

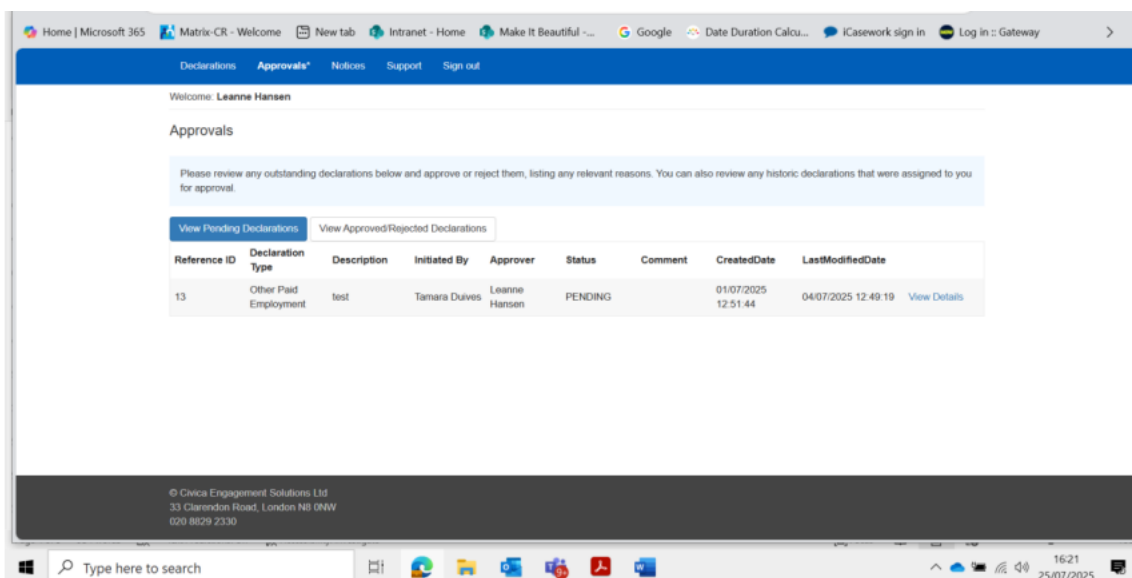
# Using Civica Declare – managers’ guide

## *Managers’ responsibility with regard to interests declared by colleagues*

### How to approve a declaration in Civica Declare?

When a declaration is sent to you for approval, you will receive a notification email including a link to the Declare sign in screen. You should set up a 1:1 meeting with them for discussion or add it to the agenda if you already have one booked.

You can also see declarations awaiting your approval under the **Approvals** tab in the blue taskbar at the top of the page. If there are outstanding declarations, you will see an asterisk (\*) next to the Approvals tab at the top of the screen. All declarations with remain in your ‘Pending’ list and compliance reporting will pick these up. You may be sent reminders from the system if approvals remain outstanding for an unusually long period of time.



To approve, click on the “**View Details**” link alongside the relevant declaration and the full declaration will display. Always enter comments in the **Approver Comments** field, even if just to confirm you are happy with the proposed measures stated by the staff member in their declaration. Your comments should include any additional measures required to resolve the conflict.

### If appropriate, how do I reassign a declaration in Civica Declare?

You can reassign a declaration to another individual (such as your own line manager) to approve or whilst you seek further advice from them. You must enter a reason why you are reassigning it. Note any comments in the Approval box won’t be retained if the reassigned manager subsequently enters their own comments. In this situation a workflow will be created in Civica Declare to highlight if the approval has been delayed and who it is assigned to.

### **Want to do if I receive a reassigned declaration?**

You are now assigned as the approver. However, you can reassign the declaration to someone else or back to the original line manager.

Once approved you cannot reassign it so you may wish to discuss with the original line manager before mutually agreeing any measures to be taken.

### **Deciding on measures and mitigations before approving**

Always discuss possible measures with your colleague. Talk through possible scenarios that might arise in their job where the nature of the declaration might post a conflict of interest. Some examples are included on the [Managing Conflicts of Interest Pulse page](#).

Based on these examples, discuss ways that the risk can be mitigated (removed or significantly decreased). Consider whether the conflict of interest is:

1. Actual conflict of interest: A conflict exists now and must be resolved.
2. Potential conflict of interest: A conflict of interest could or will arise in future under certain conditions
3. Perceived conflict of interest: there may be no actual conflict, but it could appear that way to others.

Measures must be reasonable and proportionate to the risks posed by the conflict. Always try to agree the measures with your colleague and seek advice if you have any difficulty in reaching an outcome. If significant changes are required to an individual's job, ensure you seek appropriate advice from your line manager or HR before acting.

### **How do I reject a declaration?**

It is recommended that you only reject a declaration where it was completely unnecessary to declare and does not pose any sort of conflict of interest. This is because rejecting a declaration means the individual cannot make any changes or updates to it and if they do subsequently need to make a declaration for the same issue, will have to start a new one.

Always thank the colleague for being so conscientious and explain why it wasn't needed.

### **How to put in place agreed measures?**

It's very important you follow up after approving and put the measures in place. There will be spot checks and audits of Civica Declare to understand what type of measures have been agreed and evaluate how successful these have been at mitigating the conflict of interest.

You may need to tell other people about the measures that are in place. Always tell the colleague you are doing this and why. To protect the confidentiality of the individual, wherever possible simply share the details of the measures rather than the details of the declaration.

### **Support and advice for line managers**

Always make sure you have read the guidance fully and talked to your own line manager or their manager in the first instance. Where necessary, contact HR or any other department (such as Finance) who can best provide professional advice about the declaration and possible measures.

To ask for help or advice about using Civica Declare, click the **Support** button at the top of the page (when logged in). The 'Support' form will appear. Please provide as much information as possible so that your query can be resolved efficiently and effectively.

On submitting your query, the following happens automatically:

- A confirmation webpage will pop up that will confirm your support request.
- An email will be sent to your registered NHS email address that confirms the support request and quotes a Ticket Number.
- An email will be sent to the Administrator Support email address notifying of a new support request.
- You will receive an automated acknowledgement, and a Support team member will answer your query as soon as possible.