

Appendix F

Sample ROTL placements professional boundaries

Mobile phones

It is important to follow Nacro's code of conduct and abide by the customs and practice of Head Office, which do not allow for personal calls to be taken during work hours.

If you need to take a personal call during work hours, then permission will need to be obtained in advance of any call made or received from your line manager.

Any call made (or attempted to be made) to, or received from, a serving prisoner will result in immediate termination of your placement.

Internet usage

It is important to follow Nacro's Internet usage policy, the code of conduct and the customs and practice of Head Office which do not allow for the Internet to be used for personal use. You are only allowed to use the Internet to search websites sites that are necessary for the purpose of Nacro business.

If you need to search a website for any reasons other than to conduct Nacro business, then permission will need to be obtained in advance from your line manager.

Lunchtime travel

Nacro will only pay for necessary travel directly from and to [*insert prison*]. Under no circumstances will Nacro authorise, or incur the costs of, any other travel on the Oyster card or travel card provided necessary for your travel to or from the prison.

Money

Nacro will provide [*insert amount*] towards the cost of your lunch expenses, upon production of a receipt for food and drink items purchased. If you have reason to carry upwards of £20 on your person, we require permission/confirmation in writing from the prison that this has been authorised.

Conducting personal affairs

It is important to be professional at all times and as such abide by the customs and practice of Head Office which do not allow for **any** personal affairs to be conducted during work hours.

If you need to deal with a personal matter during work hours, then permission will need to be obtained in advance from your line manager who will consider your request on a case by case basis.

Be accountable

If you are facing any problems or difficulties, whether personal or work-related, tell your line manager so that they can help and support you appropriately. If you are ever unsure of what to do, ask.

General professional boundaries

The following situations are **never** appropriate while working/volunteering with Nacro. These are set out in Nacro's Safer Working policy:

- Drinking alcohol or using drugs
- Any illegal activity/or colluding with any activity with a service user
- Having any form of sexual relationship with a service user
- Arranging meetings with service users outside of agreed working hours
- Accepting money or gifts from a service user
- Lending money to service users
- Giving a service user a lift home
- Purchase goods or services from service users, their families or friends
- Telling a service user your address or telephone number
- Promising to keep any information they disclose as a secret
- Arranging to meet a service user (or other person) outside of work hours
- Physical contact, unless for the purpose of professional assistance such as with a service user's self-care/first aid if you are trained and authorised to do so
- Talking about a service user/member of staff in a public space where the conversation can be overheard
- Talking about a service user's private business in front of other service users, including other prisoners
- Giving out any information over the telephone about service users, without their consent
- Storing data on a service user in an unlocked drawer
- Taking responsibility for a service user's personal property.

These boundaries are in place to keep you safe, to keep our service users safe and to maintain a professional working environment. Failure to abide these boundaries may lead to termination of your placement.

Signed by: _____ Date: _____

PRINT NAME: _____

Signed by: _____ Date: _____

(For and on behalf of Nacro)

PRINT NAME: _____