

## Appendix 5 Framework for contributory factors

Factor group according to level/location	Factor types	Contributory influencing factor
front-line factors	aspects of the family that influenced a worker's thinking about a case and action	<ul style="list-style-type: none"> <li>• Nature of the problem(s) – complexity and/or seriousness and availability of suitable services; strength of knowledge base/level of professional consensus on diagnostic categories and possibilities</li> <li>• Duration of problems; well known to services or not</li> <li>• Problems as self-identified and/or designated a problem by others</li> <li>• Manner of problem presentation – help seeking help or hostile</li> <li>• Willingness to engage</li> <li>• Nature of relationship between professional and family member(s)</li> <li>• Availability for meeting</li>   <li>• Number of children</li> <li>• Size of family; no. of significant adults involved</li> <li>• Complexity of family dynamics</li> <li>• Communication issues and language</li> <li>• Personality</li> <li>• Social factors, history</li> <li>• Gender</li> <li>• Age</li> <li>• Sexuality</li> <li>• Ethnicity</li> </ul>
	personal (staff) aspects	<ul style="list-style-type: none"> <li>• Knowledge, skills and expertise</li> <li>• Mindset</li> <li>• Human reasoning</li> <li>• Attentional factors (what were they doing when they weren't doing something else)</li> <li>• Illness, tiredness, burnout etc., leading to their not being able to work to optimal standards</li> <li>• Motivation</li> <li>• Personality</li> <li>• Social factors – history</li> <li>• Interactional style</li> </ul>
	aspects of their role	<ul style="list-style-type: none"> <li>• Frequency of contact with the family</li> <li>• Location of contacts – e.g. going into family home or not</li> <li>• Focus of their concerns</li> </ul>
	conditions of work	<ul style="list-style-type: none"> <li>• The general atmosphere surrounding the case</li> <li>• Staffing levels and skill mix</li> <li>• Workload</li> </ul>

		<ul style="list-style-type: none"> <li>• The timing e.g. shift patterns or busy time of year</li> <li>• Admin support</li> <li>• Managerial support</li> <li>• IT/computers</li> </ul>
	own team factors	<ul style="list-style-type: none"> <li>• Issues related to getting help, advice or support</li> <li>• Supervision</li> <li>• Communication both written and oral</li> <li>• Differences of opinion within the team</li> <li>• Issues around team operations e.g. mixed messages</li> <li>• Team culture</li> <li>• Accepted/usual/routine practices</li> <li>• Capacity/workload</li> <li>• Skills/experience mix</li> <li>• Strength of knowledgebase/level of professional consensus on diagnostic categories and possibilities</li> </ul>
	Inter-agency/inter-professional team factors	<p>as above and also</p> <ul style="list-style-type: none"> <li>• Relative hierarchies; status and hierarchy</li> <li>• Language</li> <li>• Clarity of relative roles</li> <li>• Information sharing</li> <li>• Personal relationships and history (knowing each other or not)</li> <li>• Nature of working relationships (good–hostile)</li> <li>• Group dynamics</li> <li>• Cultures of communication across boundaries</li> <li>• Inter-agency culture and accepted practices</li> <li>• Culture of dealing with conflict – covert or overt</li> </ul>
local strategic-level factors	Organisational culture and management (of individual agencies and multi-agency system as a whole)	<ul style="list-style-type: none"> <li>• Financial resources and constraints</li> <li>• Resource allocation</li> <li>• Organisational priorities</li> <li>• Organisational structure</li> <li>• Organisational culture</li> <li>• Thresholds</li> <li>• Local policy</li> <li>• Local procedures</li> <li>• Standards and goals</li> <li>• Safety culture and priorities</li> <li>• Mixed messages</li> <li>• Availability of services; gaps in service provision</li> <li>• Clarity and adequacy of commissioning arrangements</li> <li>• Staffing decisions/allocation</li> </ul>
national / government-level factors	<ul style="list-style-type: none"> <li>• political context and priorities</li> </ul>	<ul style="list-style-type: none"> <li>• Government policy</li> <li>• Government guidance</li> <li>• Management system and regulation; performance indicators</li> <li>• Tools: assessment framework and associated forms; ICT systems</li> </ul>