

Bradford Multi-Agency Practice Development Group - notes

Thursday 13th June 2019 9.30am-11.30am

35, Salem Street, Bradford

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

Attendees: Robin, Greenie **Apologies:** Holly (Bridge-it Housing)

Representation at the PDG was from: Simon on the Streets, WY-FI

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 expectations, the following topic was agreed for discussion:

Balancing a caseload – particularly when one member of the team is leaving and their cases are being distributed to and handed over to other members of the team.

The discussion covered: “Parking bays” in place in both organisations for clients who are not engaging or only need a light touch; the issues of clients coming out of those bays unexpectedly and increasing your anticipated caseload; can work well although conflict can occur if workers want to be busy but their managers are restricting their caseload; useful to have time to talk through your caseload with a manager who has the time to do so; relationships are hard won – a new caseload is a new set of relationships to build; trust is maintained; (a discussion around a beneficiary's experience of UC and the views of DWP staff if they miss an appointment. Also, the impact of UC – some would rather sofa surf on ESA than be housed and moved onto UC. Reality – the welfare benefits system is a lot more flexible than it first appears); it is impossible to say whether giving your resources to an individual will yield positive results; those in pre-contemplation need more input – the principals of motivational interviewing; being more creative with approaches to illicit change within a window of tolerance; the difficulty of balancing your day when you are being responsive to needs; take the attitude of “I need to put some input into everyone this week”; it's not OK for us to write them off – they have already been excluded; “Planting the seed – don't know when it will germinate.

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

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

The next groups will meet on Thursday 25th July, 10.00am-12.00pm, and on Tuesday 3rd September from 9.30-11.30 at Bridge, 35 Salem Street, Bradford.