



## Standard Template & Guidance for Standard Operating Procedure (SOP)

**Overview: Breastfeeding Peer Supporter Policy and Supporting Documents**

## Standard Operating Procedure (SOP)

<b>Department:</b>	<b>Specialist Community Public Health Nursing</b>
<b>SOP Ref No:</b>	Local SOP's - ABUHB/directorate/001 (the digit is to be in sequence with other SOPs within directorate)  Organisational SOP's – ABUHB/clinical/next number in sequence
<b>SOP Title:</b>	Aneurin Bevan University Health Board (ABUHB) Specialist Community Public Health Nursing Team (Health Visiting) Standard Operational Procedure (SOP) for Breastfeeding Peer Supporters

	NAME	TITLE	SIGNATURE	DATE
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## Change / Amendment History

Record of changes: (latest version number to be listed first)

Version No	Effective Date	Brief Summary of Changes	Author
<b>Example:</b> Version 2		•	
Version 1		•	



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## 1 Introduction

Evidence shows that breastfeeding has both short- and long-term health benefits for mothers and babies and thus has an important contribution to make towards reducing health inequalities.

The Department of Health (DOH) recommends exclusive breastfeeding for the first six months of an infant's life. Breastfeeding should continue beyond the first six months along with appropriate types and amount of solid foods (DOH 2004).

Breastfeeding Peer Supporter Programmes have been shown to be effective in both the antenatal and postnatal periods for women who expressed a wish to breastfeed but not for women who had decided to bottle feed (HDA 2003, NICE 2005).

Breastfeeding Peer Supporter programmes can be used to help address the needs of communities with low breastfeeding rates and where new mothers are unable to draw upon the 'traditional breastfeeding skills' which have been lost if formula feeding is the normal practice.

- ABUHB thus aims to work with Breastfeeding Peer Supporters (BFPS) to facilitate improvements in breastfeeding initiation and continuation by improving the breastfeeding information and support available to mothers in Gwent.

## 2 Scope

- This Standard Operating Procedure (SOP) aims to give guidance to staff and volunteers working with mothers and babies with regard to the role of the volunteer supporter and to facilitate co-operative working to enhance the information and support available to breastfeeding mothers in Gwent.

## 3 Roles & Responsibilities

Public Health Nursing Managers will ensure staff are trained to deliver the Solihull Breastfeeding Peer Supporter course. These staff can include midwives, Health Visitors and Early Years Assistant Practitioners.



Staff who deliver the BFPS training should organise dates and venues at a minimum of 8 weeks before the anticipated start of the course. They should also facilitate the recruitment of BFPS through liaison with Public Health Nursing teams and advertising on ABUHB platforms.

### **Role of Breastfeeding Peer Supporter**

BFPS will be advocates and act as champions for breastfeeding by actively promoting breastfeeding and the role of the BFPS in their communities in accordance with the person specifications and role descriptions detailed in Appendices D and E

BFPS may volunteer in a variety of venues, actively supporting breastfeeding by working with antenatal and postnatal women and their families.

BFPS role includes signposting mothers to appropriate information i.e. the sharing of leaflets and information agreed during their training or by their course leaders as acceptable and appropriate

### **Possible venues/opportunities for BFPS activity**

**(See role descriptions in Appendix D & E)**

- Attendance at Health Visiting service led mother and baby groups and well-baby clinics to provide volunteer support to mothers
- Postnatal ward of maternity unit (See induction checklist Appendix E)
- On-line communities – ABUHB social media closed groups – BFPS act as group administrators. Admin guidelines Appendix F
- Community health promotion events
- Antenatal clinics or workshops - volunteering *alongside* a midwife
- Schools - volunteering alongside the school nurse or teacher

BFPS who are actively volunteering in a ABUHB role e.g. attending a group should always consider and assess the situation with regard to their own child/children if they are to be providing individual attention to new parents. BFPS volunteering on the maternity ward are not permitted to take their child/children with them.

## **4 Definitions (if applicable)**

BFPS are parents from the local community who have:

- Breastfed their own baby (or babies) for a minimum of 6 months, or who or fully intend to do so at the beginning of peer supporter training



- Completed a recognised breastfeeding training programme. The model for the training provided for the role is the Solihull Breastfeeding Peer Supporter training model. Volunteers who have already completed Breastfeeding Peer Supporter training with other providers such as Association of Breastfeeding Mothers (ABM) or Breastfeeding Network (BfN) will also be considered if appropriate evidence of completion is provided.

The BFPS will receive such training as to enable them to offer encouragement, support and information regarding breastfeeding to pregnant women and new parents in a variety of settings

BFPS volunteer in their local communities, providing information and support to parents and their families. As peer supporters they are trained to support normal breastfeeding and work alongside health professionals for the benefit of the parent and child.

FPS will usually work in informal or planned group settings, or they may attend clinics, antenatal sessions, parent and baby groups or the postnatal ward

ABUHB will provide information, encouragement and support for the work of the BFPS in accordance with ABUHB Volunteer Policy

## 5 Procedure

### **Eligibility, Selection and Recruitment Process**

The basic requirement for BFPS training is that a parent has breastfed their own baby (or babies) for a minimum of 6 months, or who or fully intend to do so at the beginning of peer supporter training

Potential candidates for BFPS training will be recruited in the following way:

1. Course promoted on ABUHB private social media “Gwent Breastfeeding Support” groups and other ABUHB platforms such as ABUHB Maternity and ABUHB Health Visiting.
2. Parents who are interested in BFPS training are signposted to approach their HV, MW or other suitable health care professional (HCP) to discuss the course
3. A discussion guide for HCPs for this conversation is available (Appendix B)



4. All candidates require a written nomination/confirmation of suitability by Health Visitor, Midwife or other suitable HCP or professional individual.
5. A template letter is available to assist the HCP with the nomination (Appendix C)

An informal meeting or discussion (via phone/email if necessary) should take place between the course leader and the candidate to ensure suitability, secure the training place & to confirm/ discuss the following:

- The requirements of the BFPS training
- Role of the BFPS
- Ensure awareness that a DBS (Disclosure & Barring service) check will be required upon successful completion of the training & the ABUHB volunteer recruitment process if they still wish to offer a volunteer role

NB: Candidates should not be discouraged from completing the course if they are unsure about the capacity they have to offer a volunteer role upon completion as we recognise the value of informal peer support within our communities.

The training is 6 or 7 weekly sessions of 1 ½ hours each.

### **What can parents expect when they come to the training?**

The course sessions are:

- Session 1: Introduction to Peer Breastfeeding Supporter training
- Session 2: Communication: helpful ways of providing support
- Session 3: Emotional significance of breastfeeding and how the breast works
- Session 4: Breastfeeding and common breastfeeding difficulties
- Session 5: Emotional responses to and support for breastfeeding difficulties
- Session 6: Boundaries, confidentiality and the way forward
- Session 7: Post training follow up and telephone support training

### **6. Supervision and co-operative working following completion of training**

Following satisfactory completion of training each BFPS will be offered support and ongoing supervision by the peer supporter trainers.

The peer supporter trainers and the BFPS should aim to meet and communicate on a regular basis for support & supervision but a minimum of 2 documented meetings per annum should take place.

A template to guide the support and supervision discussion is provided in Appendix H.

- Both the peer supporter trainers & the BFPS should have copies of the completed support & supervision meeting document - for review at the next meeting
- The peer supporter trainer or BFPS can request a support & supervision meeting at any time if they feel it is needed, the aim being to promote positive co-operative co-working

Any issues regarding BFPS activity not resolved in the meeting should be discussed with the IFL or other ABUHB Breastfeeding Lead professional

## 6 References

1. Department of Health (2002a) *Health inequalities national targets on infant mortality and life expectancy, technical briefing*. London. Department of Health.
2. Department of Health (2002b) Improvement, expansion and reform: the next 3 years. Priorities and Planning Framework 2003-2006. London. Department of Health
3. Health Development Agency (2003): *The effectiveness of public health interventions to promote the initiation of breastfeeding*. HDA Leeds
4. National Institute for Health and Clinical Excellence (2005) *Breastfeeding for longer-what works?* NICE
5. Department of Health (2004) *Infant Feeding Recommendations*. London. Department of Health.
6. Birmingham East & North PCT Breastfeeding Peer Counsellor Programme Policy November 2007

**\*\*\*Special acknowledgment to Sharon Breward (BCUHB) who created the document from which this was adapted**

## 7 Appendix

### Appendix B: Guidance for midwives & HVs when discussing Breastfeeding Peer Supporter course with potential trainees

- **The course entry requirement is that the parent has breastfed a baby for at least 6 months (or fully intends to at the beginning of the course)**
- The course is externally validated by the Solihull Foundation
- This is a 6 week course of approximately 1.5hrs per week. A course workbook must be completed.
- All sessions **MUST** be attended. Only in certain circumstances ie unforeseen illness may a week be missed but this may only be made up at the discretion of the trainer as it may not be possible for the trainer to repeat the missed session. Missing 2 weeks usually means training cannot proceed
- There is weekly self-study to be completed (approx. 1-2 hours)
- There is an end of course assessment of practical skills & assessment of the course workbook – all of which must be passed as satisfactory
- Following discussion and agreement it may be possible to accommodate non mobile i.e. small “babes in arms” but unfortunately there is no capacity for older/mobile babies (all babies are different please consider whether you think your small baby will be OK in a classroom environment for 1.5hrs - if your baby become unhappy in the classroom please take them out for a while so that the learning environment for your co-trainees is not affected)
- Potential trainees should be aware that prior to volunteering for the board, a DBS check will be required, and the Board volunteer registration process must be completed



## Appendix C

Name of Midwife/HV

Address

Tel:

Date

To (Peer Support course trainer)

Dear

Re: Name:

Address:

POST CODE:

Tel:

Mobile:

Email: **\*this is essential – will not be processed without \***

I would like to support .....application to undertake the Breastfeeding Peer Supporter's course. I have known them for ..... years

They have breastfed their ..... child/ren for..... time. Their youngest child is aged..... They have particularly enjoyed breast feeding and are keen to promote breastfeeding and to support and encourage other parents.

They have good social and inter-personal skills and would be a good role model for other parents.

I have discussed the course requirements i.e 6 sessions need to be attended, weekly self-study to be completed, end of course assessment needs to be passed and that there may be an opportunity to volunteer for the Board in some capacity upon completion of the course. They are also aware that a DBS check will be necessary prior to volunteering for the board.

I am sure that ..... will be well motivated to complete the course and volunteer as a peer supporter afterwards.

Yours sincerely



Health Visitor/Midwife

**Appendix D**

Aneurin Bevan University Health Board <b>Breastfeeding Peer Supporter</b> <b>General Volunteer Role Description and Personal Specification</b>	
<b>Volunteer Title:</b>	Breastfeeding Peer Supporter (BFPS)
<b>Responsible to:</b>	<ul style="list-style-type: none"> <li>➤ Training Course tutor</li> <li>➤ Aneurin Bevan University Health Board (ABUHB)</li> <li>➤ Maternity Service</li> <li>➤ Public Health Nursing Service</li> </ul>
<b>Role aim/description:</b>	<p>To befriend and provide support to breastfeeding or pregnant mothers in a variety of settings in accordance with their BFPS training and within the boundaries identified in their training</p> <p>To be an advocate for breastfeeding by actively promoting breastfeeding and the Breastfeeding Peer Supporter initiative in the community</p> <p>The BFPS volunteer employs a parent centred and psychosocial approach that aims to empower the mother and put normal breastfeeding knowledge and skills back into communities</p> <p>To assist with embedding and monitoring the Breastfeeding Welcome Scheme into communities</p>
<b>Time Commitment :</b>	Volunteer hours: variable
<b>Training</b>	The ABUHB/Solihull co-operative Breastfeeding Peer Supporter training model is the benchmark training for this role or the mother can complete
<b>Supervision of BFPS role:</b>	Following completion of training BFPS should participate in individual and group-based supervision sessions
<b>Personal Benefits of BFPS role:</b>	The BFPS can: <ul style="list-style-type: none"> <li>➤ Develop knowledge &amp; expertise in breastfeeding</li> <li>➤ Improve communication skills</li> <li>➤ Gain role satisfaction by contributing to an increase in breastfeeding rates in South Wales thus making a significant contribution to improved maternal &amp; child health across ABUHB</li> </ul>



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	<ul style="list-style-type: none"> <li>➤ Achieve a recognised qualification thus developing confidence and self esteem</li> </ul>
<b>Personal Specification</b>	<p>A BFPS should:</p> <ul style="list-style-type: none"> <li>o Have a positive attitude to working with people from different ethnic origin, culture, religion or who may have a disability.</li> <li>o Have a positive attitude to working with people of any gender, family status or sexual identity</li> <li>o Demonstrate a sensitive and caring attitude towards others</li> <li>o Have a non-judgmental attitude</li> <li>o Maintain confidentiality at all times both during and after volunteered hours</li> <li>o Adhere to ABUHB policies and procedures where applicable</li> <li>o Be reliable</li> <li>o Have good communication and listening skills</li> <li>o Be able to work as part of a team</li> <li>o Attend any training necessary to ensure Health and Safety of working practice</li> <li>o Be subject to references, OH and DBS checks if necessary</li> <li>o Wear appropriate identification if volunteering in a Board BFPS role</li> </ul>

## Appendix E

Aneurin Bevan University Health Board <b>Breastfeeding Peer Supporter – Volunteering on Maternity wards</b> <b>Role Description</b>	
Accountable to:	BF Lead Midwife
Responsible to:	Ward Manager / Shift leader on postnatal ward Aneurin Bevan University Health Board (ABUHB)
Role aim:	The volunteer aims to provide support for new breastfeeding parents on the Maternity Wards in order to promote the parent's confidence in their ability to breastfeed their baby.
Role description:	The volunteer will befriend breastfeeding parents on the maternity wards and support them in breastfeeding their babies in accordance with their Peer Supporter breastfeeding training. The peer supporter can also assist with the following whilst visiting parents on the maternity unit:



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	<ul style="list-style-type: none"><li>• Help mother to obtain hot and cold drinks or a snack.</li><li>• Spend time in general, supportive conversation</li><li>• Signpost to ABUHB on-line &amp; face to face communities for support at home</li></ul> <p>The ABUHB/Solihull co-operative model for Breastfeeding Peer Supporter training will be the benchmark training for this role and the Breastfeeding Peer Supporter volunteer will carry out their role within the boundaries identified in their training</p> <p>Specified time slots will be agreed with the Ward manager, the Infant Feeding Co-ordinator/BF Lead Midwife and the Breastfeeding Peer Support Volunteer for their presence on the maternity ward</p> <p>When providing assistance to a breastfeeding parent, <b>at no time</b> shall the volunteer undertake, or be asked to undertake, any task which may be considered as midwifery duties, for example, any involvement with medication or discussion of any aspect of treatments being received.</p>
Role boundaries and requirements	<ol style="list-style-type: none"><li>1. Under no circumstances may a volunteer administer any form of medication to patients or any other person during the course of their volunteer role.</li><li>2. All volunteers are required to adhere strictly to the confidentiality policy of the ABUHB in line with the statutory requirements of the Data Protection Act.</li><li>3. Volunteers will be signposted to the Health Board breastfeeding policy by the BF Lead Midwife and be expected to adhere to the policy/ guidelines according to the requirements of their role</li><li>4. All volunteers are required to adhere to the standards identified in their induction process.</li><li>5. All volunteers are required to be aware of health and safety requirements for staff, patients, visitors and colleagues whilst on ABUHB premises, for example, fire procedures and infection control. Information is to be accessed via the induction process or ward-based files</li><li>6. Volunteer BFPS should, whilst on the maternity unit ensure that they wear the appropriate garment allocated to the role and any necessary name badge/ Identification</li></ol>



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*NB Any additions to the above role description shall be by agreement between the Volunteer and the Ward Manager/Infant Feeding Lead.*

**Appendix F**

**ABUHB Breastfeeding Peer Supporter Volunteer in Hospital  
Induction Programme Checklist**

Name of Breastfeeding Peer Supporter .....

Name of mentor..... Location of Volunteering .....

Date of Commencement .....

Issue to be addressed	Sign & Date
1. DBS check confirmed	
2. Orientation & discussion re ABUHB BF policy, BFPS Policy, Women's Infant Feeding guidelines & BFPS role description	
3. Tour of unit & introduction to as many staff as possible	
4. Signpost to fire policy and location of fire exits	
5. Ward staff to be informed of commencement of volunteer visiting	
6. Ward manager & BF Lead MW to ensure Peer Supporter role description is available for staff to see & to ensure details of volunteer visiting and role of PS is covered at hand over & ward meetings until all staff are aware	
7. Tour of ward to familiarise with layout & where equipment is stored e.g breast pump/kits and teaching equipment - doll, breast model	
8. Review hand hygiene requirements for movement between mothers	
9. Discuss PS role with teaching hand expressing	
10. Review duty of confidentiality & what a PS can & cannot do	
11. Provide uniform polo shirt, name badge, lanyard	
12 Confirm day & time slot for volunteer visiting - ensure ward manager/shift leaders aware	
13 Session 1 – induction to be worked with a mentor (e.g MSW)	
14 Session 2 – to be worked with a mentor or another Peer Supporter	
15 Session 3 – to be worked alone but an identified mentor easily accessible	
16 Arrangements in place for contacting mentor & reviewing/supporting the volunteer's experience.	

**Induction programme completed Signed.....(Supervisor)**



Signed.....(BFPS)

## **Appendix G:**

### **Administrators of Gwent Breastfeeding Support Facebook Group**

#### **Best Practice Guidelines**

Social media plays an increasingly important role in health care. The Gwent Breastfeeding Support closed Facebook groups was set up to enhance and diversify the mechanisms for breastfeeding (BF) support offered in Gwent

The volunteer administrators (“Admins”) of Gwent Breastfeeding Support group are trained volunteer BF Peer Supporter parents. Their role is to facilitate and maintain the geographically based Gwent Breastfeeding Support group

- Each Admin is a member of the Admin communication group on Whatsapp
- The groups are run with the co-operation and supervision of ABUHB Infant Feeding Leads and Breastfeeding Champion Health Visiting Assistant Practitioners

#### **Admin responsibilities**

##### **1. Member request questions**

Each new member request should be answered warmly and the following questions asked:

1. Why do you want to join the group?
2. Are you pregnant or breastfeeding?
3. Which area do you live in?

If the request questions aren't answered, message the requestee. Here are some examples of messages to be sent:

1 ...has added you to .....Gwent Breastfeeding Support. We like to make sure the group is a safe place so check over each request. Usually you would get three questions to answer, but when someone else adds you they don't appear for you. Can you please confirm that you are from the area, breastfeeding/mum-to-be/HCP with interest re bf, and that you'll give the pinned post a good read over on approval? I hope you understand why I have sent this message. Thank you... (admin, peer supporter)

2.You have requested to join Gwent Breastfeeding Support. We like to make sure the group is a safe place so check over each request. As you appear to have not completed the acceptance question, can you please confirm that you are from the area, breastfeeding/expectant parent/HCP with interest re bf, and that you'll give the pinned post a good read over on approval? I hope you understand why I have sent this message. Thank you ... (admin, peer supporter)

3...Further to the above message it has now been some time since your request to join the group has been received. To keep pending requests to a manageable level your



request will have to be declined if we do not hear from you within the next 3 days. You may reapply to join the group if you feel this group will be of benefit to you. Thank you for your understanding on this matter ... (admin, peer supporter)

## **2. Daily “Tasks”**

To ensure that a request for information/help from a mother does not remain unanswered for any unnecessarily long period of time Admins should aim to check the group activity on a regular basis throughout the day.

If an Admin is unsure about how to answer a query she should seek guidance from the wider Admin team and the ABUHB supervisors

If an admin is unable to check the group activity she should make this known to the other Admins so that everyone is aware of an individual’s capacity. Loose “rota” type arrangements can be useful so that an admin is responsible for looking after the group for a defined period of time

## **3. Moderating posts**

Sometimes content on the group may need moderation and should be dealt with in accordance with principles learnt in Peer Supporter training

### **1. Posts asking for medical advice**

An admin needs to quickly signpost the poster to the relevant medical professional and lock comments on that thread. Once it is clear that the mum has read & seen the information it may be necessary to delete the post to avoid further “copy cat” posts or further comment/suggestion

### **2. Posts asking about formula/bottles/teats – commercial branding/promotion**

Prompt referral to the pinned post – copy & paste parts of it if necessary and lock comments on the thread. Be ready to delete images showing brand names, message the original poster and ask if they can repost after amending the image to remove the brand name(s). It may be necessary to delete the post

### **3. Buying/Selling/Offers**

Unless the product is being offered for free and is e.g a book or new disposable breastmilk storage bags/breast pads, delete the post and message the poster. Include in the message the rules outlined in the pinned post and signpost to the appropriate platform at your discretion.

### **4. Controversial content**

While it is sometimes necessary for some content deemed controversial to be discussed within the group, a close eye must be kept on the developing conversation. Promptly lock comments, delete offensive comments or the whole thread as is necessary. Report back



to wider admin team and supervisor. Admin should message offending parties politely to explain the reason for actions taken. Screen shots should be taken as evidence of unacceptable behaviour

### **5. Maintaining a respectful space for all members**

Any posts or threads that descend into rudeness must be swiftly removed and the posters messaged

Any posts that are disrespectful to named health professionals must be removed immediately and the poster messaged.

Direct contact details to named health professionals must be removed immediately and the poster messaged

Screen shots should be taken as evidence of unacceptable behaviour

### **6. “Trolls”**

However much we try to filter the members, “trolls” may get through occasionally e.g someone’s account may get “hacked”. “Trolls” post inflammatory content to garner a reaction and create discord. Admin role is to quickly remove offending posts (screen shots should be taken first as evidence of unacceptable behaviour) and suspend the person’s membership to the group pending further investigations. If a troll is discovered, a post must be written by the admin team to reflect this so that everyone in the group may be alerted, and reassured that action has and is being taken.

### **7. Use of Facebook “report” function / “Worst case” scenario management**

Regular checking of the group throughout the day will allow Admins to intervene quickly if there are problems.

Any member can report content to be reviewed by the admin team, sometimes Facebook’s own algorithms will flag content. After you review any reported or problematic content there are three courses of action that can be taken.

1. **Delete clearly inappropriate content immediately** (screen shot first) and report to the admin team/supervisor
2. Stop comments on a post and discuss further with the admin team/supervisor
3. Allow appropriate content and explain to the reporter  
Please be as prompt as you can when dealing with any issues. Remain firm but polite when applying moderation.

### **8. Personal messages**

Admins should not encourage personal messages from group members as it is important that the volunteer “workload” is visible, shared and supported.

Sometimes an Admin may receive a personal message from a group member who is too shy to post on the group themselves but who requests the Admin post on their behalf – this is acceptable as long as the subsequent discussion takes place on the group  
Any attempt to personal message an Admin that is inappropriate should be brought to the immediate attention of the Admin team / supervisor and the person blocked from



being able to send further messages.

#### **4. Support/supervision for Admins**

Looking after social media groups especially around a potentially sensitive issue is a significant responsibility. Admins should ensure that they take time to look after themselves as well as the members in the group.

Any Admin who feels negatively because of things that have arisen while in the Admin volunteer role or who feels overwhelmed by competing responsibilities of home, family and volunteer role should enlist the support of the wider admin team and group supervisors. If needed a break from the role should be arranged until the situation feels more stable for the volunteer Admin



## **Appendix H:**

### **Breastfeeding Peer Supporters – Support & Supervision Review Meeting**

**Name of Volunteer:**

**Current BFPS Volunteer activity:**

**BCUHB Supporter/Supervisor:**

**Post:**

**Location of meeting:**

#### **Section 1**

This section reviews administrative supervision focusing on the implementation of policies and procedures and the management of the volunteer peer support workforce.

1.1 Workload (e.g. Is a group facilitated by a qualified BFPS on a weekly basis, are there any issues with cover, are the group members too large to deliver support effectively)

2.1 Relevant policies and guidance. Are relevant policies and guidance available to the BFPS and group attendees? Is the content of the documents fit for purpose? Are they effective at supporting you in your role, any complaints/compliments/feedback)

3.1 Data collection (e.g. group numbers, ward mothers seen, GDPR in action)

4.1 Equipment and venue issues – including appropriate risk & lone worker assessment (a PS should not be supporting a group on her own)

#### **Section 2**

This section focuses on educative supervision and professional development including training and learning experiences.

2.1 Peer practice (how is the volunteering experience going for you, any positive or negative experiences encountered, enjoyable aspects, has the training adequately prepared the volunteer for practice)

2.2 Knowledge and skills (Does the current training and supervision support the volunteer, has the volunteer any learning they would like to improve on?)

2.3 Further development (Has the BFPS considered how to keep their skills updated? What sources of online learning are available to the BFPS, does the peer supporter have future plans relating to courses and educational opportunities?)



### **Section 3**

This section focuses on supportive supervision including the BFPS morale and role satisfaction.

3.1 How would the BFPS describe how they feel about the role and the experience?

3.2 What self-care practices does the BFPS have in place?

3.3 Does the BFPS feel part of the ABUHB BFPS volunteer community?

3.4 Does the BFPS feel that they have a volunteering/life balance?

3.5 Are there any issues relating to equality and diversity?

**Signed**  
**ABUHB Supporter/Supervisor:**

**Date**  
**Supervisee:**