

Early Help Needs Analysis : Understanding Service User Need using Family Clusters

Introduction

Early Help Services are currently offered by Leicestershire County Council to a broad range of families across the County, dependant on the needs they present. The individual needs presented by each family can potentially vary in number and complexity.

In order to help plan effective and efficient Early Help Services it is necessary to understand the future demand and needs of these families as potential service users.

This paper provides a methodology to identify and understand key Early Help service user groups.

Families included in the analysis

Families currently considered for Early Help Services are referred to one of seven Locality Hubs. The Hub process is designed to consider the needs of the family and refer the family to relevant services. The needs of the family and the resulting referral decisions are logged in a Locality Panel Form, which is input and stored on the Frameworki system.

For the purposes of this analysis, all individuals/families who have a completed Locality Panel Form on Frameworki¹ have been included. A total of 2,294 Locality Panel Forms have been used in the analysis.

Locality Panel Form Data

The following information is captured on the Locality Panel Form.

The **needs** captured on the Locality Panel Form are ...

- Worklessness
- Adult Mental Health
- Single Parent
- Housing Related
- Child is a Carer
- Education Issues
- Anti Social Behaviour
- Domestic Violence
- Adult Substance Misuse
- Child Behaviour
- Conflict within Family
- Disabled Child

Creating Family Clusters

Cluster analysis or clustering is a statistical technique used to create groupings of a set of objects in such a way that objects in the same group (called a cluster) are more similar (in some sense or another) to each other than to those in other groups (clusters).

Clusters of families have been created based on the needs identified for each family on the Locality Panel Form.

Resulting Family Clusters

The result of the Clustering Methodology is the creation of eight clusters of families. These clusters represent distinct Early Help Service User Groups, based on the needs of families identified on the Locality Panel Form. The resulting clusters are ..

- Complex families furthest from labour market
- Unstable Parents Struggling to Cope

- Families with Housing Needs
- Families with older child issues
- Families with child behaviour issues
- Single parents with child issues
- Families with Domestic Abuse
- Families with other/unknown issues

Contextualising Family Clusters

Each cluster is described based on the characteristics of the families it contains. The descriptions are based on the following information ...

- the needs presented to the Locality Hub
- the initial Family Star assessment scores
- the resulting actions of the Hub

The **resulting actions** captured on the Locality Panel Form are ...

- Refer to Childrens Centre
- Refer to External Agency and Close
- Refer to Family STEPS
- Refer to SLF
- Refer to Youth Service
- Step up to Social Care

Caveats

- The Family Clusters were only developed using information about families that went through a Locality Hub and had a Locality Hub Form completed.
- The clusters are developed using the questions/needs identified on the hub form.
- The Hubs are relatively new so during their development there may be inconsistencies in the referral process and information captured in the forms.
- The Hub form is completed for an individual. Some matching of individuals has been carried out to attempt to capture the needs of a family.

¹ The earliest hub form was input onto Frameworki 17/05/2013.

² SPSS has been used to create a clustering solution using the 'Heirarchical Clustering' method

Family Cluster Overview

Resulting Family Clusters

The eight Family Clusters identified are...

- Complex families furthest from the labour market
- Unstable Parents Struggling to Cope
- Families with Housing Needs
- Families with older child issues
- Families with child behaviour issues
- Single parents with child issues
- Families with Domestic Abuse
- Families with other/unknown issues

Chart 1a shows the proportion of Hub families within each cluster.

Chart 1b provides an overview of each of the eight clusters in the context of needs identified on the Locality Hub Form.

For each cluster the chart highlights those needs that are more likely to be present for a family in that particular cluster compared to all the other clusters. The large red circle shows where a need is more likely (more than twice as likely) to be present and a smaller red circle shows where a need is slightly more likely (approx. 1.5 times as likely) to be present compared to other clusters.

Each of the clusters is described in more detail later in this document, and the prevalence of each need is described in more detail on the following page.

Chart 1a
Proportion of families in each cluster

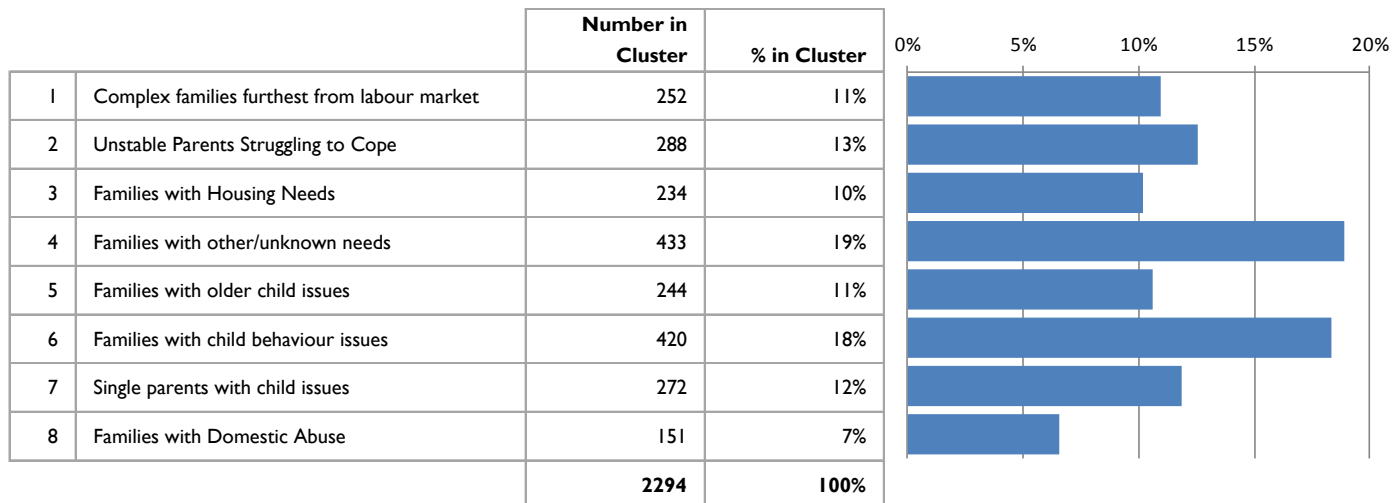
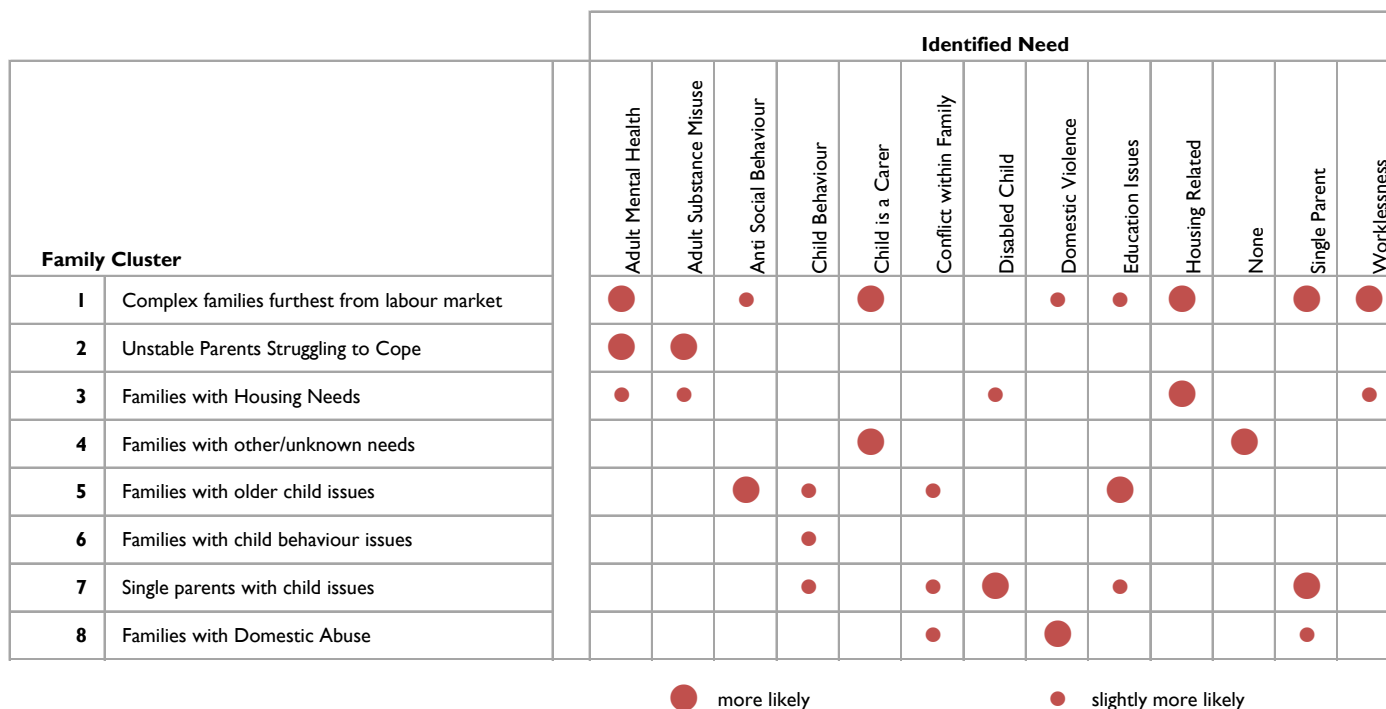


Chart 1b
Cluster summary of needs identified showing which 'identified needs' are more likely to be present within a family in each 'family cluster'



Early Help Locality Hub Form

A summary of the Early Help Hub Form is provided as context to help interpret the descriptions of the eight different family clusters that follow.

These results are based on the needs identified on the Locality Panel Form for all families that had a Hub Form completed between May 2013 and June 2014.

Chart 2 shows the proportion of families depending upon the number of issues identified on the Locality Hub Form.

On average, families present at the Locality Hub with 2.5 needs, with the majority of families having between 1 and 3 needs identified. However, approximately 1 in 10 families have more than 4 needs, and there is a small cohort of families (<1%) that have 8 needs identified at the Hub.

Chart 2
Percentage of families by number of needs identified on the Locality Panel Form

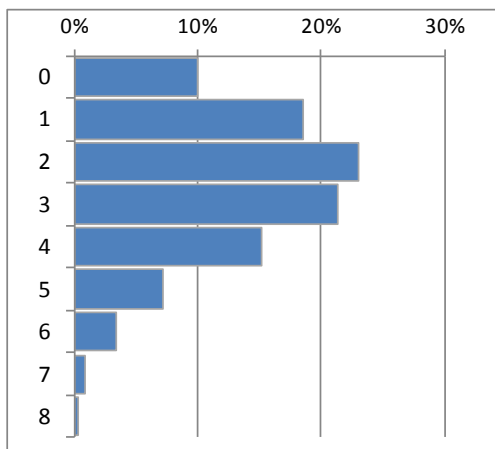


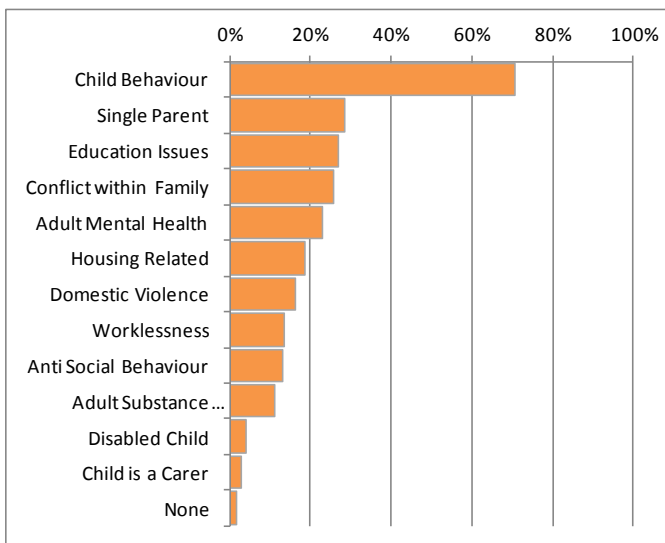
Chart 3 shows the proportion of families with each of the needs identified on the Locality Panel Form. The most common need identified 'Child behaviour' is identified as a need in 7 out of 10 families. This need features all but one of the eight clusters, 'Families with other/unknown needs'.

About one third of families going through the Early Help Hubs are single parents. Single parents feature strongly in four of the clusters 'Complex families furthest from labour market', 'Families with Housing Needs', 'Single parents with child issues' and 'Families with Domestic Abuse'.

One quarter of families have education issues, which features in 'Complex families furthest from labour market', 'Families with older child issues' and 'Single parents with child issues'.

The least common needs identified are 'disabled child' and 'child is carer', both less than 5% of families.

Chart 3
Percentage of families with each need identified on the Locality Panel Form



Although these needs are less prevalent there are two clusters where families are more likely to have a child carer, 'Complex families furthest from labour market' and 'Families with other/unknown issues', and two clusters where families are more likely to have a disabled child, 'Families with Housing Needs' and 'Single parents with child issues'.

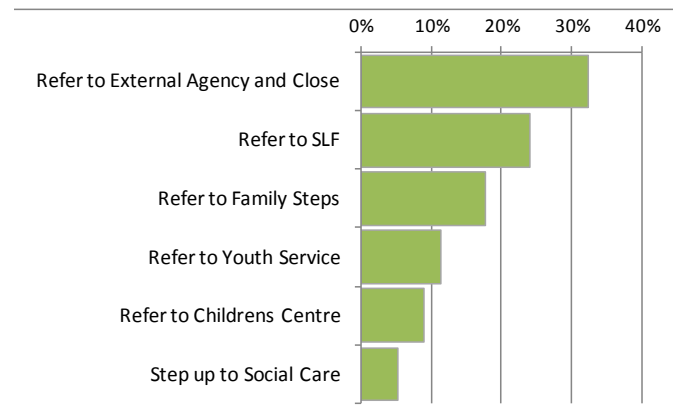
Chart 4 shows the proportion of families by resulting action, the referral decision made at the Hub.

The most likely resulting action is to refer the family to an external agency and close, accounting for about 1 in 3 families.

In terms of referrals to LCC Services, the largest proportion of referrals from the hub went to SLF, approximately 1 in 4 families.

5% of families are stepped up to Social Care from the Hub.

Chart 4
Percentage of families by resulting action identified on the Locality Panel Form



Family Star Assessment

The Family Star Plus focuses on ten areas of life.

- Boundaries and Behaviour
- Education and Learning
- Family Routine
- Home and Money
- Keeping Children Safe
- Meeting Emotional Needs
- Physical Health
- Progress to Work
- Social Networks
- Your Well Being

For each of the ten areas there is a ten-point scale that measures the parent's relationship with any difficulties they are experiencing in this area, and where they are on the steps towards addressing these difficulties.

The journey of change underpinning the Family Star Plus comprises five stages.

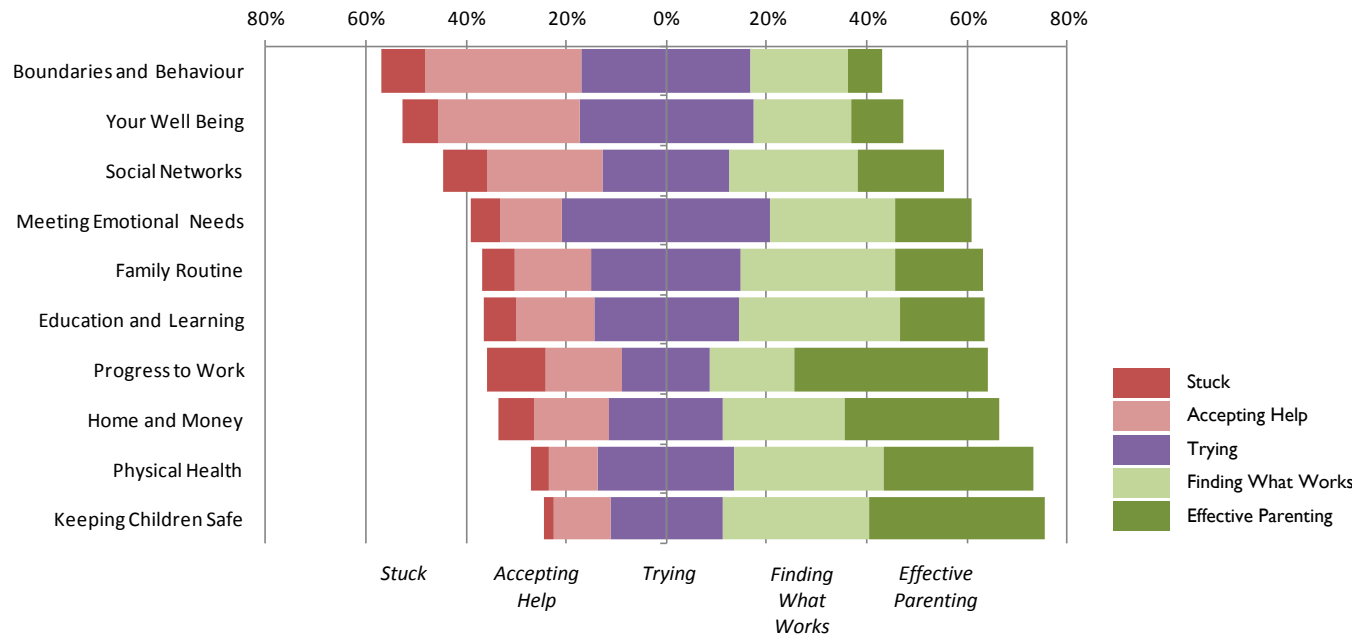
- Stuck
- Accepting Help
- Trying
- Finding What Works
- Effective Parenting

Chart 5 shows the proportion of families at each stage of the journey of change for each of the areas of life included in the Family Star Plus in initial assessment.

The chart has been ordered by the proportion of families 'stuck' and 'receiving help', from top to bottom, to highlight those life areas that are more likely to present a difficulty for families that go through the Early Help Hub.

The chart shows that families are more likely to be struggling with issues that affect the parent 'your well being' and 'social networks' and more likely to be effective in dealing with issues affecting the children, such as 'keeping children safe' and 'child's physical health'.

Chart 5
Percentage of families for each area of the Family Star Assessment 'Areas of Life' split by journey of change steps to effective parenting, based on initial assessment



Cluster I : Complex families furthest from labour market

These families are more likely to have a higher number of identified needs compared to other families that went through the Hub, on average having 5 identified needs. These issues are likely to affect multiple individuals within the family, both adults and children. The key issues for these families are worklessness and adult mental health.

These families are more likely to be struggling across all 10 areas of Family Star, particularly in keeping children safe, education and learning, family routine and their physical health.

These families are more likely to receive an intense level of intervention, Over half of these families are referred from the Hub to SLF compared to about one-quarter of all Hub families.

This cluster accounts for approximately 11% of families that went through the Early Help Hubs.

Families in this cluster are

more likely to have

- worklessness x5
- adult mental health x2.5
- single parent x2.3
- housing x2
- child carer x2
- education issues x2
- anti-social behaviour x2
- domestic abuse x1.5

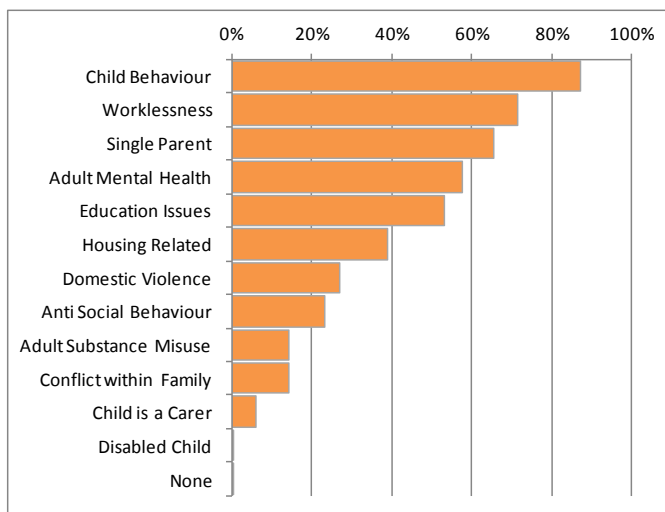
as likely to have

- child behaviour problems

less likely

- disabled child x9

Percentage of families with each need



Number of needs identified

- average number of issues 5
- more likely to have more 6+ issues x5

Referral to Services from the Hub

- more likely to be referred to SLF x2

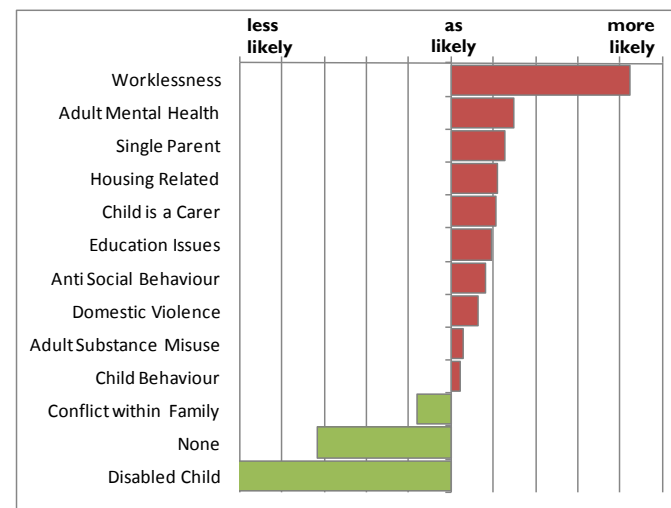
Age of child referred to Hub

- less likely to be aged 16- 17 years x2

Potential Subgroups within the cluster

- worklessness

Likelihood of a family in cluster to have each need compared to other families



Family Star Assessment

Families are generally struggling in all areas, based on the Family Star, in particular keeping children safe, education and learning, family routine and their physical health.

Families are less likely to ensure the appropriate supervision of children, ensure that the home is safe and children may be more at risk of accidents and abuse.

Parents are less likely to provide the appropriate support for their child's learning and aspirations.

Families are less likely to have a supportive weekday routine and have a clean and organised home, or partake in family activities together.

Families are more likely to neglect both their children and their own physical health, including an unhealthy diet, too little exercise or sleep.

Cluster 2 : Unstable Parents Struggling to Cope

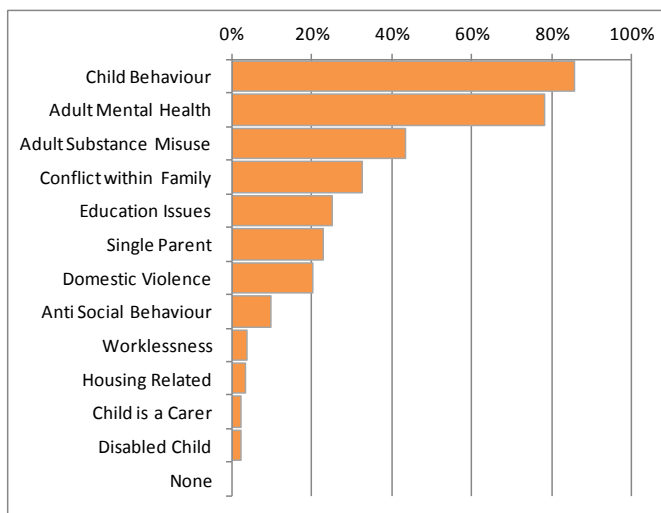
Families in this cluster are more likely to have needs relating to the parents, including adult substance misuse and adult mental health, which make it difficult to parent and manage the rest of the family.

Based on Family Star assessments, these families do not feel that they are able to effectively parent due to their own well being, which in turn has consequences on parents ability to meet the emotional needs of their children and manage boundaries and behaviour.

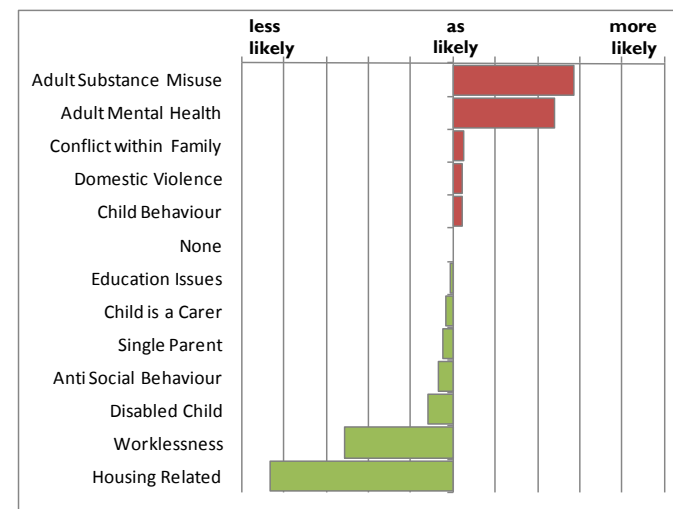
These families are more likely to be stepped up to Social Care from the Locality Hub or be referred to an external agency.

This cluster accounts for approximately 13% of families that went through the Early Help Hubs.

Percentage of families with each need



Likelihood of a family in cluster to have each need compared to other families



Families in this cluster are

more likely to have

- adult substance misuse x4
- adult mental health x3.5

as likely to have

- conflict within the family
- domestic abuse
- child behaviour problems
- education issues
- child carer
- single parent
- anti-social behaviour

less likely

- disabled child x1.5
- worklessness x3.5
- housing x5

Number of Issues

- average number of issues 3
- more likely to have 3 issues x2
- less likely to have less than 3 issues x2.5

Referrals

- more likely to be stepped up to social care x2
- less likely to be referred to an external agency/closed x2

Age of Child referred to Hub

- n/a - same profile as overall referral population

Potential Subgroups

- adult substance misuse
- adult mental health

Family Star Assessment

Families are more likely to struggle meeting the emotional needs of their children, including the connections and relationship with them. Parents are less likely to give children the attention, positive feedback and encouragement that their children need.

Parents are less likely to set clear boundaries for their children's behaviour and the consequences of negative behaviour.

Parents are more likely to feel that they cannot cope, feeling depressed, anxious or having problems with drugs or alcohol or a mental health problem that is not being treated appropriately.

Cluster 3 : Families with Housing Needs

Families in this cluster are far more likely to have a specific need relating to their housing/accommodation, affecting the ability to provide a secure and stable home.

Compared to the average family going through the locality hubs, these families are more likely to have more than 4 needs identified, suggesting that their housing need is exacerbated by other needs such as worklessness, adult substance misuse and adult mental health.

Although 1 in 4 of these families are referred to an external agency (potentially a local Housing office) or closed, these families are most likely to be referred to the SLF Service (40%). These families are also twice as likely to be referred to a Children's Centre compared to other families going through the Hub, suggesting that overall, these families are more likely to be referred to a more intensive service intervention.

This cluster accounts for approximately 10% of families that went through the Early Help Hubs.

Families in this cluster are

more likely to have

- a housing need x5
- worklessness x2
- adult substance misuse x2
- adult mental health x1.5
- disabled child x1.5

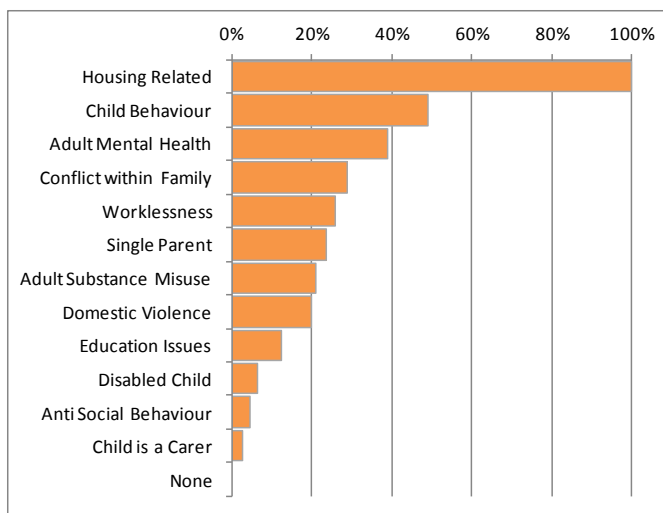
as likely to have

- domestic abuse
- conflict in the family
- child carer
- single parent

less likely

- anti-social behaviour x3
- education issues x2
- child behaviour problems x1.5

Percentage of families with each need



Number of Issues

- average number of issues 3
- more likely to have more than 4 issues x1.5

Referrals

- more likely to be referred to a Children's Centre x2
- more likely to be referred to SLF x1.5
- less likely to be referred to Youth Service x2

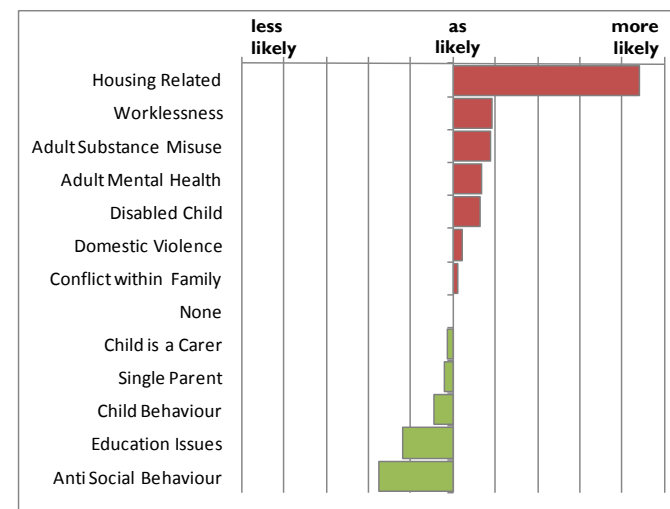
Age of Child referred to Hub

- more likely to be aged 0-5 years x2
- less likely to be aged 11- 15 years x2

Potential Subgroups

- Conflict in the family
- Single Parents

Likelihood of a family in cluster to have each need compared to other families



Family Star Assessment

Families are less likely to be in a position to provide a secure and stable home that is adequate for the families needs. Housing may be temporary, they may be a risk of eviction or the housing may be inadequate, being overcrowded or lacking basic facilities.

Families are more likely to have problems managing financially and paying bills regularly. There may be insufficient money to provide for the families basic needs, or money may be spent inappropriately on drugs and alcohol.

Cluster 4 : Families with other/unknown needs

Families in this cluster are more likely to have specified that none of the needs on the Early Hub Form were applicable. They are also the only cluster where child behaviour problems do not feature.

As families in this cluster are more likely to be referred to a Children's Centre compared to other clusters these families may be more likely to have needs around child development and child health. These needs not currently identified on the Early Help Hub Form.

Family Star assessment scores indicate that these families are more likely to be aware and acknowledging their issues, engaging with services to find ways to meet their children's needs but still needing some support.

This cluster accounts for approximately 19% of families that went through the Early Help Hubs.

Families in this cluster are

more likely to have

- none specified x5
- child carer x2.5

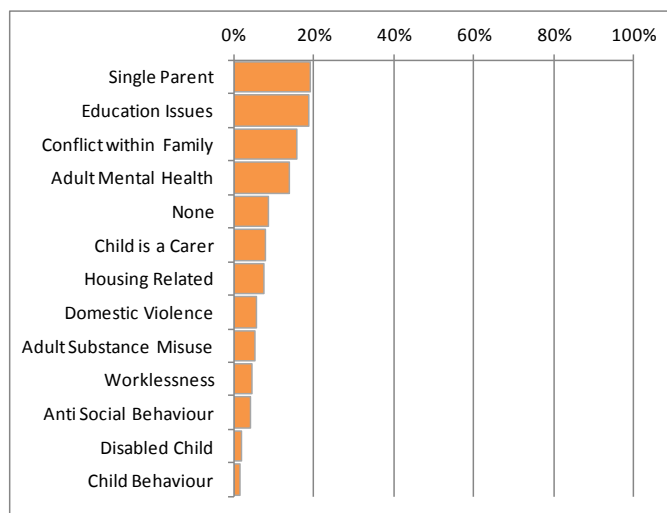
as likely to have

- n/a

less likely

- education issues x1.5
- single parent x1.5
- adult mental health x1.5
- conflict within the family x1.5
- disabled child x2
- adult substance misuse x2
- housing x2.5
- domestic abuse x3
- worklessness x3
- anti-social behaviour x3
- child behaviour problems x10+

Percentage of families with each need



Number of Issues

- average number of issues <1
- less likely to have more than 3 issues x4

Referrals

- more likely to be referred to a Children's Centre x1.5
- less likely to be referred to an external agency/closed x1.5
- less likely to be referred to Family Steps x1.5

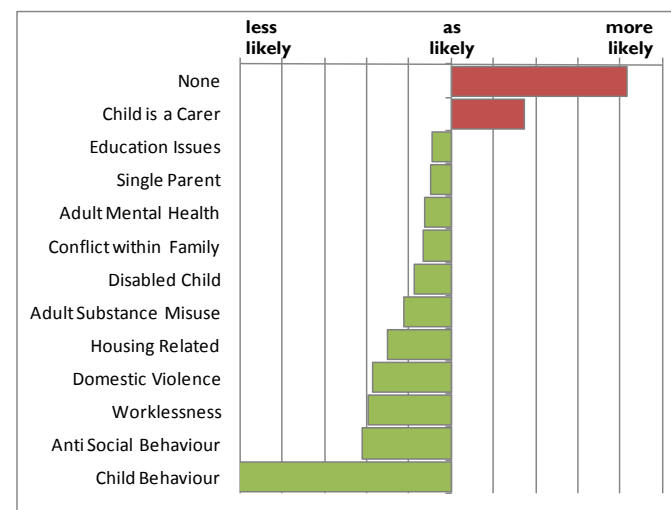
Age of Child referred to Hub

- n/a - same profile as overall referral population

Potential Subgroups

- n/a

Likelihood of a family in cluster to have each need compared to other families



Family Star Assessment

Families in this cluster are more likely to be engaged with services, with higher proportions of families 'accepting help' and 'trying', across most areas of the Family Star assessment. The exception is 'Family Routine' where parents in this cluster are more likely to be 'stuck' compared to other clusters.

With the exception of 'boundaries and behaviour'. Families in this cluster are less likely to be 'Effective Parenting' compared to other clusters.

'Social networks' and 'Your Well being' are amongst the areas of the Family Star where these families are least likely to be 'Effective parenting. Families are likely to be engaged with services for support to gain confidence to parent effectively without the support from a service.

In summary, these families are more likely to be aware and acknowledging their issues, engaging with services to find ways to meet their children's needs but still needing some support.

Cluster 5 : Families with older child issues

Families in this cluster are experiencing problems parenting older children, aged 13 years or more. These families are likely to have identified needs around education, child behaviour, antisocial behaviour and conflict within the family.

These families are less complex, with an average of 2 -3 identified needs primarily focussed around the older child.

Family Star scores indicate that parents within these families are struggling with “education and learning”, “behaviour and boundaries”, “family routine” and “meeting emotional needs”.

These families are more likely to be referred to the Youth Service or Family Steps.

This cluster accounts for approximately 11% of families that went through the Early Help Hubs.

Families in this cluster are

more likely to have

- anti-social behaviour x4
- education issues x3
- child behaviour problems x1.5
- conflict within the family x1.5

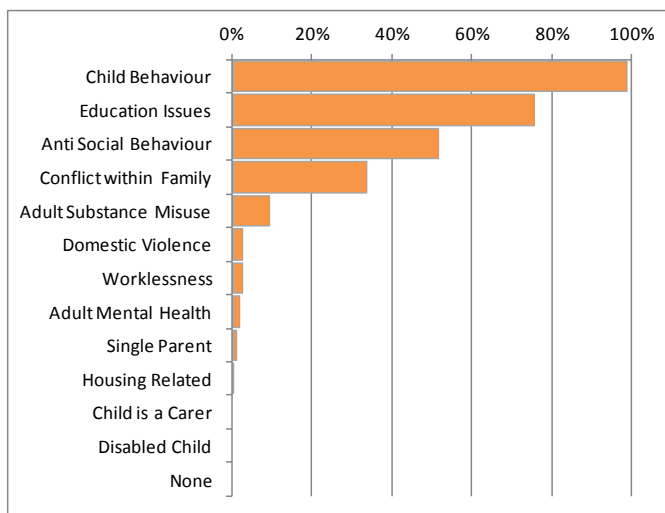
as likely to have

- child carer
- disabled child
- adult substance misuse

less likely

- worklessness x5
- domestic abuse x6
- adult mental health x10+
- single parent x10+
- housing x10+

Percentage of families with each need



Number of Issues

- average number of issues 3
- more likely to have more 2 - 3 issues x2
- less likely to have more than 3 issues x1.5

Referrals

- less likely to be referred to a Children’s Centre x4
- more likely to be referred to Youth Service x2
- more likely to be referred to Family Steps x1.5

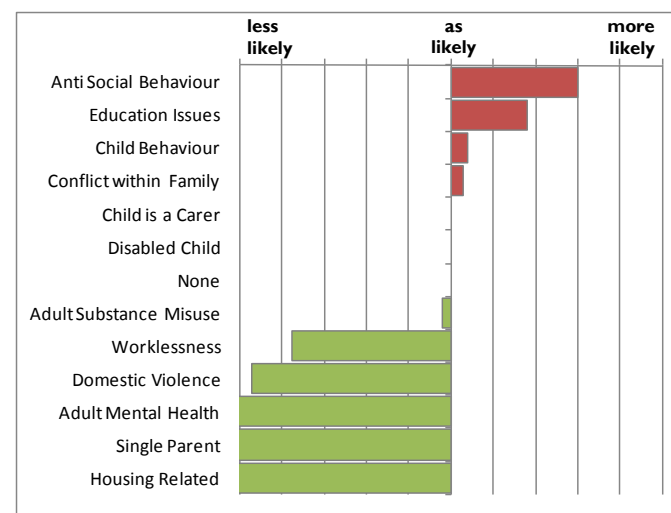
Age of Child referred to Hub

- more likely to be aged 15-17 years x2
- more likely to be aged 13 - 14 years x1.5
- less likely to be aged under 9 years x2.5

Potential Subgroups

- Anti-social behaviour

Likelihood of a family in cluster to have each need compared to other families



Family Star Assessment

Parents are more likely to be struggling to support older children to ensure they are engaged in work or learning. Children are likely to have issues with attendance and parents may have a negative attitude about school or not know how to support their children.

Parents are likely to have concerns about their child’s behaviour and the family may be in trouble with the law. Parents are less likely to set clear boundaries for their children’s behaviour and the consequences of negative behaviour.

Families are more likely to have a chaotic home and lack routine.

These families are more likely to lack appropriate parental support and supervision, potentially making children vulnerable. Parents are more likely to find it difficult to support their children emotionally.

Cluster 6 : Families with child behaviour issues

Families in this cluster are primarily having a problem with child behaviour and are less likely to have other identified needs.

Family star scores for this cluster highlight that parents are more likely to be well resourced to deal with their child's behaviour. There are however potential sub groups of families where behaviour is affecting learning and education and also where parents feel that they are not equipped to cope and deal with the problem.

These families are more likely to be referred to Family Steps and the Youth Service and less likely to be referred to a more intensive service such as SLF or Children's Centres.

This cluster accounts for approximately 18% of families that went through the Early Help Hubs.

Families in this cluster are

more likely to have

- n/a

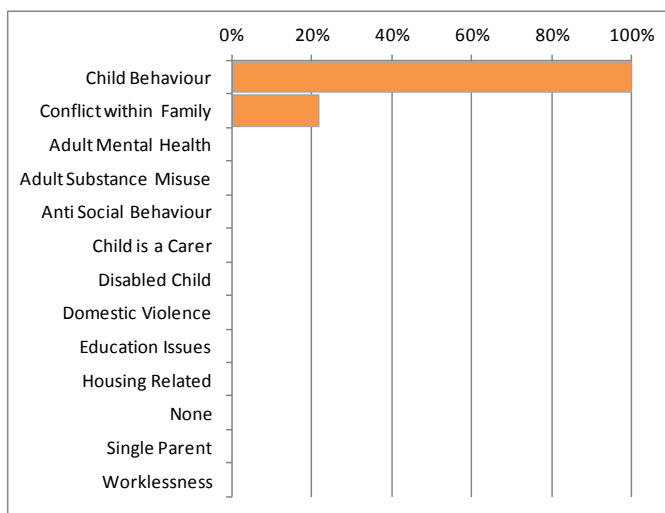
as likely to have

- child behaviour
- conflict within the family

less likely

- adult mental health
- adult substance misuse
- anti-social behaviour
- child carer
- disabled child
- domestic abuse
- education issues
- housing
- single parent
- worklessness

Percentage of families with each need



Number of Issues

- average number of issues 1
- more likely to have 1 issues x4

Referrals

- more likely to be referred to Family steps x2
- more likely to be referred to the Youth Service x1.5
- less likely to be referred to a Children's Centre x2
- less likely to be referred to SLF x14

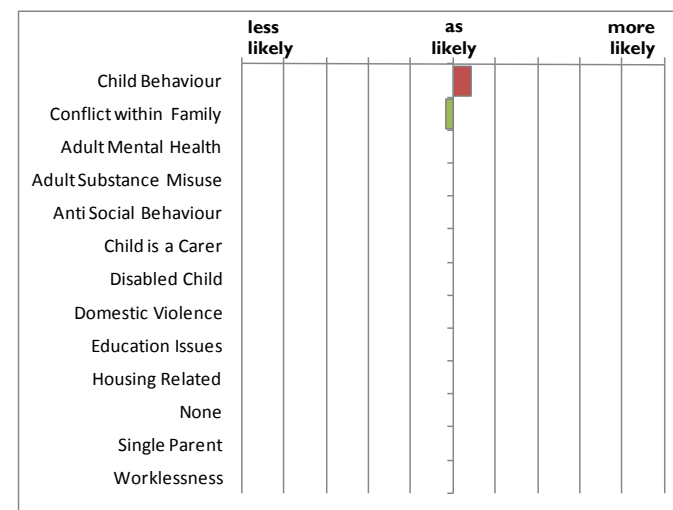
Age of Child referred to Hub

- n/a - same profile as overall referral population

Potential Subgroups

- conflict in the family

Likelihood of a family in cluster to have each need compared to other families



Family Star Assessment

Families are likely to recognise the problem and the need for help with their child's behaviour.

Although child behaviour is an issue, parents in this cluster are more likely to be equipped to deal with difficulties and engage in new ways of managing behaviour constructively.

Family Star scores suggest a sub group of families, where behaviour is affecting education and learning. However, there is also a sub group where parenting is effective and supportive in relation to education and learning.

Also, there is an evident polarisation of family star scores for parental well being. The scores suggest that there is a sub group of parents who are struggling to cope with their child's behaviour and are unsure what to do. However, it there is evidence that parents in the cluster are more likely to have positive social networks, coping and managing effectively.

Cluster 7 : Single parents with child issues

This cluster is predominantly single parent families, though the needs identified are more likely to be focussed on the children, not the parents.

Families in this cluster are more likely to have disabled child compared to other clusters, 1 in 5 families in this cluster have a disabled child.

Parents in this cluster are more likely to recognise their issues and be engaged in trying to find ways to sort them out, particularly in relation to family and routine, home and money and their own parental well being.

This cluster accounts for approximately 18% of families that went through the Early Help Hubs.

Families in this cluster are

more likely to have

- disabled child x5
- single parent x3

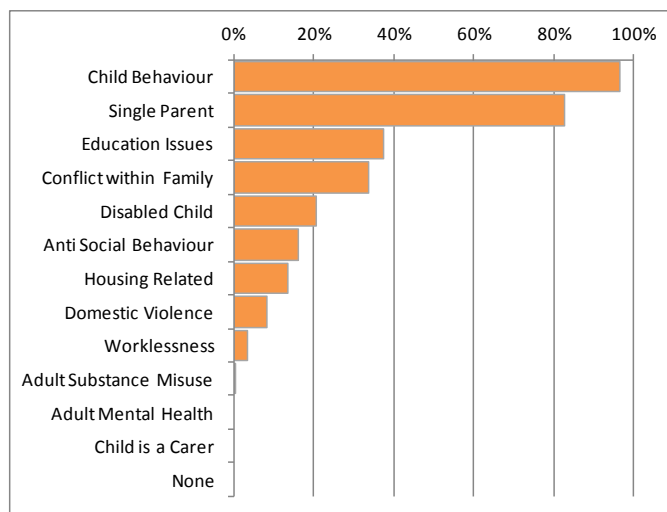
as likely to have

- education issues
- child behaviour problems
- conflict within the family
- anti-social behaviour
- adult mental health
- child carer
- housing

less likely

- domestic abuse x2
- worklessness x4
- adult substance misuse x10+

Percentage of families with each need



Number of Issues

- average number of issues 3
- more likely to have 2 - 4 issues x1.5

Referrals

- less likely to be referred to a Children's Centre x2.5

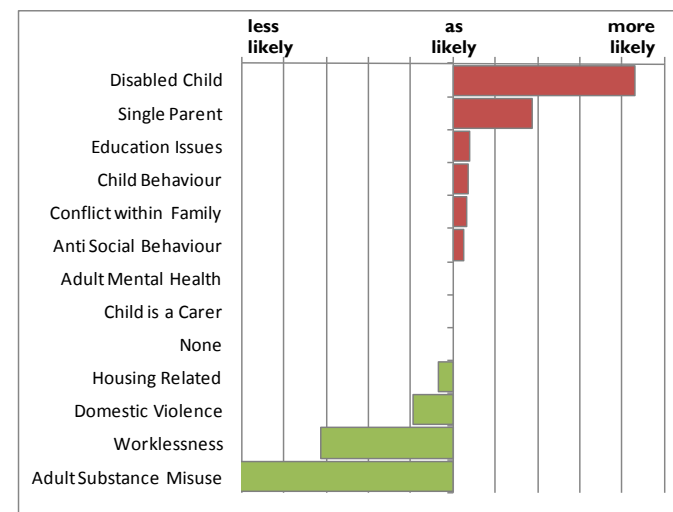
Age of Child referred to Hub

- n/a - same profile as overall referral population

Potential Subgroups

- disabled child

Likelihood of a family in cluster to have each need compared to other families



Family Star Assessment

Parents in this cluster are more likely to recognise their issues and be engaged in trying to find ways to sort them out, particularly in relation to family and routine, home and money and their own parental well being.

Parents are more likely to feel isolated with little support from family / friends.

Parents are more likely feel they are struggling with meeting the emotional needs of their children and ensuring appropriate supervision and protection from risk.

Cluster 8 : Families with Domestic Abuse

Families in this cluster have an identified need around domestic abuse, and are likely to have other needs around child behaviour and conflict within the family. These families are also more likely to be a single parents.

The initial family star assessments for these families are relatively high compared to other clusters, with a parents more likely to score as 'Finding what works' or 'Effective parenting'.

Based on the average number of issues identified (3), these families do not initially appear to be particularly complex in terms of need. However, considering the nature of domestic abuse and the relatively high family star score, it is possible that needs are not identified for this cluster at an early stage in their service journey.

This cluster accounts for approximately 7% of families that went through the Early Help Hubs.

Families in this cluster are

more likely to have

- domestic abuse x6
- conflict within the family x1.5
- single parent x1.5
- adult mental health x1.5

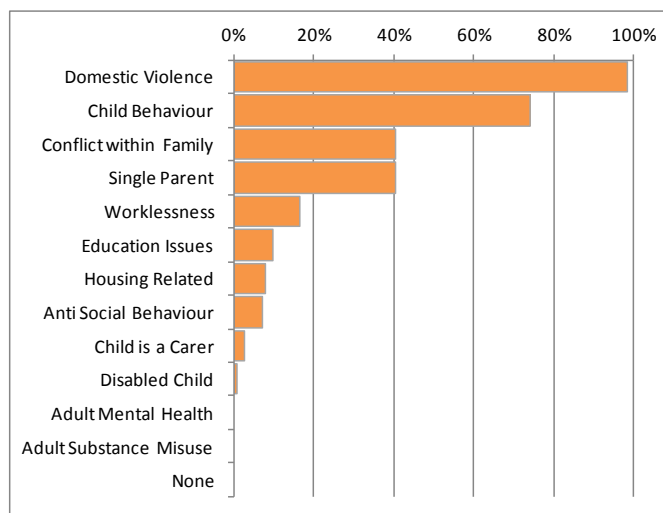
as likely to have

- worklessness
- child behaviour problems
- adult mental health
- adult substance misuse
- child carer

less likely

- anti-social behaviour x2
- housing x2.5
- education issues x2.5
- disabled child x6

Percentage of families with each need



Number of Issues

- average number of issues 3
- more likely to have more 2 - 3 issues x1.

Referrals

- less likely to be stepped up to social care x2
- more likely to be referred to an external agency/closed x1.5

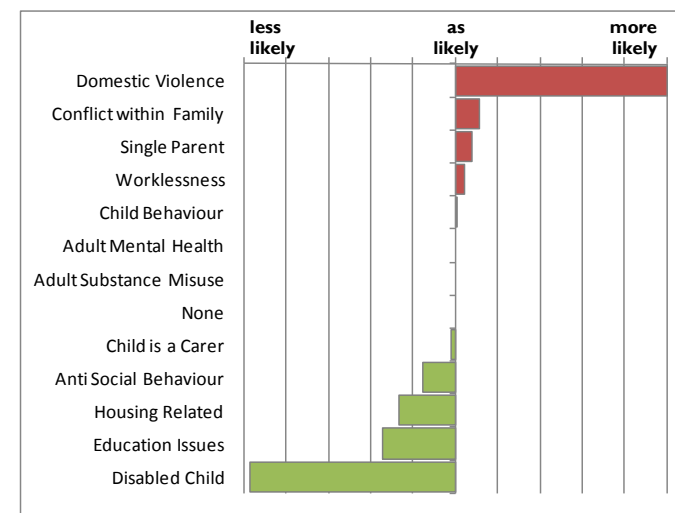
Age of Child referred to Hub

- n/a - same profile as overall referral population

Potential Subgroups

- Single Parents

Likelihood of a family in cluster to have each need compared to other families



Family Star Assessment

Families in this cluster are more likely to feel that they are 'Finding what works' or 'Effective Parenting' in all areas of their initial Family Star Assessment.

This suggests that either families feel that they are coping/ managing their issues/needs or feel that other needs are manageable or less apparent compared to their issues around domestic abuse.

Early Help Service Involvement

Further information about the family clusters has been analysed to help understand which other services families are likely to have engaged with and also what happens to these families once they are closed to Early Help Services.

The following information has been used

Closure forms

Information from closed Supporting Leicestershire Families case has been analysed. The Closure Forms for the 94 families closed to SLF by end of July were analysed in terms of their outcomes relating to the SLF programme. 45 of these families were assigned to one of the 8 family clusters.

Family assessment forms

The Earlyb Help Monitoring Form captures details of the Services that were involved with families at assessment. These services were analysed for 273 families with family assessment forms. 163 of these families were assigned to one of the 8 clusters.

Family demographic data

Demographic data for 332 SLF families was analysed. 228 of these families were assigned to one of the 8 family clusters.

A summary of this analysis is provided for each of the 8 clusters.

Please note that due to the small numbers of families contained within this analysis the results are indicative but should be interpreted with an element of caution.

Complex families furthest from labour market

“Support for [son]’s educational needs and help for Mum and Dad to manage children and routines”

- Generally not engaged with support services apart from Housing, despite being most complex
- 27% of closed SLF families in this cluster closed due to outcomes being met (average 43%)
- 27% of closed SLF families in this cluster come back to EH or Social Care (average 38%)

Unstable Parents Struggling to Cope

“[Daughter] not attending school therefore receiving no formal education. Concerns emotionally unwell and self harming. Mother struggling to cope as she also has a mental diagnosis”

- Engaged with adult health services such as GP, Swanswell and Psychiatrist
- 64% of closed SLF families in this cluster closed due to outcome being met (average 43%)
- 55% of closed SLF families in this cluster come back to EH or Social Care (average 38%)

Families with Housing Needs

“The family were referred due to the home smelling strongly of ammonia from the many cats, mother’s mental health issues and the family were in breach of their tenancy due to the amount of rubbish in their garden.”

- More likely to be engaged with Housing services
- None of the closed SLF families in this cluster come back to EH or Social Care (but numbers are small)

Families with older child issues

“We were in crisis – everyone’s relationship with [son] had broken down, he was pushing everyone away. [Son] was being violent at home and school and was being excluded from school.

- More services involved overall including Schools, CAMHs, GP and YOS
- Closed SLF families in this cluster were most likely to close due to ‘outcomes met’ (although numbers were small)
- Older child is older than average (age 15 compared to average of 13)
- Youngest child is older than average (age 10 compared to average of 7)

Families with child behaviour issues

Less involvement from most agencies (due to fewer needs) apart from health, ADHD solutions and short term parenting support

Single parents with child issues

“Have someone to emotionally support me. Be able to access the right funds. Have someone help practically with things such as picking [son] from school, go to legal appointments”

- Police, Youth Service and Bridge housing more likely to be involved
- Closed SLF families in this cluster were most likely to come back to EH or Social Care (but numbers are small)

Families with Domestic Abuse

“[Son]s aggressive/violent/abusive behaviour in the home. Poor family communication. Strained family relationships. Mental health/wellbeing issues. Debt issues”

- Health, Social Care, Childrens Centres, Twenty Twenty and YISP more likely to be involved
- None of the closed SLF families in this cluster come back to EH or Social Care (but numbers are small)
- Mother first gave birth at a younger age (age 21 compared to average age of 24)

Families with other/unknown issues

“Homeless, no job, health issues, no support”

- Engaged with GP, health and Childrens Centre

Percentage of families with each need identified on the Locality Panel Form by Cluster

Need Identified	Cluster								Total
	1	2	3	4	5	6	7	8	
Adult Mental Health	58%	78%	39%	14%	2%	0%	0%	0%	23%
Adult Substance Misuse	14%	43%	21%	5%	9%	0%	0%	0%	11%
Anti Social Behaviour	23%	10%	5%	4%	52%	0%	16%	7%	13%
Child Behaviour	87%	86%	49%	1%	99%	100%	97%	74%	71%
Child is a Carer	6%	2%	3%	8%	0%	0%	0%	3%	3%
Conflict within Family	14%	33%	29%	16%	34%	22%	34%	40%	26%
Disabled Child	0%	2%	6%	2%	0%	0%	21%	1%	4%
Domestic Violence	27%	20%	20%	6%	3%	0%	8%	99%	16%
Education Issues	53%	25%	12%	19%	76%	0%	38%	10%	27%
Housing Related	39%	3%	100%	7%	0%	0%	14%	8%	18%
None	0%	0%	0%	9%	0%	0%	0%	0%	2%
Single Parent	65%	23%	24%	19%	1%	0%	83%	40%	29%
Worklessness	71%	4%	26%	5%	3%	0%	3%	17%	14%

Example : 58% of families in cluster 1 have an Adult Mental Health need, compared to 23% of all families overall

Percentage of families with each need identified on the Locality Panel Form by Cluster

Need Identified	Cluster								Total
	1	2	3	4	5	6	7	8	
Refer to Childrens Centre	6%	11%	19%	14%	2%	5%	4%	11%	9%
Refer to External Agency and Close	19%	16%	23%	41%	37%	38%	38%	44%	33%
Refer to Family STEPS	8%	22%	11%	8%	12%	36%	22%	15%	18%
Refer to SLF	54%	29%	40%	21%	23%	2%	21%	16%	24%
Refer to Youth Service	5%	11%	3%	11%	20%	15%	10%	11%	11%
Step up to Social Care	6%	10%	4%	4%	5%	4%	6%	3%	5%

Number in Cluster	252	288	234	433	244	420	272	151	2,294
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Example : 36% of families in cluster 6 were referred to Family Steps, compared to 18% of all families overall

Cluster Names Key

- 1 Complex families furthest from labour market
- 2 Unstable Parents Struggling to Cope
- 3 Families with Housing Needs
- 4 Families with other/unknown needs
- 5 Families with older child issues
- 6 Families with child behaviour issues
- 7 Single parents with child issues
- 8 Families with Domestic Abuse

Percentage of families with each need identified on the Locality Panel Form by Need

Need Identified	Cluster								Total
	1	2	3	4	5	6	7	8	
Adult Mental Health	27%	43%	17%	12%	1%	0%	0%	0%	100%
Adult Substance Misuse	14%	49%	19%	9%	9%	0%	0%	0%	100%
Anti Social Behaviour	20%	9%	4%	6%	42%	0%	15%	4%	100%
Child Behaviour	14%	15%	7%	0%	15%	26%	16%	7%	100%
Child is a Carer	23%	11%	9%	52%	0%	0%	0%	6%	100%
Conflict within Family	6%	16%	11%	11%	14%	16%	16%	10%	100%
Disabled Child	1%	8%	17%	10%	0%	0%	63%	1%	100%
Domestic Violence	18%	15%	12%	7%	2%	0%	6%	40%	100%
Education Issues	22%	12%	5%	13%	30%	0%	17%	2%	100%
Housing Related	23%	2%	55%	8%	0%	0%	9%	3%	100%
None	3%	0%	0%	97%	0%	0%	0%	0%	100%
Single Parent	25%	10%	8%	13%	0%	0%	34%	9%	100%
Worklessness	58%	4%	19%	6%	2%	0%	3%	8%	100%

Example : 17% of all families with a disabled child are in cluster 3.

Percentage of families with each need identified on the Locality Panel Form by Need

Need Identified	Cluster								Total
	1	2	3	4	5	6	7	8	
Refer to Childrens Centre	8%	30%	2%	15%	5%	10%	8%	21%	100%
Refer to External Agency and Close	7%	24%	12%	6%	14%	21%	9%	7%	100%
Refer to Family STEPS	5%	9%	7%	16%	14%	37%	6%	6%	100%
Refer to SLF	25%	17%	10%	15%	11%	1%	4%	17%	100%
Refer to Youth Service	5%	19%	19%	12%	10%	25%	7%	3%	100%
Step up to Social Care	13%	15%	11%	25%	12%	14%	3%	7%	100%

Example : 25% of families that are stepped up to social care are in cluster 4.

Cluster Names Key

- 1 Complex families furthest from labour market
- 2 Unstable Parents Struggling to Cope
- 3 Families with Housing Needs
- 4 Families with other/unknown needs
- 5 Families with older child issues
- 6 Families with child behaviour issues
- 7 Single parents with child issues
- 8 Families with Domestic Abuse

Percentage of families for each area of the Family Star Assessment 'Areas of Life' split by journey of change steps to effective parenting, based on initial assessment

By Cluster

Cluster

	1	2	3	4	5	6	7	8	Total
Boundaries and Behaviour									
Stuck	14%	10%	6%	6%	12%	8%	6%		9%
Accepting Help	45%	33%	24%	23%	35%	29%	23%	43%	31%
Trying	14%	35%	38%	30%	27%	47%	55%	21%	34%
Finding What Works	8%	20%	26%	30%	23%	16%	10%	29%	19%
Effective Parenting	18%	2%	6%	11%	4%		6%	7%	7%

Education and Learning									
Stuck	18%	2%	3%	6%	15%	2%			6%
Accepting Help	20%	18%	9%	23%	12%	8%	19%	7%	16%
Trying	27%	33%	29%	19%	42%	22%	45%	14%	29%
Finding What Works	20%	27%	44%	38%	23%	37%	23%	64%	32%
Effective Parenting	14%	20%	15%	13%	8%	31%	13%	14%	17%

Family Routine									
Stuck	16%	2%	6%	11%	8%	4%			7%
Accepting Help	22%	16%	12%	13%	19%	12%	19%		15%
Trying	20%	35%	35%	32%	42%	22%	35%	14%	30%
Finding What Works	24%	24%	26%	38%	27%	39%	29%	43%	31%
Effective Parenting	16%	24%	21%	6%	4%	22%	16%	43%	18%

Home and Money									
Stuck	14%	2%	9%	9%	12%	2%	6%	7%	7%
Accepting Help	22%	16%	29%	13%	15%	2%	10%	14%	15%
Trying	22%	20%	32%	26%	27%	10%	32%	14%	23%
Finding What Works	24%	31%	12%	32%	23%	18%	23%	29%	24%
Effective Parenting	16%	31%	18%	21%	23%	67%	29%	36%	31%

Keeping Children Safe									
Stuck	6%	2%		2%			3%		2%
Accepting Help	16%	16%	9%	15%	8%	4%	10%	7%	11%
Trying	20%	22%	24%	19%	42%	18%	23%	14%	22%
Finding What Works	18%	27%	32%	36%	27%	27%	39%	36%	29%
Effective Parenting	39%	33%	35%	28%	23%	51%	26%	43%	35%

Meeting Emotional Needs									
Stuck	12%	12%		6%	8%			7%	6%
Accepting Help	18%	4%	6%	15%	23%	8%	19%	7%	12%
Trying	35%	45%	50%	43%	42%	35%	48%	36%	42%
Finding What Works	14%	25%	24%	21%	19%	39%	26%	36%	25%
Effective Parenting	20%	14%	21%	15%	8%	18%	6%	14%	15%

Physical Health									
Stuck	8%	4%	3%	4%		2%			3%
Accepting Help	16%	4%	9%	15%	12%	4%	16%		10%
Trying	31%	27%	41%	30%	35%	10%	26%	21%	27%
Finding What Works	29%	35%	24%	32%	27%	33%	32%	14%	30%
Effective Parenting	16%	29%	24%	19%	27%	51%	26%	64%	30%

Progress to Work									
Stuck	20%	12%	12%	13%	12%	4%	10%	7%	12%
Accepting Help	22%	14%	9%	19%	8%	12%	19%	14%	15%
Trying	6%	22%	18%	23%	19%	8%	32%	21%	18%
Finding What Works	22%	22%	21%	15%	23%	14%		7%	17%
Effective Parenting	29%	31%	41%	30%	38%	61%	39%	50%	39%

Social Networks									
Stuck	20%	8%	3%	9%	12%	4%	6%		9%
Accepting Help	27%	25%	24%	30%	15%	10%	35%	14%	23%
Trying	24%	24%	26%	30%	42%	14%	19%	36%	25%
Finding What Works	16%	22%	29%	23%	15%	45%	23%	29%	26%
Effective Parenting	12%	22%	18%	9%	15%	27%	16%	21%	17%

Your Well Being									
Stuck	14%	6%	3%	9%	12%	3%			7%
Accepting Help	39%	27%	24%	40%	35%	8%	23%	36%	28%
Trying	29%	37%	44%	26%	42%	29%	45%	36%	35%
Finding What Works	12%	24%	15%	21%	15%	24%	23%	21%	20%
Effective Parenting	6%	6%	15%	4%	8%	27%	6%	7%	10%

Example : 42% of families in cluster 5 were 'Trying' in the 'Family Routine' area of Family Star, compared to 30% of all families overall

Percentage of families for each area of the Family Star Assessment 'Areas of Life' split by journey of change steps to effective parenting, based on initial assessment By Area of Life and journey of change step

Cluster

	1	2	3	4	5	6	7	8	Total
Boundaries and Behaviour									
Stuck	27%	19%	8%	12%	12%	15%	8%		100%
Accepting Help	23%	18%	9%	12%	10%	15%	7%	6%	100%
Trying	7%	18%	13%	14%	7%	23%	17%	3%	100%
Finding What Works	7%	17%	16%	24%	10%	14%	5%	7%	100%
Effective Parenting	43%	5%	10%	24%	5%		10%	5%	100%

Education and Learning									
Stuck	47%	5%	5%	16%	21%	5%			100%
Accepting Help	21%	19%	6%	23%	6%	9%	13%	2%	100%
Trying	15%	20%	11%	10%	13%	13%	16%	2%	100%
Finding What Works	10%	14%	15%	19%	6%	19%	7%	9%	100%
Effective Parenting	14%	20%	10%	12%	4%	29%	8%	4%	100%

Family Routine									
Stuck	40%	5%	10%	25%	10%	10%			100%
Accepting Help	24%	17%	9%	13%	11%	13%	13%		100%
Trying	11%	20%	13%	17%	12%	12%	12%	2%	100%
Finding What Works	13%	13%	10%	20%	8%	21%	10%	7%	100%
Effective Parenting	15%	23%	13%	6%	2%	21%	9%	11%	100%

Home and Money									
Stuck	32%	5%	14%	18%	14%	5%	9%	5%	100%
Accepting Help	24%	18%	22%	13%	9%	2%	7%	4%	100%
Trying	16%	15%	16%	18%	10%	7%	15%	3%	100%
Finding What Works	16%	22%	5%	21%	8%	12%	10%	5%	100%
Effective Parenting	9%	17%	6%	11%	6%	35%	10%	5%	100%

Keeping Children Safe									
Stuck	50%	17%		17%			17%		100%
Accepting Help	24%	24%	9%	21%	6%	6%	9%	3%	100%
Trying	15%	16%	12%	13%	16%	13%	10%	3%	100%
Finding What Works	10%	16%	13%	19%	8%	15%	14%	6%	100%
Effective Parenting	18%	16%	11%	12%	6%	24%	8%	6%	100%

Meeting Emotional Needs									
Stuck	33%	33%		17%	11%			6%	100%
Accepting Help	24%	5%	5%	19%	16%	11%	16%	3%	100%
Trying	14%	18%	14%	16%	9%	14%	12%	4%	100%
Finding What Works	9%	17%	11%	13%	7%	25%	11%	7%	100%
Effective Parenting	22%	15%	15%	15%	4%	20%	4%	4%	100%

Physical Health									
Stuck	40%	20%	10%	20%		10%			100%
Accepting Help	27%	7%	10%	23%	10%	7%	17%		100%
Trying	18%	17%	17%	17%	11%	6%	10%	4%	100%
Finding What Works	16%	20%	9%	17%	8%	18%	11%	2%	100%
Effective Parenting	9%	17%	9%	10%	8%	28%	9%	10%	100%

Progress to Work									
Stuck	29%	17%	11%	17%	9%	6%	9%	3%	100%
Accepting Help	24%	15%	7%	20%	4%	13%	13%	4%	100%
Trying	6%	21%	11%	21%	9%	8%	19%	6%	100%
Finding What Works	22%	22%	14%	14%	12%	14%		2%	100%
Effective Parenting	12%	14%	12%	12%	9%	26%	10%	6%	100%

Social Networks									
Stuck	38%	15%	4%	15%	12%	8%	8%		100%
Accepting Help	19%	19%	11%	20%	6%	7%	16%	3%	100%
Trying	16%	16%	12%	18%	14%	9%	8%	7%	100%
Finding What Works	10%	14%	13%	14%	5%	29%	9%	5%	100%
Effective Parenting	12%	21%	12%	8%	8%	25%	10%	6%	100%

Your Well Being									
Stuck	32%	14%	5%	18%		27%	5%		100%
Accepting Help	22%	16%	9%	22%	11%	5%	8%	6%	100%
Trying	13%	18%	14%	12%	11%	13%	13%	5%	100%
Finding What Works	10%	20%	8%	17%	7%	20%	12%	5%	100%
Effective Parenting	10%	10%	16%	6%	6%	42%	6%	3%	100%

Example : Out of all the families that are 'accepting help' in the area of Progress to Work, 4% are in cluster 8.