

CORPORATE MANAGEMENT COMMITTEE

2 DECEMBER 2004

APPENDIX 'J'

FLEXIBLE WORKING SURVEY

RUNNYMEDE BOROUGH COUNCIL
FLEXIBLE WORKING SUB GROUP ALL CIVIC OFFICES STAFF
FEEDBACK QUESTIONNAIRE

September 2004

Analysis of Results (Draft v1)

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Section 1 Introduction and Objectives

Runnymede Borough Council (RBC) has been operating a trial flexible working scheme for the 3 months preceding the issue of the September questionnaire. The Council wished to assess how effective the trial was going and whether or not it was having an impact on the level of services provide by the council, and thus the objective of this questionnaire. Analyses of the results are presented within the following document.

It would appear that there is strong support for the changes made to the flexi time system. In addition, the changes do not appear to have any negative impact on the level of service provided by the Council.

Of those responding to the questionnaire, 32.9 percent responded as having management responsibility, with 67.1 percent responding as having no management responsibilities. It follows that for no difference to exist between those with and those without management responsibilities, the split between these groups answering the questions would have to be constant at 32.9 and 67.1 percent.

The use of crosstabulation has explored this question difference between those with and those without management responsibility. Analysis of the crosstabulations carried out on the responses indicate, that the majority of answers from respondents fall into a rather constant 30/70 to 40/60 percent split between management and non-management personal responding to the question. This suggests that whilst there is a difference, it is not significant enough between those with and those without management responsibility to conclude a difference in views.

Section 2 Research Method and Sample

A total sample population was drawn from all staff working for RBC with email access on September 2004.

A questionnaire was produced within the Cardiff Software package and uploaded to the RBC intranet web server. It was accompanied by a email notification and a follow up reminder.

Individuals within the sample population received downloaded a copy of a questionnaire (shown in the Appendix A.).

The sample completing the questionnaire was as follows:

Sample size	309
Base:	161
Response	52%

Section 3 Summary

- Of those responding to the questionnaire, 32.9 percent responded as having management responsibility, with 67.1 percent responding as having no management responsibilities. It follows that for no difference to exist between those with and those without management responsibilities, the split between these groups answering the questions would have to be constant at 32.9 and 67.1 percent.
- The use of crosstabulation has explored this question difference between those with and those without management responsibility. Analysis of the crosstabulations carried out on the responses indicate, that the majority of answers from respondents fall into a

rather constant 30/70 to 40/60 percent split between management and non-management personnel responding to the question. This suggests that whilst there is a difference, it is not significant enough between those with and those without management responsibility to conclude a difference in views.

Section 4 Detailed Findings

Summary tables and graphs and crosstabulation tables where appropriate are included in the text below. These are based on the total sample except where otherwise indicated.

Notes

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Cases Used	Statistics are based on all cases with valid data.
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Statistics

	Flexitime Participation	Management Responsibility	Department	Usefulness of am Bandwidth	Usefulness of pm Bandwidth	Usefulness of Coretime Reduction	Usefulness of Lunch Break Increase	Usefulness of Lunch Period Extension	Usefulness of Max Carry Forward	Adverse Effects to Services of am Bandwidth	Adverse Effects to Services of pm Bandwidth	Adverse Effects to Services of Lunch Coretime Reduction	Adverse Effects to Services of Lunch Break Increase	Adverse Effects to Services of Lunch Period Extension	Adverse Effects to Services of Max Carry Forward
N Valid	158	155	158	157	158	157	158	160	159	155	155	155	156	155	152
Missing	3	6	3	4	3	4	3	1	2	6	6	6	5	6	9

Part 1 About You

Question 1.1 Participation in the flexitime scheme?

Participation in the flexitime scheme of those responding to the questionnaire is overwhelming with 96 percent stating that they participate. Of those participating in the scheme there does not appear to be any significant percentile difference between management and non-management personnel Flexitime participation.

Table Q1.1 - 1 Flexitime participation

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	153	95.0	96.8	96.8
	No	5	3.1	3.2	100.0
	Total	158	98.1	100.0	
Missing	System	3	1.9		
Total		161	100.0		

Graph Q1.1 - 1

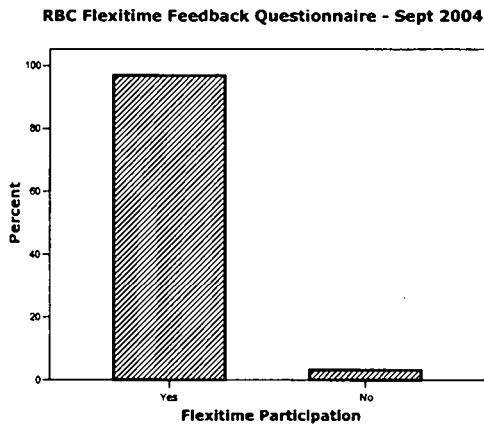


Table Q1.1 - 2 Participation * Management Responsibility Crosstabulation

			Management Responsibility		Total
			Yes	No	
Flexitime Participation	Yes	Count	50	100	150
		% within Flexitime Participation	33.3%	66.7%	100.0%
		% within Management Responsibility	98.0%	96.2%	96.8%
	No	% of Total	32.3%	64.5%	96.8%
		Count	1	4	5
		% within Flexitime Participation	20.0%	80.0%	100.0%
		% within Management Responsibility	2.0%	3.8%	3.2%
		% of Total	.6%	2.6%	3.2%
		Count	51	104	155
Total	% within Flexitime Participation	32.9%	67.1%	100.0%	
	% within Management Responsibility	100.0%	100.0%	100.0%	
	% of Total	32.9%	67.1%	100.0%	

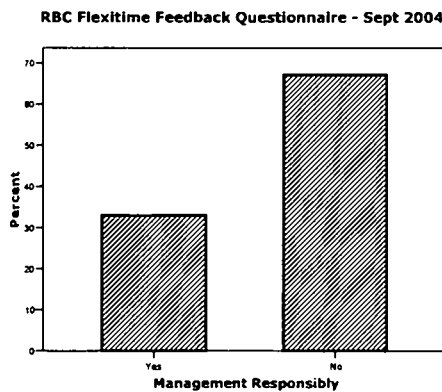
Question 1.2 Management Responsibility

33 percent of those who responded to the management question stated that they had management responsibility. No crosstabulations were carried out on this question.

Table 1.2 - 1 Management Responsibility

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	51	31.7	32.9	32.9
	No	104	64.6	67.1	100.0
	Total	155	96.3	100.0	
Missing	System	6	3.7		
Total		161	100.0		

Graph 1.2 - 1



Question 1.3 Department

Of those responding to this question, Technical Services and Administration & Leisure were the largest groups, however, this does not account for the actual numbers of staff within those departments as a percentage of the councils total personal. There would appear to be a consistent split between management and non-management personnel across the departments responding to the question, with the exception of the Chief Executive's Department.

Table 1.3 - 1 Department

		Freque ncy	Percent	Valid Percent	Cumulative Percent
Valid	Chief Executive's	10	6.2	6.3	6.3
	Administration & Leisure	36	22.4	22.8	29.1
	Finance	29	18.0	18.4	47.5
	Housing & Community Services	27	16.8	17.1	64.6
	Technical Services	56	34.8	35.4	100.0
	Total	158	98.1	100.0	
Missing	System	3	1.9		
Total		161	100.0		

Graph 1.3 - 1

RBC Flexitime Feedback Questionnaire - Sept 2004

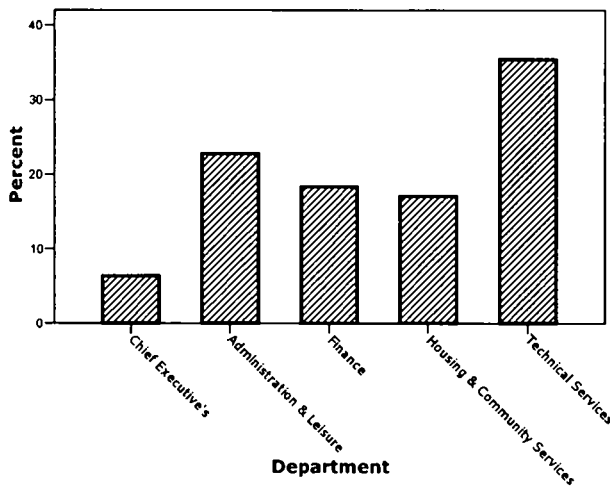


Table 1.3 – 2 Department * Management Responsibility Crosstabulation

			Management Responsibility		Total
			Yes	No	
Department	Chief Executive's	Count	2	8	10
		% within Department	20.0%	80.0%	100.0%
		% within Management Responsibility % of Total	3.9%	7.7%	6.5%
	Administration & Leisure	Count	13	23	36
		% within Department	36.1%	63.9%	100.0%
		% within Management Responsibility % of Total	25.5%	22.1%	23.2%
	Finance	Count	9	19	28
		% within Department	32.1%	67.9%	100.0%
		% within Management Responsibility % of Total	17.6%	18.3%	18.1%
	Housing & Community Services	Count	8	18	26
		% within Department	30.8%	69.2%	100.0%
		% within Management Responsibility % of Total	15.7%	17.3%	16.8%
	Technical Services	Count	19	36	55
		% within Department	34.5%	65.5%	100.0%
		% within Management Responsibility % of Total	37.3%	34.6%	35.5%
Total	Count	51	104	155	
	% within Department	32.9%	67.1%	100.0%	
	% within Management Responsibility	100.0%	100.0%	100.0%	
	% of Total	32.9%	67.1%	100.0%	

Part 2 To what extent have the trial measures been useful to you?

Question 2 (a) Usefulness of am Bandwidth

67% or almost 7 out of 10 respondents found it either very or fairly useful the am bandwidth. Again, there would appear to fall into the constant 30/70 to 40/60 percent split between management and non-management personal responding to the question. However, there are some exceptions in the not very useful and not at all useful responses, where there would appear to be between 70 and 80 of the responses coming from non-management personnel

Table 2 (a) Usefulness of am Bandwidth

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Useful	63	39.1	40.1	40.1
	Fairly Useful	42	26.1	26.8	66.9
	Not Very Useful	27	16.8	17.2	84.1
	Not at all Useful	22	13.7	14.0	98.1
	I'm Not Sure	3	1.9	1.9	100.0
	Total	157	97.5	100.0	
Missing	System	4	2.5		
Total		161	100.0		

Graph 2 (a)

RBC Flexitime Feedback Questionnaire - Sept 2004

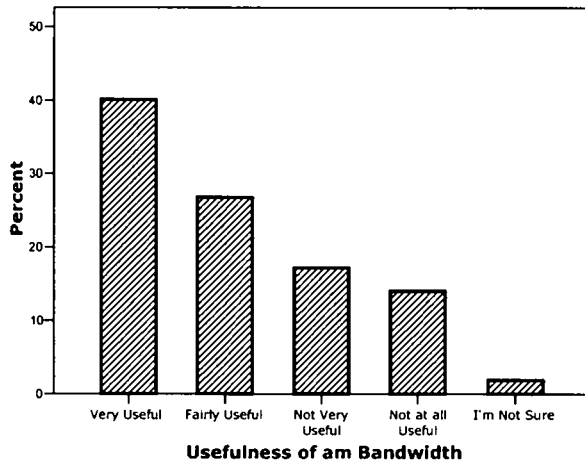


Table 2 (a) Usefulness of am Bandwidth * Management Responsibility Crosstabulation

		Management Responsibility		Total	
		Yes	No		
Usefulness of am Bandwidth	Very Useful	Count	20	40	60
		% within Usefulness of am Bandwidth	33.3%	66.7%	100.0%
		% within Management Responsibility	40.0%	39.6%	39.7%
	Fairly Useful	% of Total	13.2%	26.5%	39.7%
		Count	19	22	41
		% within Usefulness of am Bandwidth	46.3%	53.7%	100.0%
	Not Very Useful	% within Management Responsibility	38.0%	21.8%	27.2%
		% of Total	12.6%	14.6%	27.2%
		Count	4	22	26
	Not at all Useful	% within Usefulness of am Bandwidth	15.4%	84.6%	100.0%
		% within Management Responsibility	8.0%	21.8%	17.2%
		% of Total	2.6%	14.6%	17.2%
	I'm Not Sure	Count	6	15	21
		% within Usefulness of am Bandwidth	28.6%	71.4%	100.0%
		% within Management Responsibility	12.0%	14.9%	13.9%
Total	% of Total	4.0%	9.9%	13.9%	
	Count	1	2	3	
	% within Usefulness of am Bandwidth	33.3%	66.7%	100.0%	
	% within Management Responsibility	2.0%	2.0%	2.0%	
	% of Total	.7%	1.3%	2.0%	
	Count	50	101	151	
	% within Usefulness of am Bandwidth	33.1%	66.9%	100.0%	
	% within Management Responsibility	100.0%	100.0%	100.0%	
	% of Total	33.1%	66.9%	100.0%	

Question 2 (b) Usefulness of pm Bandwidth

Similar to the am bandwidth, 65% found it either very or fairly useful, and again. There would appear to be a constant split between 30/70 to 40/60 percent split between management and non-management personal responding to the question. However, there are again some exceptions in the not very useful and not at all useful responses, where there would appear to be between 70 and 80 of the responses coming from non-management personnel

Table 2(b)-1 Usefulness of pm Bandwidth

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Useful	54	33.5	34.2	34.2
	Fairly Useful	48	29.8	30.4	64.6
	Not Very Useful	29	18.0	18.4	82.9
	Not at all Useful	25	15.5	15.8	98.7
	I'm Not Sure	2	1.2	1.3	100.0
	Total	158	98.1	100.0	
Missing	System	3	1.9		
Total		161	100.0		

Graph 2 (b) Usefulness of pm Bandwidth

RBC Flexitime Feedback Questionnaire - Sept 2004

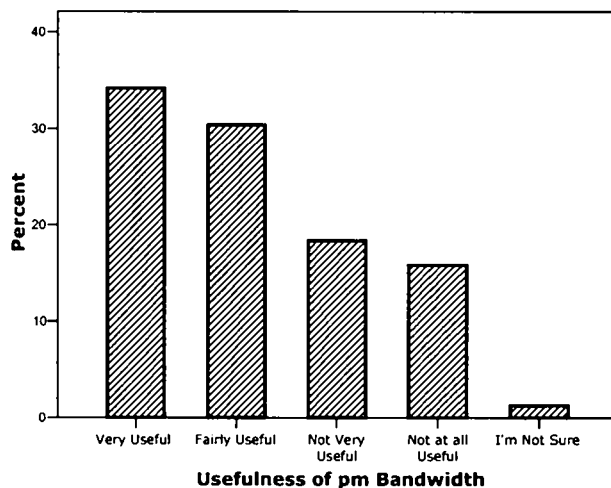


Table 2(b)-2 Usefulness of pm Bandwidth * Management Responsibility Crosstabulation

		Management Responsibility		Total	
		Yes	No		
Usefulness of pm Bandwidth	Very Useful	Count	21	31	52
		% within Usefulness of pm Bandwidth	40.4%	59.6%	100.0%
		% within Management Responsibility	41.2%	30.7%	34.2%
		% of Total	13.8%	20.4%	34.2%
	Fairly Useful	Count	12	34	46
		% within Usefulness of pm Bandwidth	26.1%	73.9%	100.0%
		% within Management Responsibility	23.5%	33.7%	30.3%
		% of Total	7.9%	22.4%	30.3%
	Not Very Useful	Count	12	16	28
		% within Usefulness of pm Bandwidth	42.9%	57.1%	100.0%
		% within Management Responsibility	23.5%	15.8%	18.4%
		% of Total	7.9%	10.5%	18.4%
	Not at all Useful	Count	6	18	24
		% within Usefulness of pm Bandwidth	25.0%	75.0%	100.0%
		% within Management Responsibility	11.8%	17.8%	15.8%
		% of Total	3.9%	11.8%	15.8%
I'm Not Sure	Count	0	2	2	
	% within Usefulness of pm Bandwidth	.0%	100.0%	100.0%	
	% within Management Responsibility	.0%	2.0%	1.3%	
	% of Total	.0%	1.3%	1.3%	
Total	Count	51	101	152	
	% within Usefulness of pm Bandwidth	33.6%	66.4%	100.0%	
	% within Management Responsibility	100.0%	100.0%	100.0%	
	% of Total	33.6%	66.4%	100.0%	

Question 2 (c) Usefulness of Coretime Reduction

Close to 90% of respondents see the Core time reduction as being fairly to very useful. Here again there appears to be the constant split between 30/70 to 40/60 percent between those with management responsibilities and those without.

Table 2(c)-1 Usefulness of Coretime Reduction

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Useful	101	62.7	64.3	64.3
	Fairly Useful	36	22.4	22.9	87.3
	Not Very Useful	12	7.5	7.6	94.9
	Not at all Useful	7	4.3	4.5	99.4
	I'm Not Sure	1	.6	.6	100.0
	Total	157	97.5	100.0	
Missing	System	4	2.5		
Total		161	100.0		

Graph 2(c)-1 Usefulness of Coretime Reduction

RBC Flexitime Feedback Questionnaire - Sept 2004

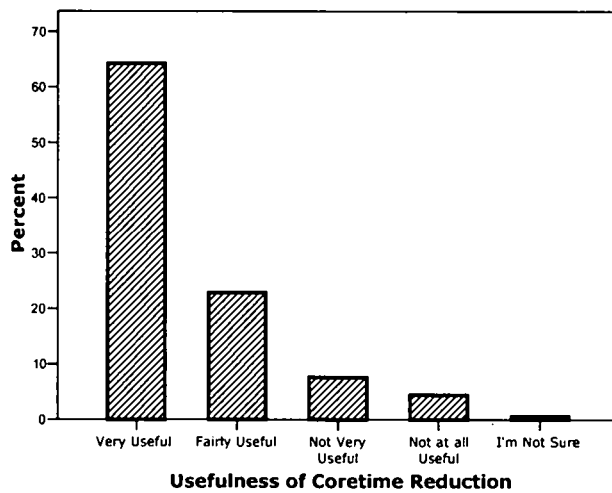


Table 2(c)-1 Usefulness of Coretime Reduction * Management Responsibility Crosstabulation

		Management Responsibility		Total	
		Yes	No		
Usefulness of Coretime Reduction	Very Useful	Count	37	61	98
		% within Usefulness of Coretime Reduction	37.8%	62.2%	100.0%
		% within Management Responsibility	72.5%	61.0%	64.9%
	Fairly Useful	% of Total	24.5%	40.4%	64.9%
		Count	9	25	34
		% within Usefulness of Coretime Reduction	26.5%	73.5%	100.0%
	Not Very Useful	% within Management Responsibility	17.6%	25.0%	22.5%
		% of Total	6.0%	16.6%	22.5%
		Count	3	9	12
	Not at all Useful	% within Usefulness of Coretime Reduction	25.0%	75.0%	100.0%
		% within Management Responsibility	5.9%	9.0%	7.9%
		% of Total	2.0%	6.0%	7.9%
	I'm Not Sure	Count	2	4	6
		% within Usefulness of Coretime Reduction	33.3%	66.7%	100.0%
		% within Management Responsibility	3.9%	4.0%	4.0%
Total	% of Total	1.3%	2.6%	4.0%	
	Count	0	1	1	
	% within Usefulness of Coretime Reduction	.0%	100.0%	100.0%	
Total	% within Management Responsibility	.0%	1.0%	.7%	
	% of Total	.0%	.7%	.7%	
	Count	51	100	151	
Total	% within Usefulness of Coretime Reduction	33.8%	66.2%	100.0%	
	% within Management Responsibility	100.0%	100.0%	100.0%	
	% of Total	33.8%	66.2%	100.0%	

Question 2 (d) Usefulness of Lunch Break Increase

Usefulness of Lunch Break Increase

Just over 80% of respondents see the increased lunch break as being fairly to very useful. Here again there appears to be the constant split between 30/70 to 40/60 percent between those with management responsibilities and those without.

Table 2 (d) 1 – Usefulness of Lunch Break Increase

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Useful	71	44.1	44.9	44.9
	Fairly Useful	57	35.4	36.1	81.0
	Not Very Useful	21	13.0	13.3	94.3
	Not at all Useful	8	5.0	5.1	99.4
	I'm Not Sure	1	.6	.6	100.0
	Total	158	98.1	100.0	
Missing	System	3	1.9		
Total		161	100.0		

Graph 2 (d) 1 – Usefulness of Lunch Break Increase

RBC Flexitime Feedback Questionnaire - Sept 2004

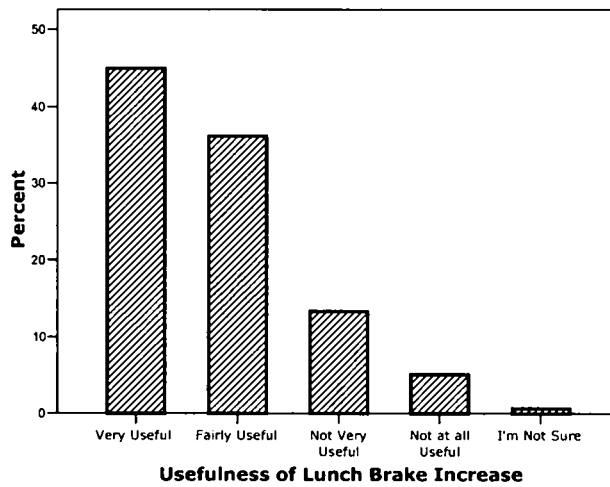


Table 2 (d) 2 – Usefulness of Lunch Break Increase * Management Responsibility Crosstabulation

		Management Responsibility		Total	
		Yes	No		
Usefulness of Lunch Break Increase	Very Useful	Count	20	47	67
		% within Usefulness of Lunch Break Increase	29.9%	70.1%	100.0%
		% within Management Responsibility	39.2%	46.5%	44.1%
		% of Total	13.2%	30.9%	44.1%
	Fairly Useful	Count	22	33	55
		% within Usefulness of Lunch Break Increase	40.0%	60.0%	100.0%
		% within Management Responsibility	43.1%	32.7%	36.2%
		% of Total	14.5%	21.7%	36.2%
	Not Very Useful	Count	5	16	21
		% within Usefulness of Lunch Break Increase	23.8%	76.2%	100.0%
		% within Management Responsibility	9.8%	15.8%	13.8%
		% of Total	3.3%	10.5%	13.8%
	Not at all Useful	Count	4	4	8
		% within Usefulness of Lunch Break Increase	50.0%	50.0%	100.0%
		% within Management Responsibility	7.8%	4.0%	5.3%
	% of Total	2.6%	2.6%	5.3%	
I'm Not Sure	Count	0	1	1	
	% within Usefulness of Lunch Break Increase	.0%	100.0%	100.0%	
	% within Management Responsibility	.0%	1.0%	.7%	
	% of Total	.0%	.7%	.7%	
Total	Count	51	101	152	
	% within Usefulness of Lunch Break Increase	33.6%	66.4%	100.0%	
	% within Management Responsibility	100.0%	100.0%	100.0%	
	% of Total	33.6%	66.4%	100.0%	

Question 2 (e) Usefulness of Lunch Period Extension

Almost 90% of respondents see the increased lunch period extension as being fairly to very useful. Here again there appears to be the constant split between 30/70 to 40/60 percent between those with management responsibilities and those without.

Table 2(e) 1 - Usefulness of Lunch Period Extension

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Useful	87	54.0	54.4	54.4
	Fairly Useful	55	34.2	34.4	88.8
	Not Very Useful	9	5.6	5.6	94.4
	Not at all Useful	8	5.0	5.0	99.4
	I'm Not Sure	1	.6	.6	100.0
	Total	160	99.4	100.0	
Missing	System	1	.6		
Total		161	100.0		

Graph 2(e) 1 Usefulness of Lunch Period Extension

RBC Flexitime Feedback Questionnaire - Sept 2004

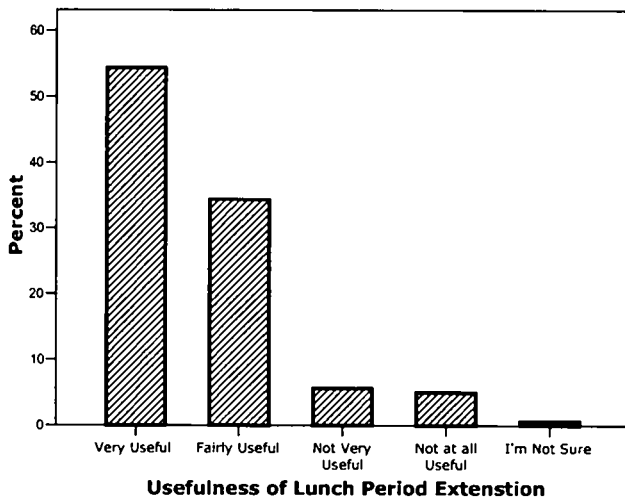


Table 2(e) 2 - Usefulness of Lunch Period Extension * Management Responsibility Crosstabulation

		Management Responsibility		Total	
		Yes	No		
Usefulness of Lunch Period Extension	Very Useful	Count	25	57	82
		% within Usefulness of Lunch Period Extension	30.5%	69.5%	100.0%
		% within Management Responsibility	49.0%	55.3%	53.2%
	Fairly Useful	% of Total	16.2%	37.0%	53.2%
		Count	19	35	54
		% within Usefulness of Lunch Period Extension	35.2%	64.8%	100.0%
	Not Very Useful	% within Management Responsibility	37.3%	34.0%	35.1%
		% of Total	12.3%	22.7%	35.1%
		Count	2	7	9
	Not at all Useful	% within Usefulness of Lunch Period Extension	22.2%	77.8%	100.0%
		% within Management Responsibility	3.9%	6.8%	5.8%
		% of Total	1.3%	4.5%	5.8%
	I'm Not Sure	Count	5	3	8
		% within Usefulness of Lunch Period Extension	62.5%	37.5%	100.0%
		% within Management Responsibility	9.8%	2.9%	5.2%
Total	% of Total	3.2%	1.9%	5.2%	
	Count	0	1	1	
	% within Usefulness of Lunch Period Extension	.0%	100.0%	100.0%	
Total	% within Management Responsibility	.0%	1.0%	.6%	
	% of Total	.0%	.6%	.6%	
	Count	51	103	154	
	% within Usefulness of Lunch Period Extension	33.1%	66.9%	100.0%	
Total	% within Management Responsibility	100.0%	100.0%	100.0%	
	% of Total	33.1%	66.9%	100.0%	

Question 2 (f) Usefulness of Max Carry Forward Extension

Again almost 90% of respondents see the usefulness of carry forward maximum as being fairly to very useful. Here again there appears to be the constant split roughly between 30/70 to 40/60 percent between those with management responsibilities and those without, with a slightly higher number of non-management seeing this as fairly to very useful.

Table 2(f) 1 - Usefulness of Max Carry Forward Extension

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Useful	103	64.0	64.8	64.8
	Fairly Useful	40	24.8	25.2	89.9
	Not Very Useful	14	8.7	8.8	98.7
	Not at all Useful	1	.6	.6	99.4
	I'm Not Sure	1	.6	.6	100.0
	Total	159	98.8	100.0	
Missing	System	2	1.2		
Total		161	100.0		

Graph 2(f) 1 - Usefulness of Max Carry Forward Extension

RBC Flexitime Feedback Questionnaire - Sept 2004

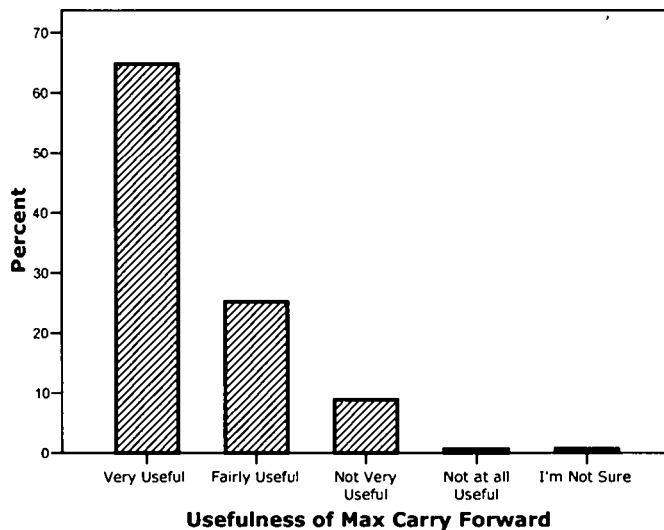


Table 2(f) 2 - Usefulness of Max Carry Forward * Management Responsibility Crosstabulation

			Management Responsibility		Total
			Yes	No	
Usefulness of Max Carry Forward	Very Useful	Count	33	67	100
		% within Usefulness of Max Carry Forward	33.0%	67.0%	100.0%
		% within Management Responsibility	64.7%	65.0%	64.9%
	Fairly Useful	% of Total	21.4%	43.5%	64.9%
		Count	10	29	39
		% within Usefulness of Max Carry Forward	25.6%	74.4%	100.0%
	Not Very Useful	% within Management Responsibility	19.6%	28.2%	25.3%
		% of Total	6.5%	18.8%	25.3%
		Count	6	7	13
	Not at all Useful	% within Usefulness of Max Carry Forward	46.2%	53.8%	100.0%
		% within Management Responsibility	11.8%	6.8%	8.4%
		% of Total	3.9%	4.5%	8.4%
	I'm Not Sure	Count	1	0	1
		% within Usefulness of Max Carry Forward	100.0%	.0%	100.0%
		% within Management Responsibility	2.0%	.0%	.6%
Total	% of Total	.6%	.0%	.6%	
	Count	51	103	154	
	% within Usefulness of Max Carry Forward	33.1%	66.9%	100.0%	
		% within Management Responsibility	100.0%	100.0%	100.0%
		% of Total	33.1%	66.9%	100.0%

Part 3 To what extent have the trial measures been useful to you?

Question 3 (a) Adverse Effects to Services of am Bandwidth

Almost all of respondents (98.1%) felt that the am Bandwidth change had no adverse effects on services. Here again there is the now familiar constant split roughly 30/70 percent between those with management responsibilities and those without.

Table 3(a) 1 - Adverse Effects to Services of am Bandwidth

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	3	1.9	1.9	1.9
	No	152	94.4	98.1	100.0
	Total	155	96.3	100.0	
Missing	System	6	3.7		
Total		161	100.0		

Graph 3(a) 1 - Adverse Effects to Services of am Bandwidth

RBC Flexitime Feedback Questionnaire - Sept 2004

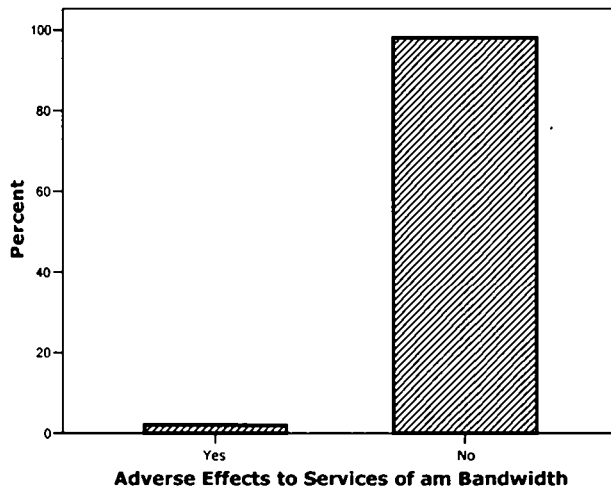


Table 3(a) 2 - Adverse Effects to Services of am Bandwidth * Management Responsibility Crosstabulation

		Management Responsibility		Total	
		Yes	No		
Adverse Effects to Services of am Bandwidth	Yes	Count	3	0	3
		% within Adverse Effects to Services of am Bandwidth	100.0%	.0%	100.0%
		% within Management Responsibility	6.0%	.0%	2.0%
		% of Total	2.0%	.0%	2.0%
	No	Count	47	102	149
		% within Adverse Effects to Services of am Bandwidth	31.5%	68.5%	100.0%
		% within Management Responsibility	94.0%	100.0%	98.0%
Total		% of Total	30.9%	67.1%	98.0%
		Count	50	102	152
		% within Adverse Effects to Services of am Bandwidth	32.9%	67.1%	100.0%
		% within Management Responsibility	100.0%	100.0%	100.0%
		% of Total	32.9%	67.1%	100.0%

Question 3 (b) Adverse Effects to Services of pm Bandwidth

Almost all of respondents (96.3%) felt that the pm Bandwidth change had no adverse effects on services. Here again there is the now familiar constant split roughly 30/70 percent between those with management responsibilities and those without.

Table 3(b) 1 - Adverse Effects to Services of pm Bandwidth

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	155	96.3	100.0	100.0
Missing	System	6	3.7		
Total		161	100.0		

Graph 3(b) 1 - Adverse Effects to Services of pm Bandwidth

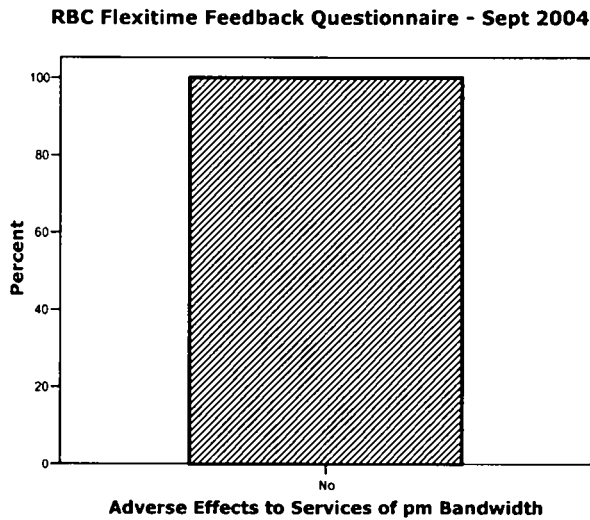


Table 3(b) 1 - Adverse Effects to Services of pm Bandwidth * Management Responsibility Crosstabulation

		Management Responsibility		Total	
		Yes	No		
Adverse Effects to Services of pm Bandwidth	No	Count	50	102	152
		% within Adverse Effects to Services of pm Bandwidth	32.9%	67.1%	100.0%
		% within Management Responsibility	100.0%	100.0%	100.0%
Total		% of Total	32.9%	67.1%	100.0%
		Count	50	102	152
		% within Adverse Effects to Services of pm Bandwidth	32.9%	67.1%	100.0%
		% within Management Responsibility	100.0%	100.0%	100.0%
		% of Total	32.9%	67.1%	100.0%

Question 3 (c) Adverse Effects to Services of Coretime Reduction

Almost all of respondents (96.8%) felt that the Coretime reduction has had no adverse effects on services. Here again there is the now familiar constant split roughly 40/60 percent between those with management responsibilities and those without.

Table 3(c) 1 - Adverse Effects to Services of Coretime Reduction

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	5	3.1	3.2	3.2
	No	150	93.2	96.8	100.0
	Total	155	96.3	100.0	
Missing	System	6	3.7		
Total		161	100.0		

Graph 3(c) 1 - Adverse Effects to Services of Coretime Reduction

RBC Flexitime Feedback Questionnaire - Sept 2004

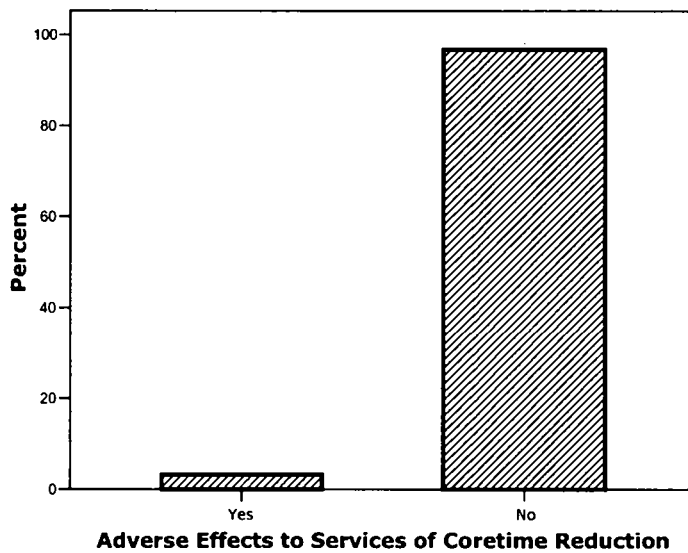


Table 3(c) 2 - Adverse Effects to Services of Coretime Reduction * Management Responsibility Crosstabulation

		Management Responsibility		Total	
		Yes	No		
Adverse Effects to Services of Coretime Reduction	Yes	Count	2	3	5
		% within Adverse Effects to Services of Coretime Reduction	40.0%	60.0%	100.0%
		% within Management Responsibility	4.0%	2.9%	3.3%
		% of Total	1.3%	2.0%	3.3%
	No	Count	48	99	147
		% within Adverse Effects to Services of Coretime Reduction	32.7%	67.3%	100.0%
		% within Management Responsibility	96.0%	97.1%	96.7%
		% of Total	31.6%	65.1%	96.7%
	Total	Count	50	102	152
	% within Adverse Effects to Services of Coretime Reduction	32.9%	67.1%	100.0%	
	% within Management Responsibility	100.0%	100.0%	100.0%	
	% of Total	32.9%	67.1%	100.0%	

Question 3 (d) Adverse Effects to Services of Lunch Break Increase

Almost all of respondents (97.4%) felt that the increase in the lunch Break has had no adverse effects on services. Here again there is the now familiar constant split roughly 30/70 percent between those with management responsibilities and those without.

Table 3(d) 1 - Adverse Effects to Services of Lunch Break Increase

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	4	2.5	2.6	2.6
	No	152	94.4	97.4	100.0
	Total	156	96.9	100.0	
Missing	System	5	3.1		
Total		161	100.0		

Graph 3(d) 1 - Adverse Effects to Services of Lunch Break Increase

RBC Flexitime Feedback Questionnaire - Sept 2004

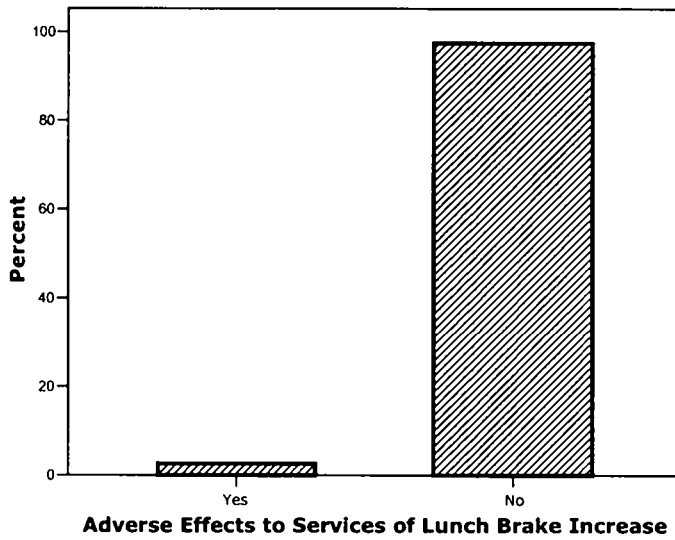


Table 3(d) 2 - Adverse Effects to Services of Lunch Break Increase * Management Responsibility Crosstabulation

		Management Responsibility		Total	
		Yes	No		
Adverse Effects to Services of Lunch Break Increase	Yes	Count	0	3	3
		% within Adverse Effects to Services of Lunch Break Increase	.0%	100.0%	100.0%
		% within Management Responsibility	.0%	2.9%	2.0%
		% of Total	.0%	2.0%	2.0%
	No	Count	50	99	149
		% within Adverse Effects to Services of Lunch Break Increase	33.6%	66.4%	100.0%
		% within Management Responsibility	100.0%	97.1%	98.0%
		% of Total	32.9%	65.1%	98.0%
	Total	Count	50	102	152
	% within Adverse Effects to Services of Lunch Break Increase	32.9%	67.1%	100.0%	
	% within Management Responsibility	100.0%	100.0%	100.0%	
	% of Total	32.9%	67.1%	100.0%	

Question 3 (e) Adverse Effects to Services of Lunch Period Extension

Almost all of respondents (98.1%) felt that the increase in the lunch period extension has had no adverse effects on services. Here again there is the now familiar constant split roughly 30/70 percent between those with management responsibilities and those without.

Table 3(e) 1 - Adverse Effects to Services of Lunch Period Extension

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	3	1.9	1.9	1.9
	No	152	94.4	98.1	100.0
	Total	155	96.3	100.0	
Missing	System	6	3.7		
Total		161	100.0		

Graph 3(e) 1 - Adverse Effects to Services of Lunch Period Extension

RBC Flexitime Feedback Questionnaire - Sept 2004

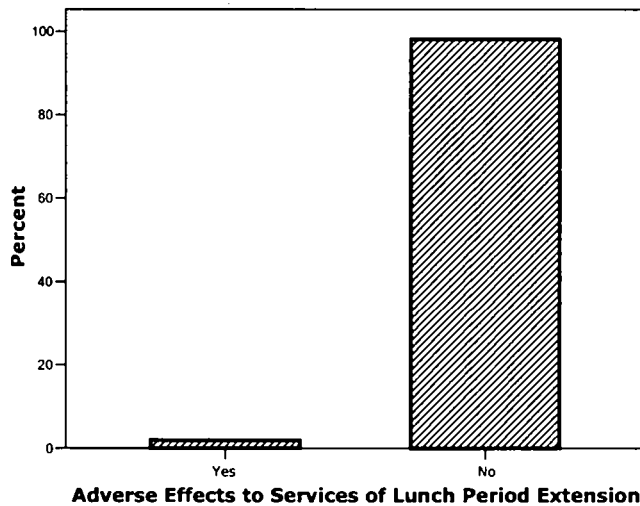


Table 3(e) 2 - Adverse Effects to Services of Lunch Period Extension * Management Responsibility Crosstabulation

			Management Responsibility		Total
			Yes	No	
Adverse Effects to Services of Lunch Period Extension	Yes	Count	0	2	2
		% within Adverse Effects to Services of Lunch Period Extension	.0%	100.0%	100.0%
		% within Management Responsibility	.0%	2.0%	1.3%
		% of Total	.0%	1.3%	1.3%
	No	Count	50	99	149
		% within Adverse Effects to Services of Lunch Period Extension	33.6%	66.4%	100.0%
		% within Management Responsibility	100.0%	98.0%	98.7%
		% of Total	33.1%	65.6%	98.7%
	Total	Count	50	101	151
	% within Adverse Effects to Services of Lunch Period Extension	33.1%	66.9%	100.0%	
	% within Management Responsibility	100.0%	100.0%	100.0%	
	% of Total	33.1%	66.9%	100.0%	

Question 3 (f) Adverse Effects to Services of Max Carry Forward Extension

Almost all of respondents (97.4%) felt that the increase in the Max Carry Forward has had no adverse effects on services. Here again there is the now familiar constant split roughly 30/70 percent between those with management responsibilities and those without.

Table 3(f) 1 - Adverse Effects to Services of Max Carry Forward Extension

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	4	2.5	2.6	2.6
	No	148	91.9	97.4	100.0
	Total	152	94.4	100.0	
Missing	System	9	5.6		
Total		161	100.0		

Graph 3(f) 1 - Adverse Effects to Services of Max Carry Forward Extension

RBC Flexitime Feedback Questionnaire - Sept 2004

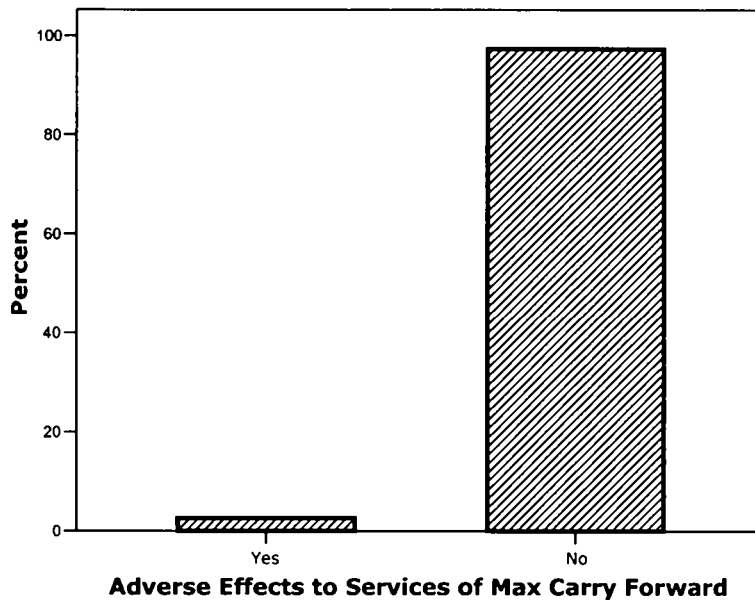


Table 3(f) 2 - Adverse Effects to Services of Max Carry Forward * Management Responsibility Crosstabulation

		Management Responsibility		Total	
		Yes	No		
Adverse Effects to Services of Max Carry Forward	Yes	Count	1	3	4
		% within Adverse Effects to Services of Max Carry Forward	25.0%	75.0%	100.0%
		% within Management Responsibility	2.0%	3.0%	2.7%
		% of Total	.7%	2.0%	2.7%
	No	Count	48	97	145
		% within Adverse Effects to Services of Max Carry Forward	33.1%	66.9%	100.0%
		% within Management Responsibility	98.0%	97.0%	97.3%
		% of Total	32.2%	65.1%	97.3%
	Total	Count	49	100	149
	% within Adverse Effects to Services of Max Carry Forward	32.9%	67.1%	100.0%	
	% within Management Responsibility	100.0%	100.0%	100.0%	
	% of Total	32.9%	67.1%	100.0%	

Part 4 Comments on Adverse Effects on Service Provision

1. STAFF LEVELS IN LATE AFTERNOONS (AFTER 4.00PM) ESPECIALLY HAVE NOT BEEN SUFFICIENT TO MAINTAIN SERVICES TO INTERNAL AND EXTERNAL CUSTOMERS. THIS IS BECAUSE MANY STAFF LIKE TO COME IN EARLY, AND LEAVE EARLY. THIS PLACES UNFAIR STRAIN ON STAFF WHO REMAIN.
2. I AM NOT AWARE OF ANY EFFECT ON THE SERVICE TO THE PUBLIC.
3. ONLY THAT STAFF SHOULD INDICATE CLEARLY WHEN THEY PLAN TO COME IN LATER, TO ENSURE OFFICE COVER IN THE MORNINGS.
4. NO EFFECT.
5. I WOULD JUST LIKE TO SAY, IF I CAN THAT BECAUSE I WORK PART TIME I HAVE ANSWERED NO A FEW TIMES BUT I AM SURE THAT IF I WERE FULL TIME THERE WOULD BE MORE YES'. I DO THINK THAT THE CHANGES THAT HAVE TAKEN PLACE ARE WORTHWHILE.
6. MORE DIFFICULT TO MAN PHONES AND ANSWER QUERIES AT CERTAIN TIMES E.G. BETWEEN 4.00 AND 5.00 PM ETC.
7. NO
8. DONT THINK IT HAS BEEN ADVERSELY AFFECTED BUT SOMETIMES EXPERIENCE SAME STAFF PROVIDING END OF DAY COVER
9. NONE I AM AWARE OF

Part 5 Comments on Positive Effects on Service Provision

1. FROM MY OWN POINT OF VIEW THE FACT THAT I CAN COME IN EARLIER AND BE CREDITED WITH THE HOURS MEANS I CAN DO MUCH MORE WORK WITHOUT PHONES OR OTHER STAFF INTERRUPTING ME. I THEREFORE GET A LOT MORE WORK DONE FIRST THING
2. I THINK THEY WILL HAVE HAD A BETTER IMPACT ON OUR PLAY SERVICES AS PARENTS WILL BE ABLE TO BOOK WHEN THEY GET IN FROM WORK, OUR OFFICE IS WILL STILL BE OPEN EVEN IF ITS JUST BY PHONE. THE SAME WITH ALL OTHER BOOKINGS.

3. ABLE TO CARRY OUT MORE WORK AT A QUIETER TIME OF THE DAY THEREFORE I AM MORE PRODUCTIVE AND ABLE TO DO PLANNED WORK TO MEET DEADLINES BEFORE THE TELEPHONE, EMAILS AND MEETINGS START.
4. MORE FLEXIBILITY WITH STAFF AND FAMILIES HAVE MADE LIFE A LOT EASIER PLUS MADE THE JOB EASIER WITH REGARDS TO THINGS LIKE GETTING HOLD OF RESIDENTS EARLY EVENING YOU HAVE A MUCH BETTER TIME OF ACTUALLY GETTING HOLD OF THEM - ALSO LOOKS POSITIVE TO THE CUSTOMERS.
5. GREATER FLEXIBILITY AT LUNCH ALLOWS MORE ADEQUATE STAFF COVER TO BE MAINTAINED.
6. IMPROVED STAFF MORALE & WELL-BEING.
7. IMPROVE STAFF MORALE.
8. PEOPLE IN SECTION HAVE BEEN USING THE FLEXI-TIME TO EACH END OF THE EXTENDED FLEXI-PERIOD. THEREFORE THERE HAVE BEEN STAFF IN THE OFFICE AND AVAILABLE, BOTH EARLIER IN THE MORNING AND LATER IN THE EVENING AS WELL AS THROUGHOUT THE DAY.
9. THE WIDER BANDWIDTH EXTENDS THE PERIOD DURING WHICH STAFF ARE AVAILABLE TO THE PUBLIC AT BOTH ENDS OF THE DAY SINCE IT ENCOURAGES SOME TO ARRIVE EARLIER THAN PREVIOUSLY AND OTHERS TO DEPART LATER. CERTAINLY FROM MY OWN EXPERIENCE THERE HAVE BEEN PROBLEMS.
10. STAFF MORE LIKELY TO BE AVAILABLE AFTER 6PM.
11. THE EXPANDED LUNCH HOUR PERIOD MEANS THAT IT IS NOW MORE LIKELY THAT A MEMBER OF STAFF WILL BE AVAILABLE DURING THE LUNCH HOUR AS I CAN GET TO THE GYM AND BACK EARLY BEFORE OTHERS GO OUT FOR A LATE LUNCH.
12. ABILITY TO PROVIDE EARLY MORNING SERVICE (7-8 AM) TO PUBLIC BY PHONE, EMAIL AND HOME VISITS.
13. YOU HAVE TIME TO FIT DENTISTS AND DOCTORS IN. TIME TO FIT IN PERSONAL ISSUES. NO PANIC IF YOU OVERSLEEP . GENERALLY LESS STRESS AS TIME TO FIT THINGS IN DURING THE WORKING DAY. FOR SERVICE PROVISION IT MEANS I CAN PHONE PEOPLE MUCH LATER AND FIND THEM IN.

14. PEOPLE COMING FOR EVENING MEETINGS KNOCK ON MY WINDOW ASKING FOR DIRECTIONS WHEN I'M WORKING LATE!!!
15. I HAVE ANSWERED THE PHONE BEFORE 08:00 AND AFTER 18:00 WHICH MAY NOT HAVE HAPPENED BEFORE. IT ALLOWS STAFF TO MISS SOME OF THE MORE BUSY TIMES ON THE ROAD, WHICH IS A BENEFIT TO ALL OTHER ROAD USERS IN THE COMMUNITY.
16. SCHEME PROVIDES OPPORTUNITY FOR AN IMPROVED CHANCE TO CATCH UP ON WORKLOAD - ABLE TO WITHOUT PRESSURE OF TELEPHONE CALLS ETC.
17. IT IS NOW POSSIBLE TO MAKE LATER CALLS TO CLIENTS WHO ARE NOT AVAILABLE DURING THE DAY BUT CAN BE HOME EARLY EVENING.
18. THE LATER HOURS ALLOW STAFF TO BE IN THE OFFICE LATER IN THE EVENING ENABLING THEM TO SPEAK TO MEMBERS OF THE PUBLIC AND OTHERS WHEN THEY HAVE GOT HOME FROM WORK.
19. AVAILABILITY TO THE PUBLIC HAS BEEN EXTENDED BY THE EARLY/LATE START TIMES
20. REDUCES THE NEED TO SPEND TIME FILLING IN TIME ADJUSTMENT SLIPS FOR MINOR TIME INFRINGEMENTS. THIS WILL BECOME PARTICULARLY RELEVANT WHEN THE REDUCED CAR PARKING SPACES BEGIN TO TAKE THEIR TOLL OVER THE WINTER MONTHS.
21. HAPPIER STAFF = HAPPIER CUSTOMERS!
22. I HAVE BEEN COMING IN TO WORK AT 7 AM FOR 12 YEARS AND THE EXTRA TIME HAS NOT BEEN RECOGNISED. I HAVE RECEIVED AND DEALT WITH SEVERAL COMPLAINTS/REQUESTS PRIOR TO 8 AM SINCE THE SCHEME STARTED. I THINK THIS IS POSITIVE. I HAVE ALSO TOLD CUSTOMERS THAT STAFF ARE HERE.
23. IT HAS ALLOWED MORE FLEXIBILITY IN MAKING APPOINTMENTS TO VISIT WHEN PEOPLE ARE ONLY AVAILABLE IN THEIR LUNCH BREAK OR IMMEDIATELY AFTER WORK THE NEW SYSTEM ALLOWS US TO HAVE MORE FLEXIBILITY, IT ALSO MEANS WE DO NOT HAVE TO MISS OUR LUNCH TO VISIT PEOPLE.
24. MEMBERS OF THE PUBLIC DO OCCASIONALLY RING AFTER 6 PM, AND ACTUALLY EXPECT TO SPEAK TO A PERSON RATHER THAN A MACHINE.

25. I'VE BEEN ABLE TO MEET WITH CLIENTS AT TIMES THAT FIT IN WITH AVAILABILITY. THIS HAS NOT REALLY PUT ANY MORE PRESSURE ON MYSELF. ALTHOUGH IT MIGHT FOR OTHER COLLEAGUES.
26. LONGER PERIOD TO SPREAD LUNCHBREAKS - HELPS WITH COVERING SERVICE.
27. IF THE PUBLIC HAVE A DIRECT DIAL NUMBER THEY CAN GAIN ACCESS TO STAFF DURING LONGER PERIODS AND STAFF CAN CONTACT THE PUBLIC.
28. STAFF HAVE HAD MORE OPPORTUNITY FOR QUIET TIME TO CONCENTRATE ON COMPLEX WORK ISSUES WITH LITTLE OR NO INTERRUPTIONS FROM COLLEAGUES OR GENERAL PUBLIC.
29. AVAILABILITY HAS INCREASED
30. ENABLES STAFF MORE FLEXIBILITY IN MAKING DOCTOR/DENTIST APPOINTMENTS IN THEIR OWN TIME. ENABLES STAFF TO START EARLY OR FINISH LATE TO AVOID TRAFFIC. INCREASED CARRYOVER HAS BENEFITED STAFF WHOSE WORK REQUIRES THEM TO WORK LONG HOURS.
31. DUE TO THE DIFFERENCE IN PREFERRED WORKING TIMES WITHIN THE OFFICE, WE NOW HAVE PHONE COVER THROUGHOUT THE DAY, INCLUDING EARLY MORNINGS AND LATE SOME EVENINGS.
32. ALLOWS STAFF TO BALANCE WORK AND HOME PRIORITIES ENSURING THE JOB GETS DONE, CAN CONCENTRATE MORE WHEN PHONES NOT RINGING IF YOU NEED TO DO A PARTICULAR PIECE OF WORK THAT DOES NOT INVOLVE CONTACT WITH THE PUBLIC.
33. SAVES THE FLEXI-TIME SUPERVISOR WORRYING ABOUT LUNCH TIME OVER-RUNS. ALLOWS GREATER FLEXIBILITY.
34. CHANGES HAVE RESULTED IN GREATER FLEXIBILITY.
35. STAFF ARE HAPPIER.
36. AS SOMEONE WHO MAKES VISITS TO MEMBERS OF THE PUBLIC IT ALLOWS ME TO BE MORE FLEXIBLE WHEN MAKING APPOINTMENTS THAT ARE AT A MORE SUITABLE TIME.
37. BEING PART-TIME WITH CHANGING NEEDS IN HOURS THIS HAS MEANT I HAVE BEEN ABLE TO WORK MORE FREELY WITHOUT CONSTANTLY HAVING TO REVIEW CLOCK.

38. NO DIFFERENCE IDENTIFIED.

39. THERE IS ALWAYS COVER IN THE OFFICE WHEN STAFF WORK AT DIFFERENT TIMES AND CAN SHARE THE WORKING HOURS.

40. THE PUBLIC ARE ABLE TO ACCESS STAFF OVER A LONGER TIME PERIOD. EVEN IF A PARTICULAR MEMBER OF STAFF IS NOT AVAILABLE TO DEAL WITH A SPECIFIC ENQUIRY, THERE WILL BE SOMEBODY IN THE OFFICE TO TAKE A MESSAGE.

41. THE BANDWIDTH EXTENSION HAS BEEN EXTREMELY HELPFUL WITH HELPING SHIFT THE WORK LOAD. THIS IN TURN HELPS MEET TARGETS, MAKES CLAIMANTS & MANAGEMENT HAPPY AND ALSO THOSE EXTRA HOURS CAN & WILL BE ACCOUNTED FOR. GENERALLY THE FLEXI HOURS ARE A LOT MORE FLEXIBLE.

42. WORKING PART-TIME THE EXTENSION ON CARRY OVER HOURS HAS HAD A HUGE EFFECT AS I QUITE REGULARLY CLOCK UP EXTRA HOURS.

Part 6 Other Comments about the Effectiveness of the Scheme

1. STAFF ALL SEEM TO PREFER TO GO AT 4 P.M. LEAVING OTHER STAFF TO COVER WITH A WHOLE HOUR TO CARRY OUT A RESPONSIVE SERVICE TO THE PUBLIC WITH REDUCED STAFF. IN THE MORNING THIS IS NOT REALLY AN ISSUE AS MOST PEOPLE TEND TO COME IN EARLY.
2. 7.00A.M. & 7.00P.M. ARE TOO FAR OUTSIDE NORMAL COUNCIL BUSINESS HOURS AND IF STAFF ADOPTED, SAY EARLY MORNING STARTS TO AVOID TRAFFIC AND LEFT AT 4.00P.M. CONSIDERABLE STRESS IS PUT ON THOSE REMAINING. THIS COULD CAUSE SIGNIFICANT PROBLEMS OVER WINTER.
3. ALTHOUGH I HAVE INDICATED THAT SOME OF THE CHANGES HAVE NOT BEEN PARTICULARLY USEFUL TO ME, THIS IS ONLY BECAUSE I HAVEN'T PERSONALLY HAD NEED TO USE THEM; I THINK ALL THE CHANGES ARE FOR THE BETTER.
4. AN INCREASE IN FLEXI TIME OFF TO ONE AND A HALF OR TWO DAYS WOULD BE USEFUL.
5. AS I ONLY WORK FOR 18.5 HOURS PER WEEK, THE EXTRA TIME I CARRY OVER (WHICH IS OFTEN) IS GREAT FOR A DAY OFF.
6. BEING ABLE TO CARRY FORWARD MORE HOURS IS VERY USEFUL.

7. COULD DO WITH NOT CARRYING SO MANY HOURS FORWARD AND IF STAFF COVER ALLOWS BEING ABLE TO TAKE MORE FLEXI TIME OVER THE MONTH.
8. EARLIEST START TIME SHOULD BE 8.00AM - THIS WILL HELP AVOID THE PROBLEM WITH TOO MANY STAFF LEAVING EARLY IN THE AFTERNOON.
9. EXTENSIONS TO FLEXITIME NOT PARTICULARLY RELEVANT TO PART TIME STAFF WHO HAVE OTHER COMMITMENTS OUTSIDE WORK. LIKE THE ABILITY TO BE ABLE TO WORK LATER INTO THE EVENING AND STILL RECEIVE CREDIT FOR THIS BUT THIS ARRANGEMENT WAS ALWAYS POSSIBLE ANYWAY.
10. FOR STAFF RELYING ON PUBLIC TRANSPORT THE INCREASED FLEXIBILITY OF ARRIVAL AND DEPARTURE TIMES IS VERY USEFUL.
11. AS A LONE WORKER THE EFFECTIVENESS OF THE SCHEME DOES NOT WORK FOR ME.
12. HAS MADE LIFE A LOT EASIER AND FLEXIBLE.
13. I AM SURE THAT THE SYSTEM CAN ONLY GENERALLY HAVE POSITIVE FEEDBACK BUT PERSONALLY THERE ARE ONLY TWO OF US WHO HAVE TO MAN A PUBLIC DESK AND THEREFORE WE CAN RARELY TAKE ADVANTAGE OF THE EXTRA HOURS AVAILABLE.
14. I FEEL THE EXTRA FLEXIBILITY OFFERED ALLOWS THE WORKING DAY TO BE ARRANGED, TO ACCORD WITH DEMANDS OF AN INDIVIDUAL'S PRIVATE LIFE. WITH ADVANCE PLANNING AS TO OFFICE COVER THROUGH LIAISING WITH LINE MANAGEMENT ETC. THERE NEED BE NO ADVERSE IMPACT ON SERVICES.
15. I FIND THE SCHEME EFFECTIVE AS I CAN BOOK DR/DENTIST APPOINTMENTS AND MAKE UP THE HOURS LATER. ALSO AS I CARE FOR MY ELDERLY FATHER I HAVE SCOPE TO SEE TO HIS NEEDS WITHOUT IT CAUSING INCONVENIENCE TO MY COLLEAGUES.
16. I HAVE ALWAYS FELT THAT THE SCHEME SHOULD WORK AS STAFF SHOULD ONLY TAKE FLEXI DAYS/LONGER LUNCH ETC WHEN THERE IS ADEQUATE OFFICE COVER AND YOU HAVE ALREADY BUILT UP THE HOURS. I FEEL THE INTRODUCTION OF A SECOND FLEXI DAY, IF YOU QUALIFY, WOULD BE GOOD.
17. I THINK ITS BEEN VERY GOOD AND I HOPE IT CONTINUES.

18. I THINK THE FLEXITIME SCHEME IS A GOOD BENEFIT FOR STAFF, AND THAT THE TRIAL CHANGES MAKE IT EVEN BETTER. THE NEW FLEXIBILITY CERTAINLY IMPROVES THE WORK/LIFE BALANCE.
19. I THINK THE INCREASED FLEXIBILITY ENABLES PEOPLE TO WORK THE HOURS THAT MORE NATURALLY SUIT THEM, IE. EARLIER, LATER OR WITH SHORTER/LONGER LUNCH-BREAK. CERTAINLY FOR MY TEAM, PEOPLE HAVE ORGANISED THEMSELVES TO MEAN THAT THERE IS RARELY A PROBLEM WITH COVER.
20. I THINK THE NEW SCHEME GIVES ALL STAFF MORE FLEXIBILITY WHICH IS A DEFINITE IMPROVEMENT FOR ALL CONCERNED.
21. I THINK THIS IS A MUCH MORE EFFECTIVE SCHEME, IT IS CERTAINLY BETTER FOR THE EMPLOYEE, OUR SCHEME BEFORE WAS NOT REALLY FLEXIBLE AT ALL, THE NEW SCHEME IS NOW COMPARABLE TO OTHER LOCAL AUTHORITIES. I CANNOT SEE THAT THERE ARE ANY ADVERSE EFFECTS TO SERVICES.
22. I WOULD LIKE TO BE ABLE TO TAKE UP TO 2 DAYS FLEXI-LEAVE IN A MONTH WITH OF COURSE APPROVAL OF LINE MANAGER.
23. I WOULD SUGGEST THAT CORETIME IS CHANGED ON A FRIDAY, TO FINISH AT 3.30 PM.
24. IF SCHEME DEVELOPS TO MORE THAN ONE FLEXIDAY PER MONTH - CAN FORESEE DIFFICULTY IN BEING ABLE TO TAKE THE TIME OFF DUE TO NO OF STAFF AND HOLIDAY RESTRICTIONS ALREADY IN PLACE.
25. IF THERE IS NO EVIDENCE OF ADVERSE EFFECT ON PUBLIC SERVICES THEN CURRENT SCHEME SHOULD BE RETAINED.
26. INCREASE IN FLEXI TIME CARRY FORWARD HAS NO BENEFIT WITH ONLY ONE FLEXI DAY PER MONTH CURRENTLY PERMITTED.
27. INCREASED FLEXIBILITY IS EXTREMELY ADVANTAGEOUS FOR THOSE WHO HAVE CHILD CARE COMMITMENTS.
28. IT HAS BEEN EXTREMELY USEFUL FOR MY JOB AS I'VE BEEN ABLE TO DO A LOT MORE THINGS BY EITHER STAYING LATER OR COMING IN EARLIER. VERY EFFECTIVE SCHEME.

29. IT HAS DEFINITELY REDUCED THE PRESSURE FOR PEOPLE THAT ARE NOT EARLY WORKERS BUT PREFER TO STAY LATE AND VICE VERSA, IT MAKES FOR A BETTER ENVIRONMENT IN THE OFFICE AS WE CAN MAN IT LONGER, SOME PEOPLE ARE NATURALLY EARLY RISERS AND OTHER PREFER TO STAY ON LATER.
30. IT IS NICE TO HAVE MORE FLEXIBILITY. THE MORNING CHANGE FROM 8AM TO 7AM BENEFITS MANY STAFF WHO COME IN EARLY, ALSO THE ABILITY TO CARRY OVER MORE HOURS EACH MONTH. ALSO IF WE HAVE AN APPOINTMENT, DENTIST, DOCTORS ETC WE CAN MAKE IT OUT OF CORE TIME.
31. IT SHOULD BE CONTINUED.
32. IT WOULD BE BETTER STILL IF WE COULD TAKE 2 DAYS - OR EVEN 1.5 DAYS FLEXI PER MONTH.
33. MAINTAIN IT, EXCEPT PERHAPS FOR 7AM START WHICH CANNOT REALLY BE MONITORED PROPERLY.
34. MORE RELAXED ABOUT LOSING TIME WHEN HAVING TO ATTEND DENTIST OR DOCTORS IN THAT IT IS NOW EASIER, WITH THE EXTENDED FLEXI DAY, TO CATCH UP SUCH LOST TIME.
35. NO COMMENT.
36. NO PROBLEMS SEEN SO FAR AND THE CHANGES SHOULD CONTINUE.
37. ON REFLECTION OF THE CARRY FORWARD TIME BEING EXTENDED FROM 10 TO 15 HOURS, THE NUMBER OF DAYS FLEXI LEAVE SHOULD BE REVIEWED - PERHAPS ALLOWING 1 1/2 FULL/3 HALF DAYS OR 2 FULL/4 HALF DAYS.
38. OVERALL AN EXTREMELY POSITIVE INITIATIVE AT A TIME WHEN THE OUTLOOK FOR STAFF IS OTHERWISE SO UNCERTAIN. ONE OTHER BENEFICIAL SIDE EFFECT IS THAT IT REDUCES THE STRAIN ON THE PARKING PROVISION BY MORE EVENLY SPREADING THE DEMAND FOR SPACES.
39. PLEASE COULD CONSIDERATION BE GIVEN TO INCREASED FLEXITIME TO BE TAKEN AS WE ARE ACCRUING HOURS BUT NOT ABLE TO TAKE ANY EXTRA TIME OFF.
40. SEE 5.

41. SO LONG AS STAFF HAVE THE HOURS THEY SHOULD ALSO BE ALLOWED TO TAKE AN ADDITIONAL FLEXI DAY EACH MONTH AS OTHER COUNCILS OFFER THIS LOCALLY I.E. ELMBRIDGE.
42. THE ADDITIONAL FLEXIBILITY SUITS ME PERSONALLY AND ALLOWS ME MORE CHOICE IN THE TIMES OF DAY THAT I CAN COMMUNICATE WITH EXTERNAL CONTACTS. THIS HELPS ME TO DO MY JOB MORE EFFECTIVELY.
43. THE CHANGES BRING THE SCHEME INTO LINE WITH THOSE BEING OPERATED BY OTHER EMPLOYERS.
44. THE GREATER FLEXIBILITY OF CORE TIMES WILL HAVE A POSITIVE EFFECT ON STAFF TAKING SICK LEAVE FOR EXTERNAL APPOINTMENTS/ MEETINGS ETC.
45. THE GREATER FLEXIBILITY IS A POSITIVE BENEFIT TO STAFF AND MAY ASSIST WITH RECRUITMENT IF STAFF ARE ABLE TO ARRIVE LATER OR EARLIER TO AVOID TRAFFIC OR CAN WORK CARE ARRANGEMENTS AROUND THE NEW TIMES. I WOULD ENDORSE THE RETENTION OF THE NEW TIMES.
46. THE IMPROVEMENTS TO THIS SCHEME HAVE REDUCED CAR POLLUTION BY INCREASING THE ARRIVAL AND DEPARTURE WINDOWS, AND THEREFORE GIVING STAFF THE OPPORTUNITY TO MISS THE BUSY TRAFFIC PERIODS.
47. THE REVISED SCHEME ALLOWS FOR MORE FLEXIBILITY AND SUITS MORE TO EACH INDIVIDUAL NEED. THE PROVISION TO CARRY FORWARD 15HRS IS MUCH BETTER THAN THE PREVIOUS 10HRS.
48. THE SCHEME IS GOOD PROVIDED THAT ALL STAFF PROVIDING FRONT LINE SUPPORT EITHER AT RECEPTION OR ON THE TELEPHONES WORK TOGETHER TO MAKE SURE THAT OPENING HOURS ARE COVERED SUFFICIENTLY.
49. THE SERVICE WORKS WELL FOR THIS SECTION BECAUSE WE CONSULT EACH OTHER BEFORE STARTING/FINISHING EARLY/LATE. SERVICE TO THE PUBLIC AND AND OTHER DEPARTMENTS IS NOT AFFECTED. PERSONALLY I FIND IT EXTREMELY USEFUL AND AM GRATEFUL FOR ITS INTRODUCTION.
50. THIS DOES NOT ADDRESS THE PROBLEM OF MEMBERS' EXPECTATIONS AND THE NEED FOR MANY MIDDLE & SENIOR MANAGERS TO BE HERE AT 8AM AND ALSO ATTEND EVENING CTTEE. , OTHER WORKING GROUPS OR RESIDENTS' /OTHER MEETINGS. FOR MANY OF SUCH STAFF THE IMPROVEMENTS DO NOTHING.

51. THIS FLEXIBILITY GIVES STAFF BETTER MORALE AND HAPPIER WITH THE WORKING CONDITIONS. THE EXTENSION BRINGS RBC IN LINE WITH OTHER LA'S. I WOULD STRONGLY BE IN FAVOUR OF EXTENDING THE NUMBER OF DAYS ALLOWED A MONTH FROM 1 TO 2 AS FLEXITIME ENTITLEMENT.
52. THIS IS VERY HELPFUL FOR STAFF TO VISIT THE DENTIST, DOCTOR AND OPTICAN OUTSIDE CORE TIME AND THE LUNCHTIME ALSO IS A GODSEND.
53. TWO DAYS FLEXI LEAVE PER MONTH WAS REQUESTED BY MAJORITY OF STAFF AND INDEED IS ALLOWED FOR IN ELMBRIDGE AND SPELTHORNE SCHEMES.
54. WITH SUCH LONG HOURS FOR FLEXITIME, IT STILL HASN'T SOLVED THE PROBLEM OF ACCRUING MORE HOURS THAN YOU ARE ALLOWED TO CARRY OVER. THE 6-7PM BANDWITH, WHERE I HAVE PREVIOUSLY BEEN WORKING THIS TIME, IT WAS TIME OFF IN LIEU, NOW IT IS CREDITED TO FLEXITIME.



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RUNNYMEDE BOROUGH COUNCIL

**Flexible Working Sub Group
All Civic Offices Staff
Feedback Questionnaire
September 2004**

Following the staff survey carried out in March 2004, a number of amendments were made to the Flexitime Scheme with effect from 1st July 2004, for a trial period of up to six months.

The trial scheme has now been operating for nearly 3 months, and your views are requested as to whether you think the measures have been effective so far. Please could you complete the questionnaire below no later than Friday 1st October, your views will form part of a progress report to be presented to Members in due course. Thank you for your assistance.

1. About You

PLEASE CLICK THE APPROPRIATE BOXES TO INDICATE YOUR ANSWERS:

- 1.1 Does your job currently enable you to participate in the flexitime scheme? Yes No
- 1.2 Do you have management or supervisory responsibility for other staff? Yes No
- 1.3 Which is your Department? Chief Executives Housing & Community Services
 Administration & Leisure Technical Services
 Finance

2. To what extent have the trial measures been useful to you?

PLEASE CLICK ONE BOX IN EACH ROW	Very Useful	Fairly Useful	Not Very Useful	Not at all Useful	I'm Not Sure
(a) Morning bandwidth extended from 6 a.m. to 7 a.m.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(b) Afternoon bandwidth extended from 6 p.m. to 7 p.m.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(c) Coretime reduced from 9.30 a.m. - 4.30 p.m. to 10 a.m. - 4 p.m.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(d) Maximum lunch break increased from 1.5 hours to 2 hours	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(e) Lunch period extended from 12 - 2 p.m. to 11.30 a.m. - 2.30 p.m.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(f) Maximum carry forward time extended from 10 hours to 15 hours per month (pro rata for part time staff)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>



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3. Have services to the public or staff cover been adversely affected by the trial measures?

PLEASE CLICK ONE BOX
IN EACH ROW

- | | | |
|--|------------------------------|-----------------------------|
| (a) Morning bandwidth extended from 8 a.m. to 7 a.m. | <input type="checkbox"/> Yes | <input type="checkbox"/> No |
| (b) Afternoon bandwidth extended from 6 p.m. to 7 p.m. | <input type="checkbox"/> Yes | <input type="checkbox"/> No |
| (c) Coretime reduced from 9.30 a.m. - 4.30 p.m. to 10 a.m. - 4 p.m. | <input type="checkbox"/> Yes | <input type="checkbox"/> No |
| (d) Maximum lunch break increased from 1.5 hours to 2 hours | <input type="checkbox"/> Yes | <input type="checkbox"/> No |
| (e) Lunch period extended from 12 - 2 p.m. to 11.30 a.m. - 2.30 p.m. | <input type="checkbox"/> Yes | <input type="checkbox"/> No |
| (f) Maximum carry forward time extended from 10 hours to 15 hours per month (pro rata for part time staff) | <input type="checkbox"/> Yes | <input type="checkbox"/> No |

4. If you think any services HAVE been adversely effected, please indicate how and why in the box provided below:

5. If you think the changes have had a POSITIVE effect on service provision, please provide examples in the box below:

6. If you have any other comments on the effectiveness of the scheme, please provide them in the box below:

Thank you for taking part in this survey.