

Golden Key Peer Mentoring Service – Presentation to Bristol Prevention Network Meeting on Peer Mentoring (notes)

Main points:

Golden Key:

Golden Key is a citywide partnership, inspiring change in Bristol. Funded by the Big Lottery, and led by mental health charity Second Step, the eight year, £10 million year programme will open doors and unlock services, creating new futures for those with the most complex needs.

Golden Key aims to

- Unlock the path to the future for a group of people who currently don't believe they have one.
- Engage people who are experiencing three or four of the following situations: homelessness, mental health problems, drug and/or alcohol dependency and offending behaviour, who are farthest away from services.
- Unlock services and enable agencies to be innovative about introducing new ways to help.
- Embrace new psychological thinking to enable Bristol to be a forward-thinking city with a clear vision for the services required and for change for this client group.
- Put clients and people with lived experience at the heart of the whole project.
- Learn together to bring about a lasting impact through cultural and system change.

Golden Key clients are given a service coordinator to help them unlock the support they need. This team is based with Second Step.

Peer Mentoring:

The team are based with DHI (Developing Health & Independence) who hold the contract to deliver this part of Golden Key. We recruit, train and support individuals with lived experience of (at least) one of the Golden Key areas.

Our peer mentors are volunteers who, through the power of lived experience, are able to inspire change through demonstrating that recovery is possible. They walk alongside their clients on their journey and provide encouragement.

Recruitment: We create links with organisations that are able to signpost potential peers to us. We also deliver workshops and activities in community settings with our peers. This gives something to the community, and enables us to have conversations with potential peers about mentoring and our service.

Training: We provide induction training to give peers a solid grounding in peer mentoring, and a programme of modular training which enhances skills and knowledge in areas

relevant to their work. Peers also have a personal development plan to ensure that their volunteering supports both their aspirations and recovery.

Support: Each peer has their own coordinator, who provides regular supervision and support. Support also includes regular reflective practice sessions and team meetings with other peers, and some social activities. They are also able to check in and out before and after their mentoring sessions.

Co-production is central to the way we work. Increasingly, our peers are involved in outreach and recruitment work, as well as the delivery of training. They are also involved in the peer research activities.

For more information:

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