# Fact Sheet: Challenges of Multi-Agency Working

Key Barriers and Obstacles to Effective Collaboration

## Overview

Multi-agency working brings together professionals from different organisations to achieve common goals, particularly in complex cases or service delivery. However, challenges can hinder effective collaboration and impact outcomes.

### Communication and Collaboration Issues

- Communication Barriers: Use of jargon, lack of clarity, and differing professional cultures can lead to misunderstandings between agencies.
- Role Clarity: Unclear responsibilities may result in gaps in support or missed tasks.
- Professional Culture Differences: Varying priorities, perspectives, and values can cause conflict and hinder teamwork.
- Staff Availability: Professionals often have limited time due to regular duties, causing delays and hampering communication.

### Information and Resource Sharing Challenges

- Information Sharing: Concerns about confidentiality, legal issues, and data protection can make staff hesitant to share necessary information.
- Incompatible Systems: Agencies may use different IT systems, making seamless information sharing difficult.
- Resource Limitations: Shortages in time, funding, and other resources can hamper effective collaboration and allocation.
- High Caseloads: Staff may be overwhelmed with individual workloads, reducing their capacity to engage with other agencies or follow up on joint actions.

### Operational and Systemic Barriers

- Staff Turnover: Frequent changes in personnel disrupt relationships and may result in loss of key information and continuity.
- Competing Demands: Pressures from daily responsibilities can cause multi-agency work to be deprioritised.
- Lack of Consistent Leadership: Without clear leadership or direction, multi-agency initiatives may stall or lose momentum.

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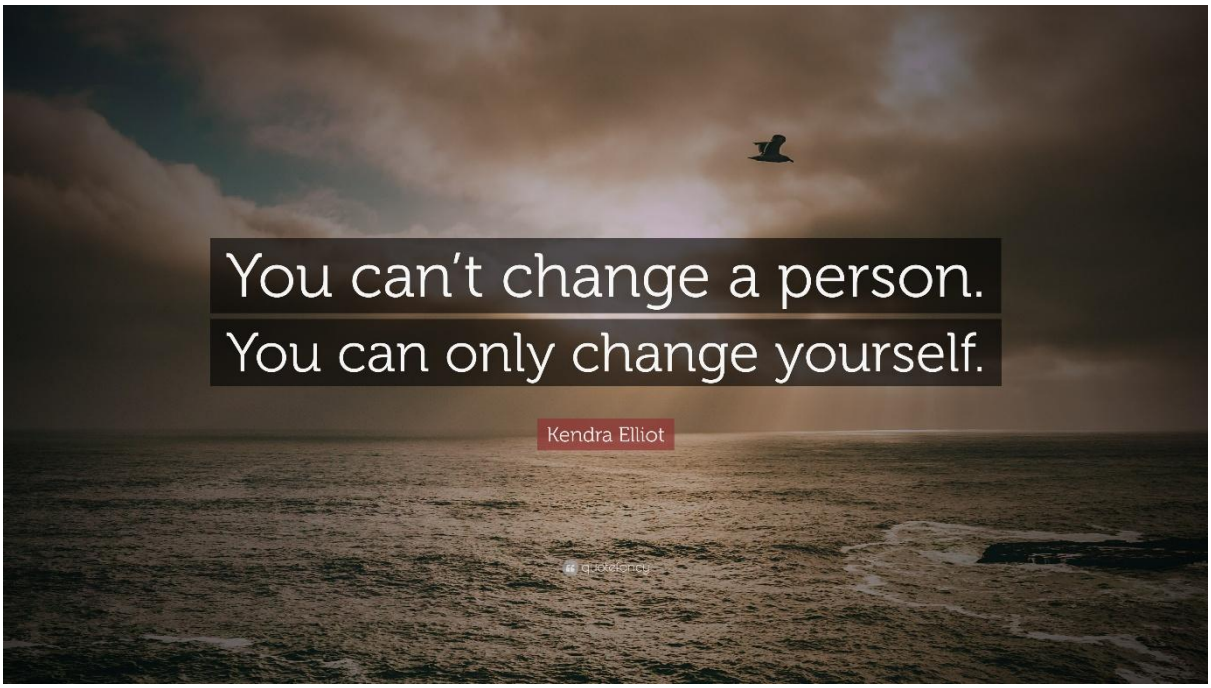
**Remember – the only person who you can change in this situation is YOU**




*What did you commit to during the session?*

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