

		Officer
		Total %
To the best of your knowledge, has the Council...		
A code of conduct for Members?	Yes	98.0
	No	
	Don't know	2.0
A code of conduct for Officers	Yes	98.0
	No	
	Don't know	2.0

		%
Do you understand your obligations under the officer Code of Conduct		
Do you understand your obligations under the officer Code of Conduct	Yes	94.0
	No	2.0
	Don't know	4.0

		%
Thinking about the Code of Conduct, how clear or unclear are you about...		
Reporting a potential breach of the Officers code of conduct	Very/Fairly Clear	93.0
	Fairly/very unclear	7.0
The guidelines provided to officers regarding their own conduct?	Very/fairly Clear	98.0
	Fairly/very unclear	2.0
Your responsibilities regarding your standards, behaviour and conduct as an officer?	Very/fairly Clear	98.0
	Fairly/very unclear	2.0

		Officer - years
		Total %
How strongly do you agree or disagree with each of the following statements?		
Members are required to acknowledge to the Monitoring Officer that they understand their obligations	Strongly/tend to Agree	82.0
	Strongly/tend to Disagree	0.0
	Don't know	18.0
Telford & Wrekin's approach to promoting high standards of conduct is encouraging appropriate behaviour across the Council	Strongly/tend to Agree	92.0
	Strongly/tend to Disagree	2.0
	Don't know	6.0
Telford & Wrekin's approach to promoting high standards of conduct is helping to build the public's confidence in local democracy	Strongly/tend to Agree	82.0
	Strongly/tend to Disagree	9.0
	Don't know	9.0

		%
If you become aware of any conduct by a Member which you reasonably believe involves a failure to comply with the Council's Member Code of Conduct, what action as an individual <u>must</u> you take?		
Inform the Monitoring Officer	Yes	91.0
	No	
	Don't know	9.0

Make a written allegation to the Standards Board	Yes		8.0
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Speak to the Member	No	61.0
	Don't know	31.0
	Yes	7.0
	No	74.0
	Don't know	19.0
DO nothing	Yes	1.0
	No	96.0
	Don't know	3.0

To the best of your knowledge, does the Council have a standards & Audit Committee		Officer - years
		Total %
To the best of your knowledge, does the Council have a standards & Audit Committee	Yes	96.0
	No	
	Don't know	4.0

To the best of your knowledge, does the Council have a standards & Audit Committee		%
I understand the role of the Standards & Audit Committee	Strongly/tend to Agree	77.0
	Strongly/tend to Disagree	11.0
	Don't know	12.0
I believe the standards & audit committee operates effectively	Strongly/tend to Agree	70.0
	Strongly/tend to Disagree	1.0
	Don't know	29.0
The standards & audit committee is making a positive difference to the standards & audit attitudes in the Council	Strongly/tend to Agree	66.0
	Strongly/tend to Disagree	
	Don't know	34.0
The standards & audit committee has a forward plan to guide its work	Strongly/tend to Agree	68.0
	Strongly/tend to Disagree	
	Don't know	32.0
The work of the standards and audit committee adds value to the Council	Strongly/tend to Agree	73.0
	Strongly/tend to Disagree	
	Don't know	27.0

To the best of your knowledge, does Telford & Wrekin Council have a confidential reporting (Whistle blowing) policy?		%
To the best of your knowledge, does Telford & Wrekin Council have a confidential reporting (Whistle blowing) policy?	Yes	100.0
	No	
	Don't know	

How clear or unclear is the Council's confidential reporting policy?		%
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How clear or unclear is the Council's confidential reporting policy?	Very/fairly clear Fairly unclear	94.0 4.0
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Don't know	2.0
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For each of the following statements about the Council's confidential reporting policy, please tick the box that most closely reflects your view		%
The Council's confidential reporting (whistle blowing) policy is used appropriately	Always/Usually	47.0
	Sometimes	4.0
	Rarely/never	49.0
	Don't know	4.0
The Council's confidential reporting (whistle blowing) policy is used without fear of reprisal	Always/usually	52.0
	Sometimes	3.0
	Rarely	1.0
	Don't know	44.0

Human Rights, Freedom of Information, Data Protection, Equalities Legislation		%
In your view, has the Council begun to integrate the requirements of this legislation into other schemes, policies and procedures?	Yes	82.0
	No	1.0
	Don't know	17.0

To what extent do you agree or disagree with this statement?		%
Appropriate training is given to Members on issues of conduct.	Strongly/tend to agree	65.0
	Strongly/tend to disagree	35.0
	Don't know	0.0

Have you been provided with training, advice or a briefing/information on the following legislation?		%
The Human Rights Act 1998	Yes	60.0
	No	34.0
	Don't know	6.0
Freedom of Information Act 2001	Yes	93.0
	No	5.0
	Don't know	2.0
Data Protection Act 1998	Yes	84.0
	No	13.0
	Don't know	3.0
Race Relations (Amendment) Act 2000	Yes	91.0
	No	8.0
	Don't know	1.0
Sex Discrimination Act 1975	Yes	81.0
	No	15.0
	Don't know	4.0
Disability Discrimination Act 2005	Yes	96.0
	No	4.0
	Don't know	0.0

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How clear or unclear are you about...		%
What a conflict of interest is	Very/fairly Clear	99.0

	Fairly/very unclear	1.0
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To what extent do you agree or disagree with the following statements about the Council's approach to managing conflicts of interest?		%
Officers are required to record any relevant interests in a register of interest	Strongly/tend to agree	98.0
	Strongly/tend to disagree	
	Don't know	2.0
Officers are regularly reminded of the need to record such interests	Strongly/tend to agree	88.0
	Strongly/tend to disagree	11.0
	Don't know	1.0
Officers are regularly reminded of the need to record any hospitality or gifts	Strongly/tend to agree	95.0
	Strongly/tend to disagree	5.0
	Don't know	
The hospitality or gifts register is reviewed regularly by Internal Audit and Member Services	Strongly/tend to agree	72.0
	Strongly/tend to disagree	
	Don't know	28.0

		Officers
<b>Overall Members...</b>		%
Are a focus for positive change	Always/usually	72.0
	Sometimes	19.0
	Rarely/never	2.0
	Don't know	7.0
Do not interfere in operational issues	Always/usually	57.0
	Sometimes	31.0
	Rarely/never	7.0
	Don't know	5.0
Listen to the advice of officers	Always/usually	76.0
	Sometimes	17.0
	Rarely	2.0
	Don't know	5.0
Do not involve officers inappropriately in party political issues	Always/usually	66.0
	Sometimes	12.0
	Rarely/never	11.0
	Don't know	11.0
Show respect to officers	Always/usually	90.0
	Sometimes	3.0
	Rarely	
	Don't know	7.0
Show respect to other members	Always/usually	67.0
	Sometimes	10.0
	Rarely/never	
	Don't know	23.0
Show respect to people who use Council services	Always/usually	82.0
	Sometimes	2.0
	Rarely/never	

	Don't know	16.0
Treat fairly all officers and do not discriminate unlawfully	Always/usually	77.0

Treat fairly all other Members and do not discriminate unlawfully	Sometimes	3.0
	Rarely/never	1.0
	Don't know	19.0
	Always/usually	65.0
	Sometimes	4.0
Perform their duties with honesty, integrity, impartiality and objectivity	Rarely/never	
	Don't know	31.0
	Always/usually	74.0
	Sometimes	8.0
Use public funds and Council property and facilities responsibly	Rarely/never	
	Don't know	18.0
	Always/usually	80.0
	Sometimes	2.0
	Rarely/never	
	Don't know	18.0

Over all senior officers...		%
Show respect to Members	Always/usually	98.0
	Sometimes	
	Rarely/never	
	Don't know	2.0
Treat fairly all users of Council services and do not discriminate unlawfully	Always/usually	95.0
	Sometimes	
	Rarely/never	
	Don't know	3.0
Treat fairly all members and do not discriminate unlawfully	Always/usually	95.0
	Sometimes	
	Rarely/never	
	Don't know	5.0

Do you consider that...		%
The leader of the Council is a positive role model in terms of standards, conduct and behaviour	Always/usually	87.0
	Sometimes	1.0
	Rarely/never	
	Don't know	12.0
The leader of the Council is proactive in promoting the importance of the standards and ethical agenda	Always/usually	70.0
	Sometimes	5.0
	Rarely/never	
	Don't know	25.0
The Chief Executive is proactive in promoting the importance of the standards and ethical agenda	Always/usually	96.0
	Sometimes	2.0
	Rarely/never	
	Don't know	2.0
The Chief Executive is proactive in promoting the importance of the standards and ethical agenda	Always/usually	89.0
	Sometimes	3.0
	Rarely/never	
	Don't know	8.0
Appropriate responsibilities are delegated to lead Members and officers	Always/usually	84.0
	Sometimes	3.0
	Rarely/never	
	Don't know	13.0
The Councils Monitoring officer is able to carry out his/her role appropriately	Always/usually	61.0
	Sometimes	

	Rarely/never	
	Don't know	39.0

The Council seeks to meet the needs of its diverse communities	Always/usually	95.0
	Sometimes	5.0
	Rarely/never	
	Don't know	
The Council ensures that officers come from diverse backgrounds	Always/usually	67.0
	Sometimes	26.0
	Rarely	
	Never	
	Don't know	7.0
The Council ensures that staff are appropriately skilled to meet the needs of its diverse communities	Always/usually	77.0
	Sometimes	21.0
	Rarely	
	Never	
	Don't know	2.0
The Council learns from other Councils to ensure that its standards and ethical arrangements are appropriate	Always/usually	75.0
	Sometimes	5.0
	Rarely/never	
	Don't know	20.0

How well do you feel the importance of high standards and ethics is communicated to...		%
Members	Very/quite well	73.0
	Not very/at all well	2.0
	Don't know	25.0
Officers	Very/quite well	91.0
	Not very/at all well	7.0
	Don't know	2.0
Local communities	Very/quite well	58.0
	Not very/at all well	23.0
	Don't know	19.0

Thinking about communication between and by Members and officers please tick the box that most reflects your view.		Officer - years Total %
Communication between Members is open	Always/usually	61.0
	Sometimes	5.0
	Rarely/never	
	Don't know	34.0
Communication between Members is constructive	Always/usually	60.0
	Sometimes	9.0
	Rarely/never	
	Don't know	31.0
Communication between Members and officers is open	Always/usually	83.0
	Sometimes	7.0
	Rarely/never	
	Don't know	10.0
Communication between Members and officers is constructive	Always/usually	85.0
	Sometimes	5.0
	Rarely/never	1.0
	Don't know	9.0

How strongly do you agree or disagree with the following statements?	%

The public can easily access the Members code of conduct	Strongly/tend to agree	59.0
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The public can easily access the register of Members interests	Strongly/tend to disagree	10.0
	Don't know	31.0
	Strongly/tend to agree	47.0
	Strongly/tend to disagree	11.0
The public can easily access documents relating to the standards & audit committee	Don't know	42.0
	Strongly/tend to agree	66.0
	Strongly/tend to disagree	7.0
	Don't know	27.0

		Officer - years
		Total %
<b>Relationships</b>		
Appropriate confidences are kept by Members	Always/usually	59.0
	Sometimes	8.0
	Rarely/never	
	Don't know	33.0
Appropriate confidences are kept by senior officer	Always/usually	83.0
	Sometimes	1.0
	Rarely/never	
	Don't know	16.0
Members trust each other	Always/usually	45.0
	Sometimes	15.0
	Rarely/never	1.0
	Don't know	39.0
Members and officers trust each other	Always/usually	79.0
	Sometimes	9.0
	Rarely/never	1.0
	Don't know	11.0
Members carry out their roles without fear of being bullied or harassed	Always/usually	57.0
	Sometimes	1.0
	Rarely/never	
	Don't know	42.0
Officers carry out their roles without fear of being bullied or harassed	Always/usually	81.0
	Sometimes	11.0
	Rarely/never	
	Don't know	8.0

<b>Accountability</b>		%
Decision making by Members is transparent, objective and follows agreed procedures	Always/usually	83.0
	Sometimes	3.0
	Rarely/never	1.0
	Don't know	13.0
Members are accountable for their decisions and actions	Always/usually	89.0
	Sometimes	3.0
	Rarely/never	
	Don't know	8.0
The public has easy access to information on who has taken particular decisions	Always/usually	68.0
	Sometimes	9.0
	Rarely/never	1.0
	Don't know	22.0



How strongly do you agree or disagree with the following statements about the management of standards within the Council?		%
There is a culture in the Council which allows Members to challenge decisions without fear of reprisal	Strongly/tend to agree	83.0
	Strongly/tend to disagree	1.0
	Don't know	16.0
There is a culture in the Council which allows officers to challenge Members decisions without fear of reprisal	Strongly/tend to agree	78.0
	Strongly/tend to disagree	11.0
	Don't know	11.0
There is a culture in the Council which allows partners to challenge decisions without fear of reprisal	Strongly/tend to agree	74.0
	Strongly/tend to disagree	1.0
	Don't know	25.0
The Council's complaints system is clear and accessible	Strongly/tend to agree	88.0
	Strongly/tend to disagree	7.0
	Don't know	5.0

Overall Members		%
Take complaints from the public seriously	Always/usually	92.0
	Sometimes	1.0
	Rarely/never	
	Don't know	7.0
Respond positively to constructive external criticism about the Council	Always/usually	84.0
	Sometimes	5.0
	Rarely/never	
	Don't know	11.0
Use referrals to the standards board for England appropriately	Always/usually	36.0
	Sometimes	5.0
	Rarely/never	
	Don't know	59.0
Use referrals to the standards board for England without fear of reprisal	Always/usually	39.0
	Sometimes	2.0
	Rarely/never	
	Don't know	59.0

Overall senior officers		%
Use referrals to the standards board for England appropriately	Always/usually	42.0
	Sometimes	1.0
	Rarely/never	1.0
	Don't know	56.0
Use referrals to the standards board for England without fear of reprisal	Always/usually	41.0
	Sometimes	
	Rarely/never	1.0
	Don't know	58.0

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Team working and co-operation		%
Members work well together to achieve the Council's common goals	Always/usually	82.0
	Sometimes	10.0
	Rarely/never	
	Don't know	8.0
Members and senior officers work well together to achieve the Council's common goals	Always/usually	92.0
	Sometimes	4.0
	Rarely/never	
	Don't know	4.0

		Officer - years
		Total %
<b>Partnership working</b>		
The Council works well with voluntary and community groups to achieve the area's common goals	Always/usually	79.0
	Sometimes	13.0
	Rarely/never	1.0
	Don't know	7.0
The Council works well with statutory partners to achieve the area's common goals	Always/usually	94.0
	Sometimes	3.0
	Rarely/never	
	Don't know	3.0
The Council has positive working relationships with these partners and the wider community	Always/usually	93.0
	Sometimes	3.0
	Rarely/never	
	Don't know	4.0
Do you use the Council's partnership protocol in any partnership that you are dealing with	Always/usually	64.0
	Sometimes	9.0
	Rarely/never	8.0
	Don't know	19.0



























