

Kirklees Multi-agency PDG - notes

Wednesday 24th October 2018 – 2.00pm to 4.00pm

Clare House, Clare Street, Huddersfield

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

Attendees: Faye, Zoe, David, Fiona, Megan, Adele, Tracy, Jade, Heather, Abigail, Roxanne, Zach

Representing: Kirklees WY-FI, Housing Options, Home Group, Fusion Housing, Bridge-it Housing, CHART, The Mission, Simon on the Streets

Aims

With a focus on people with multiple needs in Kirklees, 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.

Introduction

A number of new attendees and some returners made this one of the largest groups with 8 services represented. This is very encouraging following a summer of low attendance.

Following round table introductions we agreed to discuss person centred support in relation to engagement. Also, allow some time for networking especially for the new service in Kirklees – Bridge-it Housing.

Group Discussion - Person Centred Support and Non-engagement

The discussion covered: Carl Rogers and the core conditions: congruence; unconditional positive regard; Empathy. Some more information [here](#). Often tokenistic; roles detract from being able to be person centred; developing relationships is key; responding to needs as they arise; engagement will occur when needs are being met; location and duration of meetings; multi-agency working and approaches; Advice and guidance services are naturally person-centred; personalisation funding (WY-FI Model); expectation of behaviours; understanding why people may behave inappropriately or aggressively; how to approach this with them; establishing boundaries; organisational and commissioners' expectations; owning decisions and actions; flexibility to approach where feasible; services are set up from a moralistic standpoint; an exchange/transaction is often involved in services.

Reflections on the discussion

- The remit and set up of a service determines whether or to what degree a person centred approach can be applied.
- This can impact on engagement – a service will be utilised when it is meeting a need.

Next Time

The discussion topics are: Structuring your day

The next PDG will take place at The Mission, 3-13, Lord Street, Huddersfield, HD1 1QA from 1.30pm – 4.00pm on Wednesday 5th December 2018.