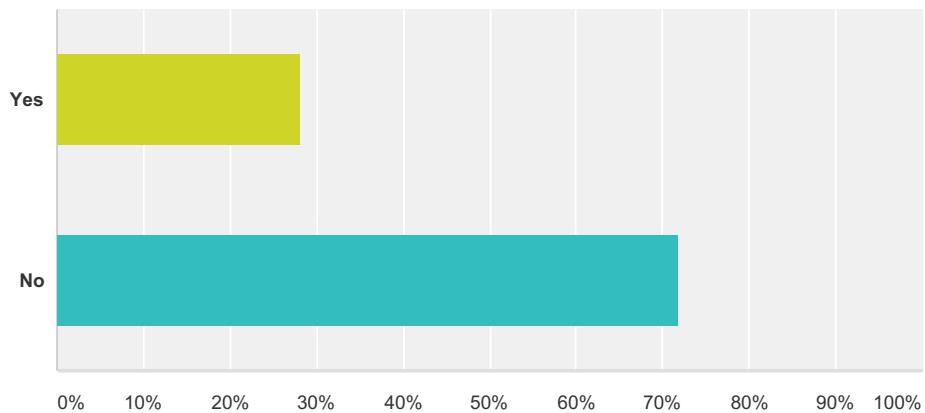


Q2 Do you feel that you were provided sufficient information about the TPT tentpoles and preferences before you made your preferences?

Answered: 274 Skipped: 3



Answer Choices	Responses	
Yes	28.10%	77
No	71.90%	197
Total		274

#	Please add any comments	Date
1	I knew nothing about it	3/31/2017 8:41 AM
2	No one fully understands how the tent poles work and everyone has their own impression of how the tent poles work.	3/30/2017 7:59 AM
3	I got told minimal information, everyone seems to be told different information	3/28/2017 6:08 PM
4	TPT is seriously flawed, from a team member and line manager perspective, no MI or clear pathway to critical assess who has actually stuck to their commitment. Little thought to implementation.	3/28/2017 5:03 PM
5	because so many people are not doing a late night and I am doing every week, yet some do 1 in the 5 weeks or none at all	3/28/2017 2:31 PM
6	We were not told why we have to have them. We are not OPS, not telephony and do not need to cover phones for customer queries. Our phones rarely ring after 5 and then its only our own staff, no customers.	3/28/2017 1:22 PM
7	this caused a row with my t/l and HEO and its still not resolved just ignored	3/28/2017 1:10 PM
8	But it was all very conflicting, management said one thing and the union said something total different.	3/28/2017 12:32 PM
9	Was told what to input and for what days when I started in September 2016 without any advice what it was for or why	3/28/2017 12:31 PM
10	I was told by Management that I had to put one 6:30 finish every week. On reflection i've realised that we are way over the percentages required, and people should not be made to stay 'in the interest of fairness to other employees who put a 6:3- finish'. Other teams have been told other things, e.g. one team was told they only had to put one 6:30 finish every FOUR weeks, so that's what they have done.	3/28/2017 12:29 PM
11	We were told lies, we were told everyone had to put a late in every week and every fifth Friday.	3/28/2017 12:24 PM
12	There seems to be differing interpretations in different areas	3/28/2017 12:22 PM
13	because now we are well over subscribed in practically every time slot	3/28/2017 12:17 PM
14	as above didnt know if started 6.30 couldnt start till wished but more for 8 start times	3/27/2017 9:44 AM
15	We were informed that it would be one late in 5 week period not one late a week.	3/27/2017 8:54 AM

16	I was a new member of staff and told to enter all fixed finish times. It was not explained that I could enter either fixed start or finish times or that I could vary them. Also advised that the flexible working would not apply to telephony agents.	3/24/2017 4:19 PM
17	We had to input our start/finish times in the tool before the guidance was published. When I queried this with Management and asked to complete the tool again my request was refused	3/23/2017 2:29 PM
18	i think a lot was driven by managers who had opted in and therefore thought the out's should be seen to take their 'fare share' of 5's no consideration to work/life balance and family commitments	3/23/2017 2:04 PM
19	We had it confirmed tentpole was 18.00.Then apologies were made(2 days before it was due to be implemented) that the late night tentpole was now 18.30.	3/23/2017 12:30 PM
20	We were advised that the late cover needed, ie up to 6:30 would probably be covered by the late cover we already had. As a late finisher I am well aware of the staffing numbers we had late evening and I did not experience problems often having to leave a phone ringing because there was not enough cover to meet the phone calls coming through. When the actual requirements came out, many more staff were being required at the latter end of the day than I had expected. Not an issue for me as I stay late anyway but I'm unclear why so many more people are needed later than before as I did not experience issues covering the phone traffic after 5 when we had the pre Employee Deal staffing levels. This is not a criticism of my management area which has been very supportive and flexible wherever possible. it's just a general observation.	3/20/2017 12:59 PM
21	Although, I nothing was done officially for the whole team to agree start and finish times....	3/20/2017 9:42 AM
22	I don't know what a 'TPT tentpole' is.	3/17/2017 9:59 AM
23	not made aware that unless an 8am start was my fixed time that i would not be able to claim flexi prior to 8am if i got in the office early. ie 07:45am but with a 9 am fixed start or a 6:30pm finish etc.	3/16/2017 1:53 PM
24	Felt pressured into filing in preferences within a short time span	3/16/2017 1:12 PM
25	The word "tentpole" was never mentioned to me only preferences	3/16/2017 12:30 PM
26	confusion around whats required, whats legal, break times in addition to. the cascade to HEO's was not sufficient	3/15/2017 5:53 PM
27	Never heard of tent poles	3/15/2017 4:14 PM
28	The tent poles paid lip service to the agreement. Cover isn't needed in Jobcentres at that time	3/15/2017 12:56 PM
29	no advanced warning just rushed so had no time to decide what times were best for me	3/15/2017 10:05 AM
30	Kept changing all the time - every meeting that were held about it.	3/14/2017 4:21 PM
31	I gave a start time for my late night finish date as I thought I had to - now i cant start before 8 on that day of the week - I was never told this would be the case	3/14/2017 3:48 PM
32	but also had to put start/end time down at other end of the day as tool used would not accept just the tentpole time.	3/14/2017 3:37 PM
33	was told we had to do a mix of 8,9 5 and 6.30 regardless of preferences	3/14/2017 2:37 PM
34	some areas seem to have been told different things	3/14/2017 2:05 PM
35	Not advised that anybody staying until 6.30 would be considered as also being present at 5.00 and therefore we have been oversubscribed for 5.00 finishes without us being allowed to re-visit and amend the commitment.	3/14/2017 2:05 PM
36	Every meeting where the tentpoles were discussed, the message was different - no-one seemed to have a handle on how it was meant to work, or what staff had to commit to.	3/14/2017 2:04 PM
37	THOUGHT IT WAS ABOUT THE PHONE HOURS I WANT TO DO, NOT THE HOURS TO WORK	3/14/2017 1:59 PM
38	Our Brigadeer didn't advise any of us that this was for 26 weeks. Right up to it being locked down we were under the impression it was for a 5 week trial and therefore a number of colleagues, including myself did not put any preferences in but literally what was advised as they stood over us! Lesson learnt.....	3/14/2017 1:17 PM
39	I am not sure what a tentpole is	3/14/2017 1:15 PM
40	WAS RUSHED THROUGH AND JUST HAD TO COMPLETE IT AS SOON AS POSSIBLE	3/14/2017 12:55 PM
41	i thought i would be asked which end of the day i wanted to fix.	3/14/2017 12:14 PM
42	We were not notified that only one point of the day was fixed. We were told both points were fixed and lost our flexi rights.	3/14/2017 12:04 PM
43	Considering that all is required is that there is guaranteed cover from 8 to 8 it's been a overly complicated exercise. Not helped by mis-information and managers using their own interpretations of the policy.	3/14/2017 11:55 AM
44	it was rushed through and not well presented.	3/14/2017 11:48 AM
45	Robert Devereux said on many your calls that the number required was all that was needed, so if 30 were needed and 40 volunteered, 10 should be allowed to go. This is not happening.	3/14/2017 11:47 AM

46	people were told different things	3/14/2017 11:32 AM
47	No one was informed that the 5 week schedule, actually covered a 6 month period, with no real option for change.	3/14/2017 11:27 AM
48	Different areas are applying the ED differently. Some don't have to do a late at all, some every week, some forced to include a Friday, some don't do any	3/14/2017 11:17 AM
49	Everyone on the team were placated individually and no final meeting to thrash out the finer details. So a lot of us are doing more lates than usual.	3/14/2017 11:08 AM
50	Although management challenged the information with their own interpretations to coerce staff.	3/14/2017 10:53 AM
51	We had a lot of information but it was very generalised and in reality when it came to putting in 'preferences' they really weren't the hours I wanted to work	3/14/2017 10:46 AM
52	Way too many people didn't know it was a six month rolling schedule before they put their preferences in and weren't given a chance to re-do them after they were told.	3/14/2017 10:46 AM
53	No No No No, we were told literally days later that we were relocating. The extra travel time will have a big impact on my child care responsibilities.	3/14/2017 10:42 AM
54	Total lack of communication regarding Team Planner and completion of this.	3/14/2017 10:38 AM
55	I have only just discovered that I can choose to fix both my start and end time. I am still trying to get my manager to agree that I can start at 7:30 if I fix a start of 8:00 and a finish of 18:30.	3/14/2017 10:36 AM
56	Blind leading the blind totally unprofessional, conflicting information constantly. Staff not in work were allowed not to put any times due to the managers not sorting things out earlier than 2 hours before sign off, some who voted in were allowed not to put any lates due to caring commitments yet staff who voted out were told they had to work until 5 even though they had child/caring commitments themselves!!	3/14/2017 10:33 AM
57	See question one for details	3/14/2017 10:31 AM
58	Haven't a clue what these are	3/14/2017 10:30 AM
59	No lots of questions had no answers - eg what time 8am tentpoles could flex on from and what would happen if you moved teams.	3/14/2017 10:29 AM
60	Information was only released about the cover required once the deadline to	3/14/2017 10:23 AM
61	information was slow to come through to staff and not every issue had been ironed out	3/14/2017 10:22 AM
62	N/A	3/14/2017 10:21 AM
63	A test exercise ended up being the last time we were asked to fix tentpoles for the following six months. I do think that a trial 5 week period should have been done to see how people managed and then they should have had a chance to swap, where possible, with their colleagues as this is happening anyway.	3/14/2017 10:19 AM
64	NA	3/14/2017 10:19 AM
65	no one knew what they were doing and it was rushed and I also filled it out 6 times for up to 6 teams- very annoying	3/14/2017 10:18 AM
66	Mixed messages.	3/14/2017 10:15 AM
67	never did get given enough information or so called 'brigaded' teams information	3/14/2017 10:07 AM