

THRIVE Outcome Framework

Key:




Strategic outcomes: refer to those cross-cutting indicators which are affected by multiple services/agencies but which improved emotional health and wellbeing will be a contributory factor - if emotional health and wellbeing services are functioning effectively, gives an indication of quality

Young People’s Outcomes: performance management indicators derived from outcomes set by young people – quality focussed

Other Stakeholder Outcomes: performance management indicators that relate to outcomes to people who support young people – quality focussed

Data/intelligence: information that helps contextualise and describe how well the system is working but which does not constitute performance data – constitutes a measure of quantity

	SO	Strategic Outcomes	Source (CCG led)	Intended direction of travel ↓ ↑ →	Timeframe for reporting
Quality	SO1	Number of presentations at A&E – mental health	SUS	decrease	
	SO2	Number of presentations at A&E – self-harm	SUS	decrease	
	SO3	Number of hospital admissions for self-harm (5 – 18)	SUS	decrease	
	SO4	Number of hospital admissions for mental health	SUS	decrease	
	SO5	Number of admissions – tier 4	Spec Comm	decrease	
	SO6	Number of occupied bed days – tier 4	Spec Comm	decrease	
	SO7	Number of CYP re-admitted to tier 4 within 12 months	Spec Comm	decrease	
	SO8	Number of suicides	LA	decrease	
	SO9	Number of school absences (where mental health is a primary factor)	LA	decrease	
	SO10	Number of school exclusions (where mental health is a primary factor)	LA	decrease	
	SO11	Number of exclusions of CYP with EHC plan (where mental health is a primary factor)	LA	decrease	
	SO12	Number of looked after children (LAC) where child mental health is a significant contributing factor	LA	decrease	

	SO13	Number of CYP detained in police custody as a place of safety			Police	decrease	
	SO14	Of emergency/crisis referrals including open cases; number of new or current cases referred 2 or more times with the previous 12 months (%)			NWBH	decrease	March 18
	YP	Young People's/Parent Outcomes			Source	Intended direction of travel ↓ ↑ →	Timeframe for reporting
Quality		1. I will know where to find help	2. I will be able to achieve my goals	3. I will be supported to carry on doing things that are important to me			
	YP1	Of CYP completing treatment (and their parent/carers): % reporting 'certainly true, partly true, not true or don't know' on each of the questions on the 'Experience of Service Questionnaire' previously CHI-ESQ developed by the Commission for Health Improvement:  esq_selfreport_9-11 (1).pdf  esq_selfreport_12-18.pdf  esq_parentreport.pdf Reported by: <ul style="list-style-type: none"> • CYP Getting Advice • CYP Getting Help • CYP Getting More Help • CYP Getting Risk Support 			NWBH/delivery partners*	baseline	March 18
	YP2	Experience of service – Trust 'friends and family test (FFT)' Of CYP completing FFT: number of clients who are likely or extremely likely to recommend the service to a friend (%) – agree with NWBH if needed as well as YP1			NWBH/delivery partners*	baseline	January 18
	YP3	Symptom/impact - measures change in specific symptom using standardised clinical tool ¹ <ul style="list-style-type: none"> • Recovery rate – of total number of clients receiving an intervention: <ul style="list-style-type: none"> ○ number of individuals above clinical threshold before intervention ○ the number below clinical threshold post intervention IN DEVELOPMENT 			NWBH/delivery partners*	baseline	March 18

¹ Will require input from clinical staff to develop to determine range of tools used, what thresholds are used in each and how to determine what constitutes significant change.

* to be reported separately by all delivery partners (i.e. lead provider and sub – contracted providers)

	<ul style="list-style-type: none"> • Reliable change – of total number of clients receiving an intervention: <ul style="list-style-type: none"> ○ Number of clients achieving significant change in score attributable to intervention IN DEVELOPMENT (initially to report % showing an improved score) • Reliable recovery – of total number of clients receiving an intervention: <ul style="list-style-type: none"> ○ number of CYP who demonstrate recovery where their score has moved by a significant amount IN DEVELOPMENT 					
YP4	Progress towards goals – Of total number of CYP who set a personal goal : number who demonstrate progress of at least 2 points on a rating scale of 0-10 (reliable recovery)		NWBH/ delivery partners*	baseline	March 18	
YP5			Of total number of CYP open to the service: number that are out of school	NWBH	decrease	March 18
OS	Other Stakeholder Outcomes			Intended direction of travel ↓ ↑ →	Timeframe for reporting	
OS1	Of total number of parents undertaking a parenting programme delivered by CYPMHS: number of parents that report improvement in parent self-efficacy (MANUAL)		NWBH	baseline	January 18	
OS2	Of total number of parents undertaking parenting programme delivered by CYPMHS: number of parents that report improvement in child behavioural difficulties (MANUAL)		NWBH	baseline	January 18	
OS3	Of total number of schools receiving link visits: total number that report finding it very easy or fairly easy to access consultation from children’s mental health services on a termly questionnaire (rating scale: very easy, fairly easy, neither easy nor difficult, fairly difficult, very difficult) (MANUAL)		NWBH	baseline	January 18	
OS4	Of total number of schools receiving link visits: total number that report feeling very confident or fairly confident to support CYP EHWP, on a termly questionnaire (rating scale: very confident, fairly confident, neither confident nor unconfident, fairly unconfident, very unconfident) (MANUAL)		NWBH	baseline	January 18	
OS5	Of total number of consultations provided for e.g. multi-agency safeguarding hub/YOS/complex case panel: number where the practitioner was satisfied with the outcome (satisfied vs not satisfied) (MANUAL)		NWBH	baseline	January 18	

	I	Data/intelligence (reported monthly)		Intended direction of travel ↓ ↑ →	Timeframe for reporting
Quantity	I1	Number of referrals by source of referral: <ul style="list-style-type: none"> • Education • GP • Internal • Local Authority • Primary health • Other 	NWBH	baseline	January 18
	I2	Number of referrals by ethnicity: <ul style="list-style-type: none"> • Asian/Asian British • Black/Black British • Mixed • Not stated • Other ethnic group • White 	NWBH	baseline	January 18
	I3	Total number of contacts within 'getting advice' for information and signposting (including young people, families and professionals)	NWBH	increase	July 18
	I4	Of total number that make contact with 'getting advice': numbers provided with brief intervention/brief advice (meaningful clinical contact – 1 st face to face contact with young person only)	NWBH	baseline	March 18
	I5	Of total number accessing 'getting advice' in the reporting month that require:	NWBH	baseline	March 18
	I6	Total number that have previously been known to the service (last 2 years) that require:	NWBH	Baseline	March 18

	<p>17</p> <p>Of the total caseload: number identified with each presenting need at assessment:</p> <ul style="list-style-type: none"> • Anxiety • Depression • OCD • Phobia • ADHD • Autism Spectrum • Behavioural and/or conduct disorders • Bipolar Disorder • PTSD • Social Anxiety Disorder • Self-harm • GAD and/or panic disorder • Co-occurring emotional and behavioural difficulties • Co-occurring emotional difficulties • Psychosis • Bullying • Body image issues • Substance misuse • Experience of abuse • Domestic violence • Parental drug/alcohol • CSE • Harmful sexual behaviour • Social care involvement • Young carer • LGB • Trans gender • Parental mental health • Sleeping difficulties • Developmental/learning needs • Long term physical health condition 	NWBH	Monitor	March 18
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	(could be multiple presenting needs per young person) Note: this won't be an exhaustive list and may need review and revision			
I8	Total caseload by: Getting Advice Getting More Help Getting Help Getting Risk Support	NWBH	baseline	January 18
I9	Number of CYP signposted onto other services at Getting Advice: <ul style="list-style-type: none"> • Youth Service (targeted services) • Youth service (universal services) • Smoking cessation services • Drug and alcohol services • Third sector organisations • Early Help • Child Sexual Exploitation/missing from home organisations • IAPT services (16 years+) • Other health services 	NWBH	Baseline	March 18
I10	Of total caseload: number of clients with protected characteristic(s)/vulnerabilities: <ul style="list-style-type: none"> • Early Help • Children looked after (CLA) • Special Educational Needs (SEN) • Unaccompanied asylum seeking children (UASC) • Not in education, employment or training (NEET) • Child in Need (CIN) • Child Protection Plan (CPP) • Education health and care plan (EHC) • Lesbian, gay or bi-sexual (LGB) • Trans gender • Youth offender (YOS) Broken down by:	NWBH	Baseline	March 18

	Getting Advice Getting More Help	Getting Help Getting Risk Support			
I11	Number of CYP with a risk support plan as part of a multi-agency plan (in line with local authority care planning processes)		NWBH	baseline	To be developed, report manually once available and electronically by March 19
I12	<p>Of total number of children and young people aged 0-18 with a diagnosable mental health condition (figure to be agreed with NHSE): number who are receiving treatment from NHS funded community services (2nd appointment as a proxy for start of treatment) – annually reported measure with a quarterly trajectory to be agreed with NHSE:</p> <ul style="list-style-type: none"> • 2016/17 – 28% • 2017/18 – 30% • 2018/19 – 32% • 2019/20 – 34% • 2020/21 – 35% 		NWBH (align with MHSDS)	Increase in line with NHSE trajectory	March 18
I13	<p>Waiting times for CYP seen for 1st direct contact (any THRIVE grouping) within reporting month:</p> <p>Of the total number waiting for their first contact:</p> <ul style="list-style-type: none"> • Number seen the same day (%) • Number seen within 1-7 days (%) • Number seen within 8-14 days (%) • Number seen within 15-21 days (%) • Number seen within 22-28 days (%) • Number seen within 29-35 days (%) • Number seen within 36-42 days (%) • Number seen within 43 days or over (%) 		NWBH	reduce	March 18

	(Note: days counted includes weekends)			
I14	<p>Waiting time to start of NICE compliant evidence based treatment (any THRIVE grouping) for CYP starting treatment within reporting month (2nd appointment as a proxy for start of treatment, at least one contact can be indirect).</p> <p>Of the total number waiting to start treatment:</p> <ul style="list-style-type: none"> • Number seen that started treatment the same day (%) • Number seen for their 2nd appointment within 1-7 days (%) • Number seen for their 2nd appointment within 8-14 days (%) • Number seen for their 2nd appointment within 15-21 days (%) • Number seen for their 2nd appointment within 22- 28 days (%) • Number seen for their 2nd appointment within 29-35 days (%) • Number seen for their 2nd appointment within 36-42 days (%) • Number seen for their 2nd appointment with 43 days or over (%) <p>(Note: days counted includes weekends)</p>	NWBH	reduce	March 18
I15	<p>Waiting time to start of NICE compliant evidence based treatment for CYP in crisis that are seen within the reporting month (1st direct contact)</p> <p>Of the total number of young people that present in crisis requiring a mental health response:</p> <ul style="list-style-type: none"> • Number that are assessed and start treatment within less than 4 hours (%) • Number that are assessed and start treatment within 5- 12 hours (%) • Number that are assessed and start treatment within 13-24 hours (%) • Number that are assessed and start treatment within 25-72 hours (%) • Number that are assessed and start treatment within 72 hours or over (%) 	NWBH	reduce	March 18
I16	<p>% of DNAs:</p> <ul style="list-style-type: none"> • Getting Help • Getting More Help • Getting Risk Support 	NWBH	reduce	March 18
I17	Of total number of children and young people referred in who have a specific vulnerability: number of CYP discharged due to non-attendance	NWBH	reduce	TBC

	<ul style="list-style-type: none"> • Early Help • Children looked after (CLA) • Special Educational Needs (SEN) • Unaccompanied asylum seeking children (UASC) • Not in education, employment or training (NEET) • Child in Need (CIN) • Child Protection Plan (CPP) • Education health and care plan (EHC) • Lesbian, gay or bi-sexual (LGB) • Trans gender • Youth offender (YOS) 			
I18	<p>Of the total number of children and young people that have completed an evidence based intervention: total number that have attended:</p> <ul style="list-style-type: none"> • 1 contact • 2 – 3 contacts • 4 – 12 contacts • 13+ contacts <p>when closed within the reporting month; broken down by:</p> <p style="text-align: center;"> Getting Advice Getting Help Getting More Help Getting Risk Support </p>	NWBH	baseline	March 18
I19	Of the total number of direct and indirect contacts: number of indirect contacts (%)	NWBH	baseline	TBC
I20	Number of EHC requests received by the service (MANUAL)	NWBH	baseline	March 18
I21	Of the total number of EHC requests received: Number of EHC requests actioned by the service that have been completed and are in line with local protocols (%)	NWBH	baseline	March 18
I22	Number of CYP providing experience of service feedback at end of treatment (YP2)	NWBH	baseline	March 18
I23	Number of CYP for whom there is baseline recovery data, data at midpoint and at discharge (YP3)	NWBH	baseline	March 18
I24	Number of CYP for whom there is baseline personal goal data, data at midpoint and at discharge (YP4)	NWBH	baseline	March 18

I25	Of the total number of children and young people that are in a specialist inpatient provision within the CCG area: total number that have received a community treatment review or equivalent care planning meeting by a named member of the community team (MANUAL)	NWBH	baseline	January 18
I26	Number of individualised packages of care for treatment delivered locally/at home – continuing care (MANUAL)	NWBH	baseline	March 18 (electronic by March 19)
I27	Number of individualised packages of care for treatment delivered locally/at home – Section 117 (MANUAL)	NWBH	baseline	March 18 (electronic by March 19)
I28	Of the total number of parents referred to attend a parenting programme delivered by CYPMHS: number of parents completing evidence based parenting programme (%) (MANUAL)	NWBH	baseline	March 18 (electronic by March 19)
I29	Of the total caseload: number of CYP who are also known to substance misuse services (MANUAL)	NWBH	baseline	March 18 (electronic by March 19)
I30	Of the total caseload: number of CYP who are also known to the Youth Offending Service (YOS) (MANUAL)	NWBH	baseline	March 18 (electronic by March 19)
I31	Of the total number of CYP known to the YOS: number of YOS clients who have received an appropriate mental health assessment (MANUAL)	NWBH	baseline	March 18 (electronic by March 19)
I32	Number of link visits carried out with schools – primary (also include in termly narrative report) (MANUAL)	NWBH	baseline	March 18 (electronic by March 19)
I33	Number of link visits carried out with schools – secondary (also include in termly narrative report) (MANUAL)	NWBH	baseline	March 18 (electronic by March 19)
I34	Number of link visits carried out with schools - any stand-alone special provision (MANUAL)	NWBH	baseline	March 18 (electronic by March 19)
I35	Number of training sessions provided to other professionals – annual training plan to be agreed with CCG/partners (also include in termly narrative report for schools) (MANUAL)	NWBH	baseline	March 18 (electronic by March 19)

	I36	Number school staff accessing relevant training (also include in termly narrative report for schools) (MANUAL)	NWBH	baseline	March 18 (electronic by March 19)
		Number of supervision sessions/reflective groups delivered to: School staff Youth Service staff School Nursing staff YOS staff (MANUAL)	NWBH	baseline	March 18 (electronic by March 19)
	I37	Number of parenting programmes delivered (MANUAL)	NWBH	baseline	March 18 (electronic by March 19)

Note: to begin with a period of baseline measurement will be required – this will build a picture against which future performance will be measured and reviewed unless otherwise specified

Reporting by sub-contracted providers:

- A separate report should be provided by any online provider that co-delivers on the contract which should as an absolute minimum include number of unique YP that have accessed the online offer in a quarter and total number of online hours used.
- A separate activity report should be provided for any third sector provider that co-delivers on the contract to include:
 - number of cases allocated
 - waiting times
 - total number of sessions delivered per month
 - total number of DNA's
 - total number of CNA's (broken down by service and family)
 - outcome and experience measures (as per YP1, YP2 and YP 3 above)