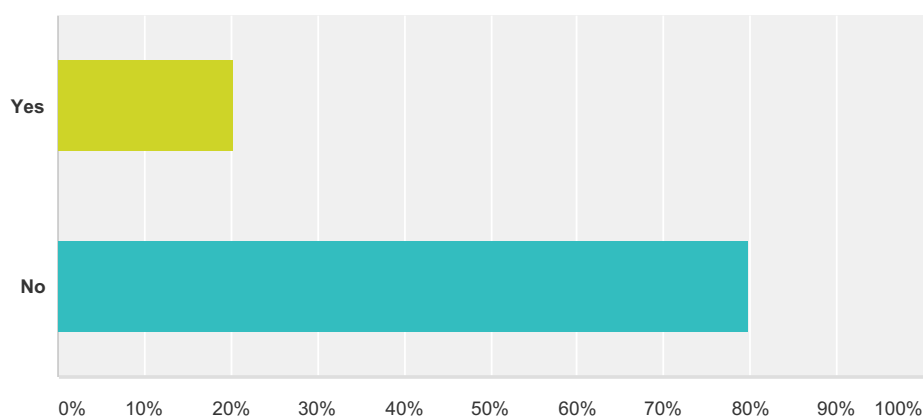


### Q3 Have you had any problems being able to work flexibly at the opposite, non-fixed end of the day using assumed consent?

Answered: 273 Skipped: 4



Answer Choices	Responses
Yes	20.15% 55
No	79.85% 218
<b>Total</b>	<b>273</b>

#	Please add any comments	Date
1	asked to leave half hour early but was told business needs so stayed on	3/31/2017 1:52 PM
2	I haven't as yet but there seems to be issues especially about start times for staff working until 18:30	3/29/2017 10:36 AM
3	Again, mixed information. Some people have to ask to to use flexi at the other end of their shift (non tent pole)	3/28/2017 6:08 PM
4	this depends on line management style and ability to organise effectively. Contact Centre no support for individuals who historically have had to commit to start and finish times to what actually is reasonable, lack of Management causing unnecessary stress and disagreements within teams. Opt out individuals carrying the burden of lack of orgnaistion and MI to support decisions. This is clearly a telephony issue.	3/28/2017 5:03 PM
5	I request, out of courtesy, to leave; the HEO has never stopped me.	3/28/2017 1:53 PM
6	on telephony and a bit of a call queue deemed as exceptional	3/28/2017 1:12 PM
7	i make sure i take extra time and use this for myself	3/28/2017 1:10 PM
8	They pulled the plug	3/28/2017 12:33 PM
9	But we have been requested to complete a work schedule to confirm either the time we expect to arrive or leave the office.	3/28/2017 12:32 PM
10	TL told us to request to flex off up to 10%, and had to give notice as to when this would occur, unable to if told no.	3/28/2017 12:31 PM
11	we are limited in what flexi we can use as we are put on the telephony rota for most of our working day if not all of it.	3/28/2017 12:26 PM
12	I keep getting told I have to ask permission to leave before 3pm. Theres no core hours. I said goodbye to her one day as I left and she called me 2 hours later asking me to come back in to work. When I refused she made me sit in a meeting with her and tried to tell me off.	3/28/2017 12:22 PM
13	have had to ask permission to leave at the opposite end of the shift	3/28/2017 12:21 PM
14	but some teams can leave anytime they want and we are still held by the core hours	3/28/2017 12:15 PM
15	not at the moment but things change all the time	3/27/2017 10:16 AM
16	I was asked if I had clear flexi when I asked to come into work late following an appointment. Clear flexi was explained as not being in a negative.	3/24/2017 4:19 PM

17	But certain other colleagues have been made to feel bad about letting their colleagues down	3/24/2017 1:51 PM
18	I feel that the Employee deal was mis-sold to us and we ought to be given the choice to now opt out again if we wish to as the department is changing our working conditions	3/23/2017 3:58 PM
19	I had to challenge this. Eventually (due to highlighting union e mails) it was agreed I was correct.	3/23/2017 12:30 PM
20	On telephony both ends are fixed	3/21/2017 1:33 PM
21	but we have just had a strong email about leaving early and starting late (at non fixed ends)	3/21/2017 12:40 PM
22	BUT the fact that you have to fill in an exception report to be able to do this can be intimidating and puts people off deviating from their scheduled hours .Although only a small action, I have personal experience of a heavy handed approach to the filling in of exception forms.	3/17/2017 1:52 PM
23	I have not had any problems because i have not wanted to have an irregular start time, if i were to do so, it might be a problem.	3/17/2017 9:59 AM
24	though not used yet	3/16/2017 12:03 PM
25	cant now start work till 8am	3/16/2017 9:52 AM
26	Often told cant leave early as too many people absent	3/15/2017 6:13 PM
27	n/a unsure what assumed consent is	3/15/2017 5:53 PM
28	Yes, a team leader became confrontational with me in front of other staff members, when advised, correctly, that she was misinterpreting tentpoles.	3/15/2017 4:14 PM
29	but feel i may, when the next 6 months are required to be input on system	3/15/2017 1:55 PM
30	Most days were I have a fixed start of 08:00 my last shift of the day ends at 16:00	3/14/2017 4:59 PM
31	But i have heard of people how have	3/14/2017 4:00 PM
32	see above - on our late nights unless we fixed a start time of 8 am we can't start before 8 am	3/14/2017 3:48 PM
33	i have answered yes to this, but it hasn't affected me directly. managers have stated times they expect us in by, which don't match us being able to be flexible at the non fixed end/start. this has discouraged me from perhaps working shorter hours, when i would have liked to. also deputy t/l tried to tell me you can't have half day flexi any more under the new deal!	3/14/2017 3:40 PM
34	but have more or less kept to hours at the moment.	3/14/2017 3:37 PM
35	Managers on telephony put pressure on not to leave early	3/14/2017 2:47 PM
36	I have a fixed contract end time so not affected by the ED problems. Also, opted out.	3/14/2017 2:05 PM
37	Though my manager could not quite comprehend this .	3/14/2017 1:21 PM
38	however I haven't left earlier yet due to choice.	3/14/2017 1:17 PM
39	Not yet - but this is going to happen soon and I have gathered information from several sources including TU comms, the contract and DWP Intranet	3/14/2017 1:15 PM
40	Not at the moment but this could change as it will depend on who i am working for in the future	3/14/2017 1:06 PM
41	Not needed to work flexibly as yet	3/14/2017 12:47 PM
42	although must agree expected start time with LM	3/14/2017 12:46 PM
43	have fixed hours either end	3/14/2017 12:29 PM
44	People feel awkward stating if they wanted to leave early as the manager isn't very approachable. One person was refused because the deputy was afraid of the backlash from telephony support. Telephony support need to be informed about our rights.	3/14/2017 12:04 PM
45	Fortunately the team has been willing to cover when required.	3/14/2017 11:55 AM
46	my team leader has restricted leave and flexi to accommodate the tent poles even when one has not been set.	3/14/2017 11:48 AM
47	not attempted yet	3/14/2017 11:44 AM
48	When working till 6.30 not able to come in until 8am. Could be sat next to someone who has come in at 7.30 due to fixed time of 8am and through choice has chosen to stay until 6.30. Therefore not a fair system.	3/14/2017 11:42 AM
49	you still have to ask if you want to finish early	3/14/2017 11:32 AM
50	have to ask permission even if for 20 mins - have asked once and been told no as work to be done and calls in queue	3/14/2017 11:30 AM
51	Staff used to work until 7pm now must now flex off at 6:30pm	3/14/2017 11:11 AM
52	was told to make sure I'd put a full day in before leaving	3/14/2017 11:08 AM

53	Although this was resolved after challenging the managers following union advice.	3/14/2017 10:53 AM
54	However, I have been asked to change a long-standing appointment because it clashed with one of my tentpoles	3/14/2017 10:46 AM
55	I started at 8am (fixed end) in week 1 and when I told my TL I wanted to go home at 12 I was told I would have to put a request in on WFM and get it approved first. As I didn't want to argue I did this and it was green so had no problems but I was fairly certain I should not have had to put the request in in the first place.	3/14/2017 10:46 AM
56	My team work very well together	3/14/2017 10:42 AM
57	Not wanted to leave earlier than usual yet.	3/14/2017 10:38 AM
58	As I wasn't able to fix the start time at 08:00 when fixing a late cover the assumption was I couldn't start until 08:00 instead of 07:30	3/14/2017 10:35 AM
59	Doesn't seem to have applied to us.	3/14/2017 10:30 AM
60	Management not understanding the Employee Deal. In particular, that two tent poles cannot be fixed for the same day.	3/14/2017 10:28 AM
61	as a line manager my team are showing a high level of courtesey by checking with me that they are ok to do a late start/early finish at the opposite end of their fixed end of the day - even where this is after 3pm! To date there has been occasion where business needs have meant a request has been refused	3/14/2017 10:25 AM
62	I am less productive after 4pm	3/14/2017 10:24 AM
63	i start around 12.00 no issues with my line manager	3/14/2017 10:22 AM
64	missing one of teo buses to catch	3/14/2017 10:20 AM
65	Not tried it yet	3/14/2017 10:19 AM
66	Managers are telling us to work additional hours	3/14/2017 10:12 AM
67	OTHER TEAM MEMBERS HAVE	3/14/2017 10:08 AM