



**Wendover
Dementia
Support**

Registered Charity no. 1182184

Conflict of Interest Policy

Conflict of Interest Policy

This policy applies to trustees and all staff including volunteers.

Why we have a Policy

Trustees have a legal obligation to act in the best interests of Wendover Dementia Support (WDS), and in accordance with the charity's governing document, and to avoid situations where there may be a potential conflict of interest. Staff and volunteers have similar obligations.

Conflicts of interests may arise where an individual's personal or family interests and/or loyalties conflict with those of the charity. Such conflicts may create problems; they can:

- inhibit free discussion;
- result in decisions or actions that are not in the interests of the charity; and
- risk the impression that the charity has acted improperly.

The aim of this policy is to protect both the organisation and the individuals involved from any appearance of impropriety.

Trustee Conflict of Interest

The charity trustees will make decisions based only on what's best for the charity. We do not allow personal interests, or the interests of people or organisations connected to trustees to influence these decisions.

There are 2 common types of conflict of interest:

- **Financial conflicts** - when a trustee, or person or organisation connected to them, could get money or something else of value from a trustee decision. This does not include the payment of expenses.
- **Loyalty conflicts** - other reasons, a trustee might not be able to make decisions that are best for the charity.

Generally, a potential conflict of interest will occur when a trustee has a connection to another organisation or person that we have a financial, or other working arrangement with, either as:

- Family – his or her partner, child etc or:
- Organisation – as a trustee, board member, member of staff or similar.

Identifying Trustee Conflicts of Interest

Conflict of interest is a standing item on all trustee board and committee agendas; the chairman will remind trustees at the start of each meeting that any interests must be declared.

A record of any professional or personal interest that may make it difficult for a trustee to fulfil their duties impartially, or may create an appearance of impropriety, with any item on the agenda for that day's meeting is to be noted in the minutes of the meeting. Specifically:

- If a trustee is in any way, directly or indirectly, interested in a proposed transaction or arrangement with the organisation, s/he must declare the nature and extent of that interest to the other trustees
- If a declaration of interest proves to be or becomes inaccurate or incomplete, a further declaration must be made
- Any required declaration of interest must be made before the charity enters into the transaction or arrangement
- A declaration is not required in relation to an interest of which the trustee is not aware or where the trustee is not aware of the transaction or arrangement in question. For this purpose a trustee is treated as being aware of matters of which s/he ought reasonably to be aware.

If a trustee states a conflict of interest s/he will normally be requested to leave the meeting while the relevant agenda item is discussed.

Potential Trustee Conflict of Interest

A charity may pay and offer other material benefits, to one or more of its trustees to provide services to the charity, where the trustee board reasonably believes it to be in the charity's best interests to do so. The services in question must be ones which the charity trustee provides in addition to carrying out normal trustee duties. Any such proposal would be treated on a case for case basis and would only be approved subject to compliance with the Articles of Association and Charity Commission guidance.

Where an individual is not part of the decision making process, there is no direct conflict of interest. However, where he/she has a relationship with the organisation, or individual trustee/director, the perception could arise that the trustees haven't acted in the organisation's best interests, because of this.

Managing Trustee Conflict of Interest

To manage these issues, the Board will ask themselves these kinds of questions:

- Is this the best use we might make of our limited resources?
- If so, might anyone else be able to provide this service?
- If there are others, in terms of cost, quality, availability etc, who would be the best provider?

Recording Charity Trustee Decisions

Conflicts of interest will be recorded in the minutes, together with the key points and decision(s) made, in sufficient detail to enable a reader to understand the issue and the basis on which the decision was made.

Specific WDS Conflicts of Interest

PRINCIPLE - Wendover Dementia Support will never recommend or endorse any particular commercial organisation, such as a care agency or care home,

This will be made clear through the following actions:

- The above clear statement will be prominently displayed on the initial paperwork given to all visitors, WDS website and any leaflet or flyer promoting a commercial organisation.
- WDS will provide a leaflet giving comprehensive information about the full range of commercial organisations providing services for people with dementia, included in this will be statement of WDS policy that precludes any WDS volunteer or staff member from suggesting, promoting or providing specific information about any particular commercial organisation.
- Making sure that no WDS volunteer or a carer accompanying a visitor, suggests, advertises or promotes either their own paid services or that of a commercial organisation.
 - When paid carers attend the Café with a visitor for the first time they will be given a leaflet describing WDS, the support available from WDS for paid carers and the WDS policy that requests any visiting paid carer not to

advertise or suggest to other visitor families either their own services or that of a commercial organisation.

- WDS volunteers trained not to promote, suggest or sign post to any particular commercial organisation but instead give out the WDS resources leaflet that gives comprehensive information about all local commercial organisations so visitor families can make their own choice.
- WDS volunteers are trained about conflict of interest issues and are asked to provide a conflict of interest statement when they join WDS. They will be asked regularly if their conflict of interest situation has changed.
 - WDS volunteers who take on either a paid or voluntary role with any organisation such as another charity or commercial organisation should inform a WDS Trustee to ensure there is no conflict of interest.
 - WDS volunteers taking on a role as a volunteer for an event where they might expect to be associating with WDS visitors will require some training about boundaries, confidentiality and issues around continuity of care. They may need to learn how to take appropriate steps to ensure that WDS visitors who attend that event understand that this is not a WDS event. Volunteers in that situation may need to be aware of special sensitivities if the event is sponsored by a commercial organisation such as a care agency or care home and take appropriate steps to make it clear to WDS visitor families that this does not mean that they recommend that commercial organisation.
- Exceptional occasions. If a person with a paid role with a commercial company either has a particular expertise or wants to sponsor someone with a particular expertise to provide a talk or lecture for WDS visitors. It will be made clear to WDS visitors both at the event and as part of any advert or flyer for the event that the event has been sponsored by a commercial organisation, but this does not mean that WDS recommends or endorses that commercial company.

PRINCIPLE - WDS will support other dementia events, services and cafés whether sponsored by charities or commercial organisations.

- WDS will not suggest or encourage WDS volunteers to provide paid or voluntary help with these events or services.
- If WDS volunteers choose to help at these events they will be asked to inform a WDS Trustee to make sure there is no conflict of interest or any other training required.
- WDS will be keen to support these events, services and Cafés by:
 - Offering joint training opportunities
 - Sharing information and resources
 - Circulating leaflets and flyers (as above)