



New Member ‘Buddying’ Scheme Guidance – March 2025

The purpose of this scheme is to offer new Members contact with returning Members who have volunteered their time to help with signposting and advice on issues affecting the life of a Member, given their unique position of being able to provide a first-hand account of this.

The buddying scheme is not intended to replace the direct contact and access all Members can expect when they wish to speak to the Chief Executive, Directors of Services, members of the Governance and Member Services Team or indeed their own Ward Alderman, Deputies and colleagues. Conversely, it is hoped that this new system will complement these more formal and well-established structures already in place.

Buddies will be available to offer support and advice on a more informal basis, especially during the first year of a new councillor’s term of office, to help ease them into their new roles.

Through the buddying system,

- Members should be more aware of where to go for information or support.
- Members should be better able to make an early contribution to the work of the Corporation and represent their local community
- Members should feel more confident in their representative and decision-making roles

In introducing a Member/Member buddy scheme for 2025, Members were keen not to over formalise the process. Rather than buddy matches being made by Officers, each new Member will therefore be provided with the contact details of all those returning Members who make up the ‘pool’ of buddies whom they may reach out to for advice. The Members’ Portal pages will contain buddy contact details as well as a short piece detailing each Member’s specific committee/chairing experience to date so that new Members will be best placed to decide where contacts may most helpfully be established.

What a new Member can expect from a buddy

- Face to face introductions to available buddies at initial Induction Days
- A friendly face and a warm welcome no matter how trivial a question may appear
- A trusting and confidential working relationship within the terms of the [Members' Code of Conduct \(cityoflondon.gov.uk\)](https://www.cityoflondon.gov.uk)
- Support and advice based on the buddy’s personal knowledge, experience and networks
- Signposting to an appropriate officer to take forward queries as needed – this will usually be at service head or team leader level for any new service enquiry
- A sounding board to help the Member reflect on new experiences and issues raised
- Answers to frequently asked questions
- Committee specific advice/reflections
- The opportunity to meet in person or virtually when requested

What a buddy can expect from a new Member

- A trusting and confidential working relationship within the terms of the [Members' Code of Conduct \(cityoflondon.gov.uk\)](https://www.cityoflondon.gov.uk)
- Not to be embroiled in questions/issues that are clearly of a political nature
- The right to say that it is not convenient to answer immediately and to give a timescale to get back to the councillor
- Understanding if a question or issue is passed to an appropriate Officer/Department for resolution
- Appointments requested will be as frequent as possible

What both parties can expect from the Governance and Member Services Team

- Support at any time from the Governance and Member Services Team
- Access to the Member Induction Pack and full Member Induction/Refresher Programme