



## Exit Interviews and Questionnaires

In support of Building a Better Bromley (BBB) the Council's corporate operating principles set out our approach to creating a flexible, responsive organisation that can embrace new ways of working with partners and staff to maintain and improve services to our community. As part of this the Council is committed to providing a working environment in which staff can contribute to the success of the Council.

It is therefore important to learn from people who leave Bromley their reasons for doing so and what can be done to improve our working environment. This information can be gathered in two ways through exit interviews and by questionnaire.

### Exit Questionnaire

- Each employee is sent a [questionnaire](#) when they resign to be returned to HR Strategy, Room E87, Civic Centre or emailed to [HR\\_Infosys@bromley.gov.uk](mailto:HR_Infosys@bromley.gov.uk)
- The questionnaire gathers information about the primary reasons for leaving, leaver destinations and personal ratings on a range of important 'factors' during the employee's time with the Council.
- This information is confidential and used to identify any statistical trends or issues at corporate and departmental levels.

### Exit Interviews

- It is good practice for line managers to meet with staff who are leaving to discuss their perceptions of working within their service and for Bromley Council. These meetings should be used to explore both positive and negative perceptions relating to job content, the systems and processes used in the performance of that job, team working environment the Council as a whole. Line managers should use the information to improve the immediate working environment where possible and to pass on comments to senior management or HR if necessary.
- In addition or as an alternative to talking to their line manager a leaver may request an exit interview with HR. This option can be taken up at the time of completing the exit questionnaire or by contacting HR Strategy direct