

# Challenges - System and Processes

## Pre Event

Ensuring commissioning matches need

System and processes often do impact trying to navigate what is best for children and yp - legal challenge and internal processes

## Event Challenges

IT Systems with Police, health and SW are poor

Can be difficult to challenge when change isn't actually supported by senior mgt

Limited budgets and resources make it difficult to make meaningful change

Sometimes too much focus on 'we need to be able to measure this'

Everyone is an individual not everyone fits the narrative

Has closing special education schools negatively impacted children and young people?

Children at risk of care are often invisible to the agencies making the decisions that affect this leg - housing, adult mental health, prison

Many systems issues require co-ordination.. but systems as a concept hide accountability

System - means loads of things A collection of parts which work together to do something (the body is a system it has different parts that keep it alive) potential assumptions - it does what it says it does, people designed it on purpose

What are we actually measuring? Is it meaningful? eg measuring attainment of CE leavers is not accurate since the numbers staying on until S6 has changed so much since 2010

Up to date databases and systems not talking to each other

Outcomes set and dictated by the system for the system (kpis) Process for accountability for key decision makers needs changed (lived exp voice?)

Paperwork can be outdated in places and force the use of deficit - first thinking

How much of this is only Entropy? We have less money so things decay. When are we only mapping decay? Is it always actually valuable to do this?

- A confusing thing, involving lots of people that we don't really understand
- A process where fault cannot be neatly assigned to one individual
- means of organising records (filing system, computer systems)
- Computers in general
- Capitalism/ society conceptually
- society as the actual thing we live in
- Rough awareness something is happening for reasons we are not sure we can quantify

Managerialism

Systems and processes often prioritised over human centred approach - red tape

We need commissioning processes that facilitate partnership working not 'race to the bottom'. Long term funding so we can focus our energy on frontline provisions not survival

Systems don't always identify the right people

Systems that don't talk and individual to each local authority

Systems - especially those held and managed by staff who are not frontline - are not trauma informed and don't exercise flexibility to put the person first

The system is bureaucratic and alienating. We need a different mindset or nothing will change

Constant changes based on money saving not positive outcomes

Can often take a long time to go through 'processes'

Too much managerialism not enough work on the ground

Systems need to talk to one another

Intergenerational trauma - how can prospective/ new parents access the support they need to parent differently to the way they were parented? (perhaps if this is what they believe was an issue)

Lack of meaningful communication across the system and processes (the human part)

Systems need to be reviewed so they do not become outdated

Young people don't like being 'part of a system'

Multi disciplinary working and building that relationship up and close working to keep the shared good to help CYP and families

Does education work for any young person? or does Scotland need a brand new system?

Parents seen as the problem rather than the solution

## Event Solutions

Better understanding of what is working in other areas to learn from each other, national review? CI Findings?

Remember what children and families told us. Relationships and the heart. People support and protect

Christie Commission - services WITH people and communities not done to

Seriously use new tech our stuff is antiquated

Using graph databases would revolutionise the public sector, IMO and is becoming a realistic idea

Mapping exercise to understand what is being done/ funded and then discuss how we can support each other

Reform of CI to what is key focus for providers - less tick boxes

Fit for purpose investment and time - what works

Learn from each other