

Leaving the Council Procedure



Contents

1. Introduction	3
2. Scope	3
3. Responsibilities	3
3.1 Employees	3
3.2 Managers	3
3.3 Human Resources / Payroll	3
4. Resignation and Notice	4
5. Notification and Leaver Process	4
6. Retirement.....	4
7. Fixed-Term Contracts.....	5
8. Final Pay and Leave.....	5
9. Return of Property	5
10. Exit Feedback	5
11. References.....	6

1. Introduction

Chelmsford City Council recognises that leaving employment is an important stage in the employee lifecycle, and we are committed to ensuring this transition is handled in a consistent, professional, and timely way. We aim to support individuals through this period with care and respect, helping to create a smooth and positive experience while also minimising disruption to services.

This procedure provides a clear framework for managing the leaver process, including arrangements such as notice periods, handovers, the return of Council property, removal of system access, and payroll administration. It also supports a consistent approach across the Council, helping to ensure that key steps are completed and that, where appropriate, feedback from leavers is welcomed and used to inform future workforce planning and continuous improvement.

2. Scope

This procedure applies to all employees who leave employment, regardless of length of service. This includes employees who leave due to resignation, the expiry of a fixed term contract, retirement or redundancy.

This procedure does not apply to the decision to terminate employment through disciplinary procedures; however, relevant elements (e.g. final pay, return of property) will still apply.

3. Responsibilities

3.1 Employees

- Submit resignation to their manager and provide required notice.
- Work with their manager to support a smooth handover.
- Return all Council property and settle any outstanding balances.
- Engage with exit processes where appropriate (e.g. questionnaire/interview).

3.2 Managers

- Respond promptly to resignations and hold an informal discussion with the employee where appropriate.
- Notify HR/Payroll and complete all required leaver processes on iTrent.
- Manage notice period arrangements, including handovers and annual leave.
- Ensure Council property is returned and final checks are completed.
- Escalate any concerns to HR where appropriate.

3.3 Human Resources / Payroll

- Provide advice and support throughout the leaver process.

- Process leaving details, including final salary and any adjustments.
- Issue confirmation of leaving and manage exit feedback processes.
- Maintain accurate records and ensure a consistent approach across the Council.

4. Resignation and Notice

Employees are expected to inform their manager of their intention to resign at the earliest opportunity and in line with contractual notice periods. All resignations must be submitted in writing (letter, email, or via Employee Self Service), clearly stating the intended last day of employment. Notice periods must be worked in line with contractual requirements unless otherwise agreed.

In exceptional circumstances, employees may request a shorter or waived notice period. Approval is at the discretion of the manager, in consultation with Human Resources, and payment in lieu of notice will not apply.

Managers will arrange an informal discussion with the employee to understand their reasons for leaving and provide support. Any concerns raised, such as bullying or harassment, must be escalated promptly to the HR Business Partner.

5. Notification and Leaver Process

Managers are responsible for notifying Human Resources and Payroll of an employee's resignation at the earliest opportunity. This includes sending a copy of the resignation letter to the relevant HR Business Partner and recording the resignation on iTrent People Manager.

Once notification has been received, Human Resources will advise managers of any outstanding or overtaken annual leave. Managers should then discuss this with the employee, and agree appropriate arrangements, ensuring that any outstanding leave is taken during the notice period wherever reasonably practicable.

Where leave has been overtaken, managers should explore options with the employee to reduce any repayment, such as cancelling pre-booked leave where possible. If this is not feasible, the employee must be informed that the outstanding balance will be deducted from their final salary.

Employees will receive written confirmation of their leaving date and relevant information to support their departure.

6. Retirement

Employees wishing to retire should follow the standard resignation process. Further guidance on flexible retirement is available separately.

7. Fixed-Term Contracts

For fixed-term contracts, Human Resources will notify managers in advance of the contract end date to enable appropriate planning. Managers must confirm, in consultation with Human Resources, whether the contract will end, be extended, or converted to permanent employment.

Where the contract is confirmed to end, the employee will be managed through the standard leavers process and notified in writing.

8. Final Pay and Leave

Final salary will be paid through the normal payroll process and will include payment for any outstanding annual leave, or deductions for overtaken leave. Holiday entitlement is calculated on a pro rata basis.

Employees are expected to take any accrued time (e.g. time off in lieu) before leaving, as no payment will be made for unused balances.

Any outstanding financial commitments to the Council (e.g. purchased annual leave, overpayments, or other schemes) will be recovered from final salary where possible. If the final salary is insufficient, a debtor invoice will be issued.

Final salary will be paid via BACS into the employee's bank account on the next scheduled pay date (normally the 23rd of the month), regardless of the employee's leaving date. Salary will be calculated from the 1st of the month up to and including the last day of employment.

9. Return of Property

All employees must return Council property on or before their final working day. This includes identification, equipment, keys, uniforms, and procurement cards. Managers are responsible for confirming this through the leaver checklist.

10. Exit Feedback

Employees will be invited to provide exit feedback, typically through an exit questionnaire. Employees may also request an exit interview with Human Resources if they wish to discuss their feedback in more detail.

The aim of exit feedback (whether provided via questionnaire or interview) is to understand the reasons for leaving the organisation, and to identify any insights that may support organisational retention.

While both methods gather similar information, questionnaires provide a structured format for written feedback, whereas interviews allow for more in-depth discussion and clarification where appropriate.

Exit feedback processes are not intended to replace formal procedures for raising concerns. Any serious issues identified through either method may be escalated in line with organisational policies.

11. References

All reference requests will be managed in accordance with the Council's External Reference Requests Policy.

Version Number	Creation Date	Changes Made	Changes Made By:	Authorised And Checked?	Date of Changes
4	-	Procedure re-written / renamed	HR		Jun 26
3.4	March 21	Updated to reflect changes to flexi	HR	Y	Mar 21
3.3	May 15	Appendix 1 update	HR	Y	Dec 16
3.2	May 15	Replaced two ticks with disability confident	HR	Y	Oct 16
3.1	May 15	Changes to Appendix 1-HR Business Partners	HR	Y	May 16
3.0	May 15	Changes to resignation checklist and process for managers	HR	Y	May 15