

Bradford Multi-Agency Practice Development Group - notes

Thursday 23rd August 2018 10.00am-12.00pm

35, Salem Street, Bradford

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

Attendees: Chantelle, Shelley, Tracy, Philip, Eve, Jess, Mark

Representation at the PDG was from: Bradford Cyrenians' STOP, 4Women, WY-FI, Liaison and Diversion

Apologies: Simon on the Streets

Aims

With a focus on people with multiple needs in Bradford, the aims of the group are to develop practice by:

- 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.

Notes

Following Introductions and an explanation of the groups for new attendees, the group agreed to hold to discussions today:

Discussion 1 – Ending relationships

What it means to you? Some relationships do not end – people often call even if they are no longer on caseload; strong bond formed – they know you know more about them than anyone else; impact on workload; attachment – both ways, impact of end on workers; intensity of relationship; self-sabotage; trust – relinquishing your role to another.

How can we end relationships well? Have an exit strategy – referring to others, transition period/handovers/joint working; holding other organisations to account for the work they should be doing; setting boundaries and expectations from the outset – the relationship WILL come to an end.

Reflections: Specific for one member – look at implementing a transition period from one worker/service to another. General – It is a difficult part of the job for all of us regardless of the service. It is important to acknowledge the impact it has. Also important to get it right and plan for it.

Discussion 2 – Structuring your day

Challenges to planned work: clients leaving services' premises; unexpected changes during the day; finding yourself outside of your remit; chaotic nature of people we work with; people threatening to self-harm/offend/harm someone else to get your attention.

Maintaining structure (Good Practice): maintain your boundaries and role; challenging other services to take responsibility for their roles; prioritising tasks according to need; responding to people clearly – allocating specific time in future that is theirs; maintaining good communication with other agencies; assert your own needs; work as a team.

Next Time

It is proposed that the next group will select another topic from list for discussion:

- Not matching chaos with chaos
- Role boundaries
- Professional relationships
- How to focus on *all* of your clients
- Ending relationships
- Recognition of good practice
- Building trust
- Being responsive
- Working as a team
- Accountability and responsibility
- Planning for the future
- Structuring the day
- Time and priorities
- Shifting priorities
- Dealing with crisis

The next group will meet on Thursday 11th October 2018, 10.00am-12.00pm at Bridge, 35 Salem Street, Bradford.