

LONDON HOUSING TRUST BOUNDARIES AND GOOD PRACTICE POLICY

Recognising London Housing Trusts history of serving homeless men, and women, Boundaries and Good Practice are important for forming the basis of good working relationships between staff and clients. Boundaries and Good Practice is a difficult area. The majority of staff do not even realise when they have breached boundaries. However, the blurring or breaking of boundaries can have serious repercussions.

It is important to adhere to Boundaries and Good Practice to ensure a healthy and professional relationship with our clients. Blurring boundaries can lead to problems with inter-client relationships, staff-client relations and staff team dynamics. The repercussions of a blurred boundary can extend beyond the immediate situation or the persons directly involved.

At London Housing Trust we recognise the privileged roles that staff hold in people's lives. In order to respect this, these are the rules of good practice that we follow:

- All clients should be treated equally, and receive equal support, regardless of ethnic background or religion.
- Staff should never give out to clients their, or any other staff member's, home address, telephone number or email address.
- Staff should not disclose information about clients to other clients.
- Staff should not disclose information about their own or other staff members, personal or professional lives, to clients.
- Staff should not disclose inappropriate details about their own lives to clients.
- Staff and clients should not have any physical contact as it will be considered inappropriate.
- Be aware of personal space do not stand or sit too close to clients/staff as this can easily be misinterpreted.
- Barring emergencies staff should not enter a client's room without another member of staff being present if the client is in the room.
- Staff should discourage any feelings of "friendship" being displayed towards them by a client.

- There should be no contact with clients outside of work.
- Staff should not criticise, or discuss concerns about, other staff members, or the organisation in front of clients.
- Staff should not ask clients to run personal errands for them.
- Staff should not accept gifts or favours from clients.
- Staff should not borrow from or lend to clients.
- Staff should not sell to or buy items from clients

I have read and understood London Housing Trust's policy on Boundaries and Good Practice.

Signed: _____ Date: _____

Print Name: _____