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Community
Legal Service



Help Point



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

Pamela Beswick - Chief Executive Officer

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. This is reviewed annually and Board members are asked to declare their interests at each Board and Committee meeting.

A case worker may be either a paid member of staff or a volunteer.

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 (friend/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 workers will identify conflicts of interest either during initial assessment or during the duration of the case. This principle applies to both ongoing work and one off interventions.
- 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.

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

Company Limited by Guarantee: 5990592
Registered in England and Wales



North Lancashire
Teaching Primary Care Trust



INVESTOR IN PEOPLE

Additional major funding from Preston City Council, the FC Scott Charitable Trust and Tudor Trust

- 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

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

Reviewed September 2011