SUMMARY OF RESPONSES TO CONSULTATION ON A NEW

CIVIL SERVICE CODE

CABINET OFFICE
JUNE 2006
SUMMARY OF RESPONSES

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SUMMARY OF RESPONSES TO 2006 CONSULTATION ON NEW CIVIL SERVICE CODE

Background to Consultation

1. The Civil Service Code was first introduced in 1996, based on a draft provided by the Treasury and Civil Service Committee, the predecessor to the Public Administration Select Committee. It was amended in 1999 to take account of devolution but has essentially changed very little since its initial introduction. In the summer of 2005, a small working group of Permanent Secretaries and Civil Service Commissioners, chaired by the then First Civil Service Commissioner, Baroness Usha Prashar was set up to consider the purpose and effectiveness of the Civil Service Code, including:
   - its principles, values, coverage, audience, tone and status;
   - how it applies to today’s Civil Service, and how relevant and accessible it is to all civil servants; and
   - whether it would benefit from revision.

2. The working group concluded that the Code was very important, and still had a role, but could be written in more everyday language to be more accessible to today’s civil servants, while still reinforcing the core values and behaviours that are expected of them.

3. The working group produced a re-drafted Civil Service Code, which was launched for consultation on 27 January 2006 by Sir Gus O’Donnell, the Cabinet Secretary, and Janet Paraskeva, the First Civil Service Commissioner.

4. The draft Code was placed on the Civil Service website, and an anonymous web-based questionnaire was provided for civil servants to provide comments. Office notices with a letter from Sir Gus O’Donnell and Janet Paraskeva and a link to the draft Code and the response questionnaire were sent, and hard copies of both the draft Code and the questionnaire were made available for those civil servants who did not have web access, and an e-mail and postal address were also provided. The consultation was announced publicly by means of a Written Ministerial Statement in the Houses of Parliament, and copies were placed in the Libraries of the House. Key stakeholders were sent personal copies and invited to feed in their views. A copy of the draft Code, the Written Ministerial Statement, the launch letter and the response questionnaire are attached at Annex A.

5. The Cabinet Office received over 2,150 responses. The vast majority of these were from civil servants. A breakdown of the responses by department, region, gender, length of time in the Civil Service and grade is at Annex B1 and a list of other respondents is at Annex B2.
6. This paper summarises the comments received and sets out (in bold type) the working group’s conclusions.

**Responses to web questionnaire**

7. Over 2,100 anonymous comments were received from civil servants by means of the web-based questionnaire, which asked about the existing Code and the draft Code issued for consultation. A table summarising the responses to the quantitative questions is below.

<table>
<thead>
<tr>
<th>Question</th>
<th>Response (2,140 questionnaires)</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>The existing Civil Service Code</strong></td>
<td></td>
</tr>
</tbody>
</table>
| 1. Do you know about the existing Civil Service Code? | Yes 87%  
No 13% |
| 2. Have you read it? | Yes 87%  
No 13% |
| 3. [If yes to 2 above] Did it make a difference to how you do your job? | Yes 24%  
No 76% |
| 4. [If yes to 2 above] Is it relevant to you? | Yes 90%  
No 10% |
| **The new draft Civil Service Code** | |
| 5. The new Code is very different. Is it better than the existing Code? | Very 13%  
A lot 40%  
A bit 33%  
No 14% |
| 6. Is the new Code written in a way that is relevant to you and your work? | Very 24%  
A lot 43%  
A bit 26%  
No 7% |
| 7. Are there words or terms which are unclear for you in the new Code? | Yes 10%  
No 90% |
8. Have we fully described the core values of the Civil Service as set out in the Code?
- Yes: 89%
- No: 11%

9. Does the new Code give you clear direction on what you should and should not be doing as a civil servant?
- Completely: 1%
- Mostly: 87%
- A bit: 9%
- Not at all: 3%

10. If you have a concern, would you be happy to raise it with:
- Line manager: Yes - 1,637, No - 351
- Departmental nominated officer: Yes - 1,453, No - 463
- Head of HR: Yes - 1,177, No - 763
- Permanent Secretary: Yes - 972, No - 940
- Civil Service Commissioners: Yes - 1,185, No - 717

8. The results suggest a high level of awareness of the existence of the Code amongst respondents to the consultation. Civil servants have heard of the Code, and think the content is relevant to them, although it has not changed how they do their jobs. This may be because the core values and behaviours of the Civil Service are well ingrained.

9. On the new draft Code, 86% of respondents thought it was better than the existing Code, ranging from 33% who thought it was a 'bit' better, to 40% who thought it was a 'lot' better and 13% who thought it was 'very' much better.

10. 67% of respondents thought the Code was written in a way that was 'very' or 'a lot' relevant to their work, and 90% thought the words and terms in the Code were clear, with 89% thinking that the core values of the Civil Service had been fully described, and 88% thinking that the Code gave them clear direction on what they should and should not be doing as civil servants.

**Summary of qualitative comments received**

11. In addition to quantitative comments, respondents to the consultation also fed in a wide range of qualitative comments. These ranged from drafting points, to more substantive issues such as queries over the removal of reference to the Crown in the draft Code.

12. We took account of a number of helpful drafting points from respondents and from the Plain English campaign to try to make the text clearer and more accessible.
General comments

13. Many respondents commented generally on whether they felt the Code was an improvement or not on the existing Code. Some felt that the existing Code was fine and the new version was less clear:

"Nothing wrong with the old one"

Civil servant

"Overall the New Code is too ‘woolly’, the old code is legalistic and rightfully so – true it could be made shorter without loosing this, but loose language opens up too much ground for ‘interpretation”

Civil servant

14. However, the majority of respondents welcomed the new Code and had positive comments to make

"I found it relevant, short enough to read quickly without being put off by patronising language and lengthy explanations"

Civil servant

"It is very clear and comprehensive. I think there should be a link on every department's intranet site, it should be referred more often by every department and it should be prominent in every recruitment. Departments/agencies sometimes seem to be to be remote from the code seeing it as something for "Whitehall" and the senior Civil Service rather than a code for every civil servant at every grade."

Civil servant

"New code is highly commendable and concisely sums up values which make me proud to work for the civil service. The new code is very clear and much more memorable than the old one"

Civil servant

"It is very much a delight to be able to see a document written so clearly and with so little ‘mumbo jumbo’ which the existing version does. The new code is an easy read and you don’t have to read between the lines to understand what it is talking about, meaning that you understand it easily! More of the same please!"

Civil servant

"The Committee (on Standards in Public Life) welcomes the intention to simplify the Civil Service Code and make the underlying principles more accessible and understandable to civil servants and others....The Committee considers that the new draft Code is a significant step forward in making the key principles that underpin the Civil Service and the behaviour of civil servants, more accessible and easier to understand."

Committee on Standards in Public Life

"The CCSU welcomes the redrafting of the Code, recognising the importance of ensuring that the Code is written in a way that is as accessible as possible for civil servants of all grades in order to ensure that they are fully aware of both their rights and responsibilities. Further, that the Code ensures that all civil servants understand the constitutional position of the Civil Service and civil servants in an understandable manner."

Council of Civil Service Unions
"I very much welcome the fact that the Civil Service Commissioners and the Civil Service itself have taken ownership of the code, and rewritten it in a modern and accessible way..."

Dr Tony Wright, Chair of Public Administration Select Committee

15. A number of substantive points about the coverage and content of the Code were made, and a summary of the key points, and our responses, is set out below.

Reference to the Crown

16. The old Civil Service Code said:

"Civil servants are servants of the Crown. Constitutionally, all the Administrations form part of the Crown and, subject to the provisions of this Code, civil servants owe their loyalty to the Administrations in which they serve."

17. This reference was not included in the draft Code circulated for consultation as the aim had been to try to shorten and make more accessible the style and language of the Code.

18. We had a significant number of comments from civil servants and key stakeholders about the omission of this reference.

"Civil servants are servants of the Crown. Constitutionally, all the Administrations form part of the Crown and, subject to the provisions of this Code, civil servants owe their loyalty to the Administrations in which they serve. The above is a quote from the current Code and from my perspective this is one of the key points that makes it clear about how and why the Civil Service is independent. It seems to me to be a pity that this fundamental element of clarity has been lost in the new version. This is a particular issue where there are devolved administrations and some people are losing the focus of who we are serving. In my view we still serve the Crown but do so through a different process to the more traditional ways. It is important to me that the line of responsibility runs through to the Crown and no where else so that we can continue to be independent and impartial."

Civil servant

"The new draft deletes the reference currently contained in clause 2 of the existing Code to the role of the Crown. Whilst this may appear to be an arcane issue of constitutional theory, nonetheless it has considerable significance and moreover the deletion of any reference to the Crown might be misconstrued. The concept of "servants of the Crown", as the current Code states, recognises the place within the constitution of the Civil Service and its wider relationships, including to Parliament; it has never been simply a creature of the Government of the day. We believe therefore that a reference to the Crown should remain within the new Code."

Council of Civil Service Unions

"There are some important constitutional issues currently covered by the Civil Service Code whose omission from the new draft Code will mean (in the absence of a Civil
Service Act) that these will not be reflected anywhere in the current legal framework. In particular these are:

- The constitutional position of the Civil Service and of civil servants as servants of the Crown; and
- The accountability of civil servants to Parliament through Ministers”

Committee on Standards in Public Life

19. **In response to the comments, we have reintroduced reference to the Crown in a footnote to the first paragraph of the new Code.**

**Accountability to Ministers**

20. Similarly, a number of points were raised about the importance of civil servants’ direct line of accountability to Ministers, and Ministers’ accountability to the public, something that had been explicit in the old Code but had not been included in the draft circulated for consultation. In addition to the Committee on Standards in Public Life’s comment above, others raised this issue:

“We are accountable for our actions to the elected Government, and it is they who are accountable to the public, not us. An important distinction.”

Civil servant

“Whereas the earlier text, based on the work of the Treasury and Civil Service Committee, defines the service’s task as being to “assist the duly constituted Government”, the new code is less explicit about the Civil Service’s relationship to Ministers. The reference to civil servants as servants of the Crown who owe their loyalty to the Administrations that they serve has been removed. It is implicit in the draft Code but nowhere explicitly stated…”

Dr Tony Wright MP, Chair of Public Administration Select Committee

21. **We felt this was an important point of clarity for civil servants and others, and agreed that we should make clear civil servants’ and Ministers’ lines of accountability.**

**Responsibilities of Ministers and Special Advisers in relation to the Code**

22. The draft Code issued for consultation contained a footnote:

“Special advisers, as civil servants, are expected to abide by this Code, but do not have to show their political impartiality or objectivity, and are exempt from appointment on merit on the basis of fair and open competition. But the Ministerial Code and the Code of Conduct for Special Advisers place a duty on Ministers and Special Advisers to uphold the political impartiality of the Civil Service and not to ask civil servants to act in a way which would be inconsistent with this Code.”
23. A number of comments were received from civil servants and others about the position of special advisers in relation to the Code, and the responsibilities on Ministers to uphold the political impartiality of the Civil Service.

"You have down played the duties on ministers in relation to civil servants."

Civil servant

"I was pleased to see a reference to Ministers and Special Advisers and their role in upholding the impartiality of the CS, but disappointed that this was a footnote rather than in the body of the Code. As well as setting out what is expected of civil servants, the Code could make a stronger reference to the "this is what you can expect from others" part of a balanced scorecard of behaviour and propriety. ....I think that would be reassuring to civil servants and the wider public alike."

Civil servant

24. In a high level Code which we wanted to keep short, it was difficult to cover in detail the respective responsibilities of Ministers and special advisers in relation to the Civil Service, so the new Code contains a new footnote replacing the one above containing web links to the Ministerial Code and the Code of Conduct for Special Advisers, both of which set out very clearly their respective responsibilities to maintain an impartial Civil Service.

'Endeavour to' rather than 'Must'

25. There were some concerns from civil servants and the Combined Civil Service Unions about the shift in the Code from 'endeavour to' to 'must'

"It is concerning that the words "endeavour to" have been removed from a couple of the obligations under section 4 (ensuring the proper and efficient use of public money and dealing with the public fairly etc.). What happens when this is out of the control of the civil servant concerned?"

Civil servant

"I also think that it should say 'endeavour to'. This is too concrete - one must always behave in a certain way in a job and should not be made responsible if the outcome is not as expected - this is particularly true of financial situations where a minister may decide against civil servant advice to spend money. In this case, the civil servant could be held responsible for that."

Civil servant

"The new draft introduces an absolute obligation upon civil servants to "ensure the proper and efficient use of public money" as compared to the existing obligation under clause 7 to "endeavour to ensure the proper, effective and efficient use of public money". Similarly, the new obligation to "deal with the public and their affairs fairly, efficiently, promptly and effectively". This is in practice a significant change which could leave individual civil servants in a difficult position."

Council of Civil Service Unions

26. We feel it is important that the Code reflects clearly the behaviours that should be expected of civil servants, but recognise that this needs to be interpreted sensibly, and have added "to the best of your ability" to the fourth bullet of paragraph 5.
Standards of behaviour between colleagues and responsibility of managers/employer

27. Some respondents felt that the Code was rather one-sided in setting out the obligations of civil servants but not of the employer, or of the role of managers.

"It would be valuable to have something setting out the obligations that flow down as well as up the chain between every level. The focus is too much in terms of my obligations and there needs to be a sense of the obligation we all have to treat each other fairly."

Civil servant

"It would be nice to see some kind of code as to the behaviour of management and the fair and ethical treatment of staff - we hear too much about our responsibilities and duties."

Civil servant

"It says nothing or little about standards of behaviour amongst colleagues. These rules should apply to all."

Civil servant

28. The Civil Service Code does not cover personnel management issues. These are dealt with separately and will be covered in departments’ and agencies’ HR policies. The new Code does make reference to the behaviour of civil servants to colleagues, but it was felt that the Code itself, as a short high level document, was not the place for more detail.

Ethical standards governing particular professions

29. Some comments were received about the omission of a specific reference, which was in the old Code, to adherence to ‘ethical standards governing particular professions’.

"Reference should be made to professional standards which some civil servants need to comply with independently of the code - such as rules of professional conduct for solicitors and barristers"

Civil servant

"Present code more comprehensive in that it recognises the need for specific professionals, e.g. psychologists to also adhere to their own code, such as ethics. As a civil servant these additional values still apply."

Civil servant

"I am ... concerned that the specific responsibility of civil servants, who are also members of a professional group, to abide by the ethical requirements of their profession appear to have been omitted."

Chief Government Social Researcher

30. We felt that the requirement for members of professional groups to abide by their own professional standards was implicit, but agreed to insert a footnote reference for clarity.
Approach to raising concerns

31. A number of respondents felt that the old Code was more explicit about reporting concerns.

"The draft code does not make clear the relationship/connection between reporting a concern (either to managers or to commissioners) and reporting to the police or other appropriate authorities."

Civil servant

"Very concerned by narrowing of what can/must be reported to Civil Service Commissioners. Old code referred to where a civil servant believes he or she is being required to act in a way which is illegal, improper or unethical; is in breach of constitutional convention or a professional code; may involve possible maladministration or is otherwise inconsistent with the code."

Civil servant

"It is unhelpful to separate out cases where an official believes he is being required to act in a way which conflicts with the Code from any other situation where he believes it is being breached"

Public Concern at Work

32. More information on raising concerns under the Civil Service Code, is set out in the Directory of Civil Service Guidance, and the Code contains a weblink to this. The reference to evidence of criminal or unlawful activity being reported to the police or other appropriate authorities has been moved from the footnote to the main text to make sure this point is clear.

Complying with international law

33. The old Code said that civil servants should recognise "the duty to comply with the law, including international law and treaty obligations, and to uphold the administration of justice".

34. Some comments were received that the draft, which just says civil servants must ‘comply with the law’ was too narrow:

"Although it may/should be obvious, the duty to comply with International and National law should not be removed"

Civil servant

"Paragraph 4 emphasises the obligation to "comply with the law" but loses all reference contained in the clause 3 of the current Code noting the importance of international law and Treaty obligations, and the duty to "uphold the administration of justice." Again, we believe that there should be at least a footnote reference to the fact that "the law" must include international law and treaty obligations which we accept are in themselves effected in the UK through Act of Parliament. There should also be a direct reference in the Code to the administration of justice, particularly recognising that some civil servants have a direct role in the criminal justice system and in some cases act or advice in quasi-judicial functions."

Council of Civil Service Unions
35. We felt that the compliance with international law and treaty obligations is implicit in “comply with the law” and did not see the need to give the additional qualification. However, the reference to upholding the administration of justice has been reinserted in the new Code.

‘Conscience’ clause

36. The old Code included reference to civil servants reporting, in line with relevant procedures if they were required to “act in a way which, for him or her, raises a fundamental issue of conscience.” A few comments were received on this:

"I would like to maintain the ‘conscience’ clause in the existing code."

Civil servant

"Where is the opt-out for legitimate decisions which cause issues of conscience in the new code? If not in put it back."

Civil servant

“This “conscience clause” has been removed in the new Code. Given that the origins of the Code rest partly upon a crisis of conscience, we believe that this should be restored.”

Council of Civil Service Unions

37. The ‘conscience’ clause from the old Code had caused confusion in the past. In most cases ‘conscience’ issues would be handled through normal departmental procedures other than the Civil Service Code, so it was not felt appropriate to reintroduce this.

Role of the Civil Service Commissioners

38. The Civil Service Commissioners have an important role in the context of ‘whistleblowing’ in that they are there to consider concerns from civil servants who don’t feel they have had a reasonable response to any concerns they have raised under the Civil Service Code from their department. The Commissioners will also consider taking a complaint from a civil servant direct.

39. It was clear from the responses to the consultation that there was very low awareness of the Civil Service Commissioners’ role. Nearly half of respondents knew nothing or very little about them at all, and a very small percentage knew they had anything to do with complaints under the Civil Service Code.

"I first joined the Civil Service in 1972 when I was employed by them. I have never heard them mentioned since."

Civil servant

"I have heard of the Commissioners but have no idea of their role and responsibilities”

Civil servant
“Very little [about their role]. When you are on the bottom few rungs of the ladder, you have little contact with, or information about, the commissioners and their role.”

Civil servant

40. The Civil Service Commissioners are actively looking at raising the profile of their role both in relation to the Civil Service Code and more widely within the Civil Service.
INTRODUCTION

1. The Civil Service forms an integral and key part of Government. It supports the Government of the day in formulating and implementing its policies, and in the delivery of public services. Civil servants are appointed on merit through fair and open competition. You can take pride in carrying out your role with dedication and a commitment to the Civil Service and its core values: integrity, honesty, objectivity and impartiality.

- Integrity is about putting the public good above your own personal interests in whatever you do as a civil servant.
- Honesty involves being truthful and transparent.
- Objectivity means that you base your advice and decisions on rigorous analysis of the evidence.
- Impartiality requires you to act solely according to the merits of the case and without bias. In a politically impartial Civil Service, you must not let your own political views influence your work, nor use official resources for party political purposes.

2. These core values support good government and ensure the achievement of the highest possible standards in all that the Civil Service does. This in turn helps the Civil Service to gain and retain the respect of Ministers, the public, other organisations it works with, and its many customers, and to fulfill its role in national life.

3. This Code1 sets out the standards of behaviour expected of you and all other civil servants and the duties that civil servants owe to Ministers, the public, other organisations the Civil Service works with, and its many customers. These standards and duties flow from the core values. Individual departments may also have their own separate mission and values statements based on the core values including the standards of behaviour expected of you in your dealings with your colleagues.

STANDARDS OF BEHAVIOUR

INTEGRITY

4. You must:
   - conscientiously fulfil your duties and obligations
   - always act in a way that is professional and that deserves and retains the confidence of those with whom you have dealings, whether they be Ministers, members of the public or other civil servants
   - ensure the proper and efficient use of public money
   - deal with the public and their affairs fairly, efficiently, promptly and effectively
   - handle information to be as open as possible within the statutory framework
   - comply with the law.

5. You must not:
   - misuse your official position or information acquired in the course of your official duties to further your private interests or those of others
   - accept gifts or hospitality or receive other benefits from a third party which might reasonably be seen to compromise your personal judgement or integrity
   - disclose official information without authority. This duty continues to apply after you leave the Civil Service.

HONESTY

6. You must:
   - set out facts and issues truthfully
   - use resources only for the authorised public purposes for which they are provided.

7. You must not:
   - be influenced by pressures from others or the prospect of personal gain
   - deceive or knowingly mislead Ministers, Parliament or members of the public.

1 Including taking account of the requirements of the Freedom of Information Act 2000, Official Secrets Act 1989 etc.

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THIS IS A DRAFT NEW CIVIL SERVICE CODE ON WHICH WE WOULD WELCOME YOUR VIEWS.

Please send us your comments by 21 April 2006.

This draft Code and a comments form are on the web at www.civilservice.gov.uk/civilservicecode or you can send comments direct to:

Amanda Fraser
Propriety and Ethics Team
Cabinet Office
70 Whitehall
London SW1A 2AS

or to:
civilservicecode@cabinet-office.x.gsi.gov.uk

Additional hard copies of this draft Code are available from the address above.
OBJECTIVITY

8. You must:
   > provide information and advice, including advice to Ministers, on the basis of the evidence, and accurately present the options
   > take decisions on the merits of the case
   > take due account of expert and professional advice.

9. You must not:
   > ignore inconvenient facts or relevant considerations when providing advice or taking decisions
   > frustrate the implementation of policies once decisions are taken by declining to take, or abstaining from, action which flows from decisions.

IMPARTIALITY

10. You must:
    > carry out your responsibilities in a way that is fair, just and equitable and reflects the Civil Service commitment to equality and diversity.

11. You must not:
    > act in a way that unjustifiably favours or discriminates against particular individuals or interests.

POLITICAL IMPARTIALITY

12. Civil servants must maintain political impartiality: you must serve the Government to the best of your ability in a way which is consistent with the requirements of this Code and irrespective of your own political beliefs. The Civil Service must be able to demonstrate that it can serve a future Government of a different political persuasion to the best of its ability.

13. You must:
    > implement decisions conscientiously
    > act in a way which deserves and retains the confidence of Ministers, while at the same time ensuring that you will be able to establish the same relationship with those whom you may be required to serve in some future Government
    > comply with any restrictions that have been laid down on your political activities.

14. You must not:
    > act in a way that is determined by party political considerations
    > allow your personal political views to determine any advice you give or your actions.

RIGHTS & RESPONSIBILITIES

15. Your department or agency has a duty to make you aware of this Code and its values. If you believe you are being required to act in a way which conflicts with this Code, your department or agency has a duty to consider your concern, and to ensure that you are not penalised for raising such a concern.

16. If you have such a concern, you should in the first instance raise it with your line manager or someone else in your line management chain. If for any reason you would find this difficult, you should raise the matter with your department's nominated officers who have been appointed to advise staff on the Code.

17. If you become aware of actions by others which you believe conflict with this Code you should report this to your line manager or someone else in your line management chain; alternatively you may wish to seek advice from your nominated officer.

18. If you have reported a matter covered in paragraphs 15-17 in accordance with the relevant procedures and do not receive what you consider to be a reasonable response, you may report the matter to the Civil Service Commissioners. The Commissioners will also consider taking a complaint direct. Their address is:

   3rd Floor,
   35 Great Smith Street,
   London SW1P 3BQ.

   Tel: 020 7276 2613.
   e-mail: cscs@civilservicecommissioners.gov.uk.

19. This Code is part of the contractual relationship between you and your employer. It lays down the high standards of behaviour expected of you which follow from your position in public and national life as a civil servant. You can take pride in living up to these values.

   January 2006

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5 The whistleblowing legislation (the Public Interest Disclosure Act 1998) may also apply in some circumstances. The Directory of Civil Service Guidance gives more information (http://www.cabinetoffice.gov.uk/propriety_and_ethics/Publications/Pdf/csg-vol2.pdf).

Evidence of criminal or unlawful activity should be reported to the police or other appropriate authorities. The Directory of Civil Service Guidance gives more information (http://www.cabinetoffice.gov.uk/propriety_and_ethics/Publications/Pdf/csg-vol1.pdf).

4 Section 12 of the Civil Service Management Code provides more detailed guidance on raising concerns (http://www.civilservice.gov.uk/management_of_the_civil_service/management_guidance/management_code/index.asp)
WRITTEN MINISTERIAL STATEMENT

CABINET OFFICE

26 January 2006

Parliamentary Secretary at the Cabinet Office: Written Ministerial Statement on New Civil Service Code

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Mr Murphy

The Cabinet Secretary and the First Civil Service Commissioner will tomorrow launch consultation on a new Civil Service Code. The Civil Service Code, which was introduced in 1996, sets out the duties and responsibilities of civil servants. Copies are available in the Library of the House.

The new Code is the result of work between the Government and the Civil Service Commissioners to ensure that the Code is relevant and accessible to all civil servants. The Code sets out the core values of the Civil Service and the standards of behaviour expected of all civil servants in their dealings with Ministers, the public, other organisations the Civil Service works with and its many customers.

In publishing the new Code for consultation, the Government wishes to place on record its appreciation to the former First Civil Service Commissioner, Baroness Usha Prashar, for her contribution in taking forward work on the new Code.

Comments are invited on the new Code. The consultation period will run until Friday 21 April 2006.

Copies of the new Code will be placed in the Libraries of the House.
Questionnaire for civil servants on the new draft Civil Service Code

Please give us your views by Friday 21 April 2006

To set the consultation in context, we would like first to ask you a few questions about the existing Civil Service Code. For staff in the Diplomatic Service this is known as the DS Code of Ethics. www.cabinetoffice.gov.uk/propriety_and_ethics/civil_service/civil_service_code.asp

1. Do you know about the existing Civil Service Code?
   ○ Yes       ○ No
   If no, could you tell us why not (for example, never received a copy, never told about it)

   If yes:

2. Have you read it?
   ○ Yes       ○ No

3. Did it make a difference to how you do your job?
   ○ Yes       ○ No

4. Is it relevant to you?
   ○ Yes       ○ No

Now we would like your feedback on the new draft Civil Service Code
www.civilservice.gov.uk/civilservicecode

5. The new Code is very different. Is this better than the existing Code?
   ○ Very       ○ A lot       ○ A bit       ○ No

6. Is the new Code written in a way that is relevant to you and your work?
   ○ Very       ○ A lot       ○ A bit       ○ No

7. Are there words or terms which are unclear for you in the new Code?
   ○ Yes       ○ No

   If yes, please tell us what they are
8. Have we fully described the core values of the Civil Service as set out in the Code?
   ○ Yes   ○ No

   If no, please tell us where we need to improve the description

9. Does the new Code give you clear direction on what you should and should not be doing as a civil servant?
   ○ Completely   ○ Mostly   ○ A bit   ○ Not at all

10. The Civil Service Code refers to the Civil Service Commissioners. What do you know about their role?

11. If you had a concern under the Code, would you be happy to raise it with:

   Your line manager
   ○ Yes   ○ No

   Your departmental nominated officer
   ○ Yes   ○ No
Your head of HR
○ Yes    ○ No

Your Permanent Secretary
○ Yes    ○ No

The Civil Service Commissioners
○ Yes    ○ No

Other (please say who)

12. Is there anything else you think should be included or do you have any other comments on the new Code?

Responses to this questionnaire are anonymous, but it would be very helpful to us if you gave us the following information:

Department
Region
Grade
Gender
Ethnic origin
Length of time in civil service

Please send comments direct to: Amanda Fraser
Propriety and Ethics Team
Cabinet Office
70 Whitehall
London SW1A 2AS

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ANNEX B1

RESPONDENTS BY BACKGROUND

<table>
<thead>
<tr>
<th>Respondents</th>
<th>Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Civil servants</td>
<td>2,141</td>
</tr>
<tr>
<td>Stakeholders</td>
<td>9</td>
</tr>
<tr>
<td>Members of the public</td>
<td>3</td>
</tr>
<tr>
<td>Members of Parliament/House of Lords</td>
<td>2</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>2,155</strong></td>
</tr>
</tbody>
</table>

RESPONDENTS BY DEPARTMENT

<table>
<thead>
<tr>
<th>Department</th>
<th>Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>DWP</td>
<td>689</td>
</tr>
<tr>
<td>DWP (Job Centre Plus)</td>
<td>319</td>
</tr>
<tr>
<td>DWP (Child Support Agency)</td>
<td>55</td>
</tr>
<tr>
<td>DIES</td>
<td>112</td>
</tr>
<tr>
<td>HMRC</td>
<td>81</td>
</tr>
<tr>
<td>MoD</td>
<td>70</td>
</tr>
<tr>
<td>HO</td>
<td>67</td>
</tr>
<tr>
<td>DEFRA</td>
<td>55</td>
</tr>
<tr>
<td>CO</td>
<td>44</td>
</tr>
<tr>
<td>DTI</td>
<td>44</td>
</tr>
<tr>
<td>HM Prison Service</td>
<td>43</td>
</tr>
<tr>
<td>DfT</td>
<td>39</td>
</tr>
<tr>
<td>ODPM</td>
<td>37</td>
</tr>
<tr>
<td>Non-ministerial departments</td>
<td>30</td>
</tr>
<tr>
<td>DCA</td>
<td>29</td>
</tr>
<tr>
<td>ONS</td>
<td>28</td>
</tr>
<tr>
<td>Scottish Executive</td>
<td>28</td>
</tr>
<tr>
<td>FCO</td>
<td>26</td>
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<tr>
<td>DCMS</td>
<td>23</td>
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<tr>
<td>DoH</td>
<td>18</td>
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<tr>
<td>HMT</td>
<td>17</td>
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<tr>
<td>DfID</td>
<td>14</td>
</tr>
<tr>
<td>NIO</td>
<td>10</td>
</tr>
<tr>
<td>AGO</td>
<td>8</td>
</tr>
<tr>
<td>GCHQ</td>
<td>6</td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td>----------------------</td>
<td>---</td>
</tr>
<tr>
<td>OGC</td>
<td>3</td>
</tr>
<tr>
<td>PCO</td>
<td>1</td>
</tr>
<tr>
<td>National Assembly for Wales</td>
<td>1</td>
</tr>
<tr>
<td>Other (not specified)</td>
<td>244</td>
</tr>
</tbody>
</table>

**RESPONDENTS BY REGION**

<table>
<thead>
<tr>
<th>Region</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>London</td>
<td>30</td>
</tr>
<tr>
<td>North West</td>
<td>12</td>
</tr>
<tr>
<td>Yorkshire &amp; Humberside</td>
<td>9</td>
</tr>
<tr>
<td>South East</td>
<td>8</td>
</tr>
<tr>
<td>West Midlands</td>
<td>8</td>
</tr>
<tr>
<td>Scotland</td>
<td>7</td>
</tr>
<tr>
<td>South West</td>
<td>6</td>
</tr>
<tr>
<td>North East</td>
<td>6</td>
</tr>
<tr>
<td>East Midlands</td>
<td>4</td>
</tr>
<tr>
<td>Wales</td>
<td>4</td>
</tr>
<tr>
<td>Not known</td>
<td>3</td>
</tr>
<tr>
<td>Eastern</td>
<td>2.4</td>
</tr>
<tr>
<td>Merseyside</td>
<td>Less than 10 responses</td>
</tr>
<tr>
<td>Northern Ireland</td>
<td>Less than 10 responses</td>
</tr>
<tr>
<td>Overseas</td>
<td>1</td>
</tr>
</tbody>
</table>

**RESPONDENTS BY GRADE**

<table>
<thead>
<tr>
<th>Grade</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Non-SCS</td>
<td>98</td>
</tr>
<tr>
<td>SCS</td>
<td>2</td>
</tr>
</tbody>
</table>

**RESPONDENTS BY GENDER**

<table>
<thead>
<tr>
<th>Gender</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Male</td>
<td>52</td>
</tr>
<tr>
<td>Female</td>
<td>48</td>
</tr>
</tbody>
</table>
### Respondents by Length of Service

<table>
<thead>
<tr>
<th>Length of Service</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Under 1 year</td>
<td>2</td>
</tr>
<tr>
<td>1-5 years</td>
<td>20</td>
</tr>
<tr>
<td>6-10 years</td>
<td>13</td>
</tr>
<tr>
<td>11-20 years</td>
<td>28</td>
</tr>
<tr>
<td>Over 20 years</td>
<td>37</td>
</tr>
</tbody>
</table>
ANNEX B2

LIST OF NON-CIVIL SERVICE/EX-CIVIL SERVICE RESPONDENTS

The Council of Civil Service Unions
Dr Tony Wright MP, Chair of the Public Administration Select Committee
Sir Alistair Graham, Chair of the Committee on Standards in Public Life
Ann Abraham, Parliamentary and Health Service Ombudsman
The Baroness Wilcox
The Lord MacKenzie of Framwellgate
Public Concern at Work
The Bar Council
Veredus
Impact Plus
Association of Professional Political Consultants