Disabled Children’s Team
The Firs Resource Centre
89a Drove Road
Weston-super
BS23 3NX

Tel: 01934 427482
Mob: 07919 546 382
jan.carver@n-somerset.gov.uk

Disabled Children’s Team
St. Barnabas Centre
West Hill
Portishead
BS20 6LN

Tel: 01275 882905
Mob: 07743 329 411
gill.stokes@n-somerset.gov.uk

BUDDY HANDBOOK

Clear leadership, quality services, affordable council tax.
BUDDY HANDBOOK

As a Buddy we value the role you play as part of the services we offer to young people and their families and the following guidelines are designed to explain the role of the Buddy to you and answer any questions you may have.

What is a Buddy?

A Buddy is a young person who offers peer support to enable a child or young person with additional needs to be supported in community activities e.g. attending out of school clubs, youth groups, Beavers, Guides and drama groups; gaining confidence in using public transport, going shopping or in their home playing games, computers etc.

How do I become a Buddy?

Buddies start off as Volunteers with the Day-care Development team who volunteer on a regular basis with trips and activities, including regular support at After School and Youth Clubs. Initial, informal training is provided in the form of shadowing an existing Buddy, and via the club leaders. Your experience supporting these activities will give you the opportunity to develop a range of skills, which you will use when looking after young people with additional needs, and helps you to get to know some of the young people you may be supporting in the future.

Once you are 16, and have your NI number, you can then apply to be a Buddy. You will be invited to attend a training day which covers ‘Safeguarding’, ‘A is for Autism’ and ‘Supporting Positive Play’. You will also be required to fill out a standard North Somerset Application form, a supplementary Additional support form, and a DBS form (police check).

What happens next?

Once we have received your paperwork you will be matched with a young person or club. We will arrange a meeting between you, the club leaders, parent or carer and the child. This may take place at their home or at the place where you may be supporting them. We will issue you with a Buddy pack and make sure that you and the parent have all necessary contact numbers and have a copy of the risk assessment relevant to you.
Confidentiality

As part of your role you will gain information about the young person you are linked with as well as their family. You should treat all this information as confidential and not share it with anyone (if in any doubt, please discuss this with your Volunteer Coordinator).

You must not take any photographs of the child without the express permission of their parent/carer.

Under no circumstances must you share information/photos with other people or publish them on social network sites.

You must not accept any ‘friend requests’ from young people or their family on Facebook.

You will be asked to sign a confidentiality statement if we do not already hold one on your file. A copy of the confidentiality agreement is in this handbook for reference.

Am I employed by North Somerset Council?

YES. You will be employed as a Personal Support worker - Buddy with the Day-care Development team (Disabled Children’s team) – North Somerset Council. You will receive a Casual Workers contract of employment and supervision information to read. Your Volunteer Co-ordinator will provide you with all necessary information, regular supervision and support.

Will I be paid for being a Buddy?

YES. You will be paid an hourly rate, as outlined in your contract of employment, which will be sent to you by North Somerset council HR department.

How many hours can I support a young person?

This depends on the child’s care plan e.g. if a child wants to go to an activity which last 2 hours a week, this is the number of hours you will be asked to commit to.

You may wish to Buddy more than one child. You will need to take into consideration your other commitments and ensure that you are not working more than your statutory number of permitted hours for your age.

What if the young person I am supporting has medical needs?

You are unlikely to be linked to a young person who has medical needs. However, if the young person you are supporting has a managed condition, a responsible adult within the group/club, who is able to respond to the young person, must be identified by the parent, prior to you starting. We will always do a specific risk assessment for exceptional circumstances.

We will work together to provide you with the necessary information to help you understand the condition. In addition to this, the parent will complete emergency procedure guidelines for you to be aware of.

Buddies must NOT administer medicine to a child.
What do I do about first aid?

If there is an emergency and you are at a setting, the nominated first aider there will administer the necessary treatment. If you are outside in the community you must dial 999 and carry out the parent’s emergency procedure and get help. You must notify the Volunteer Coordinator immediately after any emergency.

How do I know everything is going to plan?

3 times a year (termly), we will review the support you are giving to the young person you are Buddying. This could be by phone/email/text, or within a group. We will also do a review with the parents, young person and the group/club. This is an opportunity to discuss how everything is going and whether any changes need to be made, e.g. have there been any changes in the young person’s behaviour which the Buddy needs support or guidance with. You do not need to wait until the review is due; you can contact your Volunteer Co-ordinator at any time to discuss any issues which relate to the young person or your ability to support them. We will use your supervision time and recording forms to ensure good outcomes.

What happens if I am not able to support the young person as agreed?

Things do happen and if you are not able to support the young person you are linked with you must contact their parent/group/club as soon as possible to let them know. We do understand that school/college commitments change through the year and if you are no longer able to support the young person on a permanent basis please let the Volunteer Co-ordinator know as soon as possible so that we can match them with another Buddy. The earlier you let us know the better it is for everyone.

Can I drive the child around in my car?

There are very strict guidelines regarding this. In all instances speak to your Volunteer Co-ordinator first.

What do I do if someone complains about me or the young person I am Buddying?

First of all remain calm and tell the person what the circumstances are and who you are. You must then refer them to your Volunteer Co-ordinator without delay. If they are not available you must contact The Firs Resource Centre. You can also give the third party these telephone numbers. You will be given some cards as part of your Buddy pack with these numbers on for you to give out if necessary.
Safeguarding and Child Protection

Child protection is basically ensuring that a young person is safe in our care and outside of it. Safeguarding Training is an important element of your Buddy Training.

What to do if:

1. You have concerns for a young person you are buddying:
   - Make sure that you explain your concerns fully to your volunteer co-ordinator; they will then be able to assess the situation and take necessary action.
2. A young person makes a disclosure to you
   - Make sure that you explain that you cannot keep information a secret if you have concerns for that young person’s safety.
   - Do not ask leading questions.
   - Explain you will have to tell a third party (your volunteer co-ordinator) what you have you learned.

In all instances remember not to talk to other people about this. The information is confidential.

To make sure you are safe:
   - Avoid unnecessary physical contact with your young person. Ensure you both have your personal space.

Some Useful Do’s and Don’ts

This is not an exhausted list of do’s and don’ts but if you are in any doubt speak to the Parent/carer, group leader or Volunteer Co-ordinator.

DO’s
   - Call the relevant person in plenty of time if you are not able to support their son or daughter and let the Volunteer Co-ordinator know.
   - Make sure all parties have each other’s contact numbers. Your volunteer coordinator will oversee this at the initial meeting.
   - Always explain to the young person what you are doing and why.
   - Please contact your Volunteer Co-ordinator immediately if at any stage you have any concerns about the child or family you are supporting.
   - Remember that you are a role model for the young person you support, and you will need to encourage them to act and speak appropriately.
   - Send in your completed Claim forms once a month, so that you can get paid regularly.

DO NOT
   - Carry out any personal or medical care for the young person.
   - Do not go swimming unless it has been specified in the young person’s care plan and agreed by the Volunteer Co-ordinator.
   - Do not take the young person to your home.
   - Do not take the young person to the toilet, just give verbal prompts outside the door, and encourage them to wash their hands. If they require further assistance this needs to be discussed with the Parent and your Volunteer Co-ordinator. At a setting there will be a responsible adult to help with this.
For all questions please call your Volunteer Co-ordinator
Jan Carver 07919 546 382
Gill Stokes 07743 329 411

The Firs Resource Centre: 01934 427615
St. Barnabas Children’s Centre: 01275 882905

Disabled Children’s Team: 01934 427510
Out of Hours Emergency Duty Team 01454 615165

Thank you for wanting to be a Buddy!
Confidentiality Agreement

As part of my role, I will treat any information I gain about a Child/Young person and their family as confidential. I will not discuss Child/Young Person in public places e.g. buses, clubs, schools or any social media etc.

I will not take any photographs of the Child/Young person, without the express permission of their parent/carer/child/young person and under no circumstances will I share these or any other information with other people or publish them on social network sites e.g. Facebook, twitter, Instagram, snapchat etc.

I will not send or accept friend requests on Facebook from young people or their families.

If at any stage I am concerned about the young person I am supporting or an incident that has occurred. I will contact the Volunteer Co-ordinator or Daycare Co-ordinator at the earliest opportunity. I will respect the confidential nature of any concern.

I sign this declaration of confidentiality to say that I have read and understood it and will keep to the agreement.

Print Name (Buddy)

Sign Name (Buddy)

Today’s Date

This is your copy of the agreement that you will have signed on your Application to become a Buddy. Please refer to it if you need to be reminded at any time.
Guidelines for Filling in Expense Claim Forms

You must remember to put your full name and address including your postcode.

<table>
<thead>
<tr>
<th>Name of Payee</th>
<th>Your Name</th>
</tr>
</thead>
<tbody>
<tr>
<td>Address</td>
<td>Your address</td>
</tr>
</tbody>
</table>

Please remember to put in the child/Young Person’s address only if you are picking them from their home. Also please complete the name of the club/activity in the address space.

| Name and address of Child/ young person supported | address of child or club attended ie football, scouts |

Put the date, time started and finished and the number of hours for each claim. Your rate of pay is currently (Oct 2015) £5.50 per hour (£6.50 if you are over 21). Please remember to add up the total for each claim e.g: (form below).

Add up the total amount claimed for the whole sheet and write in the box in the bottom right hand corner.

<table>
<thead>
<tr>
<th>DATE OF SESSION</th>
<th>TIMES OF SESSION</th>
<th>NO HOUR WORKED</th>
<th>RATE PER HOUR</th>
<th>TOTAL £</th>
</tr>
</thead>
<tbody>
<tr>
<td>01.01.2010</td>
<td>9:30-12:30</td>
<td>3</td>
<td>5.50</td>
<td>16.50</td>
</tr>
</tbody>
</table>

TOTAL £

REMEMBER – there should only be one month per form, per young person and should return it each month to:

The Firs, 89a Drove Road, Weston super Mare BS23 3NX

You cannot claim for your journeys to and from your Buddying Placement. Please also remember that entrance fees to activities, ie; cinema, bowling cannot be claimed, neither can refreshments, meals, etc. However, you should not be out of pocket either; only agree to activities such as these if your young person’s parent/carer is willing to pay for you.

You can claim for transport costs (eg bus/train fares) when going out with your young person. Please attach bus tickets and/or petrol receipts to your form.

Please sign every claim form you submit. Please make sure claim form is also signed by parent/carer or agency of the child/Young Person. Also, club leaders can sign them.

Once your claim has been received by The Firs it will be authorised, logged and then sent to NSC Finance Department for payment, this can take some time before it can appear in your bank account.

Any illegible writing, missing information, receipts or excessive hours will mean your form is returned to you to amend or complete as appropriate.
## Expenses Claim - For Sessional Workers/Buddies

### Name of Payee

<table>
<thead>
<tr>
<th>Address</th>
</tr>
</thead>
</table>

Please write name and address with full post code clearly and in block letters any forms without all of the information requested will be returned.

### Name and address of Child / Young Person Supported

Only one month per sheet please.

<table>
<thead>
<tr>
<th>DATE OF SESSION</th>
<th>TIMES OF SESSION</th>
<th>NO HOURS WORKED</th>
<th>RATE PER HOUR</th>
<th>TOTAL £</th>
</tr>
</thead>
<tbody>
<tr>
<td>01.01.2015</td>
<td>9:30-12:30</td>
<td>3</td>
<td>5.50</td>
<td>16.50</td>
</tr>
</tbody>
</table>

TOTAL £

<table>
<thead>
<tr>
<th>DATE</th>
<th>DETAILS OF EXPENSES (including bus fares, etc) Please attach all tickets</th>
<th>TOTAL £</th>
</tr>
</thead>
</table>

TOTAL £

### To be completed by Admin 243

<table>
<thead>
<tr>
<th>Invoice No</th>
<th>Code</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>5500 CKL400 HPV02</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

I confirm that I have not worked more than the statutory number of hours permitted for my age.

.......................................................... ..........................................................
Signature Claimant

I certify that the particulars of this claim are correct
.......................................................... ..........................................................
Signature of parent/carer/agency of the child/young person you are supporting

<table>
<thead>
<tr>
<th>Approval by Social Worker</th>
<th>CHILDREN AND YOUNG PEOPLE’S SERVICES TEAM MANAGER</th>
<th>Admin</th>
</tr>
</thead>
</table>

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