

**Main/Registered Office: Signposts, 58 Regent Road, Morecambe, LA3 1TE**

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Community  
Legal Service



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Website: www.signposts.org.uk

**“Working to Empower the Community”  
in Lancashire and Cumbria**

Pamela Beswick – Chief Executive



Help Point

**Also:-**

Preston Office: (01772) 759413 Carnforth Office: (01524) 732807

Conflict of Interest [within Service Delivery](#)

Signposts has a commitment to providing independent and impartial advice and information to ensure the confidence of our clients and stakeholders.

It should be noted that one of the elements of the vetting process for Signposts Board members is that they are required to declare any conflicts of interest they may have with other organisations.

**Defining conflict of interest**

- Acting for both sides e.g. tenant and landlord.
- The case involves an issue connected with a volunteer, employee or trustee of Signposts.
- The client has a previous or current relationship (friends/relative/partner) with the caseworker involved.**
- The caseworker is aware that the information given is false e.g. claiming benefit when client is known to have a job.
- The case involves a situation where a client's issues are a direct result of action taken by Signposts.

**Identifying conflict of interest**

- Individual caseworkers will identify conflict of interest either during initial assessment or during the duration of the case.
- Regular case reviews with line managers will identify a conflict of interest.

**Good Practice**

- Where a conflict of interest is identified the following procedures will be put in place:
- The caseworker will take the information to the line manager.
- Where a caseworker is acting for both sides another caseworker will be allocated to one party – information sharing will only occur via line manager and on a 'need to know' basis.
- Where the case involves a member of the team or an organisational action the client will be referred on to the most appropriate agency.

**Conflicts of Interest with Funders Policies**

Charity Registration Number: 1117645  
Member of AdviceUK (previously FIAC)

Company Limited by Guarantee: 5990592  
Registered in England and Wales



INVESTOR IN PEOPLE

If due to the policies of a particular funder we are constrained in the support we can offer in a particular situation we would provide support via an alternative route to ensure that the advice given would be appropriate and independent.

Chief Executive  
September 2009