



Professional Boundaries

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What you can expect from Broadland Housing Group employees

This leaflet explains the guidelines Broadland Housing Group employees must follow in their work with customers, and how our customers can raise any concerns or comments about their behaviour.

What are “professional boundaries”?

Professional boundaries are a clear set of guidelines for Broadland Housing Group employees to follow in the way they deal with customers.

These guidelines ensure that however well they may get on with certain individuals, there is no favouritism or prejudice in the way they work. They also mean that customers can be confident that there are rules in place to protect them and that customers have control over who enters their home or how their information is shared with others.

Money and gifts

Broadland Housing Group employees are not allowed to accept gifts from you or give gifts to you. Please do not be offended by this, it helps to ensure that everyone is treated fairly and there can be no accusations of favouritism.

You should always be given a receipt when making any payments. Please ask for one if you are not offered one.

Broadland Housing Group employees should not:

- Lend money to you or ask to borrow money from you.
- Accept legacies, however small from customers or former customers.
- Act as a witness to a customer Will and should not be appointed as an Executor.
- Conduct themselves in an inappropriate manner.
- Socialise outside of the Professional support relationship.

Your Home

Any contractor entering your home to carry out work will have identification. Always ask to see this.

If you are suspicious in any way contact either your sheltered housing scheme manager or our customer services team, before letting them into your home. On a sheltered housing scheme we will not allow access to a contractor without your permission.

Confidentiality

Anything you discuss with a Broadland Housing Group employee will not be discussed with any other customer. Equally we will not discuss any other customer with you. Your personal details such as your telephone number will not be given out without your permission. There may be times when we have to share information with other professional parties to safeguard your well being.

You and your relationship with Broadland Housing Group employees

Broadland Housing Group employees will:

- Use appropriate language when talking with you.
- Will ensure your needs are met, where possible, either by themselves or by other agencies.
- Listen to you to meet your support needs but should not talk about their own personal needs and concerns.
- Will respect your individual needs and wishes.
- Not be able to undertake social outings with you.

Who Can I Contact?

If you have any concerns about Broadland Housing Groups employees or contractors, they will be treated in strictest confidence.

Please contact us with your concerns using the contact details on the back of this leaflet.