

Challenges - Communications

Pre Event

Contacting families in order to provide support to attend Childrens Hearings

Contacting Relevant persons to give them more inclusion and support in the run up to and during their Childrens Hearing.

Event Challenges

- Support for professionals to hear children and young people
- More Promise language
- Lack of inclusion for those facing digital poverty
- Keeping enthusiasm up
- GDPR
- Teired Approach - All the info - directly working with C/ YP - Briefing sessions for services (binmen/ sustainability/ less on frontline
- Be mindful of who needs to know peoples stories
- Countering messages in the press
- Showcase event and the young people should challenge leaders
- Ayrshire highest in Scotland for speech and language challenges
- Stigma on literacy issues prevent people disclosing challenges
- Language (appropriate not stigmatising) professional terminology
- Risk of communicating wrong information - what is necessary?
- Silo working lack of collaboration
- How different services communicate
- Ayrshare
- Too much reliance on websites/ electronic info - need individual 121 support
- Understanding the roles of all stakeholders/ involved agencies
- CEYP - Key workers up to date knowledge of services and how they can support
- Lack of information sharing to independent services
- How systems connect
- Lack of understanding of named person/ GIRFEC roles
- Communicating what specific support they can access for free
- Referral duplication across services - waiting lists
- Need for more one to one communication to ensure understanding of all information received
- Identifying Key workers of CEYP- who do we speak to that can best support
- Being heard and listened to
- Struggle to be honest, open and transparent
- Lack of information sharing pan Ayrshire
- Join up services better? Health, SW Education
- Thurd sector dont have access to vital info live - Ayrshare Quit after finding out potentially dangerous information too late
- Not everyone communicates - certain people are sometimes missed out
- Being able to advocate for ourselves and others - not feeling listened to
- Giving options - email / telephone/ text
- Knowing who is doing what

Event Solutions

- Training, raising awareness, funding, updated resources, digital poverty, grants, adult education
- Easy read versions of policies
- Person focussed appropriate
- Child friendly language
- Multi agency newsletter via app
- One refined system - open shared, joint, universal
- Regular sharing sessions. face to face opportunities for professionals, young people and families
- One system for all relevant professionals
- More personal communication - getting back to basics of talking to people
- Broad training across authorities - knowledge of the same expectations from all systems/ services
- People being more open, honest and transparent in general
- More networking days like this where we can see what each other is doing and how we can work together
- Face to face updates across services
- Services working together to solve problems - innovation
- Create regular check ins/ meetings
- Good understanding of each others challenges to avoid blame
- All services to have access to one common system for communication and info sharing purposes
- Thinking about and led by CYP and not the system
- Council intranet of roles/ profiles of people and their job responsibilities/ priorities
- No blame culture - support your partners