**Leavers procedure**

**Email account and E-Business**

A Leaver request must be completed on Hornbill by Admin using the link below. All details must be accurate so please check information before submission.

<https://live.hornbill.com/northumberlandcc/catalog/new-service-request/com.hornbill.servicemanager/3/45/>

**HR Leaver form**

The line manager of the member of staff leaving must complete the leaver form. It is very important that this is done so payroll know when payments should cease. Staff must send the link below to the Line Manager and ask them to complete as soon as possible.

<https://form.northumberland.gov.uk/form/auto/finempterm>

**Exit Questionnaire**

The Line Manager of the member of staff leaving must arrange an exit interview with the member of staff and complete the exit questionnaire using the link below.

[Microsoft Forms](https://forms.office.com/Pages/ResponsePage.aspx?id=3qkTu5CC8EKpgNw73-cPQMkBeU-uD-FHhIIkkbK75xVUQTVMN1ZWQzhBRDI3TFhQMDNZRDlLRkc0Mi4u)

**ICS**

To delete a user account in ICS, email the ICS helpdesk on ics.helpdesk@northumberland.gov.uk. In the email provide the leavers full name, email address, line manager and leave date.

**Equipment**

All equipment must be returned to South East Admin including:

* Laptop and charger
* Mobile phone and charger
* ID badge - to be given to County Hall when returned by user, so it can be disposed of
* Any other equipment they may have had such as office chair, laptop riser, headset etc.

Admin need to the email the leaver and arrange for this equipment to be handed back on the last day.

**Mobile phone pin**

This is really important as without the leavers mobile phone pin and password, the phone cannot be reused. Admin need to email the staff leaver and request this information as soon as they are aware the user is leaving.

**Staff starters and leavers spreadsheet**

This must be updated to show leavers and filled in with all information on the leavers tab. Where a laptop and/or mobile has been returned, this must be shown on the laptop index tab and mobile index tab and show the asset ID of the laptop and the mobile phone number which has been returned along with where the spare equipment has been put I.e. locker 16