

NORTH YORKSHIRE COUNTY COUNCIL

STANDARDS COMMITTEE

1 October 2007

Update re Citizens' Panel Questionnaire

1.0 PURPOSE OF REPORT

1.1 To update Members on the questionnaire circulated to the Citizens' Panel.

2.0 BACKGROUND

2.1 Members will recall that following the publication of an article in the NY Times, awareness of standards issues affecting the Council was to be tested through the Citizens' Panel by means of a questionnaire.

3.0 PRESENT POSITION

3.1 A questionnaire on standards matters was produced and formed part of a wider questionnaire distributed to the Citizens' Panel in August 2007. A copy of the final questionnaire is attached as Appendix 1.

3.2 To date, 1200 responses have been received. At the time of writing, the company collating and analysing the responses has not yet been able to produce any analytical information however it is hoped that some such information will be available by the time of the Committee's meeting.

3.3 An oral update will be given at the meeting.

4.0 RECOMMENDATIONS

4.1 Members are requested to note the contents of this report.

CAROLE DUNN
Monitoring Officer

Presenting Officer: Moira Beighton

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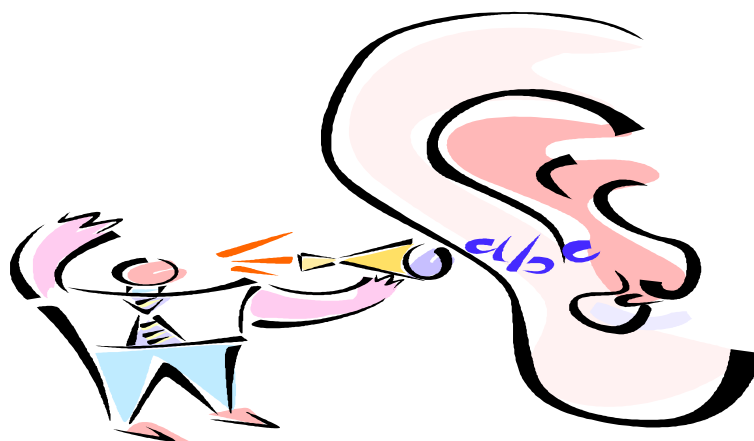
Background Documents:
None

County Hall
NORTHALLERTON

19 September 2007



North Yorkshire County Council's Citizens' Panel August 2007 Survey



Have your say!

FOR OFFICE USE
ONLY

Rec'd		
Check		
Ent'd		

Standards of Conduct by Members

North Yorkshire County Council believes in a strong ethical organisational culture. It aims to promote the highest levels of conduct by its members and officers, to increase public trust in the delivery of its vision and its objectives, by:

- (i) maintaining openness and transparency in conducting its business;
- (ii) being accountable for all it says and does;
- (iii) ensuring that everyone knows what is expected of them;
- (iv) offering appropriate training and development programmes; and
- (v) promoting the work of its Standards Committee.

Q.1 How important to you are high ethical standards and good systems of governance (regulating and monitoring what the Council does) in the work of the Council? *(Please tick one box)*

Very important Fairly important Not very important Not at all important Don't know/ not sure

1..... 2..... 3..... 4..... 5

Q.2 Do you feel that, generally, standards of behaviour from members and officers of the County Council are high? *(Please tick one box)*

Very high Fairly high Not very high Not at all high Don't know/ not sure

1..... 2..... 3..... 4..... 5

Statutory Principles Governing Conduct of Members

<ul style="list-style-type: none"> * selflessness * honesty and integrity * objectivity 	<ul style="list-style-type: none"> * accountability * personal judgment * respect for others * duty to uphold the law 	<ul style="list-style-type: none"> * openness * stewardship * leadership
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Q.3 Listed above are the statutory principles governing the conduct of members. To what extent were you aware of these principles? *(Please tick one box)*

Not aware that there were statutory principles 1

Aware that there were statutory principles, but did not know what they were 2

Aware that there were statutory principles, but only knew what a few of these were 3

Aware that there were statutory principles, and knew what all / most of these were 4

Q.4 Are you aware that members have to agree to comply with a Code of Conduct, which sets out standards of ethical behaviour, before they can act as members? *(Please tick one box)*

Yes..... 1 – **CONTINUE TO Q.5** No..... 2 - **PLEASE GO TO Q.6**

Q.5 (If aware of the Code of Conduct)

a) Which of the following requirements in the Code were you aware of? (Please tick all that apply)

- to promote equality 1
- to treat others with respect 2
- to have regard to advice from the Chief Finance Officer and the Monitoring Officer..... 3
- to disclose personal interests in particular matters to meetings..... 4
- to withdraw from meetings if such interests are so significant to be prejudicial 5
- to register certain financial and other interests in a Register of Members' Interests 6
- to register gifts and hospitality received (where over £25 in value)..... 7
- not to disclose confidential information (except where permitted by the Code) 8
- not to use Council resources for political purposes (except where permitted by the Code)..... 9
- not to compromise officers' impartiality 10
- not to bring his/her office or authority into disrepute 11
- not to use his/her position improperly 12
- none of these/ just aware that there was a 'code of conduct' 13

b) Are you aware that members may be subject to penalties if found to be in breach of the Code? (Please tick one box)

Yes..... 1

No 2

All respondents

Q.6 Have you ever consulted the Register of Members' Interests by applying to the Monitoring Officer at County Hall, Northallerton, or by consulting the County Council's website? (Please tick one box)

Yes..... 1

No 2

a) If "yes", how easy did you find the process? (Please tick one box)

Very easy

Fairly easy

Not very easy

Not at all easy

Don't know/ not sure

1..... 2..... 3..... 4..... 5

Q.7 Are you aware that the County Council has a Standards Committee, which includes independent members and has the responsibility of promoting high ethical standards? (Please tick one box)

Yes..... 1 - CONTINUE TO Q.8

No 2 - PLEASE GO TO Q.9

(If aware that the County Council has a Standards Committee)

Q.8 Listed below are the responsibilities of the Standards Committee. Which of these were you aware of?
(Please tick all that apply)

- promoting and maintaining high standards of conduct by members..... 1
- assisting members in observing the Code..... 2
- advising the County Council on adopting or revising the Code 3
- monitoring the operation of the Code 4
- advising and training members on matters relating to the Code 5
- granting dispensations to members (in specified circumstances) from requirements relating to interests 6
- hearing and determining certain complaints that members have breached the Code 7
- dealing with other complaints against members (not relating to the Code) 8
- advising the Council on desirable changes to its Constitution in light of ethics and conduct issues..... 9
- general overview of ethical issues in relation to the County Council 10
- none of these/ just aware that there was a Standards Committee..... 11

(All respondents)

Q.9 Do you know that there is a national independent body called the Standards Board for England, which was established to oversee ethical behaviour in local government? *(Please tick one box)*

Yes..... 1 No 2

Q.10 In the last 12 months have you needed to contact the Standards Board or County Council on a member behaviour related complaint? *(Please tick one box)*

Yes..... 1 - PLEASE GO TO a) BELOW No 3 - PLEASE GO TO b) BELOW

a) If "yes", how satisfied or dissatisfied were you with the way in which your complaint was handled?
(Please tick one box)

<u>Very Satisfied</u>	<u>Fairly satisfied</u>	<u>Neither satisfied nor dissatisfied</u>	<u>Fairly dissatisfied</u>	<u>Very dissatisfied</u>	<u>Don't know No opinion</u>
<input type="checkbox"/> 1.....	<input type="checkbox"/> 2.....	<input type="checkbox"/> 3.....	<input type="checkbox"/> 4.....	<input type="checkbox"/> 5.....	<input type="checkbox"/> 6

b) If "no", would you know how to raise any such future concerns? *(Please tick one box)*

Yes..... 1 No..... 2 Not sure..... 3

All Respondents

Q.11 Should employees of the Council be judged by, broadly, the same standards as members?
(Please tick one box)

<u>Employees should have lower standards</u>	<u>Employees should have same standards</u>	<u>Employees should have higher standards</u>	<u>Don't know No opinion</u>
<input type="checkbox"/> 1.....	<input type="checkbox"/> 2.....	<input type="checkbox"/> 3.....	<input type="checkbox"/> 4

Q.12 How well does the County Council publicise the Code of Conduct, the role and work of its Standards Committee and the ethical framework generally? (Please tick one box)

- Very well Fairly well Not very well Not at all well Don't know/ not sure
 1..... 2..... 3..... 4..... 5

a) **What more could be done to publicise such work? Please write any suggestions below.**

NY TIMES

'NY Times' is a North Yorkshire County Council publication designed to inform the county's residents of the work of the County Council and its partners and to promote North Yorkshire.

Q.13 'NY Times' is published 11 times a year, at the end of each month except December. Do you think this is too often, about right, or not often enough? (Please tick one box)

- Too Often About Right Not Often Enough Don't know/ not sure
 1..... 2..... 3..... 4

Q.14 Since February 2007, 'NY Times' has been distributed to homes and businesses across the county by Royal Mail. Of the seven issues delivered by Royal Mail since then, how many have you received? (Please tick one box)

- None One Two Three Four Five Six Seven Not sure
 0 1 2 3 4 5 6 7 8

Q.15 When you do see a copy of the 'NY Times', how much of the newspaper do you usually read? (Please tick one box only)

- Not seen a copy of 'NY Times' in last year 0- PLEASE GO TO Q.26
 All of it..... 1
 Most of it (look at whole paper, reading most stories)..... 2
 Only specific features/ stories of particular subjects 3
 Very little of it (flick through paper, reading only a few stories) ... 4
 None of it 5

a) **If you see 'NY Times' but do not usually read it : Why not? (Please tick as many as apply)**

- Don't find content of interest 1
 Don't like the format..... 2
 Prefer local newspaper (gives me all the local news I need) 3
 Other reason (Please write below)..... 4

.....

IF YOU 'NEVER' READ THE 'NY TIMES' : PLEASE GO TO Q.20

Q.16 If you ever read the 'NY Times', please tell us how you rate the sections you read?
(Please tick ONE box on each line – if you do not read a particular section please tick the box at end of line)

	<u>Very good</u>	<u>Fairly good</u>	<u>Acceptable</u>	<u>Fairly poor</u>	<u>Very poor</u>	<u>Don't know/ don't read</u>
1) News.....	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
2) Recruitment page	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
3) Competitions.....	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
4) What's on Column	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
5) Youth Times (Youth Page)	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
6) Ask Len (Consumer Advice)	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
7) Yesterday's North Yorkshire (archive photos).....	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
8) Energy Matters	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
9) Out in the Country.....	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
10) Walk.....	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
11) Recipe	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
12) Letters.....	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6

Q.17 Have you or your friends or family ever used the Jobs and Careers section of the 'NY Times' to find out more about a career with the County Council?

Yes..... 1 No..... 2 Not sure..... 3

a) In the Jobs and Careers section, which of the following words or phrases would you use to describe the guidance and information on how to get a job within the County Council?

(Please tick as many as apply)

Informative..... 1 Not interesting..... 3 Entertaining..... 5
 Uninformative..... 2 Educational..... 4 Boring..... 6
 Don't know/ not read..... 7

b) What other content or information, if any, would you like to see in the Jobs and Careers Section?
(Please write below)

Q.18 Which of the following words or phrases would you use to describe 'NY Times' as a whole?
(Please tick as many as apply)

Informative..... 1 Not interesting..... 3 Entertaining..... 5
 Boring..... 2 Educational..... 4 Uninformative..... 6

Q.19 'NY Times' tries to carry news from all areas of our county. One way of doing this is through its

regionalised pages – Northern View, Southern Outlook, Moors & Coast, Dales & West – each with a regionalised ‘What’s On’ column. How well do you think ‘NY Times’ succeeds in providing news from all areas of our county? *(Please tick one box)*

- Very well Fairly well Not very well Not at all well Don't know/ not sure
 1..... 2..... 3..... 4..... 5

a) (If ‘not very well’ or ‘not at all well’) How could this be improved? *(Please write in)*

ALL RESPONDENTS

Q.20 Who else in your household reads the ‘NY Times’? *(Please tick as many as apply)*

- No-one else 1
 Other Adult(s) (18+) 2
 Children/ young people (under 18) 3 (PLEASE WRITE IN AGES :)
 Not sure 4

Q.21 Do you feel the ‘NY Times’ carries a North Yorkshire identity (i.e. is easily identified with North Yorkshire)? *(Please tick one box)*

- Yes..... 1 No..... 2 Don't know/ not sure..... 3

a) Please write any suggestions you may have as to how this identity could be improved?

Q.22 Please write details of any regular columns you would like to see in ‘NY Times’, or issues you think the paper should address?

a) Regular columns:

b) Issues for articles:

Q.23 'NY Times' is available on the North Yorkshire County Council website? If this site was expanded, what additional features do you think the site should include? *(Please tick as many as apply)*

- Regular updates on stories which have appeared in 'NY Times' 1
- Regularly updated 'What's On' column..... 2
- More opportunities for readers to interact with 'NY Times' 3
- Online opinion polls 4
- Audio reports 5
- Video reports 6
- 'NY Times' archive (i.e. copies of previous 'NY Times')..... 7
- Advertising from businesses in North Yorkshire 8
- Other *(Please write below)* 9

-
Don't know/ no opinion 10

Q.24 Would you prefer to view 'NY Times' on the web, rather than receive a copy through the post?

- Yes..... 1 No..... 2 Not sure..... 3

Q.25 If you have any comments on aspects of 'NY Times' not covered in the preceding questions, please write these below.

Q.26 Which of the following media provide you with information about the County Council and/or North Yorkshire? (Please tick all that apply)

Local newspapers

- Yorkshire Post 1
- Northern Echo 2

- Whitby Gazette 3
- Scarborough Evening News 4
- Ryedale Gazette and Herald 5
- Malton & Pickering Mercury 6
- Filey Mercury 7

- Darlington & Stockton Times 8
- Northallerton Times 9
- North Yorkshire News 10
- Ripon Gazette 11
- Knaresborough Post 12
- Harrogate Advertiser 13

- York Press 14
- Selby Times 15
- Selby Post 16
- Wetherby News 17

- Craven Herald 18
- Keighley News 19
- Lancaster Guardian 20
- Westmoreland Gazette 21
- Evening Gazette (Middleborough) 22

Local radio

- Minster FM 23
- Stray FM 24
- Yorkshire Coast Radio 25
- BBC Radio York 26
- BBC Radio Cleveland 27

Local television

- ITV Calendar 28
- ITV Tyne Tees 29
- BBC Look North (Leeds) 31
- BBC Look North (Newcastle) 32

Other (Please write below) 33

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REGISTRATION SERVICES IN NORTH YORKSHIRE

The Registration Service offers a range of services across the County including the registration of births and deaths, civil wedding and civil partnership ceremonies, citizenship ceremonies, baby naming and ceremonies for couples wishing to renew their vows. There are 9 Registration Offices across North Yorkshire, together with 8 'outstations' in various locations where Registrars can be seen by appointment.

Q.27 Have you ever used the Registration Service at all, in the last two years? (Please tick one box)

Yes 1

No 2 - Please go to Q.31

If you have used the Registration Services in the last two years – please answer Questions 28 to 30.
 If you have not used the Registration Services in the last two years – please go straight to Question 31.

Q.28 Which office (s) did you <u>last</u> visit or contact?		
	Current Opening Times	Please tick one box only
The County Register Office, Bilton House, Harrogate	Mon – Fri: 8.30 a.m. – 4.30 p.m.	<input type="checkbox"/> 1
Malton	Mon – Fri: 9.15 a.m. – 1.00 p.m. Mon: 2.00 – 4.00 p.m.	<input type="checkbox"/> 2
Northallerton	Mon – Fri: 9.00 a.m. – 4.30 p.m.	<input type="checkbox"/> 3
Richmond	Mon, Tue, Thu, Fri: 9.00 a.m. – 1.00 p.m. Tue & Thu 2.00 – 4.00 p.m.	<input type="checkbox"/> 4
Scarborough	Mon, Tue, Thu, Fri: 9.00 a.m. – 4.30 p.m. Wed: 9.00 a.m. – 1.00 p.m.	<input type="checkbox"/> 5
Selby	Mon – Fri: 9.00 a.m. – 1.00 p.m. Mon – Wed: 2.00 – 4.00 p.m.	<input type="checkbox"/> 6
Settle	Tue & Thu: 9.30 a.m. – 1.00 p.m.	<input type="checkbox"/> 7
Skipton	Mon, Tue, Wed, Fri: 9.30 a.m. – 12.30 p.m. Mon & Wed 1.30 – 4.00 p.m.	<input type="checkbox"/> 8
Whitby	Mon, Tue, Wed, Fri: 9.30 a.m. – 1.00 p.m. Mon & Wed 2.00 – 4.00 p.m.	<input type="checkbox"/> 9
Other – please state		<input type="checkbox"/> 10

Q.29 What was the purpose of your last visit or contact? *(Please tick one box)*

To register a birth 1

To register a death..... 2

To give notice of a marriage or civil partnership 3

To apply for a replacement certificate..... 4

To attend a ceremony..... 5

Other *(Please write in)*..... 6

Q.30 How satisfied or dissatisfied were you with the service you received? *(Please tick one box)*

Very Satisfied Fairly satisfied Neither satisfied nor dissatisfied Fairly dissatisfied Very dissatisfied Don't know Can't remember

1..... 2..... 3..... 4..... 5..... 6

a) If you were dissatisfied, please tell us why. Please write your reasons below.

ALL RESPONDENTS

Q.31 Did you know that you can access Registration Services by appointment at the following venues?
(Please tick as many as you were aware of)

- 1. Easingwold Library and Information Centre 1
- 2. Leyburn – Thornborough Hall 2
- 3. Pickering Community Resource Centre 3
- 4. Ripon Community Resource Centre 4
- 5. Stokesley Community Resource Centre 5
- 6. The Friarage Hospital Maternity Unit (birth registrations only) 6
- 7. Harrogate District Hospital Maternity Unit (birth registrations only) 7
- 8. Scarborough Hospital Maternity Unit (birth registrations only) 8

Q.32 The Registration Service and the locations of its offices will be reviewed over the next 12 months or so. If you think that there are other places in the County where there should be access to Registration Services, please state below.

Q.33 Our current opening hours are listed at Question 28. Which, if any, of the following opening hours would be helpful for you ? *(Please tick as many as apply)*

- Open early in the morning, i.e. 8.00 a.m. 1
- Open at lunchtime (between 12 noon and 2 p.m.) 2
- Closed later in the afternoon, i.e. 5.30 p.m... 3
- Opened on a Saturday morning i.e. 8.30 a.m. – 12 noon 4
- Late night opening until 7.00 pm 5
- Satisfied with current opening hours 6

Q.34 Currently you can make an appointment with a Registrar by telephoning the appropriate office, by personal visit, letter or email. How helpful would the following methods for contacting the Registration Service be for you? *(Please tick ✓ one box per row)*

- | | <u>Very helpful</u> | <u>Fairly helpful</u> | <u>Not helpful</u> | <u>Don't know</u> |
|--|----------------------------|----------------------------|----------------------------|----------------------------|
| 1. By telephone to your nearest office | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 |
| 2. By telephone via the County Council's Contact Centre | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 |
| 3. By email to your nearest office | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 |
| 4. By personal visit | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 |
| 5. By letter | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 |
| 6. By booking an appointment electronically via the County Council's website | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 |

Q.35 To what extent do you think the following aims of the Registration Service given below are

appropriate? (Please tick one box per row)			
	<u>Yes</u>	<u>No</u>	<u>Don't Know</u>
We aim to see you within 10 minutes of your appointment time	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3
If you do not have an appointment, we will tell you what time we can see you	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3
We aim to arrange an appointment to register a birth within 3 working days of your request	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3
We aim to arrange an appointment to give you a notice of marriage/civil partnership within 5 working days of your request	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3
We aim to arrange an appointment to register a death or a still-birth within 2 working days of your request	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3
We aim to deal with 90% of certificate applications by post within 5 working days	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3

Q.36 Would you consider a civil funeral ceremony as opposed to a religious ceremony?
(Please tick ✓ one box only)

Yes..... 1 No..... 2 Not sure..... 3

Q.37 Please write any general comments about the Registration Service in the box below.

Thank you very much for completing this questionnaire.

Please return it to NWA Research, PO Box 309, Stockton on Tees, TS20 1BR as soon as possible in the envelope provided. No stamp is required.

If you need any assistance with the questionnaire please telephone free-phone 0800 316 3630.