

To the best of your knowledge has the Council adopted...		%
A code of conduct for Members?	Yes	100.0
	No	
	Don't know	
A code of conduct for Officers	Yes	60.6
	No	9.1
	Don't know	30.3
Have you agreed to abide by the Members' Code of Conduct?		%
Yes		100.0
No		
Don't know		
How clear or unclear are you about the following aspects of complying with the Code of Conduct?		%
Reporting a potential breach of the Members' code of conduct	Very/Fairly Clear	100.0
	Fairly/Very unclear	
The guidelines provided to Members regarding their own conduct?	Very/Fairly Clear	100.0
	Fairly/Very unclear	
Your responsibilities regarding your standards, behaviour and conduct as a Member?	Very/Fairly Clear	100.0
	Fairly/Very unclear	
How strongly do you agree or disagree with each of the following statements about the Member Code of Conduct?		%
Members are required to acknowledge to the Monitoring Officer that they understand their obligations	Strongly/Tend to agree	93.9
	Tend to disagree	
	Disagree strongly	6.1
	Don't know	
Telford & Wrekin's approach to promoting high standards of conduct is encouraging appropriate behaviour across the Council	Strongly/Tend to agree	81.8
	Tend to/strongly disagree	15.2
	Don't know	3.0
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	75.7
	Tend to/strongly disagree	18.2
	Don't know	6.1
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	90.9
	No	3.0
	Don't know	6.1
Make a written allegation to the Standards Board for England	Yes	36.4
	No	39.4
	Don't know	24.2
Speak to the Member	Yes	30.3
	No	63.6
	Don't know	6.1
DO nothing	Yes	6.1
	No	93.9
	Don't know	
Prior to this survey, were you aware that there is a Standards & Audit Committee in the Council?		%
Yes		100.0
No		
Don't know		
How strongly do you agree or disagree with each of the following statements about the Standards & Audit Committee?		%
I understand the role of the Standards & Audit Committee	Strongly/Tend to agree	90.9

	Tend to/strongly disagree	9.1
	Don't know	
I believe the standards & audit committee operates effectively	Strongly/Tend to agree	81.8
	Tend to/strongly disagree	15.2
	Don't know	3.0
The standards & audit committee is making a positive difference to the standards & audit attitudes in the Council	Agree strongly	75.8
	Tend to/strongly disagree	15.1
	Don't know	9.1
The standards & audit committee has a forward plan to guide its work	Strongly/Tend to agree	63.7
	Tend to/strongly disagree	6.0
	Don't know	30.3
The work of the standards and audit committee adds value to the Council	Strongly/Tend to agree	81.8
	Tend to/strongly disagree	15.1
	Don't know	3.0
To the best of your knowledge, does Telford & Wrekin Council have a confidential reporting (Whistle blowing) policy?		%
Yes		75.8
No		3.0
Don't know		21.2
How clear or unclear is the Council's confidential reporting policy?		%
Very/fairly clear		88.0
Fairly/Very unclear		8.0
Don't know		4.0
For each of the following statements about the Council's confidential reporting policy, please select which box most closely reflects your view.		%
The Council's confidential reporting (whistle blowing) policy is used appropriately	Always/usually	68.0
	Sometimes	8.0
	Rarely	
	Never	4.0
	Don't know	20.0
The Council's confidential reporting (whistle blowing) policy is used without fear of reprisal	Always/usually	56.0
	Sometimes	8.0
	Rarely	
	Never	8.0
	Don't know	28.0
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	78.8
	Don't know	21.2
Training		%
Appropriate training is given to Members on issues of conduct.	Strongly/tend to agree	97.0
	Disagree strongly	3.0
	Don't know	
Have you been provided with training, advice or a briefing/information on...		%
The Human Rights Act 1998	Yes	69.7
	No	18.2
	Don't know	12.1
Freedom of Information Act 2001	Yes	81.8
	No	15.2
	Don't know	3.0
Data Protection Act 1998	Yes	78.8

	No	18.2
	Don't know	3.0
Race Relations (Amendment) Act 2000	Yes	69.7
	No	21.2
	Don't know	9.1
Sex Discrimination Act 1975	Yes	69.7
	No	21.2
	Don't know	9.1
Disability Discrimination Act 2005	Yes	69.7
	No	21.2
	Don't know	9.1
How clear or unclear are you about...		%
What a conflict of interest is	Very/fairly Clear	97.0
	Very unclear	3.0
The differences between a personal and prejudicial interest	Very/fairly Clear	94.0
	Fairly unclear	3.0
	Very unclear	3.0
If you are appointed to represent the Council on an external body whose internal rules conflict with the Council's code, which prevails		%
If you are appointed to represent the Council on an external body whose internal rules conflict with the Council's code, which prevails	The Council's Code	75.8
	The other organisation's code	15.2
	Neither organisations	
	Don't know / not sure	9.0
To what extent do you agree or disagree with the following statements about the Council's approach to managing conflicts of interest?		%
Members are required to record any relevant interests in a register of interest	Strongly/Tend to agree	96.9
	Disagree strongly	3.1
	Don't know	
Members are regularly reminded of the need to record such interests	Strongly/Tend to agree	97.0
	Disagree strongly	3.0
	Don't know	
Members are regularly reminded of the need to record any hospitality or gifts	Strongly/Tend to agree	97.0
	Disagree strongly	3.0
	Don't know	
The hospitality or gifts register is reviewed regularly by Internal Audit and Member Services	Strongly/Tend to agree	69.7
	Disagree strongly	6.1
	Don't know	24.2
Must you register an interest in the Members' Register if...		%
You have been appointed by the Council as a representative to another body	Yes	87.9
	No	9.1
	Don't know	3.0
You have been appointed as a manager to another organisation which provides a public service	Yes	81.8
	No	12.1
	Don't know	6.1
You are in a management position in a private company	Yes	84.8
	No	9.1
	Don't know	6.1
You are in a management position in a charity	Yes	84.8
	No	15.2
	Don't know	
You are a member of a trade union or professional association	Yes	84.8
	No	9.1
	Don't know	6.1
A person has made a payment to you in respect of your election or any other expenses incurred in carrying out your duties	Yes	87.9
	No	12.1
	Don't know	
You are a member of a church	Yes	39.4
	No	42.4
	Don't know	18.2

You are a member of a freemasons lodge which does not have charitable status	Yes	63.6
	No	15.2
	Don't know	21.2
You have an interest in a business or land in the Council's area which exceeds the nominal value of £25,000	Yes	97.0
	No	3.0
	Don't know	
You are a partner or paid director of a company which has entered into contracts for goods, services or works with the Council	Yes	87.9
	No	12.1
	Don't know	
You have a beneficial interest in land which is in the area of the Council	Yes	97.0
	No	3.0
	Don't know	
Whilst attending a meeting in an official capacity, if you have a prejudicial interest in a matter would you...		%
Withdraw from the room whenever it becomes apparent that the matter is being considered	Yes	97.0
	No	3.0
	Don't know	
Remain in the room but not seek to influence a decision	Yes	12.1
	No	87.9
	Don't know	
Do neither	Yes	3.0
	No	93.9
	Don't know	3.1
Overall Members...		%
Are a focus for positive change	Always/usually	78.8
	Sometimes	12.2
	Rarely	3.0
	Never	3.0
	Don't know	3.0
Do not interfere in operational issues	Always/usually	54.5
	Sometimes	24.3
	Rarely	15.2
	Never	3.0
	Don't know	3.0
Listen to the advice of officers	Always/usually	78.8
	Sometimes	15.2
	Rarely	
	Never	3.0
	Don't know	3.0
Do not involve officers inappropriately in party political issues	Always/usually	57.6
	Sometimes	
	Rarely	12.1
	Never	27.3
	Don't know	3.0
Show respect to officers	Always/usually	94.0
	Sometimes	
	Rarely	
	Never	3.0
	Don't know	3.0
Show respect to other members	Always/usually	90.9
	Sometimes	3.1
	Rarely	
	Never	3.0
	Don't know	3.0
Show respect to people who use Council services	Always/usually	93.9
	Sometimes	
	Rarely	
	Never	3.0
	Don't know	3.0
Treat fairly all officers and do not discriminate unlawfully	Always	90.9
	Sometimes	3.1
	Rarely	
	Never	3.0
	Don't know	3.0
Treat fairly all other Members and do not discriminate unlawfully	Always/usually	87.9
	Sometimes	3.1

	Rarely	3.0
	Never	3.0
	Don't know	3.0
Perform their duties with honesty, integrity, impartiality and objectivity	Always/usually	93.9
	Sometimes	3.1
	Rarely	
	Never	
	Don't know	3.0
Use public funds and Council property and facilities responsibly	Always	90.9
	Sometimes	3.1
	Rarely	
	Never	3.0
	Don't know	3.0
Over all senior officers...		%
Show respect to Members	Always/usually	80.9
	Sometimes	3.0
	Rarely	
	Never	6.1
	Don't know	
Treat fairly all users of Council services and do not discriminate unlawfully	Always/usually	90.9
	Sometimes	
	Rarely	
	Never	6.1
	Don't know	3.0
Treat fairly all members and do not discriminate unlawfully	Always/usually	90.9
	Sometimes	3.0
	Rarely	
	Never	6.1
	Don't know	
Do you consider that...		%
The leader of the Council is a positive role model in terms of standards, conduct and behaviour	Always/usually	90.9
	Sometimes	9.1
	Rarely	
	Never	
	Don't know	
The leader of the Council is proactive in promoting the importance of the standards and ethical agenda	Always/usually	84.9
	Sometimes	12.1
	Rarely	
	Never	
	Don't know	3.0
The Chief Executive is proactive in promoting the importance of the standards and ethical agenda	Always/usually	90.9
	Sometimes	3.0
	Rarely	
	Never	6.1
	Don't know	
Appropriate responsibilities are delegated to lead Members and officers	Always/usually	90.9
	Sometimes	3.0
	Rarely	
	Never	6.1
	Don't know	
The Councils Monitoring officer is able to carry out his/her role appropriately	Always/usually	84.8
	Sometimes	9.1
	Rarely	
	Never	6.1
	Don't know	
The Council seeks to meet the needs of its diverse communities	Always/usually	93.9
	Sometimes	3.1
	Rarely	
	Never	3.0
	Don't know	
The Council ensures that officers come from diverse backgrounds	Always/usually	75.8
	Sometimes	12.1
	Rarely	
	Never	3.0
	Don't know	9.1
The Council ensures that staff are appropriately skilled to meet the needs of	Always/usually	91.0

its diverse communities	Sometimes	
	Rarely	
	Never	3.0
	Don't know	6.0
The Council learns from other Councils to ensure that its standards and ethical arrangements are appropriate	Always/usually	84.9
	Sometimes	3.0
	Rarely	3.0
	Never	3.0
	Don't know	6.1
How well do you feel the importance of high standards and ethics is communicated to...		%
Members	Very/quite well	97.0
	Not very well	
	Not at all well	3.0
	Don't know	
Officers	Very/quite well	84.8
	Not very well	
	Not at all well	6.1
	Don't know	9.1
Local communities	Very/quite well	78.8
	Not very well	9.1
	Not at all well	9.1
	Don't know	3.0
Thinking about communication between and by Members and officers please tick the box that most reflects your view.		%
Communication between Members is open	Always/usually	72.7
	Sometimes	24.3
	Rarely	
	Never	3.0
	Don't know	
Communication between Members is constructive	Always/usually	69.7
	Sometimes	27.3
	Rarely	
	Never	3.0
	Don't know	
Communication between Members and officers is open	Always/usually	78.8
	Sometimes	15.2
	Rarely	3.0
	Never	3.0
	Don't know	
Communication between Members and officers is constructive	Always/usually	81.8
	Sometimes	12.1
	Rarely	3.0
	Never	3.0
	Don't know	
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	81.8
	Tend to disagree	3.0
	Disagree strongly	6.1
	Don't know	9.1
The public can easily access the register of Members interests	Strongly/tend to agree	81.9
	Tend to disagree	3.0
	Disagree strongly	3.0
	Don't know	12.1
The public can easily access documents relating to the standards & audit committee	Strongly/tend to agree	78.8
	Tend to disagree	
	Disagree strongly	3.0
	Don't know	18.2
Relationships		%
Appropriate confidences are kept by Members	Always/usually	94.0
	Sometimes	
	Rarely	
	Never	3.0

Appropriate confidences are kept by senior officer	Don't know	3.0
	Always/usually	91.0
	Sometimes	3.0
	Rarely	3.0
	Never	3.0
Members trust each other	Don't know	
	Always/usually	54.6
	Sometimes	39.4
	Rarely	
	Never	6.0
Members and officers trust each other	Don't know	
	Always/usually	69.7
	Sometimes	24.2
	Rarely	
	Never	6.1
Members carry out their roles without fear of being bullied or harassed	Don't know	
	Always/usually	69.7
	Sometimes	21.2
	Rarely	
	Never	6.1
Officers carry out their roles without fear of being bullied or harassed	Don't know	3.0
	Always/usually	78.8
	Sometimes	6.1
	Rarely	3.0
	Never	3.0
	Don't know	9.1
Accountability		%
Decision making by Members is transparent, objective and follows agreed procedures	Always/usually	91.0
	Sometimes	6.0
	Rarely	
	Never	3.0
	Don't know	
Members are accountable for their decisions and actions	Always/usually	93.9
	Sometimes	3.1
	Rarely	
	Never	3.0
	Don't know	
The public has easy access to information on who has taken particular decisions	Always/usually	57.6
	Sometimes	15.1
	Rarely	6.1
	Never	3.0
	Don't know	18.2
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	90.9
	Tend to/strongly disagree	9.1
	Don't know	
There is a culture in the Council which allows officers to challenge Members decisions without fear of reprisal	Strongly/tend to agree	84.8
	Tend to/strongly disagree	6.1
	Don't know	9.1
There is a culture in the Council which allows partners to challenge decisions without fear of reprisal	Strongly/tend to agree	78.8
	Tend to/strongly disagree	3.0
	Don't know	18.2
The Council's complaints system is clear and accessible	Strongly/tend to agree	84.8
	Tend to/strongly disagree	12.2
	Don't know	3.0
Overall Members		%
Take complaints from the public seriously	Always/usually	93.9
	Sometimes	6.1
	Rarely	

	Never		
	Don't know		
Respond positively to constructive external criticism about the Council	Always/usually	97.0	
	Sometimes	3.0	
	Rarely		
	Never		
	Don't know		
Use referrals to the standards board for England appropriately	Always/usually	72.7	
	Sometimes	15.2	
	Rarely		
	Never	6.0	
	Don't know	6.1	
Use referrals to the standards board for England without fear of reprisal	Always/usually	78.8	
	Sometimes	6.1	
	Rarely		
	Never	6.0	
	Don't know	9.1	
Overall senior officers			
		%	
Use referrals to the standards board for England appropriately	Always/usually	63.7	
	Sometimes	9.1	
	Rarely		
	Never	6.0	
	Don't know	21.2	
Use referrals to the standards board for England without fear of reprisal	Always/usually	66.6	
	Sometimes	3.1	
	Rarely		
	Never		
	Don't know	30.3	
Team working and co-operation			
		%	
Members work well together to achieve the Council's common goals	Always/usually	78.8	
	Sometimes	18.2	
	Rarely		
	Never	3.0	
	Don't know		
Members and senior officers work well together to achieve the Council's common goals	Always/usually	93.9	
	Sometimes	3.1	
	Rarely		
	Never	3.0	
	Don't know		
Partnership working			
		%	
The Council works well with voluntary and community groups to achieve the area's common goals	Always/usually	93.9	
	Sometimes	3.1	
	Rarely		
	Never	3.0	
	Don't know		
The Council works well with statutory partners to achieve the area's common goals	Always/usually	97.0	
	Sometimes		
	Rarely		
	Never	3.0	
	Don't know		
The Council has positive working relationships with these partners and the wider community	Always/usually	97.0	
	Sometimes		
	Rarely		
	Never	3.0	
	Don't know		
Do you use the Council's partnership protocol in any partnership that you are dealing with	Always/usually	69.7	
	Sometimes	3.0	
	Rarely	3.0	
	Never	6.1	
	Don't know	18.2	