

Buddy session 19/01/10

Attendance

Cath Cunningham
Mike Asburner
Vince Bailey
Lynda Bailey
Shen Brown
Lesley Eagle
Sheila Gill
Tabby Mansha
Liz Phillips
Rose Powell
Simon Walker
Mike Wood
Janet Hilken
Roy Dawson

Apologies

Geeta Patel

What attracts you to the idea of being a buddy?

I want to be a friend; give support; shared learning; empower others; show another side of policing/local authority; be able to help; nurturing

Personal development; to give something back - support, knowledge, guidance, sharing; the whole process of taking part; encourage and develop people linking into roles; new skills; gain understanding

Giving something back; sharing knowledge and networks; learn from the role and challenge self; value people; recognise the value of buddying and how we have been shaped by others; structured; help people realise their potential; signposting; opportunity to share resources; help to break down barriers

What I can offer has been written up separately

These were the green postits....

Hopes and fears....

Hopes...	Fears....concerns...questions...
The people involved feel more able to make a difference They get out of it what they need - confidence/overcome fears etc	Unknown time commitment needed: What's expected and the frequency? Having the time Too demanding - deadlines Convenience - time - out of hours?
Makes a difference to both parties Mutual benefit	They know more than we do

That there is some evidence of continual learning and improvement	
Inspires people - both sides!	Sustainability - what happens at the end of the funding?
People are helped to ride their own bike	'selling' idea of buddying to own organisation - willingness of public agencies to support the scheme Support from organisations
Learn something new	Keeping relationship going when immediate benefit is unclear Keeping the momentum going They don't know what it is they don't know
That it doesn't fizzle out	Identifying buddies communicating the programme at the grass roots
Buddy shows commitment Motivated buddy	Growing buddies within organisations
That it doesn't affect workload Get support from own organisation and from Pathfinder	Evaluating the buddy scheme - what does success look like?
Enjoyable and want to do it again	How to manage any mis-matches? We don't gel Background of buddy Professional or personal conflict Unworkable relationship
That we get along/ well matched	Time to end?
That we are supported well That we get some feedback and reflection	Letting a buddy down Not able to meet their needs
Speed dating	Needs to be a shared commitment - helping not doing for The commitment required by both
	Not establishing boundaries

These concerns and questions seemed to split into categories:

- ✚ Setting up
- ✚ The relationship
- ✚ Boundaries
- ✚ Time management and commitment/ managing expectations
- ✚ Ending and evaluation
- ✚ Emergency exit if things go wrong

Confidentiality

We looked at this issue from 2 perspectives;

- ✚ The participant who has a buddy
- ✚ The buddy

The participant who has a buddy

Is the written consent/contact easy to understand? Necessary small print

Are buddying policies and systems open and transparent?

What happens if confidentiality is breached by either party?

What sanctions exist for both parties?

Any agreement has to be discussed, in context and not be overly dramatic/negative

If their buddy needs to ask for support to help them...where does the information stop?

The buddy

How far does confidentiality go? Does all feedback have to be agreed?

What does the buddy have to ask permission for in order to share issues with others - in

order to help the person more and for own support - maybe with other buddies ?

Is personal judgement appropriate?

We don't know their background - personal safety?

It's what we do already = confidentiality slices already exist

Do we follow existing policies - risk assessments and safeguarding...

Accountability - who's responsible?

In the NHS we have implied consent - is it the same in this situation?

Contracts

4 minute discussions....

1 Why have a contract?

- ✚ It will cascade the idea of having contracts forward to protect both parties
- ✚ Good practice
- ✚ Clear boundaries - important part of the buddying process
- ✚ Clear expectations
- ✚ Formalise the relationship
- ✚ Something to refer to in time of trouble or difficulties
- ✚ Helps to evaluate progress
- ✚ Is a working document
- ✚ Sets out the objectives at the very start - clarify purpose
- ✚ Framework to work within

2 What is a contract?

- ✚ Agreement, plan, way of working
- ✚ Commitment
- ✚ Manages expectations
- ✚ Formal and binding
- ✚ Time limited
- ✚ Aim - what we going to achieve?
- ✚ Get out/in clause

3 How do contracts work?

- ✚ A shared understanding
- ✚ Point of reference to refer back to
- ✚ Use to confirm boundaries - check doing what we set out to do
- ✚ Use to resolve issues, challenges and point of difference
- ✚ Agreement by both parties
- ✚ Keeps focus on agreement and goals
- ✚ Makes both parties aware of the consequences of breaking the contract
- ✚ Clarify start and end points
- ✚ Evaluate whether achieved

4 When do contracts matter?

- ✚ When things go wrong
- ✚ When you need clarity
- ✚ Ensure sustainability
- ✚ Formalise agreement
- ✚ When things snowball and become unmanageable
- ✚ When looking to change things
- ✚ When expectations are not being met
- ✚ When BOTH parties agree
- ✚ Ensure expectations are mutual
- ✚ Evaluation

Designing the system - starting off

Who are we being matched with? Personality, experiences, skills, existing knowledge, CRB checked?

How much will people share? Basic profiles? How much should buddies share?

Matched geographically, if possible, who chooses who - which way round?

What if someone wants a woman or someone of a certain age?

What are people's gaps and how do we fill them?

Do we match things or not - e.g. learning theory? Like with like?

A menu system where people choose what they want to learn/ what people have to offer

Informal meetings to start things off with activities such as speed dating

Means of contact

Personal and professional boundaries - what do you need to know - CRB?

Working hours

At what point in the course would buddying start - how well do you know the students?

The term buddy could imply friendship - not the case - need to make clear

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Designing the system - support

Participant selection process - not random please!

Support with negotiating the contract and the scope of the process; a good generic contract

Named support person/mentor for the buddy; regular monthly phone contact with named contact

Support through an induction process; a buddy pack - clear reference document available online

Support when unclear about what to do

Develop a buddy network; share phone numbers; peer support; online forum; meet regularly

Feedback please...evaluation from the start; needs thinking through properly; after 6 months meet together to take the learning forward; keep reflective diaries?

Closing thoughts

Not easy - but this is not a block - lets give it a go - and reflect and change if we need to - it's a mutual process - and all about developments