

## Leeds Multi-Agency Practice Development Group - notes

Thursday 4<sup>th</sup> July 2019 10.00pm-12.00pm

WY-FI Hub, Park Square, Leeds

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

**Attendees:** Stacy, Anna, Robin, Mark, Sharon, Lucy, Dee

**Apologies:** Laura - CGL (Leeds IOM)

**Representing:** Engage; Rapid Rehousing Project

### Aims

With a focus on people with multiple needs in Leeds, 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

We began with introductions and an outline of the group's purpose for the new attendees. The topic for today was suggested by Robin:

### Discussion Topic – Time to get all the work done

**The discussion covered:** Structure; responding to crisis; compartmentalisation; getting notes done; windows of opportunity; putting people first (rather than process); what is a crisis, who's definition; boundaries; trial & error; own wellbeing; dangers of working at home; managing expectations of clients and others; dilution of intention in complex needs work; quantity vs quality; making practical changes; being a martyr; setting your stall out; working alongside people; spending time at the beginning to build a relationship to save a lot of time further on; time spent setting up a new service; starting relationship with clients as a trainee.

**The next PDGs meet on Thursday 15<sup>th</sup> August, 2.00 – 4.00 and Thursday 19<sup>th</sup> September, 2.00-4.00pm at BARCA, Unit 2 Northside Exchange, Wyther Ln, Leeds LS5 3BP**

### Discussion Topic Menu

(This list is not exhaustive it can be added to. Thanks to members of Kirklees and Bradford PDGs for their contributions)

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