

# VOLUNTEER HANDBOOK

**STAY UP  
LATE**

**GIG  
BUDDIES**

**SPORTS  
BUDDIES**

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set up  
Gig Buddies in 2013  
and Sports Buddies  
in 2020**

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**Thank you** for signing up to be a gig/sports buddy volunteer. It might just be the most fun way you could donate your time whilst supporting someone with a learning disability to attend the events they want to, as well as being a very rewarding experience for you both!

### **What is Stay Up Late all about?**

Stay Up Late is the charity that runs both the Gig Buddies and Sports Buddies projects. Going out to see bands, attend an exercise class, or seeing friends is part of everyday life for lots of people. However, if you have a learning disability you may need support to do this. We have found that lots of people with learning disabilities aren't able to lead full and active social lives. One reason is that sometimes support workers finish at 10pm. Meaning lots of people with learning disabilities leave events at 9pm. Some people don't get much support from support workers at all, but still need it to go out. We believe that people with learning disabilities have the right to stay up late and have some fun.

### **What we want**

We want people with a learning disability to know they can stay up late, and choose how they live their lives. We want support workers to work different hours so that people with a learning disability can stay up late, or do whatever they choose. We know that lots of support workers don't mind working different hours, but many support workers still aren't able to help adults with learning disabilities stay up late if they want to, because of other out-dated policies that many support providers have. We want this to change!

We also want every person with a learning disability to be able to make friends with people in their community and have a chance to meet new people.

### **How are we going to achieve this?**

With your help! By volunteering to support an adult with learning disability you are not just improving their social lives but potentially developing their confidence, helping them try new things and become a happier and more empowered human being!

### **Why do we need these projects?**

In 2012, **Stay Up Late** commissioned some research with the University of Brighton, into the barriers that people with learning disabilities faced to going out in the evenings.

They found that these were:

- Isolation
- Not being able to get the support they needed
- Not feeling safe out in the community
- Not having the confidence or motivation
- No-one to go with
- Not knowing what was on
- Low income

Part of a buddy's role is to help somebody get over these barriers to getting out and about!

What makes being a buddy volunteer different from a support worker is you are not there as an employed carer but in a more informal befriender role to help someone who may be too socially isolated to access these events without a buddy.

Gig/Sports Buddies lingo!

**Gig/sports buddy participant** - an adult with learning difficulties who needs support to attend gigs/events of their choosing.

**Gig/sports buddy volunteer** - An adult who would like to support someone with learning disabilities attend gigs and other social events.



# STEP 1

## Finding you a gig/sports buddy

When you receive this handbook, you may or may not have met your buddy as the 'matching' process can take quite a long time but please let us reassure you that the project workers in the office are working hard to make sure we find everyone a suitable match as soon as possible because we know you are dying to get to the fun part! At the moment we are trying to match people within 3 months.

## How do we match buddy participants to volunteers?

We take into account many different aspects before matching up a pair of buddies including where you live, if you can drive, and of course what type of events you enjoy going to. Sometimes buddy participants may ask to have a buddy volunteer of the same sex as them due to needing personal care assistance for example, but this is rare, and as a volunteer you would receive any specific training you need to support your buddy. Usually buddies only require a small amount of support and this will be discussed with you with before you meet to make sure you feel comfortable.

## Meeting your gig/sports buddy

Your buddy will have either signed up to be a participant or had someone do it on their behalf. Wherever possible we try to contact the participant first and include them in the whole process but occasionally we will arrange things through their parents or carers, but we will always let them know this.

A project worker will arrange and facilitate a meeting between you and your buddy at a time that suits you both. This will usually be at the participant's house so you know where to pick them up from, but if they do travel independently they may choose a café or pub they know.

During this meeting we will go through an agreement together about how often you will go to events, how you will contact each other and travel to events, and any important information you should know about your buddy. This is also a great way to get to know each other!

# STEP 2

## What's your role as a buddy?

### It is...

- Helping somebody to do new things safely
- Enjoying experiences with somebody
- Helping somebody to develop confidence
- Making a particular commitment – to attend one event a month or more
- Being a friend and getting to know somebody
- Supporting somebody if and when they need it
- Being an organizer

### It may be...

- Advocating for somebody
- Helping somebody to learn new skills
- Helping to develop somebody's social network, and enabling them to meet new people

### It isn't...

- To mother / father somebody – remember you are only working with adults not children
- To make decisions for somebody without consulting with them
- Talking to somebody on the phone more than you feel comfortable with, or overstepping boundaries
- Being a support worker – e.g. helping somebody with day to day chores
- Dealing with difficult situations or worries without support

As a volunteer we would expect you to take responsibility for your buddy as far as is reasonably possible. This includes making sure they are collected and taken home safely, helping them make safe decisions, and checking that they are enjoying their time out with you. Although you are volunteering your time & the concept of Gig Buddies and Sports Buddies is to match you with someone with similar interests, please remember you are there to support a vulnerable adult and we would always expect you to put their needs first. Please respect the Stay Up Late ethos and follow our code of conduct to keep up the charity's reputation.

# Interview with Daniel, a gig buddy participant

**Daniel is a member of the Storm & Thunder advisory group which is made up of some of the Gig Buddies participants. He sat down with us one day and discussed what it is like being a part of Gig Buddies.**



## **What other things have you been able to do through Gig Buddies?**

I have led a walk in Brighton showing gig buddies around  
Gone to Gig Buddies events like the Christmas party  
Dressing up in silly costumes!  
I put on my own 'Stay Up Late' night in my town  
I am going to London to drive around the city with my gig buddy  
I have been to a musical festival  
I am now an ambassador for Stay Up Late.

## **How has Gig Buddies made your life better?**

It's exciting  
I have made new friends  
I have been to new places all over and lots of shows  
Going on stage and helping organise sound checks.

## **What do you think makes a good gig buddy?**

Being friendly  
Letting me stay up late  
Choosing things together.

## **What doesn't make a good gig buddy?**

Not listening to me.

## **What's the best way to keep in touch?**

Call me and talk on the phone.

## STEP 3

### Organising

During your first meeting, supported by a staff member from **Stay Up Late**, you will find out about the best way for you to communicate with your buddy – is there somebody else that will need to be involved in planning evenings out? How will you communicate with that person? If they will need support to communicate with you, it's a good idea to talk to a key worker, parent etc as well.

Once you have established the best way to communicate, work out how you will plan your events. Be creative about how you encourage choice and try not to make all the decisions.

It's usually a good idea to make sure the event is written into your buddy's planner, or if they don't have one, maybe their support workers diary.

Facebook may be a really great way to plan events, and we now have gig buddy and sport buddy private groups so you do not need to befriend your buddy on Facebook – as long as you are both friends with the admin account 'gig buddy' you can send your buddy links to possible nights out and join others on social events.

Ring the day before to remind your buddy of your evening out.

#### Be prepared, you may find these issues come up:

- Your buddy is not answering their phone?
- Your buddy can't make a choice or commit to any gigs you suggest?
- The event they want to go to is out of their budget?

**With each issue it's a good idea to flag it up with your project coordinator.**

## STEP 4

### Supporting

What does 'learning disability' mean?

In *Valuing People* (2001) they describe a 'learning disability' as a:

- significantly reduced ability to understand new or complex information, to learn new skills
- reduced ability to cope independently which starts before adulthood with lasting effects on development

### The disability rights / inclusion movement

#### Medical Model:

- The most commonly recognised model of viewing disability.
- Says that what is significant about someone is their medical history, their medical condition, what is wrong with them.
- The technical description of what is wrong with someone is used to determine what they can and cannot do, and what they will continue to be able and unable to do and what they need.
- The responsibility for managing a condition rests on the individual.

The disability rights movement developed a new way of looking at disability called the 'social model'. Rather than looking at 'what's wrong' with individuals it looks at how we can all change society so that everyone is included.

#### Social Model:

- Developed in the 1960s and 1970s by the emerging disability movement.
- Inspired a number of campaigns for civil rights for disabled people in the 1980s and 1990s.
- Challenging people to give up the idea that disability is a medical problem requiring "treatment", but to understand instead that disability is a problem of exclusion from ordinary life.
- Places responsibility for disability on society, and the environments it creates.
- A disability, according to this model, is not a medical condition, but the stigma, oppression and stereotyping a disabled person experiences

as other people encounter them, make assumptions about them, and refuse to alter their own attitudes and practices to include them in their standard thinking.

- Barriers could be incorrect assumptions, reliance on reading written communication or steps into a building.
- Responsibility for removing barriers lies with the people and organisations that create them.

**A way of practicing the 'social model' is inclusion. By becoming a buddy volunteer you are becoming an includer!**

### **What is inclusion?**

- Making sure that there are no barriers to people being able to take part as a full citizen in society.
- Building communities in ordinary life that include disabled people.
- Putting disabled people's wishes and views at the centre of action.
- Accepting difference as ordinary, not as an excuse to reject or ostracise.
- Not 'blaming' the individual or turning them into the problem.
- Involving everyone in identifying solutions.
- Encouraging co-operative problem solving.
- Removing barriers for others as well as disabled people, that is, it is an equal opportunities model.
- Acknowledging disabled people's rights to full participation as citizens.
- It benefits everyone! 70% of buddy volunteers don't have any friends with learning disabilities before they start. Hopefully buddying will help you grow and learn.

### **Support**

To ensure that we properly include people with learning disabilities, we have to change our expectations, our communication, how we complete tasks and enjoy activities. These are some of the things your buddy might need support with.

### **Attention**

- Your buddy may need more time to focus on any request that's being made of them or some warning that things are about to happen or

change. e.g. 'We are getting off the bus at the next stop, have you got your bags ready?'

- Your buddy may find their attention wandering – you can either go with this, or gently return to the thing that you're both focusing on.
- Your buddy is more likely to need help and understanding with their attention in a place with lots of noise and activity, or if there are lots of things going on that effect several senses at once.
- It can be harder for your buddy to stay attentive if they can't hear well.
- It may help for you to use a person's name before asking them a question or giving them an instruction to make sure they know you are directing your conversation to them.
- It may help for you to emphasise what the person needs to attend to. e.g. – 'Sam, it's a good idea to get your ticket out of your wallet now to show the person at the door.'
- It may help for you to use visual and other cues to aid a person's attention. e.g. picture cards if you are in a noisy environment for things like drink, toilet, home time etc

### **Perception**

- Your buddy may need information from more than one source, for example with easy-read info, so that they can use more than one sense.
- Your buddy may like to experience the same things many times, so that they can build up familiarity and recognition.
- You may need to clarify and explain, clearly and simply, to help the person understand and to reduce the amount of info being assimilated at once.

### **Time**

- Working out when things are going to happen can be difficult. This can be stressful.
- You can use diaries and calendars to understand time in weeks, days etc.
- You can explain time as a clear sequence of events, e.g. I will arrive at your house at 7pm and we will get the bus together to....to watch the gig that starts at 8pm.'
- Using external events such as television programmes can help to mark out when things will happen. 'I will pick you up after Eastenders'.
- Use signs, gestures, symbols and pictures to help your buddy understand when things will happen.

## Short-term memory

- Your buddy may need understanding and patience if they can't remember as many things short-term.
- You may need to repeat instructions.
- Your buddy may request the same information over and over again, so you may need to repeat it several times.
- If there are things that you want your buddy to remember, you may need to make sure there are not a lot of distractions.
- You may need to make sure that you don't give too much info at once.
- You may need to make sure you don't 'bury' the important things in irrelevant information.
- You may need to use visual cues to help someone's memory.

## Making things understandable

- It may be harder for your buddy to understand what is spoken, signed or presented in writing.
- You may need to give information a little slower.
- You may need to give short chunks of info at a time.
- Be careful that your jokes, sarcasm or irony is accessible.
- You need to be aware of what words you use.
- You may need to repeat what you say.
- You may need to clarify particular things like time, tenses, negatives, numbers or questions.

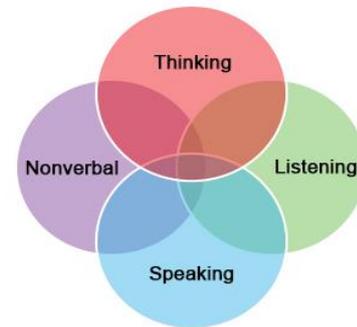
## Coping with change

- You need to be prepared that it may take your buddy a while to be comfortable with you.
- You may need to start by going out to a pub, or somewhere that your buddy is comfortable with.
- It can help to limit the amount of change to small, manageable chunks.
- You may need to discuss the change many times.
- A difficulty in coping with change should **never** be used as an excuse to deny people access to new opportunities and relationships.

# STEP 5

## Good communication

### The Four Communication Skills



One of the most important things about being a good gig buddy is to be a great communicator.

### 10 Tips for effective communication

1. Use simple language and avoid jargon
2. Don't be afraid to remain silent at certain times- too much chatting may be distracting and stressful
3. Make sure that you speak clearly.
4. Talk to your buddy in an ordinary tone- using a sing-song voice sounds patronising.
5. Do not talk to your buddy like you would a child - they are an adult and must be treated like you would treat any of your other friends.
6. If your buddy can respond to them, don't be afraid to ask open questions.
7. Ask closed questions if you notice that your buddy finds it difficult to respond to open questions.
8. Centre discussions on topics you both find interesting.
9. Use a comment to start a conversation.
10. Remember that your buddy is an individual and none of the above points may apply - you need to get to know them in order to communicate effectively.



## Helping people to communicate well

Checklist to ask yourself:

- Was your buddy's attention focused on you before you started to speak?
- If it is welcome, are you holding eye contact?
- Can you read your buddy's expressions and body language- what is this saying?
- Do your own gestures, facial expressions and body language, match what you are trying to say?
- Are you remembering to give your buddy enough time to respond to what you're saying?
- Can your buddy understand what you're trying to say? If not, you could try a different mode of communicating, or repeat what you say.
- Are you giving your buddy too much information at one time? For some people, telling them several things at once can confuse them.



# STEP 6

## Safeguarding, confidentiality, boundaries

Safeguarding is a term used to describe protecting people who may be more at risk of being abused by others. It's about spotting when somebody may be a victim of abuse and knowing what to do in that situation. This is hopefully not something that you will ever encounter. This is not to say that when you're volunteering you should be constantly assuming that your buddy is a victim of abuse – just so that you are aware of what abuse is, and what your responsibilities are if you did ever encounter it.

### What do we mean 'adult at risk'

Although everyone is at risk of being abused, certain people fall into the category of 'adults at risk',

### Adult at Risk is someone aged 18 years and older who:

- “...is, or may be, in need of community care services by reason of mental or other disability, age or illness and who is, or may be, unable to take care of himself or herself or unable to protect himself or herself against harm or serious exploitation”
- Is eligible for or receives an adult social care service (including carers services) provided or arranged by the local authority.
- Receives Direct Payments in lieu of social care needs
- Funds their own care and has social care needs
- Otherwise has social care and or health needs that are low, moderate, substantial or critical
- Falls within any other category prescribed by the secretary of state or Welsh minister.

This could be any person who may need extra support with everyday living tasks, and may be unable to protect themselves against harm or exploitation. Adults at risk of abuse include people with a wide range of disabilities and circumstances.

# WHAT IS ABUSE?

## What's it got to do with me?

**An expectation** – part of your role as a volunteer buddy is to look out for their interests and be a person who is interested in their well-being.

**A legal requirement of your role as a buddy** – legislation has been created so that everyone involved in supporting people with learning disabilities takes on a responsibility for safeguarding, we have to make sure that you know what to do.

**A 'moral' duty** – we have to act if somebody is experiencing abuse and we can do something about it.



## Category of Abuse Physical

### What might this involve?

Hitting, slapping, pushing, kicking.

Inappropriate application of techniques or treatments.

Involuntary isolation or confinement.

Misuse of medication.

### What are the signs?

Any injury not fully explained by the history given.

### Injuries inconsistent with the lifestyle of the vulnerable adult.

Bruises and/or welts on face, lips, mouth, torso, arms, back.

### Clusters of injuries forming regular patterns of shape or article.

Burns, especially on soles, palms or back: immersion in hot water, friction burns, rope or electric appliance burns.

### Multiple fractures, bleeding. Lacerations or abrasions to mouth, lips, gums, eyes, genitalia.

Injuries at different stages of healing.

### Medication misuse.

## Category of Abuse Sexual

### What might this involve?

#### Non-contact

Inappropriate looking.

Indecent exposure, harassment.

Serious teasing or innuendo.

Pornography.

#### Contact

Any inappropriate touching or penetration or attempted penetration.

Being subject to any sexual act without giving consent

### What are the signs?

Significant change in sexual behaviour or attitude.

### Pregnancy in a woman who is unable to consent to sexual intercourse.

Wetting or soiling.

### Poor concentration, withdrawn, depressed or stressed.

Unusual difficulty in walking or sitting.

### Torn, stained or bloody underclothing.

Bruises, bleeding, pain or itching in genitalia area.

### Sexually transmitted diseases, urinary tract or vaginal infection, love bites.

Bruising to thighs, upper arm.

<b>Category of Abuse</b> <b>Emotional/Psychologica</b>
<p><b>What might this involve?</b></p> <p>Intimidation or harassing.</p> <p><b>Bullying, swearing, humiliating.</b></p> <p>Insulting shouting or ignoring. Using a patronising or raised voice.</p> <p><b>Making someone passive and dependent.</b></p> <p>Intruding on privacy.</p> <p><b>Deprivation of contact.</b></p>
<p><b>What are the signs?</b></p> <p>Change in behaviour, appetite, sleep disturbance.</p> <p><b>Low self-esteem deference, passivity and resignation.</b></p> <p>Unexplained fear, defensiveness, ambivalence.</p> <p><b>Emotional withdrawal.</b></p>

<b>Category of Abuse</b> <b>Financial</b>
<p><b>What might this involve?</b></p> <p>Misusing or stealing money, bank and pension books.</p> <p><b>Misusing or stealing personal possessions or property.</b></p> <p>Forcing changes to a will.</p> <p><b>Preventing access to money.</b></p>
<p><b>What are the signs?</b></p> <p>Unexplained sudden inability to pay bills or maintain lifestyle.</p> <p><b>Power of Attorney obtained when person is unable to consent.</b></p> <p>Withholding money. Recent change of Deeds or title of property.</p> <p><b>Unusual interest shown by family or others in person's assets.</b></p> <p>Person managing financial affairs is evasive or uncooperative.</p>

<b>Category of Abuse</b> <b>Neglect/Self Neglect</b>
<p><b>What might this involve?</b></p> <p>Ignoring basic rights to personal care, food, warmth, medical care or social stimulation.</p> <p><b>Cultural or religious needs not met.</b></p> <p>Lack of personal hygiene. Ignorance of special conditions.</p>
<p><b>What are the signs?</b></p> <p>Physical condition of person is poor e.g. bed sores, unwashed, ulcers.</p> <p><b>Clothing in poor condition e.g. unclean, wet, ragged.</b></p> <p>Inadequate physical environment, heating, diet.</p> <p><b>Untreated injuries or medical problems.</b></p> <p>Inconsistent or reluctant contact with health or social care agencies.</p> <p><b>Failure to engage in social interaction.</b></p> <p>Malnutrition when not living alone.</p>

<b>Category of Abuse</b> <b>Discriminatory</b>
<p><b>What might this involve?</b></p> <p>Verbal abuse</p> <p><b>Inappropriate use of language</b></p> <p>Harassment</p> <p><b>Deliberate exclusion</b></p> <p>Racist, sexist language etc.</p>
<p><b>What are the signs?</b></p> <p>Lack of respect shown.</p> <p><b>Signs of sub-standard service offered to an individual.</b></p> <p>Repeated exclusion from rights afforded to citizens such as health, education, employment, criminal justice and civic status.</p>

<b>Category of Abuse</b> <b>Institutional</b>
<p><b>What might this involve?</b></p> <p>When the rules or regimes of the service are more important than the individual needs of the people who use it.</p> <p><b>Poor standards.</b></p> <p>Inflexible regimes.</p> <p><b>Lack of personal choice for food, bedtimes, mealtimes.</b></p>
<p><b>What are the signs?</b></p> <p>Misuse of medication.</p> <p><b>Restraint – use of furniture or equipment to restrict movement – including withdrawing mobility aids.</b></p> <p>Sensory deprivation e.g. denial of use of spectacles, hearing aids.</p> <p><b>Restricted access to toilet or bathing facilities, appropriate medical or social care, visitors or phone calls.</b></p> <p>Controlling relationships between staff and service users.</p> <p><b>Poor professional practice.</b></p> <p>Lack of privacy, dignity, respect, flexibility, choice personal clothing or possessions.</p> <p><b>Adequate procedures e.g. For medication, financial management.</b></p>

# If somebody discloses to you...

## DO

- **Report it to your volunteer manager or another staff member – by email and on the phone – as soon as feasibly possible**
- **Be aware of preserving evidence**
- **Keep the person safe**
- **Record exactly what was said**
- **Listen and believe the person**
- **Reassure the person**
- **Say you will act on it – even if they don't want you to**
- **Check with your line manager to see what has happened, if they do not come to you first**

## DON'T

- **Ignore the person, or make your own judgements or assumptions**
- **Gossip or talk to others about the situation**
- **Challenge the alleged perpetrator – unless you need to protect the person and the situation is still happening**
- **Do nothing or promise to keep it a secret**
- **Investigate – you just need to pass the facts on**
- **Ask leading questions**
- **Exaggerate the claim**
- **Leave the person alone with the alleged abuser**

### **Phonelines for help on a safeguarding issue:**

Brighton & Hove Access point Team: 01273 295555 or [hascsafeguardinghub@brighton-hove.gov.uk](mailto:hascsafeguardinghub@brighton-hove.gov.uk)

West Sussex County Council: 01243 642121

East Sussex Adur Direct Centre: 0345 6080191

### **Reporting to the Police:**

In an emergency please dial 999 and ask to speak to the police

In a non-emergency you can contact the police on 101

### **Reporting hate crime:**

Brighton and Hove: [www.brighton-hove.gov.uk/report-anti-social-behaviour-or-hate-incident-your-neighbourhood](http://www.brighton-hove.gov.uk/report-anti-social-behaviour-or-hate-incident-your-neighbourhood)

Safe in the City: [www.safeinthecity.info/getting-help/disability-hate-crime](http://www.safeinthecity.info/getting-help/disability-hate-crime)

West Sussex: [sussexhateincident@victimsupport.org.uk](mailto:sussexhateincident@victimsupport.org.uk)

East Sussex:

# Support for volunteers

- Take your buddy's emergency contacts out with you.
- Call your volunteer manager if there is something that you'd like to discuss – if you'd like to discuss it quickly send a text as well.
- Every 3 months, a staff member will ring to check how things are going.
- Every 6 months we will offer you a supervision to find solutions to the issues that you may have faced.

## Confidentiality

### The key things to consider about confidentiality

**RESPECT** Never talk about your buddy in a way that you wouldn't feel comfortable with them hearing (imagine that person is sitting next to you whenever you speak about them).

**WHAT'S THE SITUATION?** If it's about money or health, this is probably not something that you should share with anyone other than Stay Up Late staff. With other sensitive information, always get your buddy's verbal permission before sharing.

**WHY ARE YOU SHARING?** If it's to gossip about your buddy, then you shouldn't be sharing things.

**DO YOU NEED SUPPORT AND ADVICE?** If so, you should discuss the situation with Stay Up Late, not with other people.

**ALWAYS** get your buddy's permission before you give out any personal info about them.

# Boundaries

## What do we mean by boundaries?

**Time** You have made a once or twice a month commitment – you need to respect this boundary and your buddy does. If / when you go to extra events, mention that you won't always be able to do this. If you can't make an event one month be courteous and let your buddy know.

**Contact** You will need to give your buddy a phone number to communicate with you. You may find that your buddy communicates with you more than you feel comfortable with – if you feel like this is happening, speak to a project worker as soon as possible. When you finish volunteering, it's a good idea to plan whether you will have any contact with your buddy.

**How we act with each other** Always tell somebody clearly if you don't feel comfortable with how they are behaving or speaking to you. Read your buddy's body language to find out if they don't like being touched on the shoulder / hugged to say bye etc.

**Place** As a buddy, it's unlikely that you'll be spending lots of time in the person's home. If you do spend a little time there, before going to events, respect their home, remember that you're a guest.

**Responsibilities** If you find that you're getting really involved in somebody's life, let your project coordinator know (even if you're happy with this).

**Alcohol** Please do not drink alcohol when you are supporting someone as a gig buddy volunteer. Although your gig buddy may choose to drink, remember you are responsible for supporting them.

## Respect/Diversity

It's likely that you'll find out things to do with your buddy's background and identity – their disability and health status, and also religion or lack of religion, their sexuality, their ethnicity or nationality, their lifestyle.

You need to be ready not only to respect / 'tolerate' aspects of somebody's background, but also to embrace and be interested and positive in everything to do with them as a person.

It's also good to be ready to apply these levels of respect to if your buddy needs any help with personal care – for example going to the toilet. If this is the case you'll be briefed before you meet them.

# STEP 7 Troubleshooting

**Sometimes things don't go to plan, like anything in life! The best way to deal with this is to prepare for problems.**

SCENARIO	HOW TO PREVENT IT!	HOW TO DEAL WITH IT!
<b>Your buddy gets drunk</b>	<ul style="list-style-type: none"> <li>You could say that because you are not drinking much, you would prefer that they don't get drunk either.</li> <li>You could remind somebody that they may not feel well.</li> <li>Ultimately, drinking is somebody's choice, so you can't completely prevent it.</li> </ul>	<ul style="list-style-type: none"> <li>Encourage them to drink water.</li> <li>If you need to take a taxi home, do - inform your buddy that they may have to pay for the taxi next time.</li> <li>If it's an emergency – call your emergency number.</li> <li>Let a staff member know, so they can talk to your buddy.</li> </ul>
<b>Your buddy has a seizure</b>	<ul style="list-style-type: none"> <li>You should have training or be briefed in dealing with epilepsy if your buddy has epilepsy.</li> </ul>	<ul style="list-style-type: none"> <li>Refer to risk management.</li> <li>Otherwise, call your buddy's emergency number.</li> <li>If they are not able to help, call emergency services.</li> </ul>
<b>You are not allowed into a venue, for reasons related to discrimination</b>	<ul style="list-style-type: none"> <li>Not your responsibility to prevent!</li> </ul>	<ul style="list-style-type: none"> <li>Explain calmly to the venue person that this is a case of discrimination, and you will be making a complaint.</li> <li>Explain to your buddy, that they should not have been treated that way, that it is a serious issue and you will support them to make a complaint if they would like to.</li> <li>Go to a pub, out for a drink, or do something else that's fun.</li> <li>Let a staff member know what has happened.</li> </ul>
<b>You lose your buddy when you are out with them</b>	<ul style="list-style-type: none"> <li>When you first come into a venue, agree on a place to meet if you lose each other.</li> <li>When you go to the toilet, or if you have to leave for another reason, agree on a place that your buddy will wait (this doesn't have to be patronising).</li> <li>Take note of what clothes they're wearing just in case you have to give a description.</li> </ul>	<ul style="list-style-type: none"> <li>Ring your buddy.</li> <li>Check the toilet / obvious places!</li> <li>Talk to a staff member – ask them to make an announcement – show them your ID card.</li> <li>Ask the staff member to ask as many staff members as possible to help you look for the person.</li> <li>If no luck, presume that your buddy has left the venue</li> <li>Call your buddy's home to see if they have heard from them.</li> <li>Call emergency services and report a missing vulnerable adult.</li> <li>Stay at the venue in case they return</li> </ul>
<b>Your buddy is taken ill</b>	<ul style="list-style-type: none"> <li>Consider whether to cancel a night out if they are not well.</li> </ul>	<ul style="list-style-type: none"> <li>Get a taxi home, or drive them home (please note that we have very limited funds for taxis, so use when necessary).</li> </ul>
<b>Somebody is mocking your buddy</b> (perhaps sniggering / saying things behind their back.)	<ul style="list-style-type: none"> <li>Not your responsibility to prevent!</li> </ul>	<ul style="list-style-type: none"> <li>Politely inform the person that their behaviour is unacceptable, or just move away.</li> <li>Try to gauge whether your buddy is upset, and offer them reassurance.</li> <li>Think about whether it would be empowering for your buddy to make a complaint or whether it would just be upsetting.</li> </ul>

SCENARIO	HOW TO PREVENT IT!	HOW TO DEAL WITH IT!
<b>Your buddy refuses to go home.</b>	<ul style="list-style-type: none"> <li>Explain the time that the gig will end and explain that you will be going home at that time.</li> </ul>	<ul style="list-style-type: none"> <li>Remind your buddy of the next night out that you will be having.</li> <li>Get them to think about why you need to leave (eg you have work tomorrow).</li> <li>Call their home for advice if they refuse to move.</li> <li>Try to talk to them about why they aren't wanting to go home (remember safeguarding training).</li> <li>Talk about how you could support them if they are not happy with their home (advocacy).</li> <li>Take a taxi if it will help.</li> </ul>
<b>Your buddy runs out of money.</b>	<ul style="list-style-type: none"> <li>Make sure that you are clear with your buddy, and if necessary their carer, how much transport, gig tickets and a drink will cost.</li> <li>Check that they can afford this.</li> <li>Remind them to take enough money when you pick them up.</li> <li>Use opportunities for free gigs through Stay Up Late.</li> </ul>	<ul style="list-style-type: none"> <li>Explain that in this instance, Stay Up Late can pay, as it's an emergency.</li> <li>Ask them if they would like to go somewhere cheaper next time.</li> <li>Explain what happened to a carer, or contact a staff member, afterwards.</li> </ul>
<b>People 'talk down' to your buddy.</b>	<ul style="list-style-type: none"> <li>Model a good way of communicating for members of the public to see.</li> </ul>	<ul style="list-style-type: none"> <li>Continue to model a good way of communicating in front of the member of the public.</li> </ul>
<b>Your buddy spends more money than they can afford on merchandise or drinks when they're out.</b>	<ul style="list-style-type: none"> <li>Encourage them to take what they need out.</li> </ul>	<ul style="list-style-type: none"> <li>Ask them if they can afford what they're buying.</li> <li>Next time you pick your buddy up to go out, suggest that they only take what they need.</li> </ul>
<b>Your buddy misses the toilet.</b>	<ul style="list-style-type: none"> <li>If this is a risk, you should be briefed – in which case remind your buddy.</li> </ul>	<ul style="list-style-type: none"> <li>Don't make a big deal out of it.</li> <li>Many venues are dark, so it'll probably be fine.</li> </ul>
<b>You find that your buddy rings you so much that you find it overwhelming.</b>	<ul style="list-style-type: none"> <li>In your introduction meeting, talk about how you will communicate (e.g. we'll talk on the phone once between gigs).</li> <li>If you see opportunities for your buddy to make more friends (e.g. friendship groups) tell your buddy about them.</li> </ul>	<ul style="list-style-type: none"> <li>Talk to a staff member.</li> <li>Set some new boundaries (eg Monday will be our texting day).</li> </ul>
<b>Your buddy starts to go out on their own, and you're worried about their safety.</b>	<ul style="list-style-type: none"> <li>This may be a result of them having more confidence due to gig buddying – you can't necessarily prevent this!</li> </ul>	<ul style="list-style-type: none"> <li>Call a staff member, we'll talk through what your worries are and decide on the best advice to give your buddy around staying safe.</li> </ul>
<b>You have fall out of the routine of gig buddying and have unintentionally stopped volunteering.</b>	<ul style="list-style-type: none"> <li>Use a diary or phone reminders to remind you to keep up your buddying.</li> <li>Plan regular meet-ups with your buddy just to plan what gigs to go to.</li> </ul>	<ul style="list-style-type: none"> <li>Let a staff member know.</li> <li>Call your buddy and apologise – plan a couple of events to get back in the swing of things.</li> </ul>

**REPORT ANY INCIDENT, ACCIDENT OR NEAR-MISSES AFTERWARDS – call a staff member**  
**You will also be given a risk assessment form, for both you and your buddy to sign and keep a copy of, when you meet.**

If you are doing anything completely different from a gig that may have other risks, can you let a staff member know, in case we need to risk assess the activity.

# STEP 8

## Connecting with other buddies

### Gig buddies website

You will be emailed out a newsletter with socials we are running for buddies, but you can also find them on our website. How about going through this with your buddy when you meet up?  
[www.gigbuddies.org.uk](http://www.gigbuddies.org.uk)

### Twitter

Please tweet after a gig about Gig Buddies if you're on twitter and include us, the venue and band in your tweet!  
@stayuplateuk @gigbuddies

### Facebook pages

Please 'like' Gig Buddies and Stay Up Late. Write comments on our pages about gigs that you're planning to go to or have been to.

### Gig Buddies and Sports Buddies Facebook Group

We have made a private group solely for volunteers and participants where you can share info on gigs past and future!

### Video reviews

- Make short film based reviews of nights out. You can take small amounts of footage of the gig that you go to and a member of staff at Stay Up Late can edit them into short film reviews.

PLEASE REMEMBER EVERY BUDDY RELATIONSHIP IS UNIQUE AND THIS HANDBOOK IS PURELY A GUIDE AND WILL NOT BE ABLE TO COVER EVERY EVENTUALITY OF A BUDDIES RELATIONSHIP.

WE HOPE YOU LOVE BEING A GIG BUDDY OR SPORTS BUDDY VOLUNTEER BUT IF THINGS ARE NOT GOING WELL OR YOU ARE UNSURE ABOUT ANYTHING PLEASE CALL THE STAFF ANYTIME FOR A CHAT.

