

Calderdale (Lower Valley) Multi-agency Practice Development Group - notes

Thursday 26th July 2018 10.30pm-12.30pm

Smartmove, Halifax

Facilitated and Notes by Roger Abbott – WY-FI Workforce Development and Learning Coordinator

Attendees: Julie, Darren, Sam, Lisa

Representing: Calderdale Smartmove, Calderdale Recovery Steps, The Basement Project

Aims:

- Improving confidence and skills in working with challenging individuals;
- To understand each other's work;
- To share good practice;
- To support each other to overcome specific difficulties;
- To identify any gaps or barriers in services, and;
- To improve the service user experience of services.

Following introductions, we opened a conversation on the topic: **"Building Trust"**

The discussion covered: Transparency, openness and honesty; the impact of changing workers – re-telling stories, unavoidable – may already be working with partner or other loved one; trust between teams – improved within the Calderdale Recovery Steps partnership - practice of introducing clients to each other's services works well; needs attention when services/partnerships change; honesty includes disclosures regarding safeguarding; being clear about boundaries; trusting clients? – does it matter if they attempt to deceive? - impact on the work, knowing they are lying, hope trust comes later so that is reduced, finding out truth from others – esp. offending behaviour; clients at the same fellowship meetings as staff; own disclosure? – can help build trust or can be used against you; it can be effective to give a little and get a lot more in return; any disclosure needs to be relevant to the work of the service.

The attendees found the discussion particularly useful and agreed that a topical discussion would be useful next time.

The topic for next time: **Recognition of Good Practice.**

Next Meeting:

Thursday 6th September 2018, from 11.00am until 1.00pm at Calderdale Smartmove, 15 Harrison Road, Halifax, HX1 2AF