



Impartiality Policy

Telford and Wrekin CVS is committed to delivering services that promote good practice and we expect all staff to maintain high standards.

Through the Impartiality Policy, we aim to ensure impartiality, transparency and independence in all of our activities. This is central to safeguarding the integrity of Telford and Wrekin CVS's decision-making so that stakeholders can have confidence in the integrity of our activities.

This policy covers all employees, consultants, contractors, volunteers, casual workers and agency workers.

This policy does not form part of any employee's contract of employment and we may amend it at any time.

Service Standards

Telford and Wrekin CVS are committed to ensure that all our clients are provided with accurate and neutral information, advice and support.

Telford and Wrekin CVS works in the following ways to ensure that it meets these standards:

- Telford and Wrekin CVS is an independent organisation managing local services and projects, and are responsible for the policies and procedures which govern the operation of its projects.
- Telford and Wrekin CVS produces an Annual Report on its service and financial activities which is available on request and on our web-site.
- Telford and Wrekin CVS receives funding from Telford & Wrekin Council and other external sources. The relationship between Telford and Wrekin CVS and their funders is well-defined, and includes reference to impartiality and independence.
- Telford and Wrekin CVS does have access to records on clients only with the express permission of the client and the holders of the relevant records.
- Our services and projects are advertised equitably across our target groups using leaflets, web-site and local media. We advertise the availability of information in other formats and languages. All information about our services and projects refers to our impartiality, confidentiality and the fact that these are free at point of delivery.

Guidance and support

Telford and Wrekin CVS will:

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- provide employees and volunteers with accurate and appropriate information to enable them to carry out their role
- support employees and volunteers in their dealings with clients, parents, carers, professionals and practitioners to ensure that they are able to act in an impartial and independent manner
- provide employees and volunteers with accurate and appropriate information to enable them to carry out their role and enable them to take part in training and networking opportunities
- offer employees and volunteers regular reviews with the line manager to include a discussion of their dealings with clients, parents, carers, professionals and practitioners

Conflict of interest

Employees and volunteers are required to:

- ensure that relationships with clients, parents, carers and service/agency representatives are friendly but professional at all times
- inform their line manager of any conflict of interest in relation to individual clients, families, parent groups, education settings or other agencies
- inform their line manager of any personal or voluntary involvement relating to education or disability which will bring them into contact with clients, parents, carers or professionals/practitioners that they will be working with, to discuss the appropriateness of this involvement
- offer access to services and activities in a way that is consistent with the Telford and Wrekin CVS Equality and Diversity Policy and with the Confidentiality Policy

Employees and volunteers should not:

- take on the role of “friend” or informal supporter to a client, parent, carer outside the work setting
- share personal details with clients, parents, carers including contact details or private information (including social networking sites).

Service Delivery

Employees and volunteers are required to empower clients and they will:

- explain and agree their role with clients and representatives of other agencies if contact is required
- offer impartial information and non-directive advice
- make it clear that any actions that they take are in agreement with the client, and that they do not have any personal or wider interest in any decisions made
- be honest and accurate and aim to build positive working relationships
- accurately reflect the views of individual clients and of client groups
- operate within any legal frameworks, where appropriate

Employees and volunteers will not:

- take decisions on behalf of the client
- give directive advice

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- act on behalf of the Local Authority, educational setting or other agency

Projects and Activities

Employees and volunteers who lead on projects and activities should ensure that:

- availability is advertised widely, equitably and transparently
- there are agreed eligibility criteria for activities which are likely to be over subscribed
- any premises used are risk assessed and have accessible facilities

Information and Publicity

Telford and Wrekin CVS projects produce their own publications available in printed and electronic formats, and will, where appropriate, provide recommendations for further reading and useful links. Our projects have autonomy over the wording of their publications, although they welcome the advice of other services to ensure accuracy and appropriateness.

Promotional materials are distributed widely across the area using professional contact lists and council distribution networks.

Delegated officers are responsible for ensuring that the content of publications and the web-site are accurate, objective, up-to-date and transparent. Telford and Wrekin CVS projects may issue disclaimers advising clients to double check on the appropriateness of information provided.

Web-site

Telford and Wrekin CVS projects have their own web-sites which have their own identities and domain. They are reviewed regularly. They clearly show contact details, services and projects. They include links to the local authority web-sites and other useful web-sites.