pensions advice e.g. Protected Pension, Draw Down (partial retirement), Voluntary Early Retirement, Pensions Estimates, Remaining in employment beyond normal retirement age should contact the NHS Pensions Agency or your payroll provider's Pensions Officer.

TO APPLY FOR RETIREMENT PLEASE REQUEST A FORM FROM THE PENSIONS OFFICER AT YOUR PAYROLL PROVIDER.

3 Ill Health Retirement

- 3.1 When an employee becomes incapable of carrying out their duties on a permanent basis, and no reasonable adjustments can be made or suitable alternative employment secured (see Sickness Absence Policy), the employee may wish to apply to NHS Pensions for retirement on the grounds of ill-health. This option is only available to employees who have two years continuous pensionable NHS service.
- 3.2 If an application for ill-health retirement is made, this constitutes a mutual decision that the employee is unable to fulfil their contractual obligations due to their ill-health condition and therefore a termination date will be agreed between the individual and their line manager.
- 3.3 Where ill-health retirement is identified as an option, the employee will be provided with an estimate of pension benefits via People Services or from the Pensions Officer. The application must be made on the appropriate form which is available from the NHS Pensions Agency.
- 3.4 Medical advisers, appointed by NHS Pensions, will assess the available medical evidence and will confirm whether the employee is permanently incapable of carrying out either their present NHS duties or any regular work. A Tier 1 or enhanced Tier 2 pension may be paid dependent upon this decision. Further information may be obtained from People Services in the first instance.
- 3.5 Reference should be made to the Attendance Management Policy.

EXIT SURVEY

The following items of CCG property must be returned before you leave the CCG:

I D Badge

Cut in half and return to your line manager.

Car park permits / access fobs and all other items (e.g. smartcard, laptop, mobile phone)

Return to your line manager.

Your manager has informed us that you are leaving your position here at the CCG. In order to improve the working lives of staff, we would be grateful if you could complete the following survey to let us know how well you think we communicate within the CCG, involve staff in decisions about their work, and whether the CCG offers good training and development opportunities.

Step-by-step guide for completion:

1. If you would like your manager to receive this survey please 'cc' them into this email.
2. Fill in the survey.
3. Please ensure you have returned this form at least 3 days before your last working day.
4. Please return to: ccghr@boltonft.nhs.uk

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|--|-----------------------|--------------|-----------------------------------|-----------------|--------------------------|
| Your Name: | | | | | |
| Job Title: | | | | | |
| Department: | | | | | |
| Manager: | | | | | |
| Last Day of Employment: | | | | | |
| | Strongly agree | Agree | Neither agree nor disagree | Disagree | Strongly disagree |
| I have been able to voice my opinions and influence change in my area of work. | | | | | |
| I have always been involved in decisions that affect me in my area of work. | | | | | |
| My line manager has always welcomed ideas that I have put forward. | | | | | |

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|--|--|--|--|--|--|
| People can speak their minds about how things are in the CCG. | | | | | |
| Communication is good and I knew what was happening in the CCG. | | | | | |
| Adequate facilities and flexibility exists to fit work around my family life. | | | | | |
| The CCG has encouraged me to learn and develop. | | | | | |
| I have regularly discussed my objectives and performance with my line manager. | | | | | |
| I have encountered no violence or aggression in the course of my work. | | | | | |
| What does the organisation do well? | | | | | |
| What areas can the organisation improve in? | | | | | |
| Would you consider working again for the organisation in the future? Please explain. | | | | | |

If you wish to discuss any particular issues you have encountered in your employment we recommend that you raise this with your line manager. However, if you feel that you are unable to approach your manager about a certain issue, please mark the following box with an 'x' and someone from the People Services Team will contact you directly.

I wish to be contacted by the HR team to discuss an issue relating to my employment

Thank you for taking the time to complete this survey and providing us with a mechanism to improve the way we work

 The information gathered in this exit survey will be processed solely by authorised Personnel of the CCG or those authorised to work on behalf of the CCG in accordance with the Data Protection Act 1998. By completing this survey you are consenting to the aforementioned personnel to process this data and for this to be recorded on the CCG's Electronic Staff Record System. This information will be held for a minimum of six years after termination and will not be passed to any third party including other NHS organisations. Any presentation of information from the Electronic Staff Record system to those beyond the aforementioned personnel will be of fully anonymised and / or statistical data from which individuals could not be personally identified. Any decision to share the information contained within this message with any other party than that described herein is solely at the discretion of the employee concerned.
