

Impartiality Policy

1. Introduction

At Real Purpose, we aim to provide free, confidential, and *impartial* advice, information and support to individuals and local businesses/employers – we try to ensure clients and other stakeholders can participate and influence as **fully** as possible in decisions regarding the achievement of their employment, volunteering and learning goals through using Real Purpose's services.

To do so our 'Impartial' service will mean:

- We aim to assist our clients and other stakeholders on an equal, non-judgemental basis, providing the required level of support irrespective of age, gender, ethnicity, or nature of disadvantage, including lived experience of mental ill health/ disability, or placement.
- We will help clients with decisions regarding services and options in relation to work, learning and wellbeing, as well as other service providers in a similar, open manner.
- We will provide full information and advice distinguishing between guidance, legislation, policy, and opportunities to assist clients and other stakeholders to fully explore all options and to come to their own decisions. We will avoid advising people 'what to do'.
- In rare cases where a Real Purpose team member declares a potential conflict of interest, an alternative member will be allocated to the case and the reasons explained to the person.

2. Maintaining impartiality

We will maintain our impartial service on an ongoing basis through a number of activities and mechanisms:

- All new staff and volunteers will be fully briefed and aware of this Impartiality policy and its implications prior to taking on casework;
- We will publish our policy as well as information regarding our full responsibilities and services to adults, carers, and young people, public and other stakeholders;
- We will ensure that the policy is agreed through our governance arrangements with our senior management and the Real Purpose Board;
- We will build good cooperative relationships with staff we deal with throughout the NHS, local voluntary sector, Local Authorities and other relevant services to ensure that our respective roles are well understood and respected;
- In achieving best outcomes possible for individuals who face disadvantage.

3. Monitoring and Review

This policy will be reviewed and refreshed on an annual basis based on any changes in legislation, guidance, or best practice, as well as importantly any feedback from our clients or other stakeholders. In the meantime, if you have any comments or views on this policy please contact: info@realpurpose.uk.

4. Approval and Version Control

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