

# Challenges - Communications

## Pre Event

Knowledge and awareness amongst other agencies and charities of our work and opportunities.

trying to get a clear understanding of what already is in place to move forward

## Event Challenges

We need better systems to communicate data between orgs to collaborate better

We have suggestion boxes and quarterly check ins but no evidence to show how they have listened and what is happening as a result

Orgs dont listen to their frontline staff enough

Inconsistent communication based on each individual social worker rather than systematic way of spreading news - no one reads emails!

Communication and relationships are crucial for positive collaboration but lack of resources increases competition and defensiveness/ protectitiveness / sense of threat

Charities/ 3rd sector can be reluctant to challenge LA's due to funding

Simplify and work together to find what communities need

Networking and multi disciplinary working helps

Different systems and communication eg - SEEMIS vs CareFirst vs Charity system

Differing objectives and competing priorities leading to disjointed discussion and solutions

Having shared ways of working that are visible, referred to and highlighted if people dont behave as per that agreement

Challenges when you dont want to share information with another service (eg college) for risk of more scrutiny or risk aversion

What info do we share and with who? When YP dont want people knowing - but we are trying to work together

All agencies to have the opportunity to come together and work as a team

Yes - Teams involved doing work together - not individually

Having an understanding of ways of working and families from different backgrounds

Silos - working around folks who dont see the bigger picture

Checking in and out with staff regularly to see what's going on for them

Clare and concise language

Navigating different agencies and thresholds. Need shared understanding of language

Opportunities for across Scotland training and multi agency

Communicate with stakeholders in the way they engage with the world

Clear communication - picking up the phone - having meetings where all professionals can attend - everyone following the same process

Having a shared vision ( levels + all involved) about what we are trying to achieve

Clear information sharing between services

## Event Solutions

Talk - Share knowledge and understanding

Andwer your phone- reply to your emails

Save Spaces

More events like this!