

**Standards Committee – 12th April 2011**

**Report of the Monitoring Officer**

**Elected member Feedback – Contact with the Council**

**Purpose of Report**

1. To update the Committee on the actions taken following a previous report to the Standards Committee on the Code of Conduct for Employees, but specifically in relation to feedback received from Elected Members when contacting the Council, either directly to Directorates or via Dudley Council Plus.

**Background**

2. At a meeting of the Standards Committee on 13th October 2010, it was resolved that a questionnaire be issued to all Elected Members, arising from the concerns expressed at the meeting by one or two Members about blockages in communication, including obtaining information when contacting the Council and when using Dudley Council Plus.
3. Members were contacted via email on 22nd October 2010 and a total of 26 responses were received (c36% response rate). Subsequently, the issues have been raised at Corporate Board and specifically with the Cabinet Member and Shadow Cabinet Member for Finance.

**Findings**

4. Attached at Appendix 1 is a summary of key issues highlighted by Members, these include:-
  - Vast majority of responses contained positive comments
  - Inconsistency of approach by Members in contacting the Council
  - Inconsistency of approach by Directorates in response to Member queries and some delays highlighted
  - Dedicated enquiry system for Members
5. A further resolution of the Standards Committee on 13th October 2010 was that the Monitoring Officer be requested to arrange for random sampling of employees in each Directorate to ascertain their knowledge and awareness of the Code of Conduct.
6. It transpires that Audit Services undertook a Fraud Survey in the Autumn on 2010, whereby 100 staff were selected at random from each Directorate, managers and non-managers and 91% of that sample stated they had read a copy of the Employees Code of Conduct, 6% of staff had not and 3% did not respond to that question, with 100% stated that as a result of reading the Code of Conduct, they were aware of their responsibilities as an employee of the Council.

## **Recommendation**

7. That the Committee notes the information.

A handwritten signature in black ink, appearing to be 'P. Tart', with a large loop and a long horizontal stroke extending to the right.

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**Philip Tart**  
**Monitoring Officer**

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